

Troubleshooting Guide Book

IMPORTANCE OF TROUBLESHOOTING

What is the process for providing solutions to customer complaints and queries?

1. Talk2Us. Call us at 111.
2. Customer can report faults and make queries through our website at [imagine.com.bn/personal/write2us](https://www.imagine.com.bn/personal/write2us)

What are the benefits of troubleshooting guide?

The benefits are:

1. It saves time knowing how to troubleshoot ourselves.
2. By knowing the way to troubleshoot the problem, it may prevent damage to the device.
3. Customers can experience immediate and quick solution.
4. Customers do not have to wait for a very long time for technicians to visit their home or premise.
5. It may reduce the likelihood of extra spending to obtain new devices.

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HSBB Troubleshoot

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e-Speed Troubleshoot

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HIGH SPEED BROADBAND

BRINGING THE INTERNET TO ANOTHER LEVEL



TROUBLESHOOTING

The information presented in this leaflet is useful for High Speed Broadband (HSBB) subscribers who are experiencing difficulty connecting to the internet. In many instances, the problems are minor and require basic technical instructions as explained briefly in the steps below.

There are 3 types of ONT Optical Modem (Optical Network Terminal) for High Speed Broadband:

1. 2 telephone port and 4 LAN port with WIFI.
2. 4 telephone port and 4 LAN port with WIFI (for customers with more than 2 telephone lines).
3. Single telephone port and single LAN port without WIFI for customers with Voice only line or for customers with VOIP and HSBB via their own or existing router or ethernet cable connection.

The following are guidelines to help you troubleshoot when there is a problem with your internet or voice service

Checking your ONT Optical Modem

Follow the steps below to ensure that your ONT Optical Modem is working (refer DIAGRAM A):

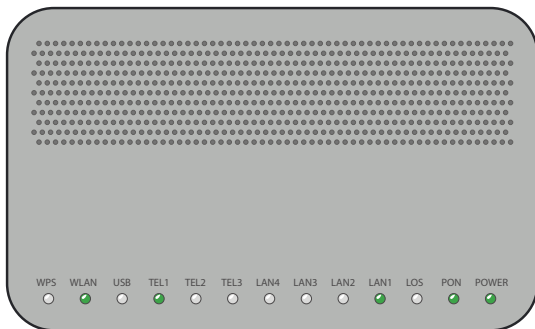


DIAGRAM A - ONT OPTICAL MODEM

Check the ONT Optical Modem and make sure the indicators are lit in solid green (normal status):

1. Power
2. PON Link
3. Tel1
4. LAN (If connected)
5. WLAN (WIFI If used)

If the power indicator does not light up, please check:

1. That the ONT Optical Modem is connected to a working power point socket.
2. If the power point socket is functioning but the ONT Optical Modem is still not working, please contact our Customer Care Hotline at 111 and ask for assistance.

Checking your Voice Service

Follow the steps below to ensure that your voice service is working:

Check the ONT Optical Modem and make sure the indicators are lit in solid green (normal status):

1. The PON and Tel1 light on the ONT Optical Modem should appear solid green i.e. not flashing.
2. If the green light is flashing, it may indicate that another user is using the service or the ONT Optical Modem is searching for service connection.
3. If you have no dial-tone and Tel1 light is flashing, please turn off the ONT Optical Modem for 10 seconds, then turn it back on. Wait for up to 10 minutes when the light should stop flashing. If it's still flashing, please contact our Customer Care Hotline at 111 and ask for assistance.
4. If your phone cable is plugged properly in the right socket (Tel1), check that you have a dial tone or a beep sound. If either are absent, your phone set is probably faulty and needs replacing. (Refer DIAGRAM B)
5. If you hear an intermittent beep sound, your service is faulty. Please call our Customer Care at 111 and ask for assistance.

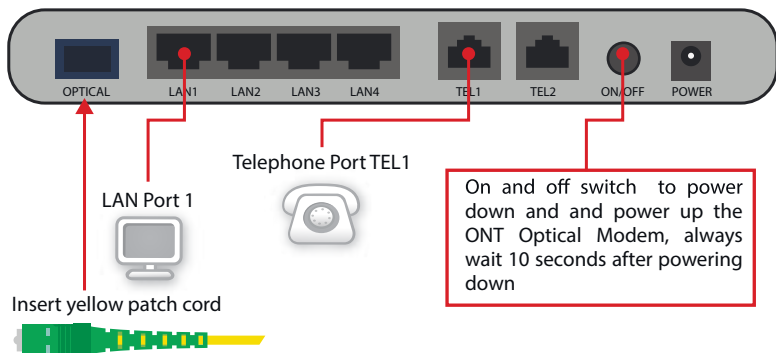


DIAGRAM B - BACK VIEW OF THE ONT OPTICAL MODEM
(2 Telephone port and 4 LAN port)

Checking your Internet Service

Follow the steps below to ensure that your internet service is working:

1. The PON light should appear solid green and LOS light should not be flashing red, if PON light is flashing or LOS light is flashing red, turn off the ONT Optical Modem and leave it for 10 seconds then turn it back on, and wait for 10 minutes. If the PON light is still flashing or LOS light is still flashing red, check that the yellow patch cord at the back of the ONT Optical Modem is inserted properly in the Optical port and that the other end of the yellow patch cord is also inserted properly to the wall socket. (Refer DIAGRAM B)
2. If the PON light is still flashing or LOS light is still flashing red, please call our Customer Care Hotline at 111 and ask for assistance.

Configuring your WIFI settings

Follow the steps below to ensure that your WIFI settings are correct:

Test and Setup WIFI,

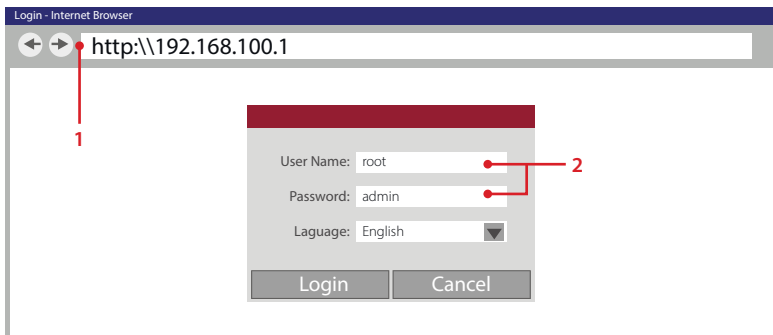


DIAGRAM C

1. Login using your browser to `http://192.168.100.1`
2. Enter Username (root) and Password (admin), and press enter (refer DIAGRAM C).
3. You will be directed to a main page (refer DIAGRAM D), click WLAN (Wireless LAN) on the top row.
4. Enable Wireless by ticking the Enable WLAN box (you can disable by un-ticking the box)

On this page, you can set the WLAN parameters, including the WLAN switch, SSID configuration and channel selection.

☒ Enable WLAN

Static Configuration

SSID Index	SSID Name	SSID State	Associated Device Number	Broadcast SSID	Security Configuration
1	FTTH-OM	Enable	32	Enable	Configured

SSID Configuration in Detail

SSID Name: FTTH-OM

Enable SSID: ☒

Associated Device Number: 32

Broadcast SSID: ☒

WMM Enable: ☒

Authentication Mode: WPA2-Pre-Shared Key

Encryption Mode: TKIP

WPA PreSharedKey: xzcvbnmq (1-63 ASCII characters or 64 hexadecimal digits)

WPA Group Key Interval: 1800 (1-65535)

Apply Cancel

Advanced Configuration

Transmitting Power: 100%

Regulatory Domain: CHINA

Channel: Auto

Channel Width: 20MHz

Mode: 802.11n

DTIM Period: 1 (1-255, default: 1)

Beacon Period: 100 ms (20-1000ms, default: 100)

RTS Threshold: 2346 bytes (1-2346 bytes, default: 2346)

Frag Threshold: 2346 bytes (256-2346 bytes, default: 2346)

Apply Cancel

DIAGRAM D

5. Set name for your wireless network in the SSID column, for example SSID "FTTH-OM" with Password (WPA PreSharedKey) for example "xzcvbnmq". Your PC should be able to see this SSID and connect to it using your pre-assigned password (PreSharedKey). (Refer DIAGRAM D)
6. Click Apply before Exiting.

Do's

- ✓ *Use a surge protector in the power supply of the ONT Optical Modem.*
- ✓ *Make sure to keep the ONT Optical Modem in a ventilated place.*
- ✓ *Make sure to keep the ONT Optical Modem dry.*
- ✓ *Make sure your telephone is plugged into Tel1 socket.*
- ✓ *Make sure you disconnect the power supply during heavy lightning and thunder storms .*
- ✓ *Avoid disconnecting the yellow patch cord.*

Don'ts

- ✗ *Don't cover the ONT Optical Modem.*
- ✗ *Don't place the ONT Optical Modem on a thick carpet (it will block the vent holes at the bottom of the unit).*
- ✗ *Don't unplug the yellow patch cord from the ONT Optical Modem or the wall socket.*
- ✗ *Don't bend the yellow patch cord.*
- ✗ *Don't put furniture or heavy items on the yellow patch cord.*
- ✗ *Don't spill liquids over the ONT Optical Modem.*
- ✗ *Don't use sprays on the ONT Optical Modem.*
- ✗ *Don't unplug or power down the ONT Optical Modem (unless during heavy lightning storm) as the telephone and HSBB service will not work without power.*
- ✗ *Don't look directly into the connection point.*
- ✗ *Don't touch the end of the optical connector.*

To check the speed of your bandwidth

Follow the steps below to check the speed of your bandwidth:

1. Go to www.imagine.com.bn and click "Speedometer" under Support.
2. Once a imagine Speedometer box appears, click "Begin Test" and wait for the results.

Tips for Accurate Bandwidth Test:

1. Close down all your applications or download/upload activities before doing a Bandwidth test. Opening other application during the bandwidth test may cause inaccuracy in the results.
2. Disable the WIFI on the ONT Optical Modem. (refer to DIAGRAM D)
3. Connect your laptop/computer directly to the ONT Optical Modem using Ethernet cable to LAN 1 (LAN 2, 3, and 4 are reserved for other services).

TECHNICAL VOCABULARY:

ONT (Optical Network Terminal) - Optical Network Terminal is a modem that receives light signal fed from the exchange and converts into voice and internet services

LAN port - One of the service ports at the back of the ONT Optical Modem to get High Speed Internet (HSI) and IPTV (in the future).

LAN Cable - Network cable for wired network to devices.

VOIP - Voice Over Internet Protocol.

PON - Passive Optical Network.

WLAN - Wireless Local Area Network.

SSID - Service Set Identifier (name of wireless signal configured in the ONT Optical Modem).

Surge protector - Designed to protect electrical devices from voltage spikes.

Yellow patch cord - Optical jumper from ATB (Access Terminal Box) to the ONT Optical Modem.

LOS Light - Loss of Service Light.

Tel1 and Tel2 - Telephone port no 1 and 2.



Your Broadband World

TROUBLESHOOTING

The information presented in this leaflet is useful especially for e-Speed subscribers who are experiencing difficulty connecting to the internet. In many instances, the problems are minor and it only requires basic technical instructions as explained briefly in the steps below.

Checking your modem and phone line

Check the modem and make sure these lights are on at a normal status (See DIAGRAM A):

1. Power
2. ADSL Link
3. LAN Link (Ethernet)

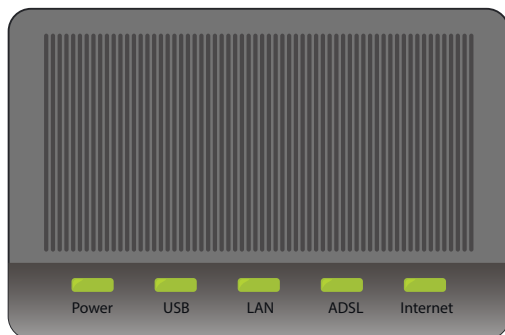


DIAGRAM A

If Power does not light up, please check:

1. If it is properly switched on
2. If the modem is working properly by checking if your power point socket is switched on
3. If the modem is not working, please contact our Customer Care Hotline at 111 for assistance

If ADSL link does not light up, please check:

1. If the main phone cable is properly connected to the splitter according to the right label (Line, ADSL and Phone) from the main socket (See DIAGRAM B)
2. If there is no dial tone, please check if your phone cable is properly connected to the splitter, otherwise, please contact our Customer Care Hotline at 111 for assistance.

Tips for Dial Tone:

1. If you get a clear dial tone, it means that your phone line is working properly and you should be able to see the ADSL link light up.
2. If you get a noisy dial tone or no dial tone, there may be a problem with your phone line. Try connecting your modem to a working phone jack or contact our Customer Care Hotline at 111 for assistance.

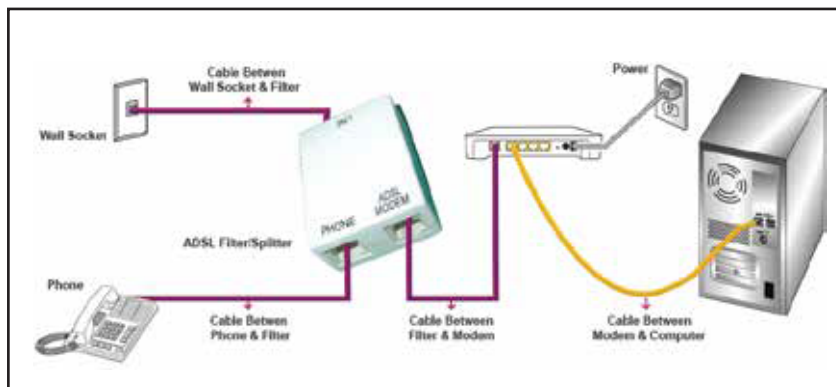


DIAGRAM B

If LAN link (Ethernet) does not light up, please check:

*If the Ethernet cable is properly connected from modem to computer or router.
(See DIAGRAM C)*

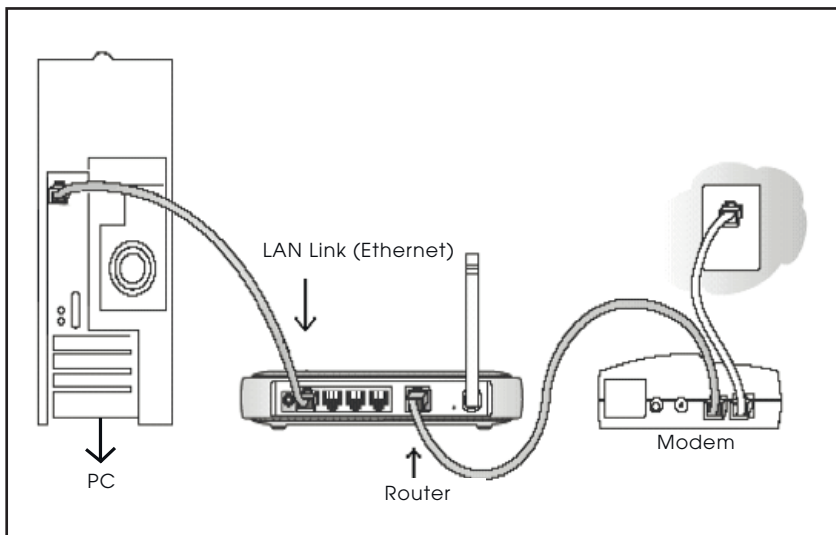


DIAGRAM C

Releasing and Renewing IP

For Windows XP (Both wireless and Ethernet cable connection)

1. Go to Start menu button and click on 'Run'.
2. Type in 'cmd' and click 'Enter'.
3. Once the box pops up, type in 'ipconfig /all' and click 'Enter'.
4. To release IP, type in 'ipconfig /release' and click 'Enter'.
5. To renew IP, type in 'ipconfig /renew' and click 'Enter'.

For Windows 7 and VISTA (Both wireless and Ethernet cable connection)

1. Go to Start menu button and type in 'command' in the search box.
2. You will see 'Command Prompt', right-click on it and click 'Run as administrator'.
3. A User Account Control will pop up, click 'Yes' to continue.
4. At the C:\> prompt, type 'ipconfig' and press the 'Enter' button.
5. To renew IP, type in 'ipconfig /renew' and press the 'Enter' button.

For Mac iOS (Wireless)

1. Go to System Preferences and click on Network.
2. Go to 'AirPort' and click on the 'Advanced' button.
3. Go to TCP/IP and click on 'Renew DHCP Lease' then click 'Ok'.

For Mac iOS (Ethernet cable)

1. Go to System Preferences and click on Network.
2. Go to 'AirPort' and click on the 'Advanced' button.
3. Click on 'Renew DHCP Lease' then click 'Ok'.

To check the speed of your bandwidth

Follow the steps below to check the speed of your bandwidth:

1. Go to www.imagine.com.bn and click "Speedometer" under Support.
2. Once a imagine Speedometer box appears, click "Begin Test" and wait for the results.

Tips for Accurate Bandwidth Test:

1. Close down all your applications or download/upload activities before doing a Bandwidth test. Opening other application during the Bandwidth test may cause inaccuracy in the results.
2. Connect your laptop/computer directly to a modem using Ethernet cable. Results may differ if you are checking the Bandwidth Test using wireless connection.

Technical vocabulary

Modem - It's a device where the source of internet is from imagine.

Power Point Socket - A socket where you plug in your power cable.

Phone Cable - A cable connected to your phone.

Splitter - It's a small device which separates data and voice. It is always placed before it connects to the house and modem.

Phone Jack - A socket at the back of your landline phone where you connect your phone cable.

Ethernet Cable - A LAN cable that directly connects your PC/Laptop to the modem or router

Wireless Router - It's a device which distributes your wireless connection

3 in 1 Modem Router - It's a combination of modem and a wireless router

