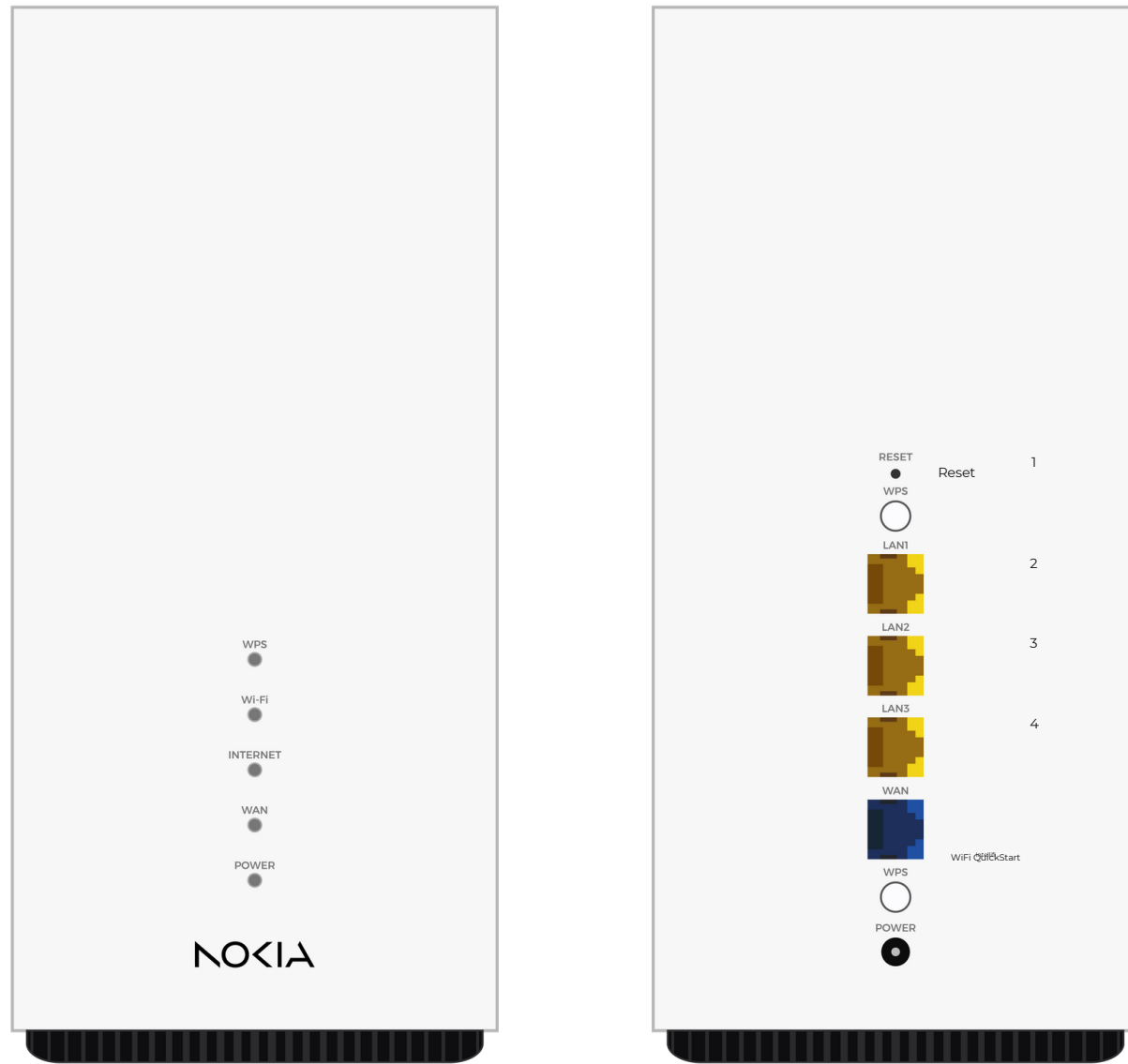




Welcome Guide

Everything you need to know about your
Ultrafast Full Fibre Broadband Set Up

Your Equipment and its Purpose



Nokia Router

Provides Wi-Fi around your premises.

It also allows your personal devices to access the internet.



ONU

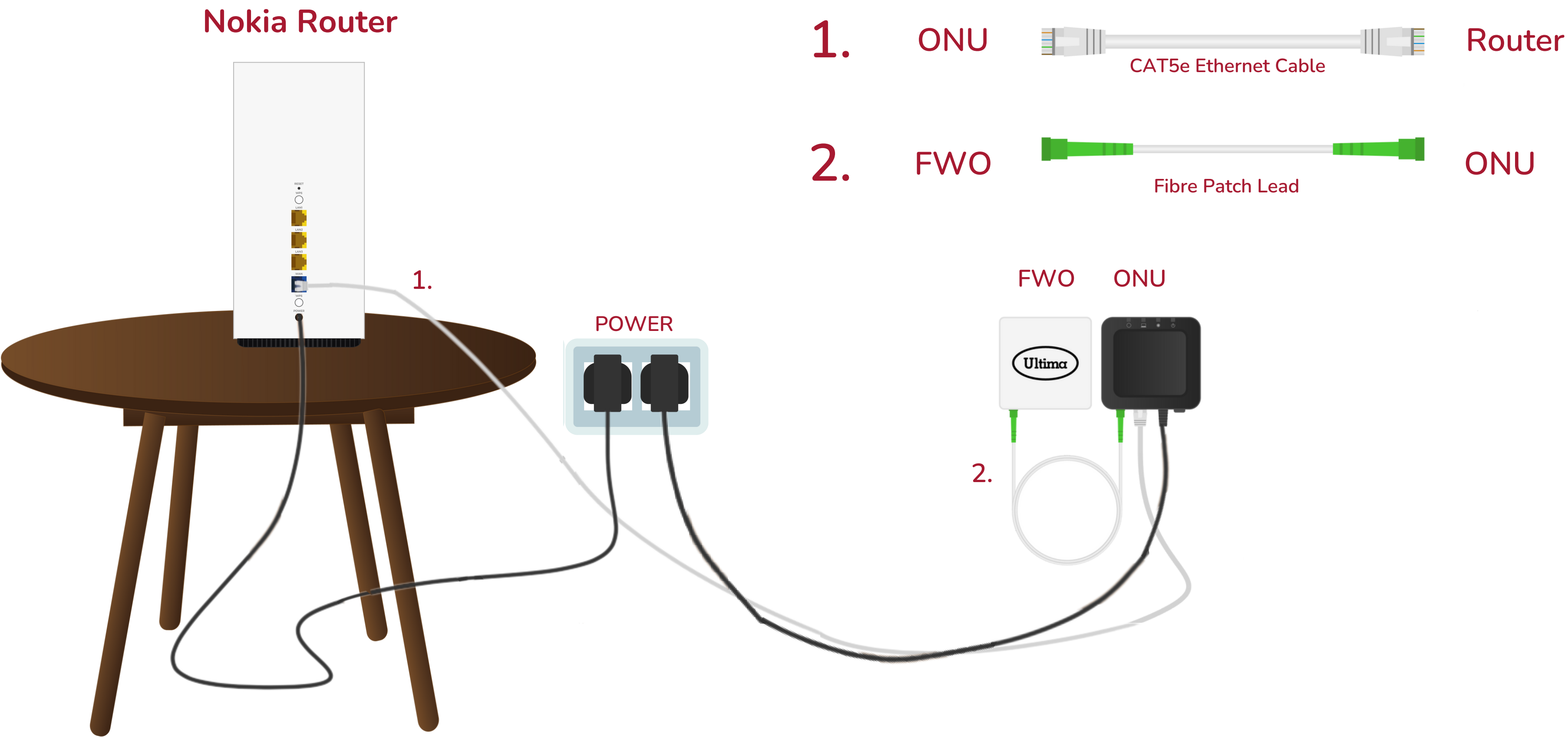
Connects the Fibre Cable to your Router using an Ethernet Cable. Cables may vary in length.



Fibre Wall Outlet (FWO)

This is where the fibre cable from our network enters the premises through the wall.

What your Setup should look like



How to connect your Wi-Fi & login to your Router

When connecting to your Wi-Fi network in your Wi-Fi/Network settings on your device, the name of your Wi-Fi (SSID) and 10 digit password will be as follows:

SSID: Wi-Fi Network

‘NOKIA-’ followed by the last 4 digits of the MAC address located on the bottom of the router.

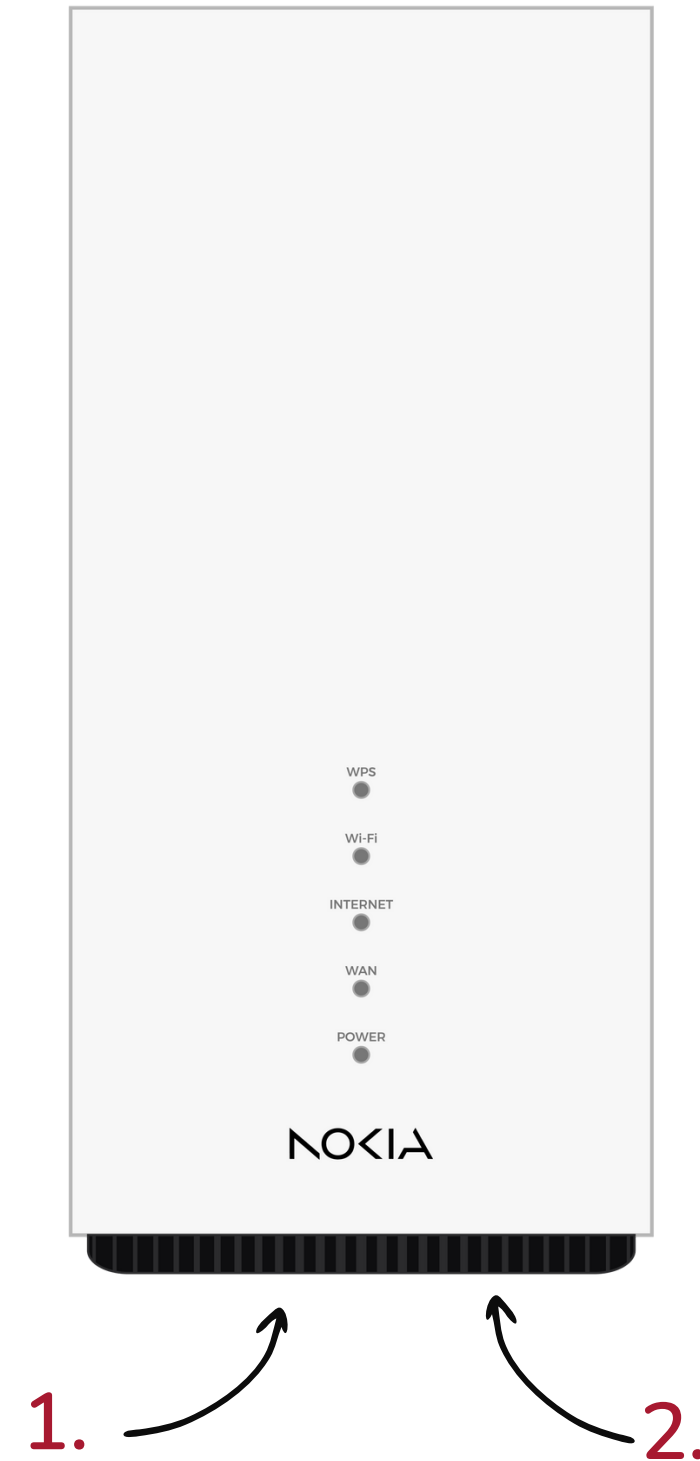
Example: NOKIA-1234

Password:

The WIFI Key:

Example: XXXXXXXXXXXX

There is also a separate ‘admin’ password to log into your Router’s interface. This has a separate password listed below the username.

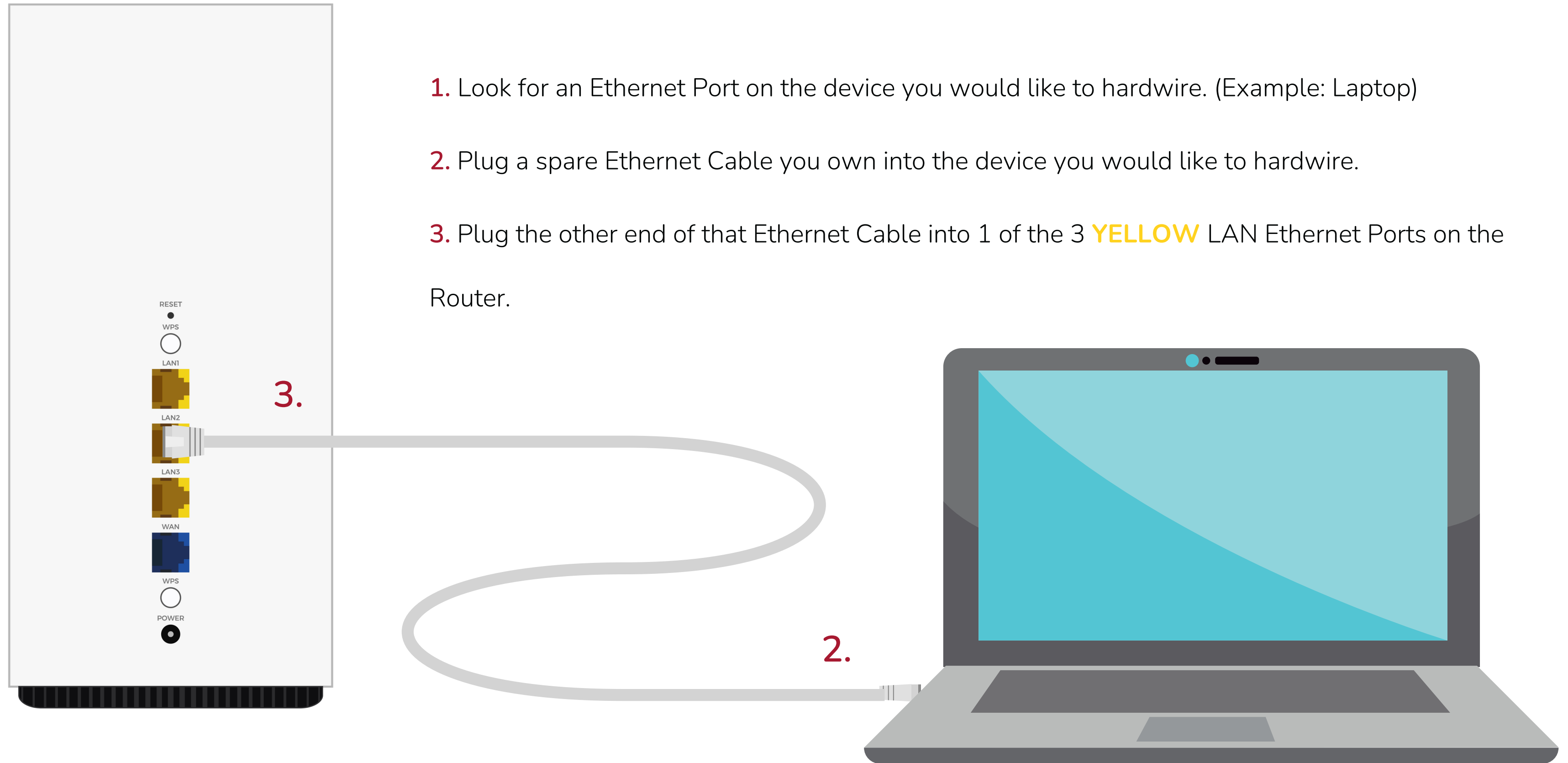


1. NOKIA - 1234

2. WIFI Key: XXXXXXXXXXXX

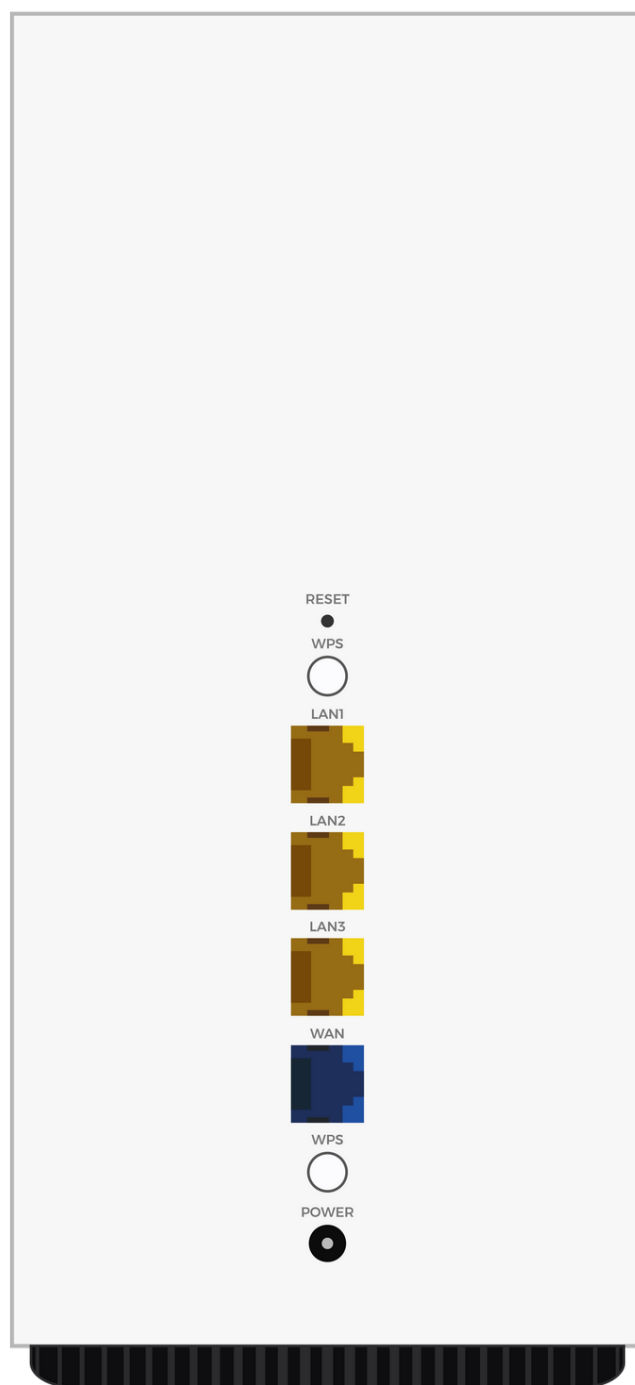
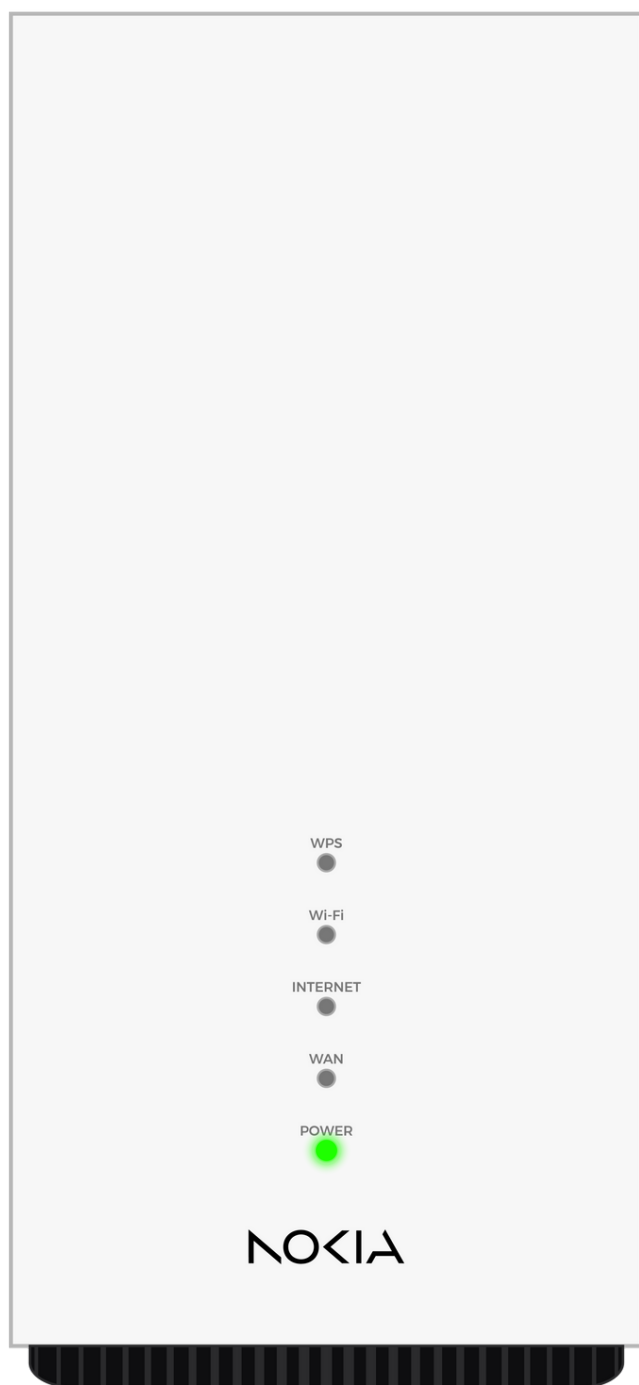
Hardwiring a Device to your Router

1. Look for an Ethernet Port on the device you would like to hardwire. (Example: Laptop)
2. Plug a spare Ethernet Cable you own into the device you would like to hardwire.
3. Plug the other end of that Ethernet Cable into 1 of the 3 **YELLOW** LAN Ethernet Ports on the Router.





How to Troubleshoot an Issue



Here are some quick troubleshooting solutions you can try by yourself before calling our Technical Support Team:

1. Power Cycle your Router

Unplug your router at the wall, wait 1 full-minute, then plug it back in.

Wait 2-3 minutes to allow your Router to boot back up.

Please do **not** reset your Router.

2. Check the light on your Router

Your Router should show a **Green** light on the front. If no light is showing, your Router may not be powered.

3. Make sure your Ethernet Cable is ‘Clicked’ in correctly

Make sure the Ethernet Cable going into the **Blue** ‘WAN’ Port on your Router, and then into the ONU at the other end is ‘clicked’ in. If you are not sure, unplug the cable at both ends and then plug it back in until it ‘clicks’.

How to Troubleshoot an Issue

Here are more quick trouble shooting solutions you can try by yourself before calling our Technical Support Team:

4. Power Cycle your ONU

Unplug your ONU's power cable, wait 1 full-minute, then plug it back in. Wait 2-3 minutes to allow your ONU to boot back up.

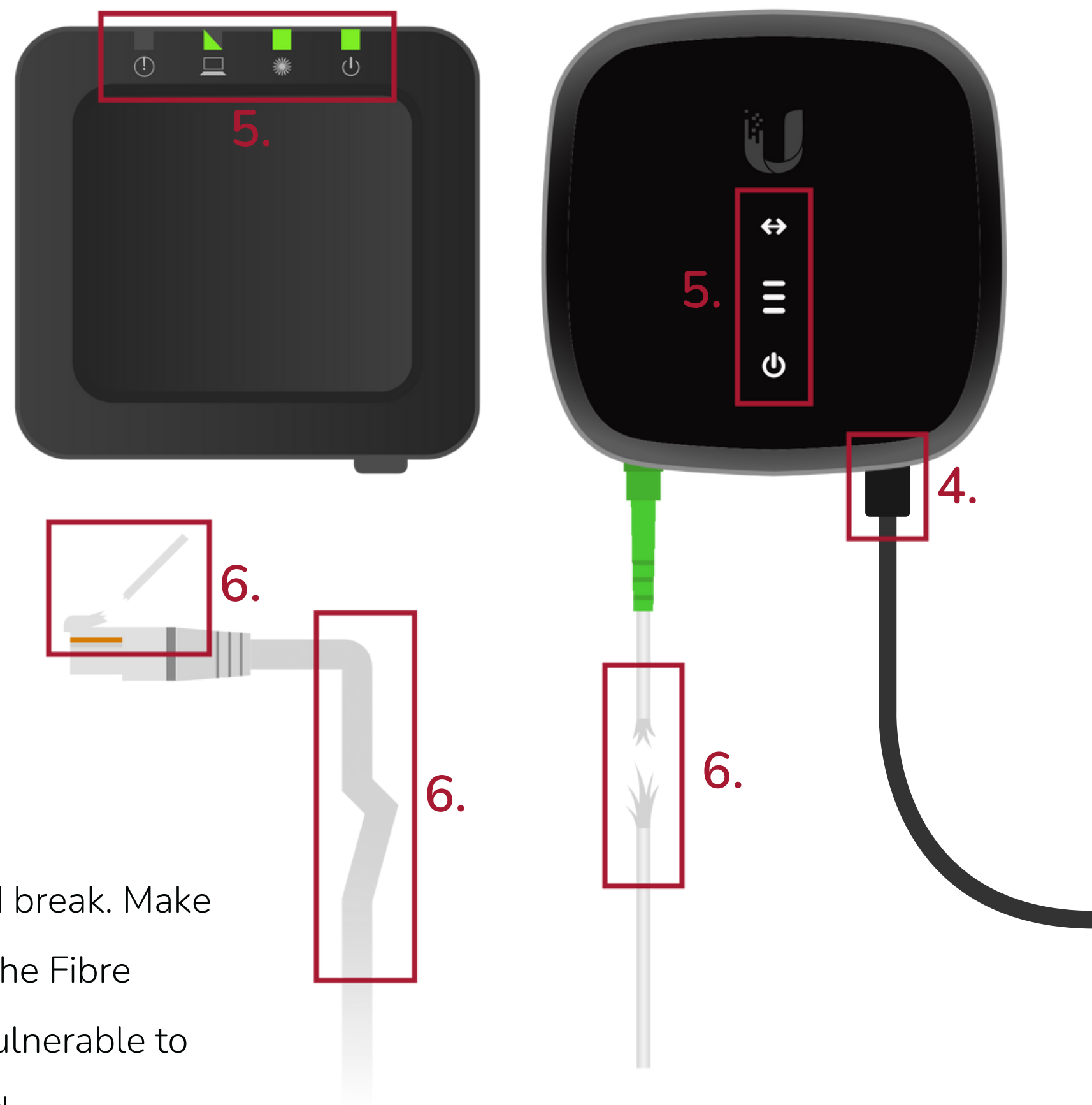
5. Check the lights on your ONU

We supply 2 different vendors for our ONUs; Adtran ONU and Ubiquiti ONU Both do the exact same job at the same level however look slightly different:

- The Adtran ONU should have 2 constant and 1 flickering Green lights (see right).
- The Ubiquiti ONU has a White double-sided arrow, 1-3 bars and a Power logo on the front of it. Some Ubiquiti ONUs display a number representation of the signal.

6. Check for Damged Cables

- The Ethernet Cable between your Router and ONU is very easy to bend and break. Make sure the 'clip' has not snapped and the cable does not have any kinks etc.
- The Fibre Patch Lead between your ONU and FWO is extremely delicate and can be vulnerable to breaking. Again, look out for kinks in the cable or if it has completely snapped.



How to Complete a Speedtest

See below 2 different methods on testing your internet speed:

Cabled Test via Ethernet:

1. Test using a PC or Laptop (with an Ethernet port) wired directly into your Router (See Page 5) using a CAT5e or above Ethernet Cable.
2. Make sure your device, that you are using to test your internet speed with, has a cabled connection in its Network/Internet Settings.
3. Go to your preferred browser (Google Chrome, Firefox etc.) and search for **fast.com**
4. A speedtest result for your Download Speed should show in **Black** within 30-60secs. To find the results for your Upload Speed and Ping, click 'Show More Info' below the Download reading.



Wireless Test over Wi-Fi:

1. Test using a device such as Mobile, Tablet or Laptop, take your device so it is located within a couple of feet of your Router.
2. Before you complete the test, turn the Wi-Fi capability, in your Wi-Fi/Network Settings, on your device off for 5 seconds, then back on.
3. Then, make sure your device is connected to the correct Wi-Fi Network (SSID) in your Wi-Fi/Network Settings.
4. Go to your preferred browser (Google Chrome, Firefox etc.) and search for **fast.com**
5. A speedtest result for your Download Speed should show in **Black** within 30-60secs. To find the results for your Upload Speed and Ping, click 'Show More Info' below the Download reading.





Contact us:

help@alncom.co.uk

01665 604816