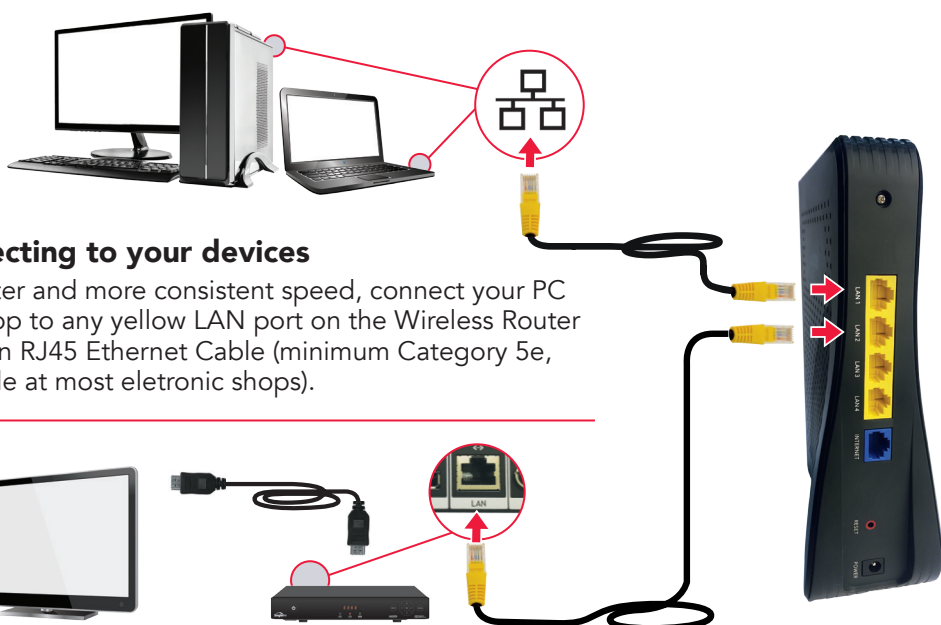## Connecting Home Digital Line, Singtel TV and other devices

Setting up your WiFi Connection

You can find the WiFi network name (SSID) and password on the base of your Wireless Router.

To get help on connecting to WiFi on different operating systems and devices, go to: **bit.ly/connwireless** or scan the QR code on the right.

Wireless Router

Connecting to your devices

For faster and more consistent speed, connect your PC or laptop to any yellow LAN port on the Wireless Router using an RJ45 Ethernet Cable (minimum Category 5e, available at most eletronic shops).
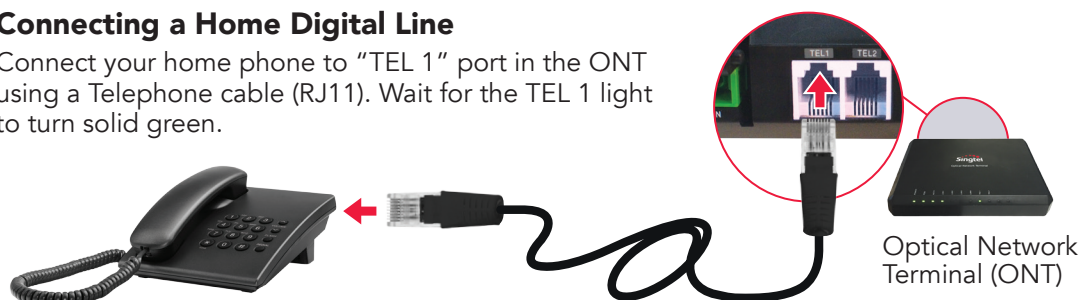
Connecting to Singtel TV Set-Top box

Use the RJ45 Ethernet cable to connect your Singtel TV set-top box to any yellow LAN port on the Wireless Router.

Note: HDMI cable is recommended for connecting your Singtel TV set-top box to your TV set for high-definition viewing. Turn on the set-top box and select the correct input source (eg HDMI 1, HDMI 2) on your TV set (refer to your TV manual if needed) to watch Singtel TV.

Connecting a Home Digital Line

Connect your home phone to "TEL 1" port in the ONT using a Telephone cable (RJ11). Wait for the TEL 1 light to turn solid green.

Optical Network Terminal (ONT)

xx March 2016

Quick Installation Guide for AC1900

Your quick and easy step-by-step guide to installing the following Fibre Broadband devices at home.

Fibre Termination Point 〉 Optical Network Terminal (ONT) 〉 Wireless Router 〉 Singtel TV Set-Top Box

What's in the box

For new installations only

| 1 × | Installation Guide | 1 × | Wireless Router | 1 × | Power Adapter | 2 × | RJ45 Ethernet Cables |

FAQs

What is a dual-band router?

Your Wireless Router transmits **2.4GHz** and **5GHz** WiFi signal bands simultaneously, allowing devices to switch between bands for optimal speed and connectivity. Learn more at **Singtel.com/dualbandrouter**.

5GHz

Less congestion with 5GHz supported devices. Works best at close range. (For 5GHz-supported devices only).

2.4GHz

Wider coverage, but prone to interference and congestion from other nearby WiFi networks.

Why do I only see one network name (SSID)?

Only one network name is listed, so you don't have to worry about which band to connect to. The Wireless Router intelligently steers your devices to the optimal band, according to signal quality and your devices' WiFi capability.

How can I check which WiFi band my device is connected to?

First, connect to the Wireless Router. Then, scan the QR code or visit **bit.ly/whichwifiband**

The connected WiFi band is shown with your device name. You can find the name of your device in your device's general settings menu.

How do I boost my WiFi connection?

1. Place your Wireless Router in a non-obstructed, elevated and central location such as a table or shelf. WiFi signals weaken when passing through walls, furniture, mirrors, coated glass, or from enclosed spaces.

2. Place your Wireless Router away from other electronic devices that interfere with its 2.4GHz signal, including cordless phones, microwave ovens or Bluetooth devices.

3. Ensure your device supports WiFi standards of 802.11g and above.

4. Consider installing extra access points to increase coverage area. Learn more at **Singtel.com/fibrebroadbandtips**
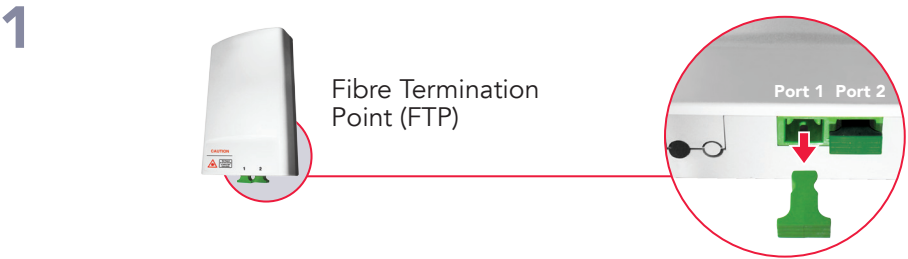
Troubleshooting

If you encounter connectivity issues, please check the following:

√ All devices are powered on with the switches at the back of the devices also turned on.

√ Check wires are connected to the correct ports.

√ Unplug and reconnect all wires to ensure they are securely connected.

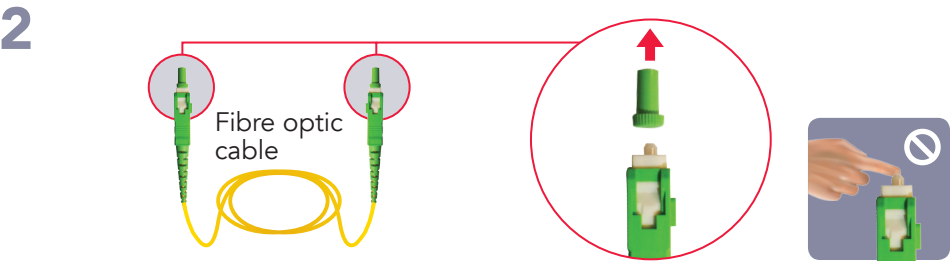√ Turn off and on the devices below and wait for 2 minutes for process to complete.
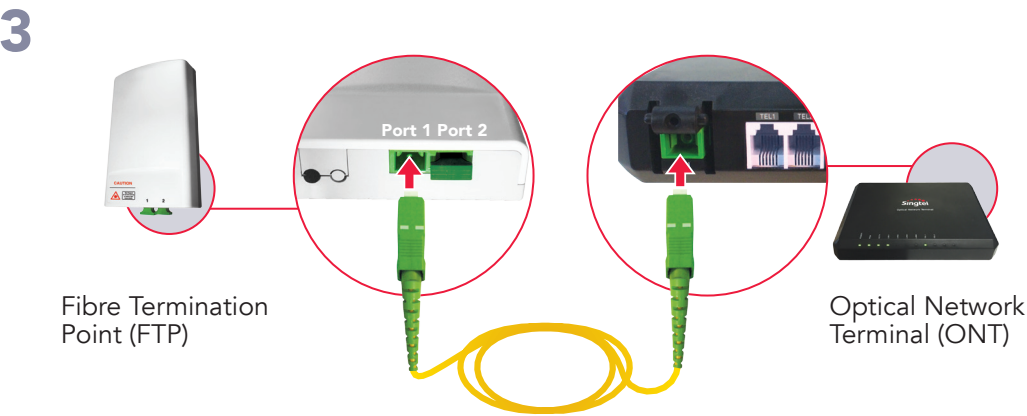
Device visual guide

Optical Network Terminal (ONT)   Wireless Router

Singtel TV Set-Top (If used)

For Router replacement, please start from Step 5

1

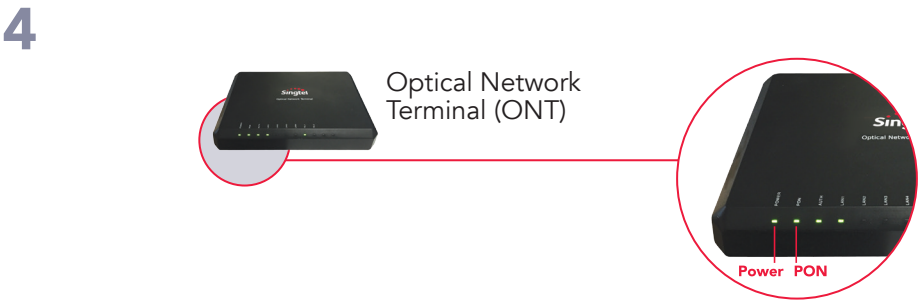Fibre Termination Point (FTP)

Port 1   Port 2

Unplug the green plastic cover from port 1 on the Fibre Termination Point (FTP).

Note: FTP can be commonly found near your household distribution board (DB box) or near your TV point.
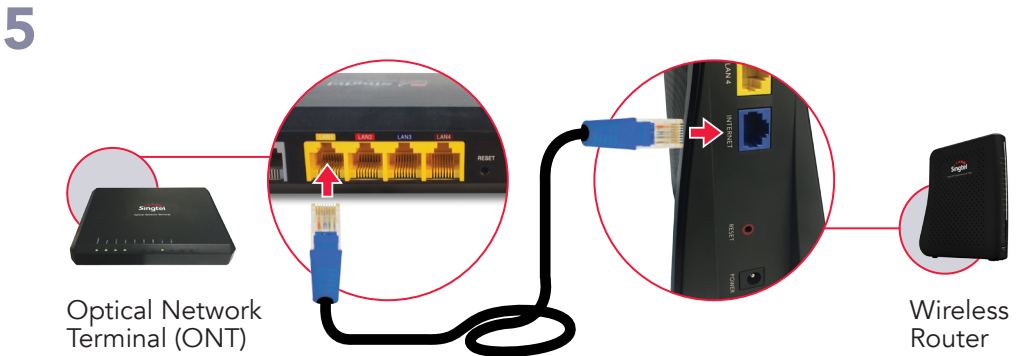

2

Fibre optic cable

Remove both green caps from the fibre optic cable. Do not touch the tip of the cable as dust and fingerprints may cause interference with the connection and affect your internet speed.

Note: A fibre optic cable is made up of glass – do not stretch, tie or bend sharply.

3

Port 1 Port 2

Fibre Termination Point (FTP)

Optical Network Terminal (ONT)

Connect the fibre optic cable from port 1 of the FTP to the Passive Optical Network (PON) port located at the back of the Optical Network Terminal (ONT).

4

Optical Network Terminal (ONT)

Power   PON

Connect ONT to power and switch on. Wait for the Power and PON lights to turn green.

Note: If PON light continues to flicker/blink after 2 minutes, switch off ONT and repeat steps 1 – 3 using FTP port 2 instead. Replace cover on FTP port 1 to avoid dust from accumulating.

5

Optical Network Terminal (ONT)

Wireless Router

Use RJ45 Ethernet cable to connect LAN 1 port on the ONT to the blue Internet port of the Wireless Router.

6

Wireless Router

POWER
INTERNET
IPTV

Connect Wireless Router to power and switch on. Wait for Power and Internet lights to turn green.

Note: If Internet light continues to flicker/blink after 2 minutes, switch off Wireless Router and repeat step 5 using LAN 2 port of the ONT.