

Quick Installation Guide for AC Plus Wireless Router

Your quick and easy step-by-step guide to setting up your Fibre Broadband at home.

What's in the box



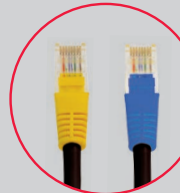
1x Installation Guide



1x Power Adapter



1x Wireless Router



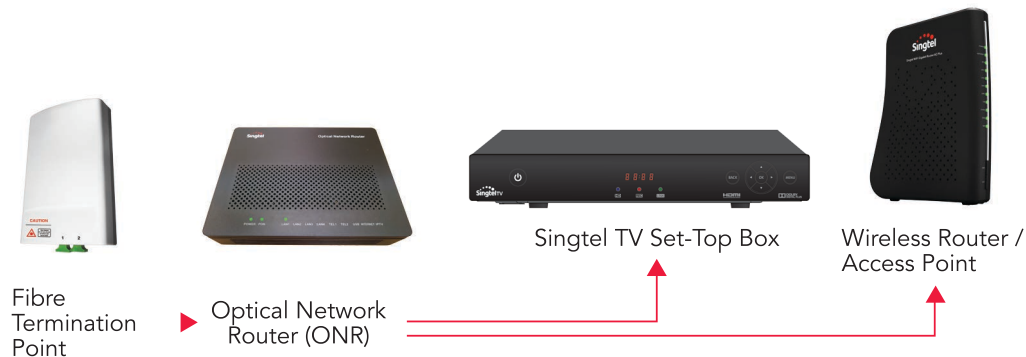
2x RJ45 Ethernet Cables

There are 2 different set ups in a Singtel Fibre Broadband home.

If you are using Optical Network Terminal shown in the diagram below, please refer to Page 3 onwards for AC Plus Wireless Router installation.



If you are using Optical Network Router shown in the diagram below, please refer to Page 7 onwards for AC Plus Wireless Router installation.



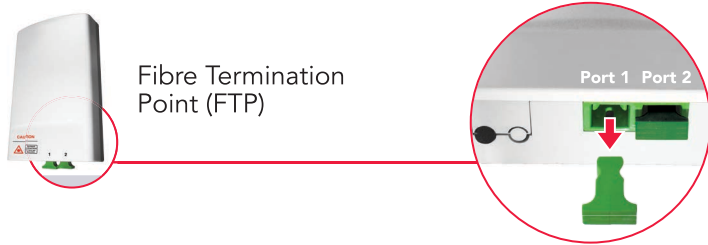
Installation of AC Plus Wireless Router for household with Optical Network Terminal

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



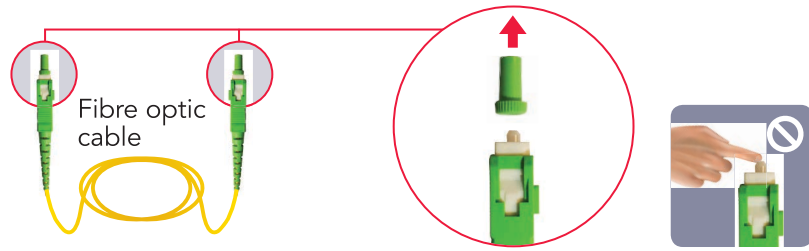
For Router replacement, please start from **Step 5**

1



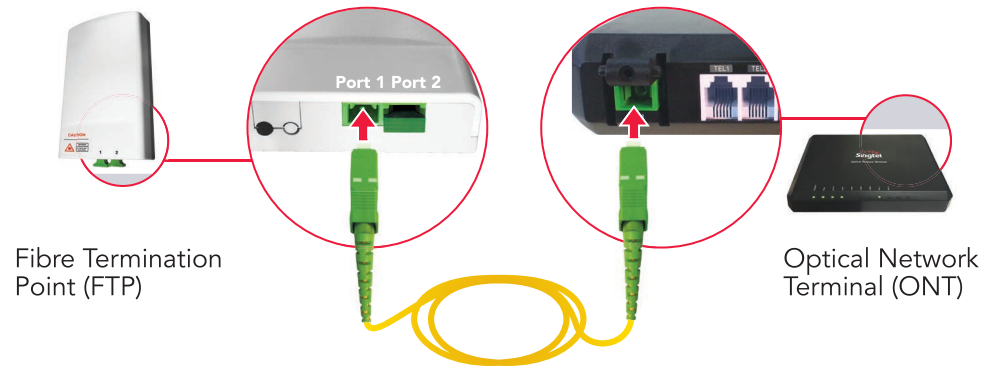
Unplug the green plastic cover from port 1 on the Fibre Termination Point (FTP).
Note: FTP can be commonly found near your household distribution board (DB box) or near your TV point.

2



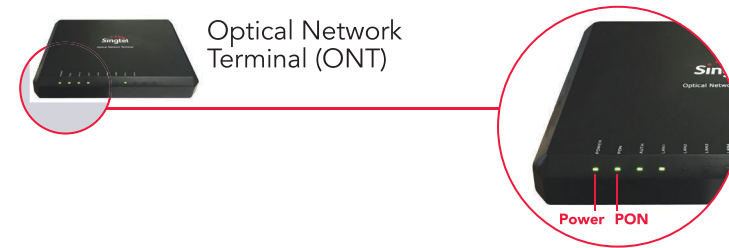
Remove both green caps from the fibre optic cable. Do not touch the tip of the cable as dust and fingerprints may cause interference with the connection and affect your internet speed.
Note: A fibre optic cable is made of glass – do not stretch, tie or bend sharply.

3



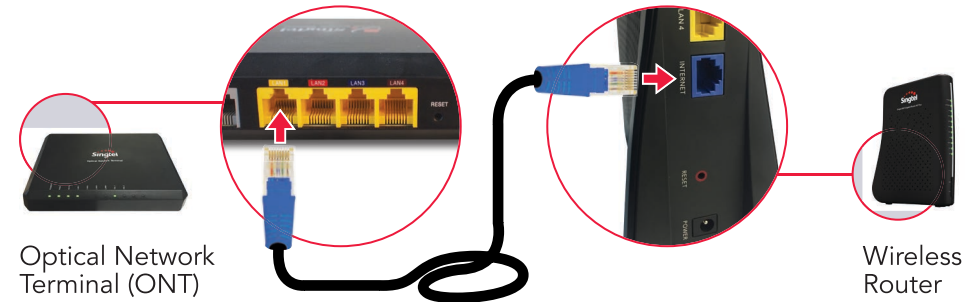
Connect the fibre optic cable from port 1 of the FTP to the Passive Optical Network (PON) port located at the back of the Optical Network Terminal (ONT).

4



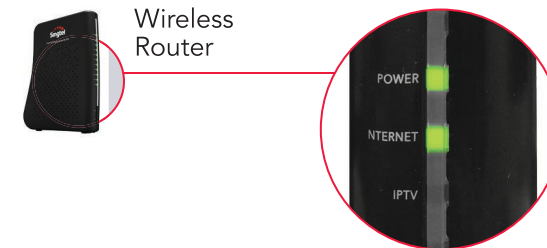
Connect ONT to power and switch on. Wait for the Power and PON lights to turn green.
Note: If PON light continues to flicker/blink after 2 minutes, switch off ONT and repeat steps 1 – 3 using FTP port 2 instead. Replace cover on FTP port 1 to avoid dust from accumulating.

5



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

6



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.

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.



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 electronic 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.

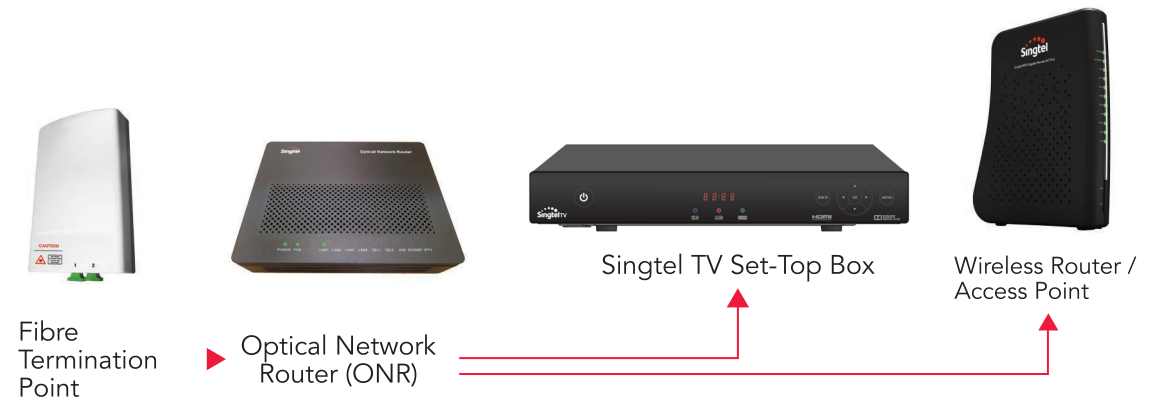
Connecting a Home Digital Line

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.



Installation of AC Plus Wireless Router for household with Optical Network Router

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For Router replacement, please start from **Step 5**

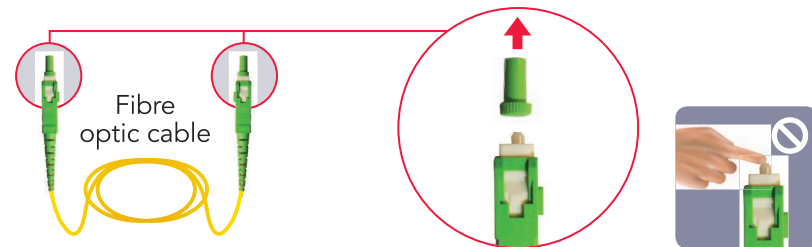
1



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.

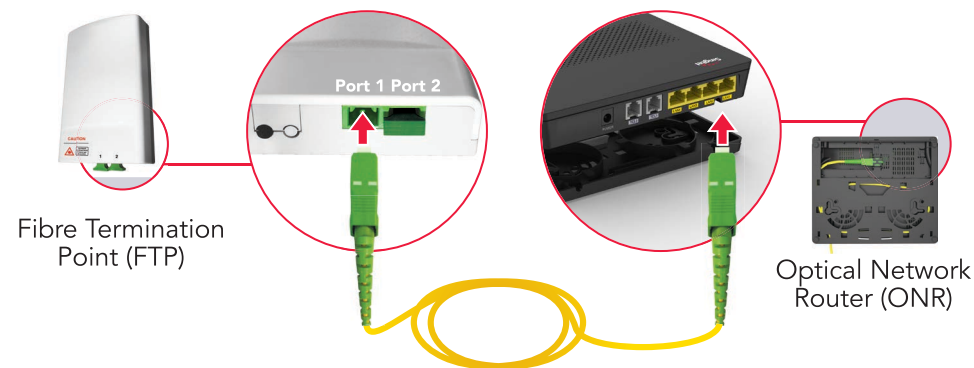
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Remove both green caps from the fibre optic cable. Do not touch the tip of the cable as dust and fingerprints may cause interference with the connection and affect your internet speed.

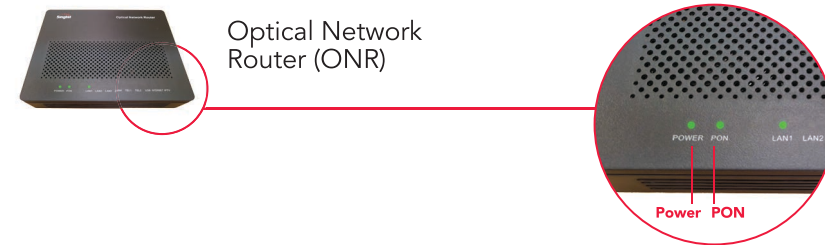
Note: A fibre optic cable is made of glass – do not stretch, tie or bend sharply.

3



Connect the fibre optic cable from port 1 of the FTP to the Fibre Port located at the bottom of the Optical Network Router (ONR).

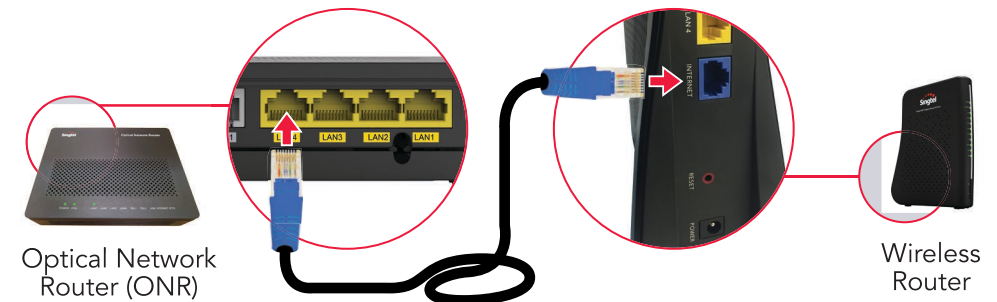
4



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

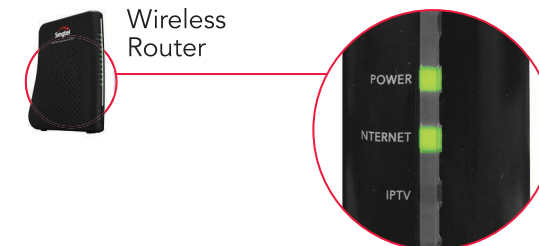
Note: If PON light continues to flicker/blink after 2 minutes, switch off ONR and repeat steps 1 – 3 using FTP port 2 instead. Replace cover on FTP port 1 to avoid dust from accumulating.

5



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

6



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 ONR.

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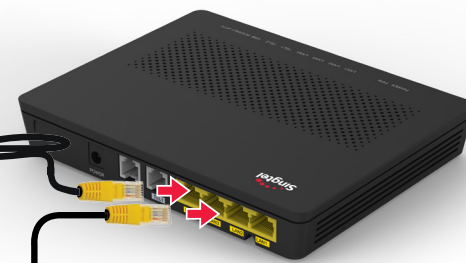


Wireless Router

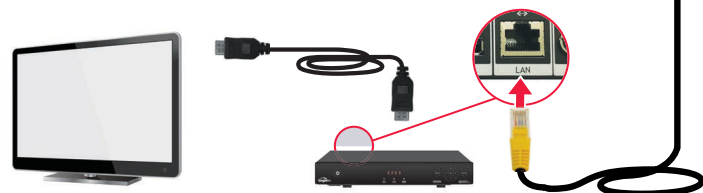


Connecting to your devices

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Optical Network Router (ONR)



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Connecting a Home Digital Line

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Optical Network Router (ONR)

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.

2. Place your Wireless Router / Access Point 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. Get WiFi Mesh to widen WiFi coverage at home. Learn more at: Singtel.com/WiFiMesh

For other tips on optimising your home WiFi connection, visit: Singtel.com/FibreBroadbandTips

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 do I boost my WiFi connection?

1. Place your Wireless Router / Access Point 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.

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.

