

# Quick Installation Guide



SingNet BroadBand • mio Voice

# Contents

**STEP 1:** Equipment Check

**STEP 2:** Setting Up Your BroadBand Connection

**STEP 3:** BroadBand Connection Settings for Fibre (Optional)

**STEP 4:** Logging in to Your SingNet BroadBand

**STEP 5:** Connecting Wirelessly to SingNet BroadBand (Optional)

**STEP 6:** Setting Up Your mio Voice

Technical Support Contact Numbers

Dear Customer, this guide has been prepared to help you to install SingNet BroadBand service and mio Voice services.

## STEP 1: Equipment Check

The following items are pre-packaged in your Residential Gateway.

**Note: Existing Singnet BroadBand, mio Plan or mio Home subscribers should already have these items connected to their Residential Gateway.**



Residential Gateway



Power Adapter



DSL Microfilter



Ethernet Cable (RJ45)  
Yellow



Ethernet Cable (RJ45)  
Blue



Quick Installation Guide



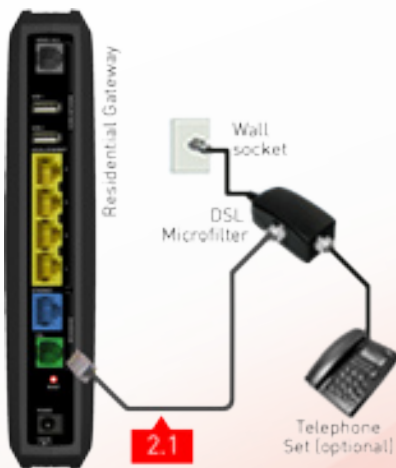
Telephone Cable (RJ11)



FXS Phone Splitter



## STEP 2: Setting Up Your BroadBand Connection



2.1 Using the **Telephone Cable (RJ11)**, connect the **Residential Gateway's "DSL" Port** to the **DSL Microfilter's "DSL" port**.

2.2 Insert the head of the **DSL Microfilter** into your Telephone the wall socket.

**Note:** You can connect your telephone into the DSL Microfilter's "Phone" port to use your fixed Phonline.



2.3 Connect **Power Adapter** to your **Residential Gateway "POWER" port** and the nearest electrical outlet. Turn "On" the power at the electrical outlet and the Residential Gateway

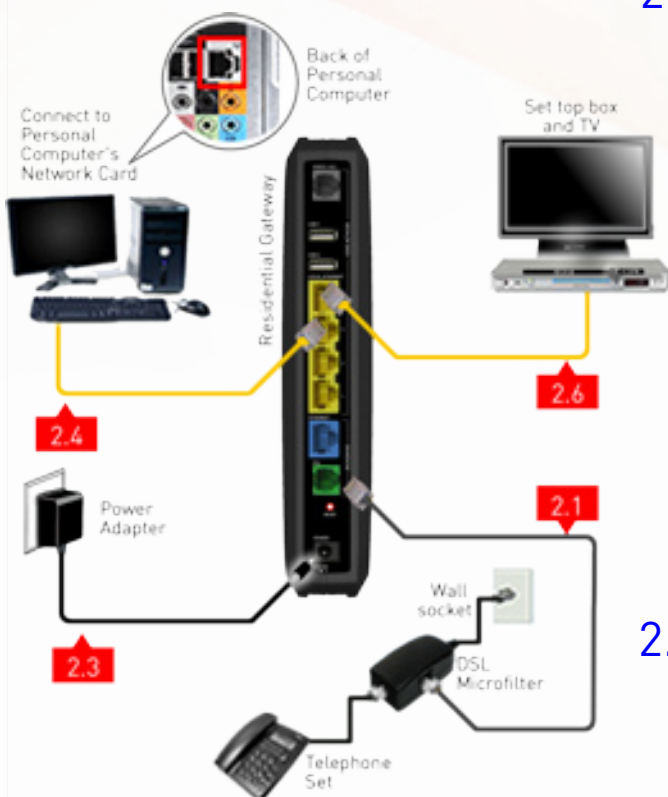


### LED Check:

Please wait for approximately 5 minutes. The "POWER" and the "BROADBAND" LEDs should now be stable **GREEN (not blinking)**, except the "ETHERNET" LED, it should be **GREEN** and blinking. If not, please check connections 2.1 to 2.3. Do NOT proceed to the next section until you have done so.



2.4 Using an **Ethernet Cable (RJ45)**, connect to any of the available **Residential Gateway's** "LOCAL ETHERNET" ports to your PC's "ETHERNET" port.



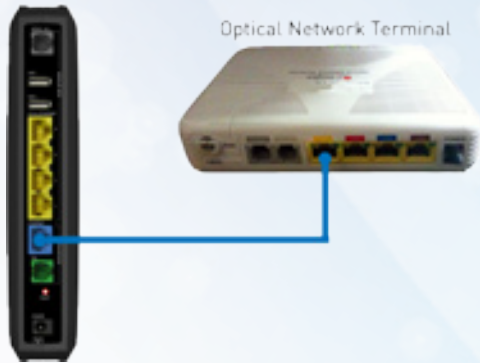
2.5 Verify that the "ETHERNET" and "BROADBAND" LEDs found in front of the Residential Gateway are light up in **GREEN**.

**Note:**

If the LEDs mentioned in 2.5 are not light up, please check your connections again based on 2.1 to 2.4. You may now proceed to Step 3 once the LEDs are light up.

2.6 Optional: If you have subscribed to mio TV service, please connect the Set Top Box to the Residential Gateway using the blue ethernet cable (RJ45) provided.

## STEP 3: BroadBand Connection Settings for Fibre (Optional)



- 3.1 Connect the **Residential Gateway's** "BROADBAND" Port to the ONT "LAN 1" Port highlighted in Yellow using the **Ethernet Cable (RJ45)**.

**Note:**

Switch off the ONT power before you do the set up.

- 3.2 For mio TV Set Top Box, personal computer or laptop, please connect it to the "LOCAL ETHERNET" Port highlighted in Yellow.



- 3.3 For mio Voice service, please connect your phone using a **Phone Cable (RJ11)** to the **Residential Gateway's** "VOICE 1&2" Port.

- 3.4 Once **Power Adapter** is connected, follow the power up sequence as below.

1. Power up the **Optical Network Terminal (ONT)**. Wait for "POWER" and "PON" LEDs to turn to stable green light.
2. Power on the **Residential Gateway**. Wait for the "POWER", "ETHERNET", "BROADBAND", "INTERNET" and "IPTV" (if applicable) to turn to stable green light.
3. Power up you mio TV Set Top Box and your computer.



**Note:**

For exStream service, there is no need to key in user ID and password. All service credential will be auto push down to your Residential Gateway.



# STEP 4: Logging in to Your Singnet BroadBand

Please confirm that you have the following item on hand before attempting this step.

>> SingNet BroadBand Service Letter - This contains your Username and Password which will be used for setting up the SingNet BroadBand.



4.1 Open your web-browser (e.g. Internet Explorer). You should now see the following screen on the left. Click on “SET UP NOW”.

**Note:**

If you are unable to view the page type the URL <http://192.168.1.254>



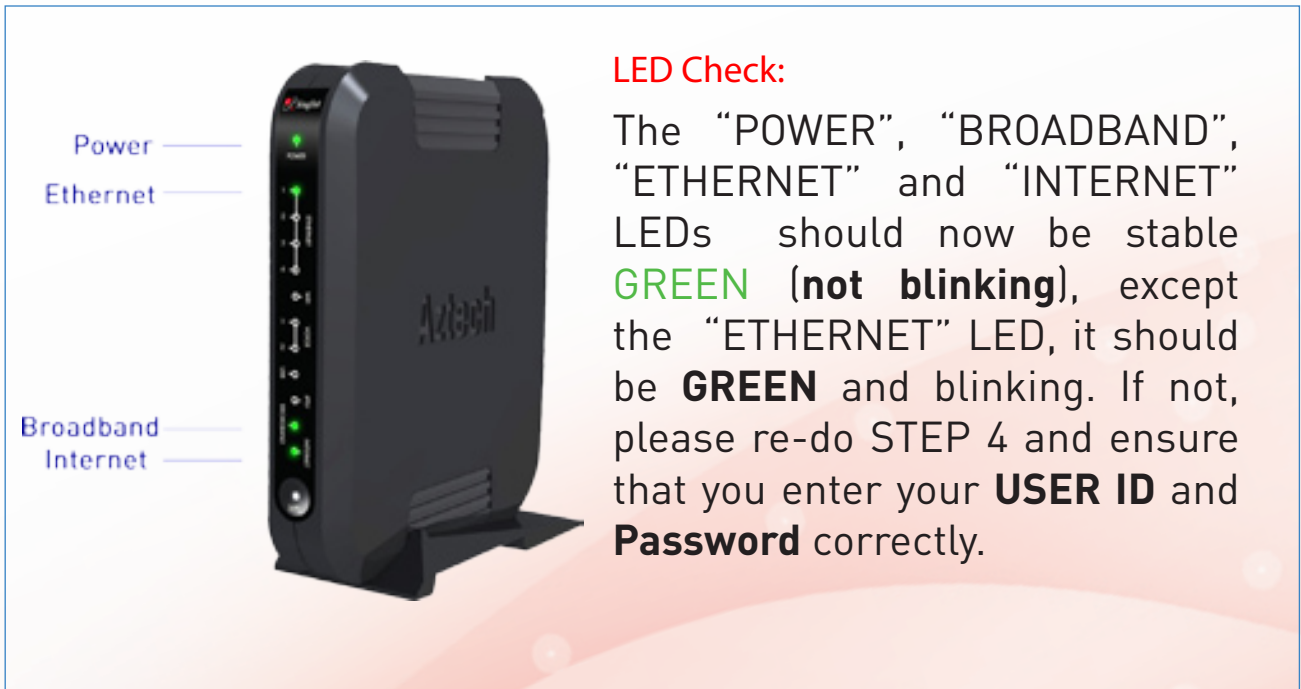
4.2 Type your **User ID** and **Password** as stated in your Service Letter in the “Username” and “Password” fields and click the “Connect” button.

**Note:**

The text behind @ maybe different. Please ensure that you have entered the correct one as stated in your service letter before proceeding.



4.3 Please wait while SingNet verifies your account. If you have entered your “Username” and “Password” correctly, you will be redirected to the “Setup Successful” page.



Congratulations! You can now use SingNet BroadBand!



# STEP 5: Connecting Wirelessly to SingNet BroadBand (Optional)

## Section A: Your Network Name and Key

Please take note of two numerical codes which are your Network name and Key with this diagram as a guide.

You may fill in these details on the box below for future references.

**Note: The default wireless encryption option is Mixed WPA2/WPA-PSK.**

Network Name (SSID): SINGTEL - _____  Write the last 4 numbers of your Network Name here.	Network Key: _____  Write the 10 digit of your Wireless Key here.
--	---



### IMPORTANT!

You will need a wireless adapter (wireless PC card or wireless USB adapter) or a wireless-enabled Notebook before you can proceed to the next section.

Please refer to your operating system's instructions:

[Section B.](#) if you are using Window's XP

[Section C.](#) if you are using Windows Vista

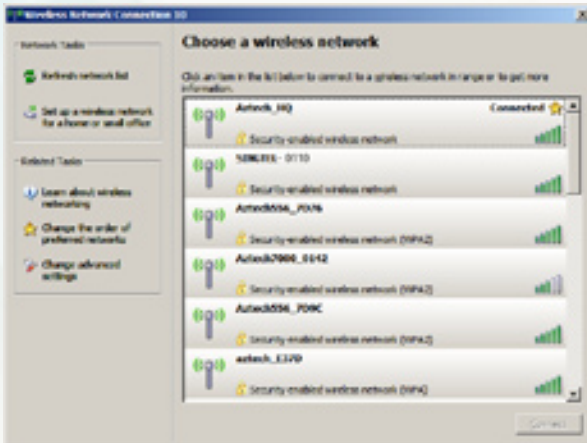
[Section D.](#) if you are using Windows 7

[Section E.](#) if you are using another wireless manager other than Windows

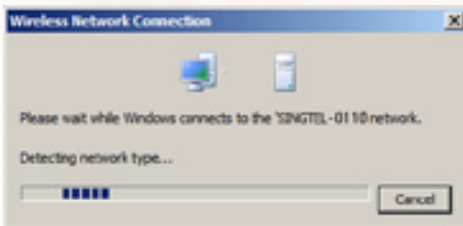
## Section B: If you are using Windows XP



1 Double click on the wireless icon on your task bar.



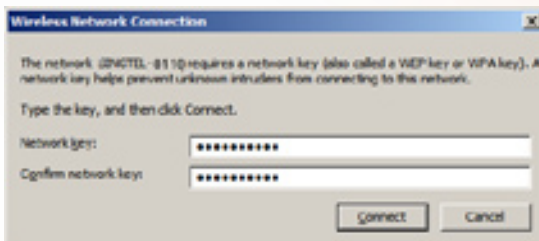
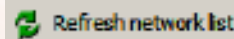
2 You should see the available wireless networks, if you are prompted to use another wireless manager, please refer to section E.



3 Double click the **Network Name** of your wireless network (e.g. SINGTEL-0110) and wait for the network to be detected.

**Note:**

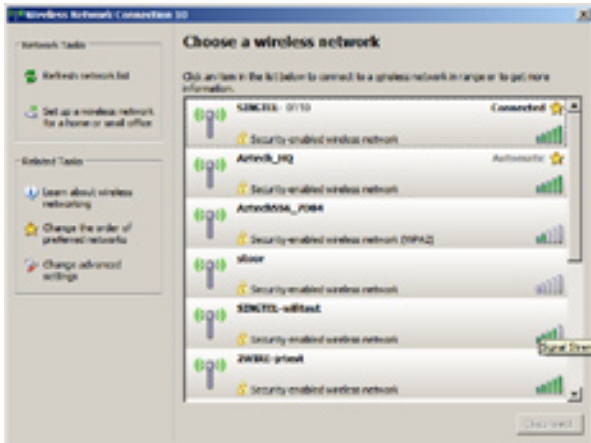
1. Please refer to section A if you are unsure of your Network Name and try refreshing your Network List if you do not see it.



4 Type the 10-Digit Network Key into the "Network Key" and "Confirm Network Key" fields. Click on the "Connect" button to complete the setup and wait for the network address to be acquired.

**Note:**

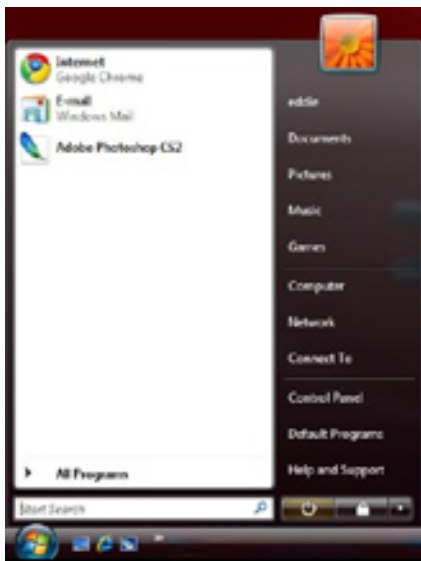
1. Please refer to section A if you are unsure of your Network Key.



5 You will see the screen on the left if the setup is successful.

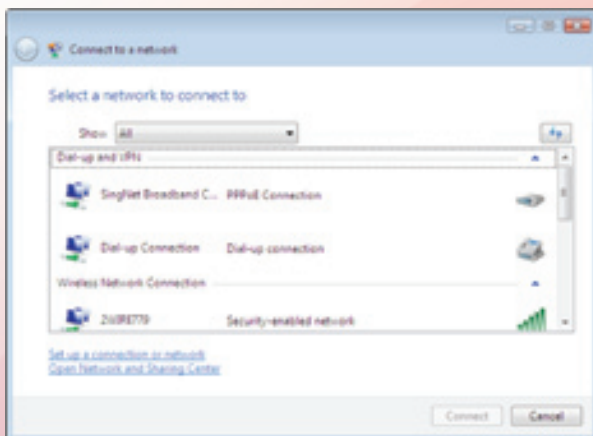


## Section C: If you are using Windows Vista



1 In Windows Vista, Click on the **Start button**.

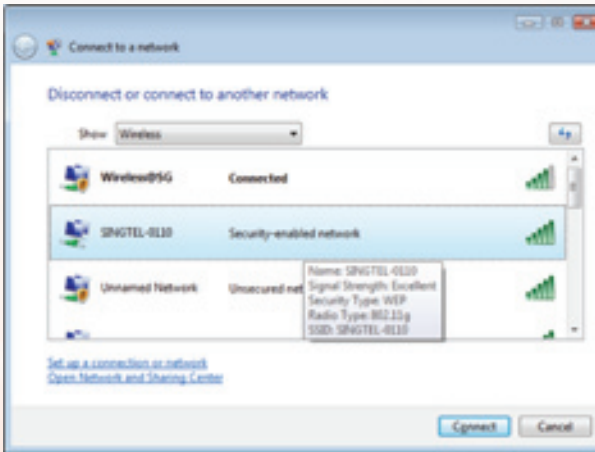
2 Click on **Connect To**.



3 You will see the screen on the left.



4 Under **Show**, select "Wireless".



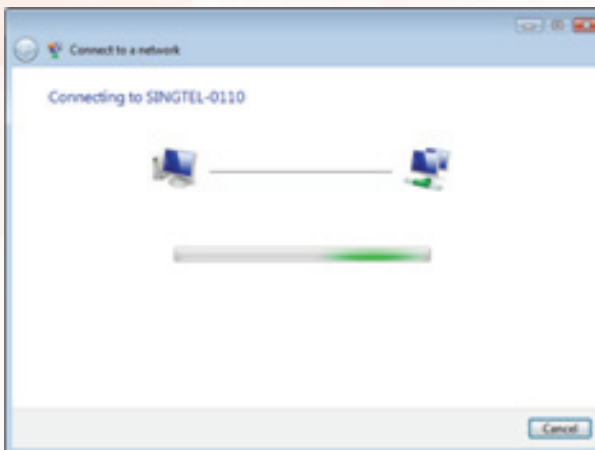
5 Find the **Network Name** of your wireless network (e.g. SINGTEL-0110).

**Note:**

1. Please refer to section A if you are unsure of your Network Name or try refreshing your Network list if you do not see it.



6 Click on the **Connect** button.



7 Please wait while your computer tries to connect to the Residential Gateway.

8 You will now be prompted to enter your **Network Key**.



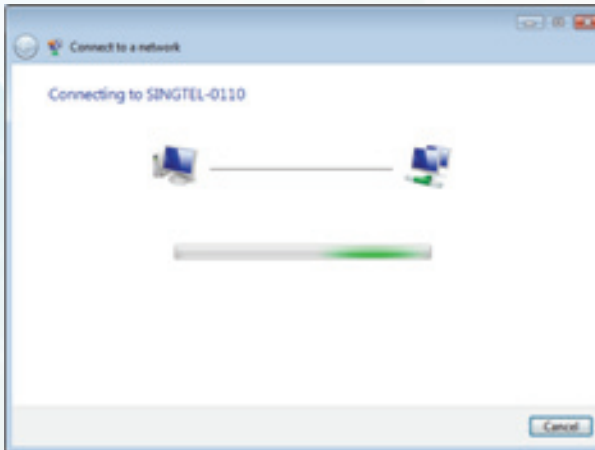
**Note:** You will see this when

1. You are connecting to the Residential Gateway for the first time

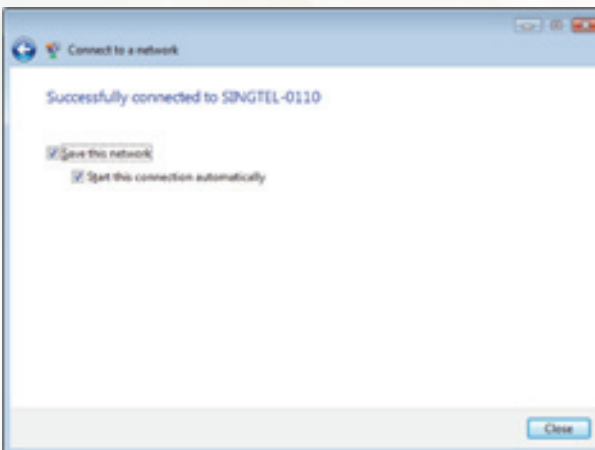
2. You have unselected the option to save the Network Key.

9 Type in your **Network Key** in the "Security key or passphrase" field.

10 Click on the **Connect** button.



- 11 Please wait while your computer authenticates your wireless network.



- 12 Your wireless connection is successfully configured when you see the screen on the left.
- 13 Make sure that “Save this network” is selected.

**Note:**

This option will save your Network Key. If you do not enable this option, you will always be prompted to enter the key.

- 14 Ensure that you have “Start this connection automatically” selected.

**Note:**

This option will connect your computer to the Residential Gateway automatically. If you do not enable this option, you will be required to connect to the wireless network manually.

- 15 You have successfully configured your wireless connection on Windows Vista.

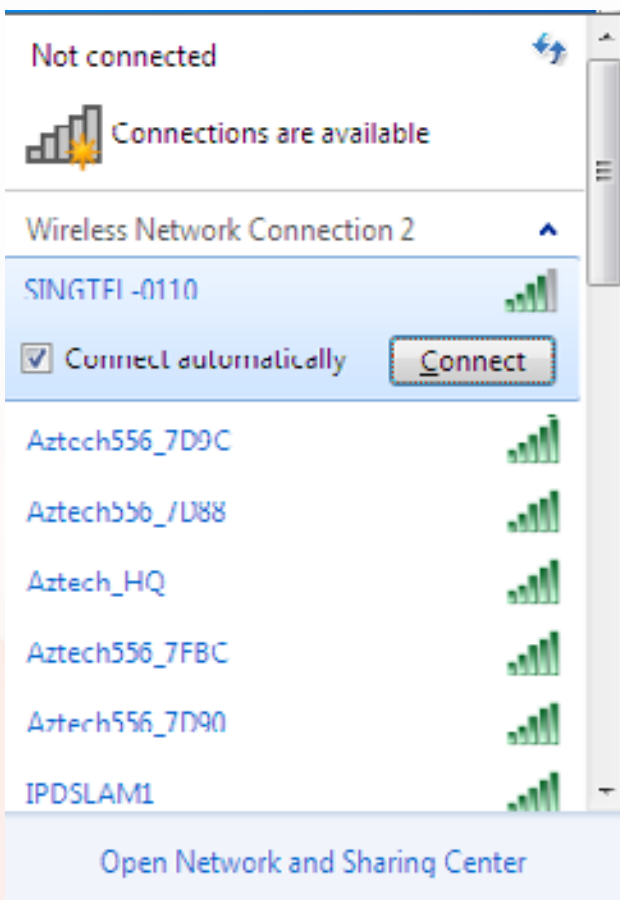
- 16 Click on “Close” to exit the window.



## Section D: If you are using Windows 7

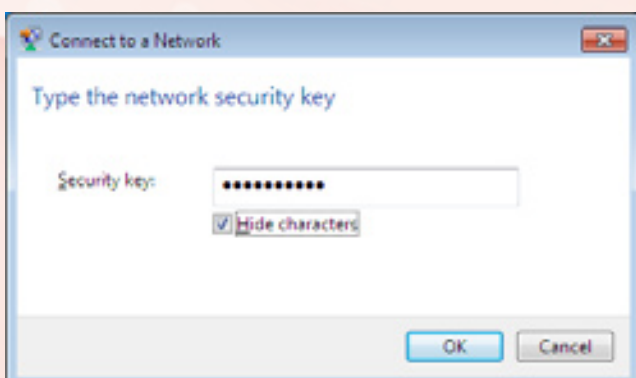


- 1 On the right hand side of the task bar, click on the wireless network icon like the one on the left.



- 2 You will see a window of the available networks, locate and select your own wireless network e.g. SINGTEL-0110.

Note: Please refer to Section A if you are unsure of your Network Name or try refreshing  your network list if you do not see it.



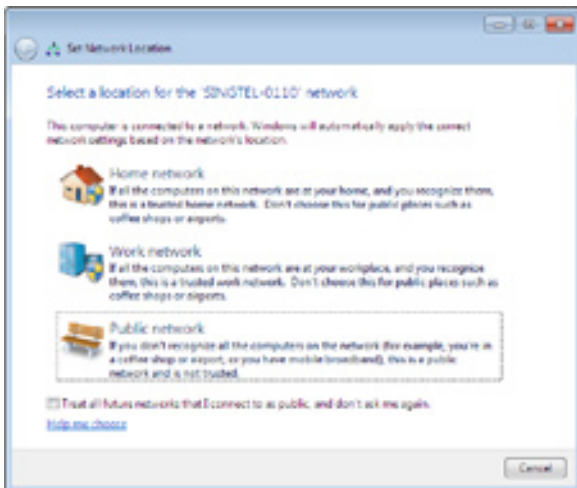
- 3 Input your wireless network key on the "Security Key" field.

Note:

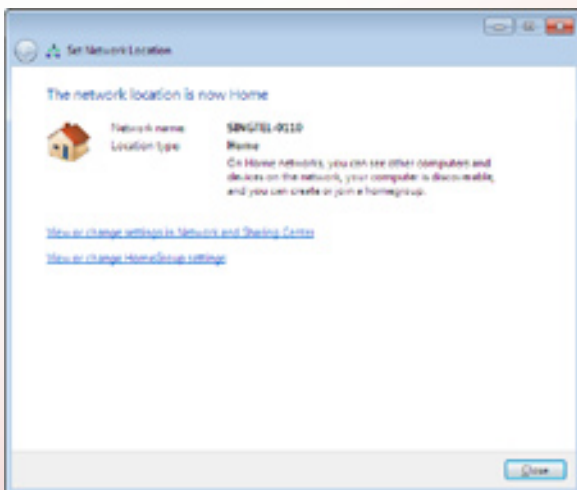
Please refer to Section A if you are unsure of your Network Key.

You will see this when:

- (i) You are connecting to the Residential Gateway for the first time
- (ii) You had unselected the option to save the Network Key



4 On the Select Network Location click on “Home Network”.



5 Click on the “Close” button to complete the setup and close the window.



6 You will see the wireless icon on the taskbar, like the one on the left, once the wireless is successfully connected.

## Section E: For Other Wireless Managers

Configuration of most Wireless Managers requires your **Network Name** and **Key**. Follow the steps below or refer to the user manual of your wireless adapter for advanced instructions.

- 1 Open your default or preferred Wireless Manager.
- 2 Look for your **Network Name** and double click on it.

**Note:**

Please refer to section A if you are unsure about your Network Name or try refreshing your Network list if you do not see it.

- 3 Enter your **Network Key** when prompted.

**Note:**

Please refer to section A if you are unsure about your Network Key.



# Section F: Welcome to your FREE exPRESS Portal

Stay close to the people and memories that matter most to you.

Visit [www.express.singtel.com](http://www.express.singtel.com) and log in with your SingNet email and password. First time users will see a guided tour.



The screenshot shows the SingNet exPRESS Portal login interface. On the left is a dark grey login form with the following elements:

- Log In** header
- Welcome! Log in to enjoy exPress Portal
- SingNet E-mail ID:  @singnet.com.sg
- Password:  SingNet Email Password
- Remember me on this computer
- I accept [terms of service](#)
- Log in** button
- Forgot Your Username Or Password?  
Call 1688 for assistance.
- Not a SingNet customer yet?  
Call 1610 to Sign Up

The main content area features a laptop displaying the 'exPRESS PORTAL' logo. Below the laptop are four icons representing services: Media Share, Store & Share, Universal Inbox, and Video Chat. A tagline reads: 'Keep the people you love and the memories you treasure, close at hand. Click on the icons below to find out more.'

At the bottom, the footer contains: © SingTel (CRN: 1992016240) All Rights Reserved. About Us | Contact Us | FAQ | Terms Of Use | exStream

## Your home screen - Play and discover new possibilities

Once logged in, non-Fibre customers will see the screen below. If you are a Fibre customer, you will see a slightly different interface (refer to the “Quick Guide to exStream” leaflet).

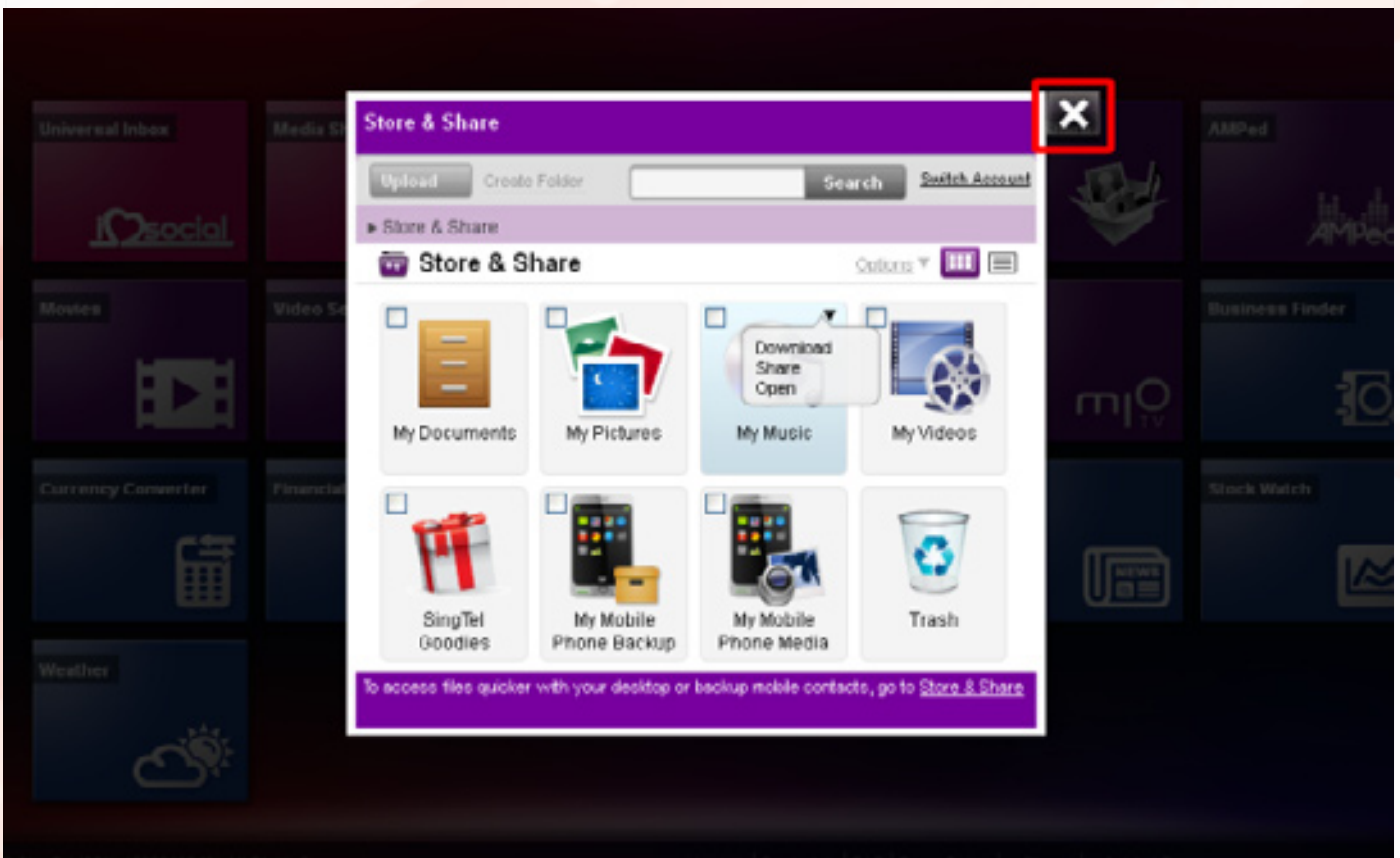
To start a service, double-click on the services’ icon to open up the widget. Let’s check out Store and Share.



# Using Widgets

You can start using the widget once it's opened. **Store and Share** allows you to store, share and retrieve files online, anywhere you are. You can also back up your phone contacts and computer files. If you've signed up for the service, you can start using it immediately.

When you're done, click on the "x" button to close the widget. You'll return to the home screen where you can continue to check out other exciting services





# More fun services

Check out these other interesting widgets to help keep your friends close!

## Universal Inbox

Pull together your social networks and emails all in one page. Check out your friend's latest updates and pictures. Update your status or upload your photos to multiple social networks at once. Save pictures you like directly into Store and Share.

## Video Chat

Enjoy high quality video chats, with up to 6 parties for Fibre customers.





## STEP 6: Setting Up Your mio Voice

New subscribers for mio Voice will automatically be configured with the service. The "VOICE" LED on the Residential Gateway will turn on after 10 minutes upon successful configuration of your BroadBand service. Thereafter, customers may proceed to connect their supported telephones following the steps below.

### Important

Please ensure that ALL analogue devices e.g. telephones and fax machines are disconnected from wall sockets to optimize the performance. If the Voice 1 and Voice 2 LED does not light up after 10 minutes, please power off the Residential Gateway momentarily and turn it back on. It will take approximately 5 to 10 minutes for a successful configuration.

1 mio Voice,  
only Voice 1 LED will be GREEN



2 mio Voice,  
Voice 1 and 2 LEDs will be GREEN



Congratulations! You have successfully installed mio Voice.

- 6.1 Connect your supported telephone to the telephone port on the Residential Gateway using a Phone Cable (RJ11).

**Continue with step 6.2 and 6.3 only if you have 2 mio Voice subscriptions**

- 6.2 Please insert a FXS Phone Splitter to the Phone Cable (RJ11) before inserting the telephone of the Residential Gateway.

- 6.3 Connect your supported telephones to P1 and P2 ports respectively for both mio voice lines

## Important Tips:

- 1 Ensure that all active telephone extensions are fixed with DSL microfilters for stable and reliable internet experience. The DSL microfilter can be seen in Step 1 - Equipment Check.
- 2 Remember the Network Name (SSID) and Network Key of the wireless setup. For more information, please refer to Step 5 - Section A - You Network Name and Key. Please note that your Network Name (SSID) and Network Key may not be the same if you have changed your wireless settings.
- 3 Please place the Residential Gateway on a flat surface and ensure the following:
  - \* It is not near blockades such as building structure and natural or artificial barriers.
  - \* It is not kept in an enclosed area that will affect the signal coverage.
  - \* It is not near any electronic devices such as microwave ovens, bluetooth devices and/or cordless phones so as to reduce interference of the same frequency.
  - \* It is not near water containing equipment filled with water to optimize wireless signal.
- 4 **Simple Troubleshooting Steps for SingNet Residential Gateway**  
If you encounter any internet connectivity issue, please try the following:
  - \* Reboot your SingTel Residential Gateway.
  - \* Wait 5-10 mins until the Internet/ Service LED indicator turns green.
  - \* Open your web browser to try connecting to the Internet by surfing a web site.
  - \* If the issue remains unresolved,
    - ✓ Check if your telephone has dial tone.
    - ✓ Use a new DSL Microfilter and/or telephone line (RJ11).
    - ✓ Connect your SingTel Residential Gateway to another wall socket.
- 5 Note that the wireless coverage may vary or fail due to any of the above-mentioned factors which are not within SingNet's control. SingNet shall not be liable for any loss or damage arising from such interference or failure. Customer shall be solely responsible for providing all equipments necessary such as repeaters, at his/her own expense to extend the wireless coverage should the need arise.

# Technical Support Contact Numbers

## Customer Care

Customer Care Hotline: 1688  
Monday to Sunday and Public Holidays:  
8:00 AM to 12:00MN

For Business ADSL Customers:  
1606 then select option 2  
(Available at all times)

Service Center Address:  
31 Ubi Road 1 Aztech Building  
Lobby A Ground Floor  
Singapore 408694

Hotline: 6594 2297  
Email: [support@aztech.com](mailto:support@aztech.com)

Operating Hours  
Monday to Friday: 9:00 AM to 6:15 PM  
Saturday: 9:00 AM to 1:00 PM  
(Except Public Holidays)









