

Quick Installation Guide



Singtel Broadband

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Welcome to your free exPress Portal

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 Wireless Router.

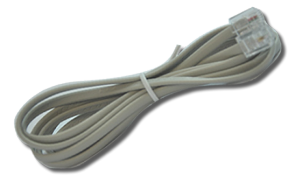
Note: Existing Singnet BroadBand, mio Plan or mio Home subscribers should already have these items connected to their Wireless Router.



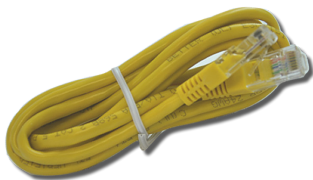
Wireless Router



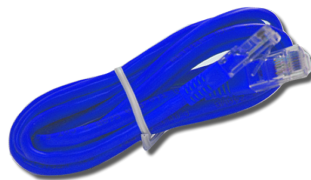
Power Adapter



Telephone Cable (RJ11)



Ethernet Cable (RJ45)
Yellow



Ethernet Cable (RJ45)
Blue

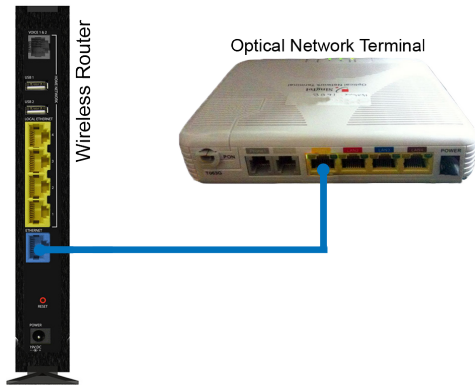


Quick Installation Guide



FXS Phone Splitter

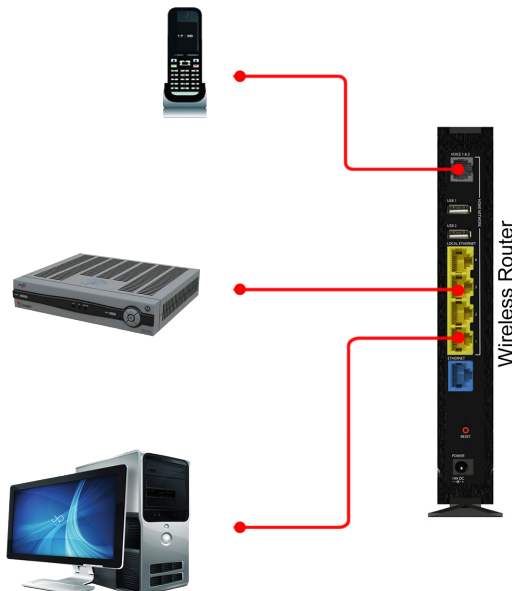
STEP 2: BroadBand Connection Settings for Fibre



2.1 Connect the Wireless Router's "BROADBAND" Port to the ONT's "LAN 1" Port highlighted in Yellow using the Ethernet Cable (RJ45).

Note: Switch off the ONT's power before you proceed to do the set up.

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



2.3 For mio Voice service, please connect your phone using a Phone Cable (RJ11) to the Wireless Router's "VOICE 1&2" Port.

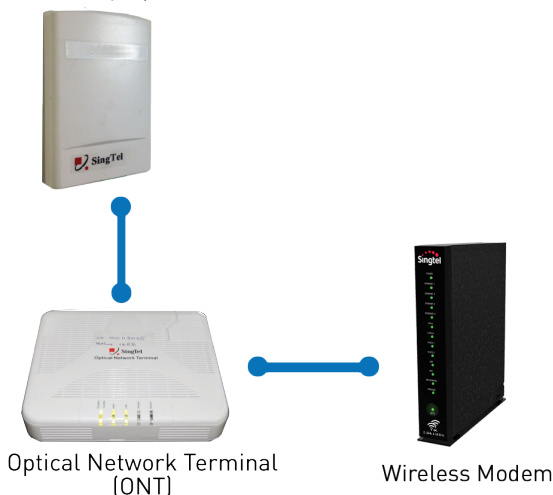
2.4 Once the Power Adapter is connected, follow the power up sequence below.

1. Power up the Optical Network Terminal (ONT). Wait for "POWER" and "PON" LEDs to turn to stable green light.

2. Power on the Wireless Router. Wait for the "POWER", "ETHERNET", "BROADBAND", "INTERNET" and "IPTV" (if applicable) to turn to stable green light.

3. Power up your mio TV Set Top Box and your computer.

Fiber TP
(Installed by OpenNet)



Note: For Fibre service, there is no need to key in user ID and password. All service credentials will be auto pushed down to your Wireless Router.

STEP 3: Dual Band Wireless Connectivity via PC/Laptops

Section A: Your 2.4GHz and 5.0GHz Wireless Bands

Please take note of two numerical codes which are your Network names (for 2.4GHz and 5.0GHz) and Key with this diagram as a guide.

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

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

Network Name (SSID): Singtel (5G) : _____ Singtel : _____ <small>Write the last 4 numbers of your Network Name here</small>	Network Key: _____ <small>Write the 10 digit of your Wireless Key here.</small>
---------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------



Aztech FG7003GRV(AC)-J

Dual Band Gigabit Wireless AC Modem
Power Rating: 19VDC 1.89A | Made in China
Aztech Technical Support
Hotline: 6594 2297 | Email: 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)

Simple Troubleshooting Steps for SingNet Wireless Modem
If you encounter any internet connectivity issue, please try the followings:

- Reboot your SingNet wireless modem.
- 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 website.
- If the issue remains unresolved,
 - ✓ Connect your SingNet wireless modem to another wall socket.
 - ✓ Connect your PC to the wireless modem via wired connection.
 - ✓ Wireless performance may be impacted due to wireless congestion. Verify your wireless congestion status at <http://express-portal.singtel.com/wifianalyzer>
 - ✓ Test your Internet connection bandwidth via wired connection at <http://techsupport.singnet.com.sg/global-utilities>
- Please ensure that you reboot the various home networking devices according to the following sequence:
1. Optical Network Terminal (ONT) > 2. Wireless modem > 3. Set-Top Box (STB)

Technical Helpdesk Hotline: 1688 (Consumer)

Wireless Connection Set Up

UOS READY

Complies with IDA Standards DA105489

MODEM INFORMATION

Serial Number: 071513274794
MAC Address: 0026759D8992
Firmware Version: 293.6.1-008

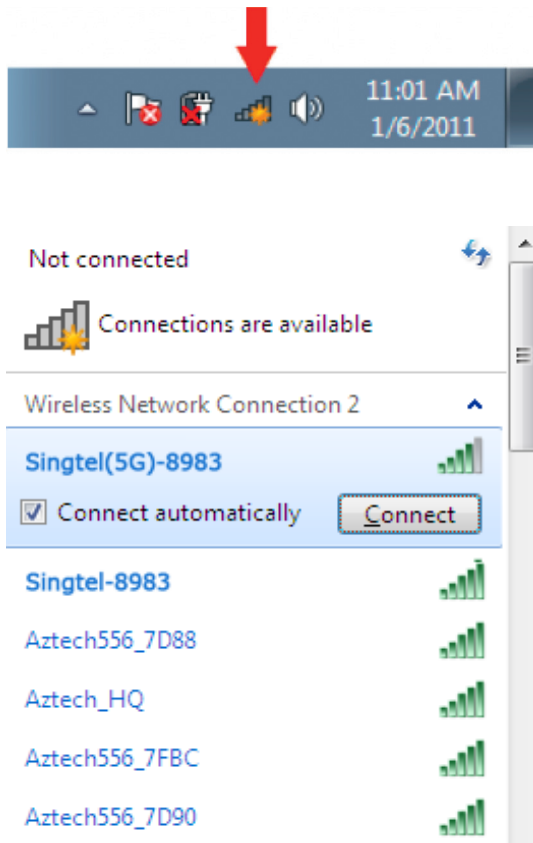
WIRELESS CONFIGURATION

Network Name (SSID)
5.0GHz Band: **Singtel(5G)-8983**
2.4GHz Band: **Singtel-8983**
Network Key (Applies to both SSIDs)
0010324355
WPS PIN
40627241

Useful Tips

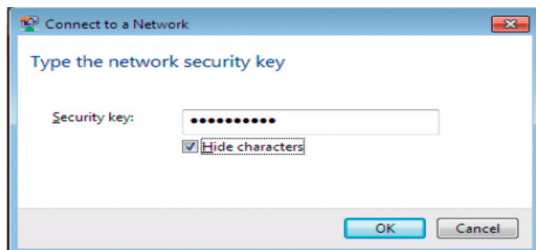
- ✓ For any changes in your wireless router, you will have to connect to a new default SSID and Network Key (ie. Password) on your end device.
- ✓ Do take note that your Dual Band Wireless Router will broadcast two Wireless SSIDs (ie. for both 2.4GHz and 5.0GHz as seen above).
- ✓ Both the 2.4GHz and 5.0GHz will appear on the network list of your device if it supports dual band.

To connect to the 2.4GHz/5.0GHz Wireless Bands:



- 1 On the right hand corner 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(5G)-8983 & Singtel-8983.

Note: Please refer to the sticker pasted on your Wireless Router 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 into the "Security Key" field.

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 respective 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

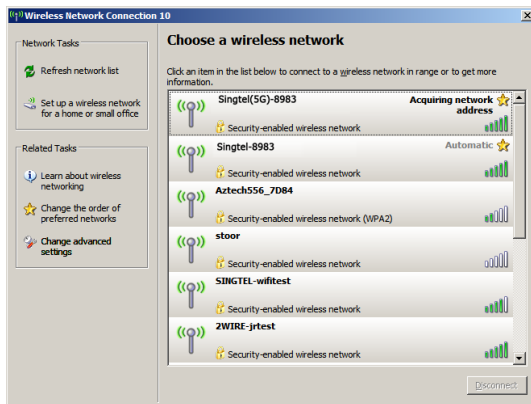
[Section E](#). if you are using Windows 8

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

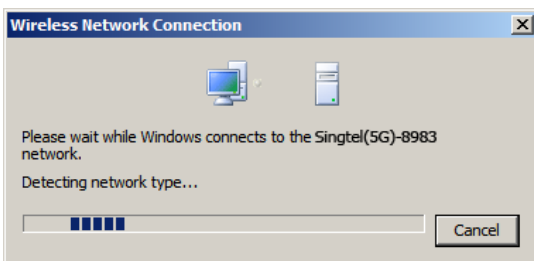
Section B: If you are using Windows XP



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

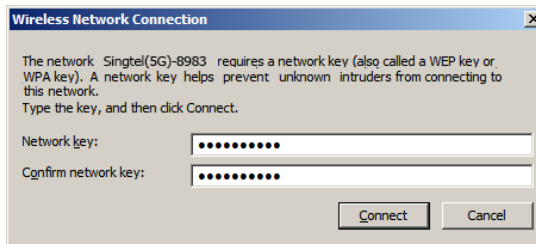
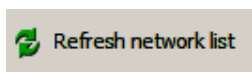


2 You should see the available wireless networks, if you are prompted to use another wireless manager, please refer to section F.



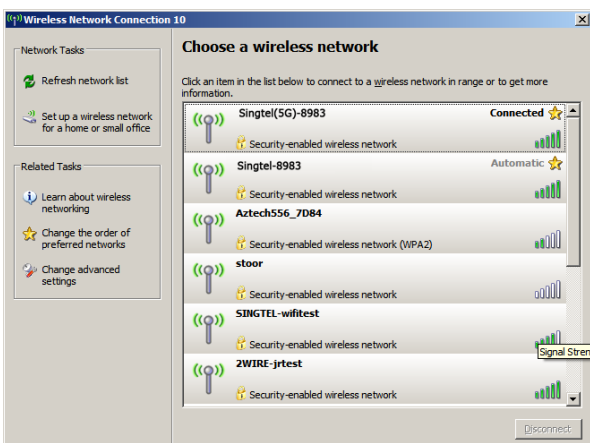
3 Double click the Network Name of your wireless network e.g. Singtel(5G)-8983 and wait for the network to be detected.

Note: 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.



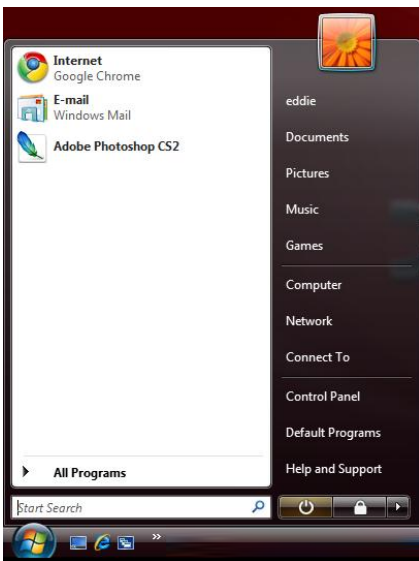
4 Type the 10-Digit Network Key into the "Network Key" and "Confirm Network Key" fields. Click on the "Connect" button to complete the setup and wait for the network address to be acquired.

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



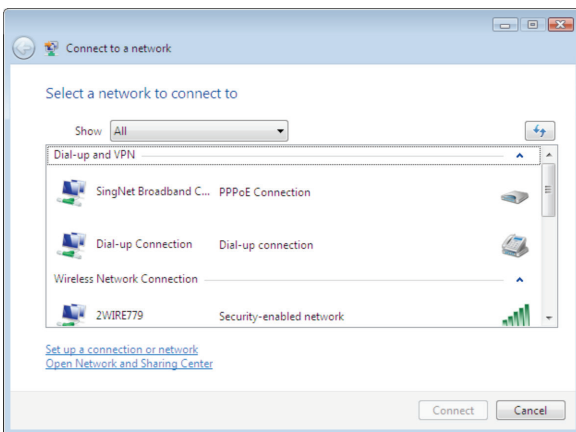
5 You will see the screen on the left if the setup is successful.

Section C: If you are using Windows Vista

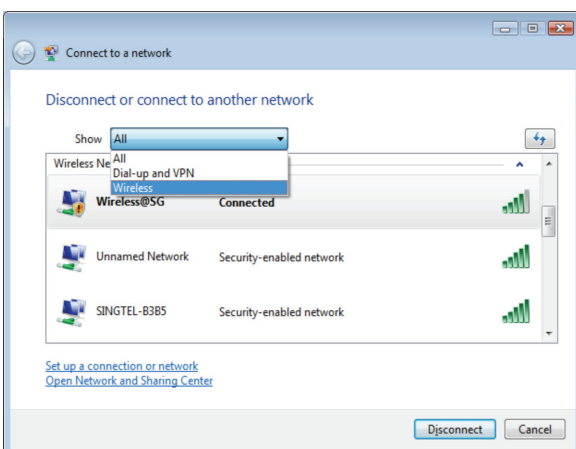


1 In Windows Vista, Click on the Start button.

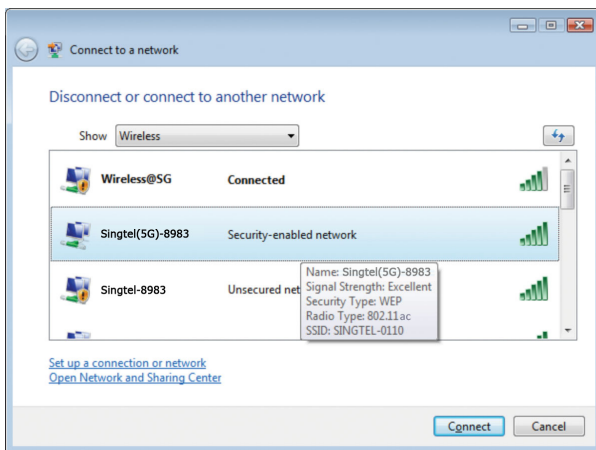
2 Click on Connect To.



3 You will see the screen on the left.



4 Under the Show drop down list, select "Wireless".

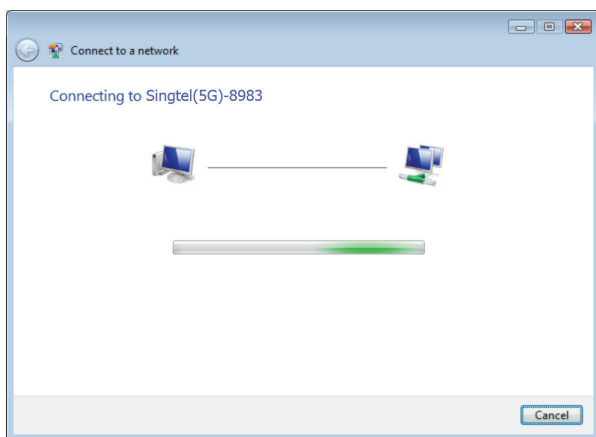


5 Find the Network Name of your wireless network e.g. Singtel(5G)-8983.

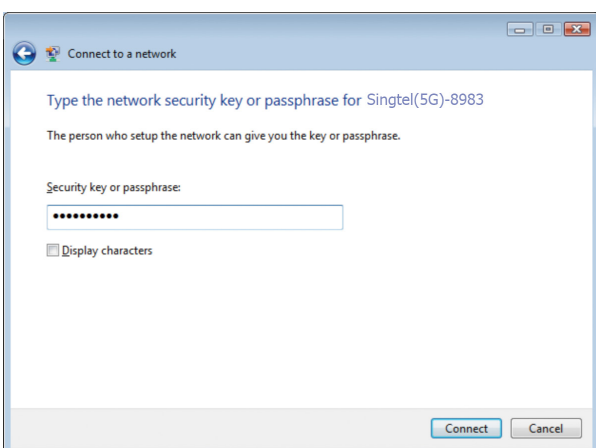
Note: Please refer to section A if you are unsure of your Network Name or try refreshing your Network list if you cannot see it.



6 Click on the Connect button.



7 Please wait while your computer tries to connect to the Wireless Router.



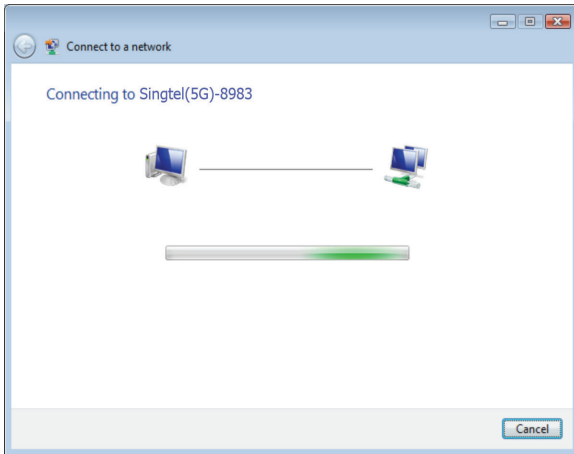
8 You will now be prompted to enter your Network Key.

Note: You will see this when

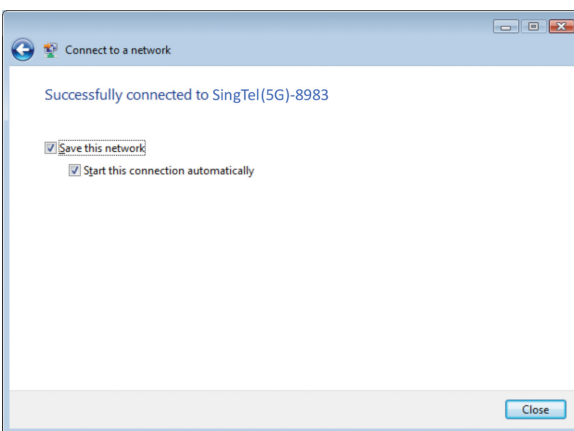
1. You are connecting to the Wireless router for the first time
2. You have unselected the option to save the Network Key.

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.

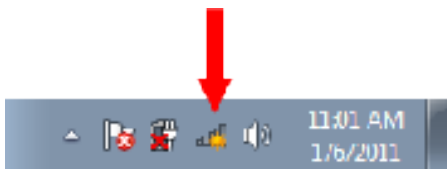
Note: This option will save your Network Key. If you do not enable this option, you will always be prompted to enter the key.

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

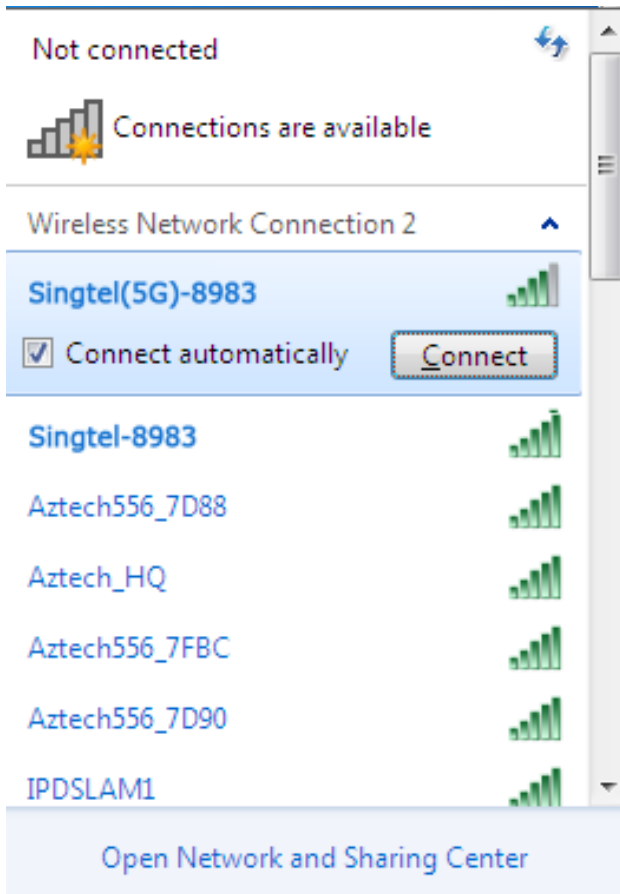
Note: This option will connect your computer to the Wireless Router automatically. If you do not enable this option, you will be required to connect to the wireless network manually.

- 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

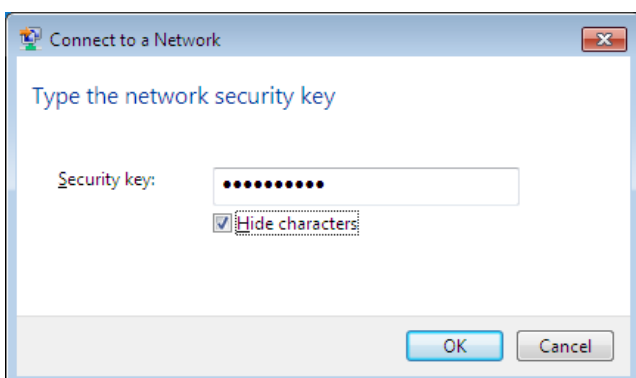


- 1 On the right hand side of the task bar, click on the wireless network icon like the one on the left.



- 2 You will see a window of the available networks, locate and select your own wireless network e.g. Singtel(5G)-8983

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.

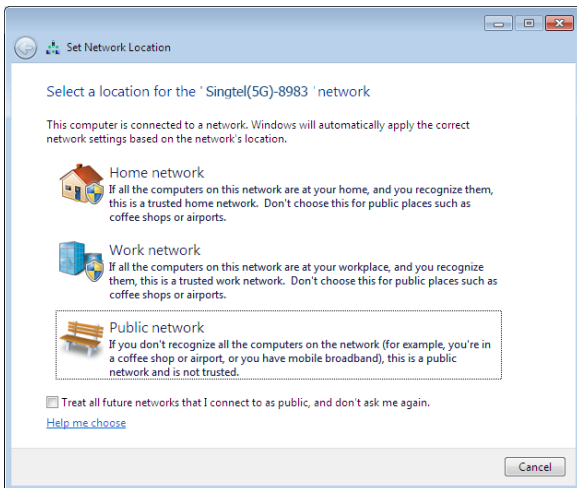


- 3 Input your wireless network key on the "Security Key" field.

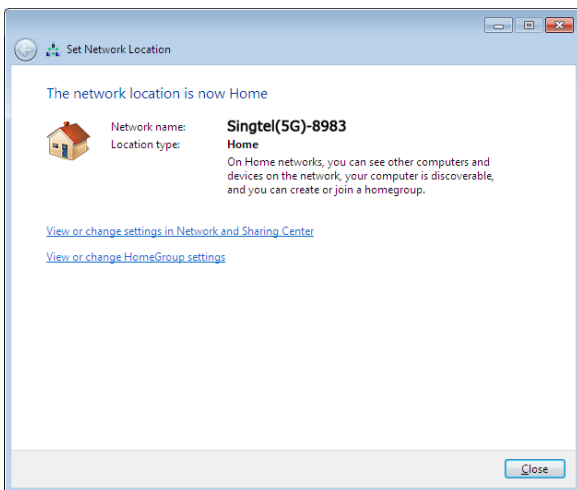
Note:

Please refer to Section A if you are unsure of your Network Key. You will see this when:

1. You are connecting to the Wireless Router for the first time
2. You had unselected the option to save the Network Key



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

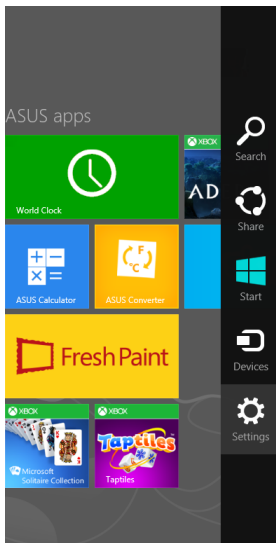


5 Click on the “Close” button to complete the setup and close the window.

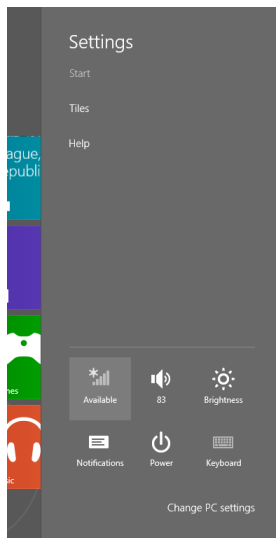


6 You will see the wireless icon on the taskbar, like the one on the left, once the wireless is successfully connected.

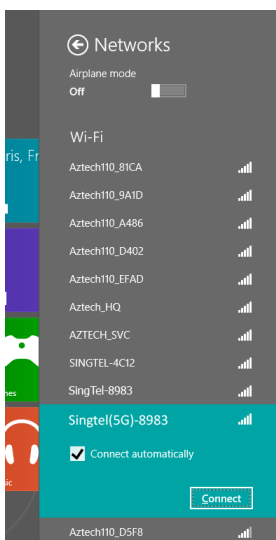
Section E: If you are using Windows 8



- 1 Move your mouse cursor to the lower right corner of the screen. The Charms Bar will appear.



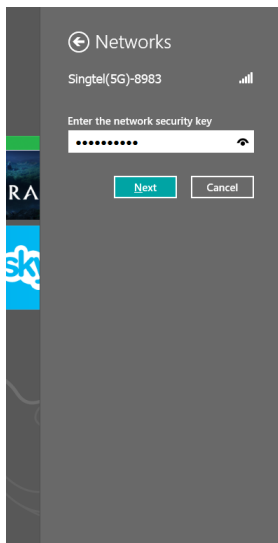
- 2 Click Settings and then click the WiFi icon.



- 3 From the list, click to select your own wireless network (e.g .

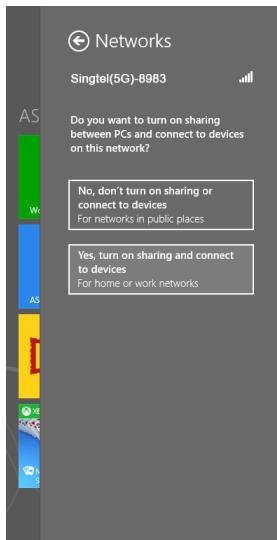
Note:

1. Tick on the box for “Connect Automatically”, if you do not want to enter the network key next time you wish to connect to the same wireless network.
2. Please refer to Section A if you are unsure of your Wireless Network Name .

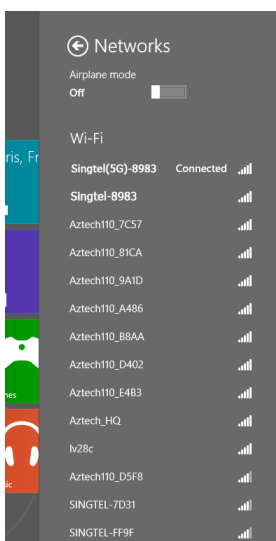


4 Input your wireless Network Key on the “Security Key” field.

Note: Please refer to Section A if you are unsure of your Network Key (Security Key).



5 If you are prompted to turn on sharing, choose “Yes, turn on sharing and connect to devices”.



6 You will see the wireless icon on the Networks bar, like the one on the left once the wireless connection is successful.

Section F: 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.

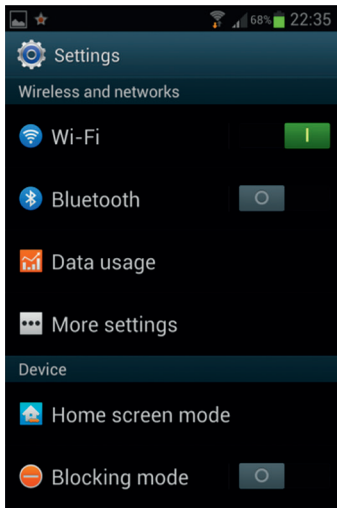
- 3 Enter your Network Key when prompted.

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

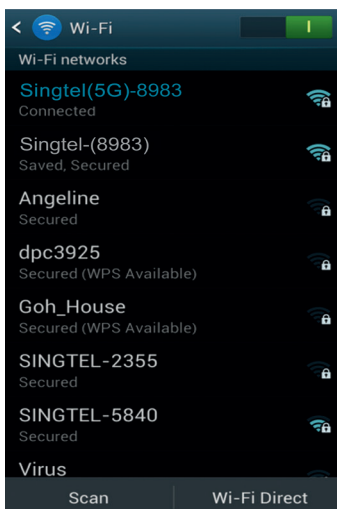
STEP 4: Dual Band Wireless Connectivity via Mobile Devices

Section A: Connecting to new SSID on Android Devices

For Android devices, kindly follow the instructions below in connecting to 2.4GHz or 5.0GHz wireless SSIDs.

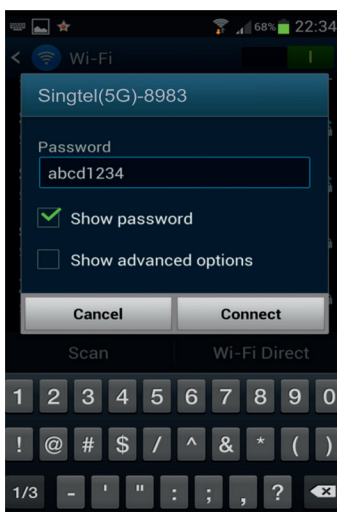


- 1 Go to Settings page. Click on the Wi-Fi tab.



- 2 Two SSIDs will appear on the network list if your device supports dual band.

- 3 You may want to connect to the 5.0GHz where available as it's likely to give a higher speed.



- 4 Key in the password to connect to the network.

In the future, you will be automatically connected to the network.

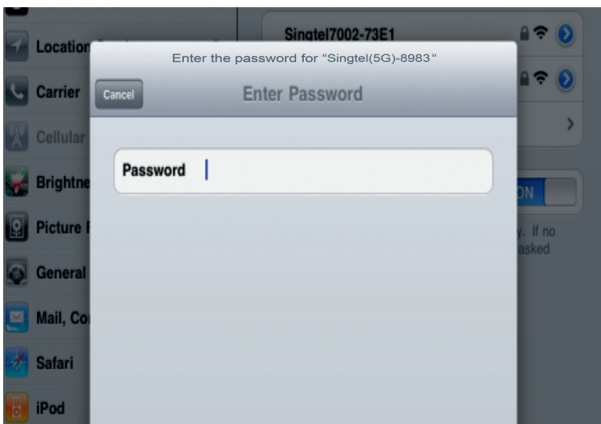
Section B: Connecting to new SSIDs on iOS Devices



- 1 Go to the settings page and click on the Wi-Fi tab.

A list of networks will be shown. Two SSIDs will appear on the network list if your device supports dual band.

You may want to connect to the 5.0GHz where available as it's likely to give a higher speed.



- 2 Once you have selected the network, simply key in the password/network key. In future, you will be automatically connected to the network.

FREQUENTLY ASKED QUESTIONS FOR DUAL BAND WIRELESS ROUTER

What is a Dual Band Wireless Router?

Unlike the Single Band wireless router which utilizes only the 2.4GHz frequency, the Dual Band wireless router uses both 2.4GHz and 5.0GHz wireless frequencies and provides users with a better surfing experience due to high speed performance achieved on the 5.0GHz frequency.

How do I connect to the 5.0GHz frequency?

First, you must ensure that your device (eg Mobile phone, notebook, PC, tablets etc) has a Dual Band support. Perform a wireless network scan on your device. If both the 2.4GHz and 5.0GHz SSIDs are detected, this indicates that your device is Dual Band supported. Simply connect to the 5.0GHz SSID to achieve better speed performance.

Note: SSID means Service Set identifier. SSID differentiates one wireless local area network (WLAN) from another, so all access points and devices attempting to connect to same WLAN must connect to the same SSID to enable effective roaming.

How many SSIDs are being broadcasted by the Dual Band Wireless Router?

The Dual Band wireless router will be broadcasting two SSIDs ie. One for the 2.4GHz and the other for the 5.0GHz frequency respectively.

Why am I not being connected to the 5.0GHz SSID at all times?

If you have configured more than one SSID to connect to your device, there is a chance for your end-device ie. mobile phone/PC/notebook/tablets to select from the permissible range of SSID configured, depending on signal strength, last connected SSID etc. This choice of SSID connectivity is device independent and is based on the algorithm designed by the device manufacturer.

Does the Dual Band Wireless Router offer better speed performance and wireless coverage?

The Dual Band wireless router will provide better wireless speed performance of up to 110Mbps, compared to single band wireless router, which is up to 70Mbps. Do note that, as the 5.0GHz SSID is operating at a higher frequency, the 5.0GHz signals will have a smaller coverage than their 2.4GHz counterparts.

How do I know whether to connect to the 2.4GHz or 5.0GHz SSID?

As much as possible, 5.0GHz should be your default connection. In the event that you encounter intermittent coverage using 5.0GHz SSID, you may want to switch to 2.4GHz SSID.

For normal web browsing activities, you are advised to connect to the 2.4GHz SSID. As for faster gaming and high quality video streaming experience, do connect to the 5.0GHz SSID.

What are the list of devices that support 5GHz Frequency?

S/N	Product
1	iPhone 5
2	iPad 2
3	iPad 4
4	HTC One S
5	HTC One X
6	Sony Xperia Z
7	Sony Xperia Z1
8	HTC Evo 4G LTE
9	Samsung Galaxy S3 (GT-I9300)
10	Samsung Galaxy S4 (GT-I9500)
11	Samsung Galaxy Note 3
12	Samsung Galaxy Note 10.1
13	Samsung Galaxy Tab 2 7.0 (GT-P3113)
14	Samsung Galaxy Tab 3.0 (GT-P5220)

Note that the above list of devices are not exhaustive and may increase over time as more new products are introduced after the date that this FAQ is published.

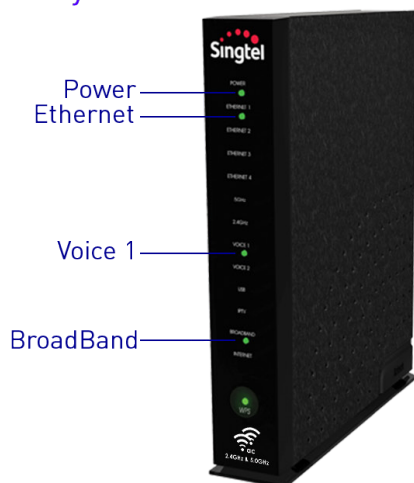
STEP 5: Setting Up Your mio Voice

New subscribers for mio Voice will automatically be configured with the service. The “VOICE” LED on the Wireless Router will be turned on after 10 minutes upon successful configuration of your BroadBand service. You may then proceed to connect the supported telephones by following the steps below.

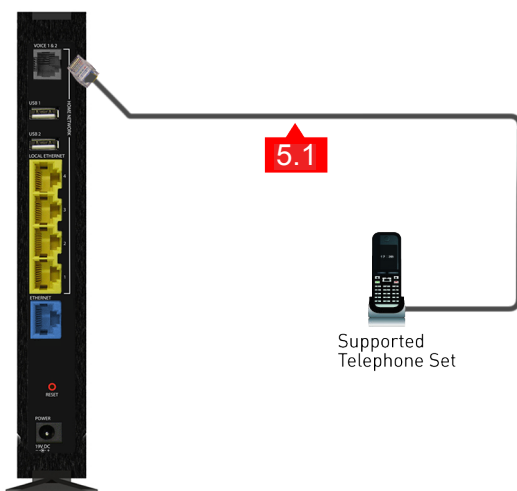
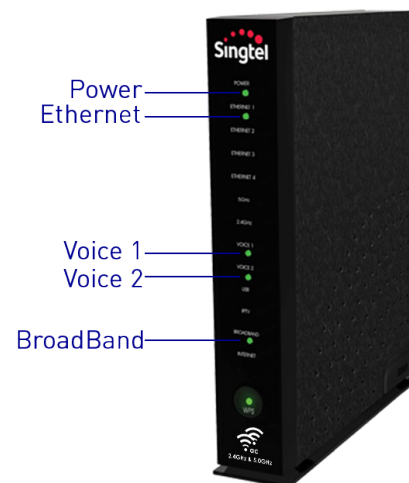
Important

Please ensure that ALL analogue devices (e.g. telephones and fax machines) are disconnected from the wall sockets to optimize the performance. If the Voice 1 and Voice 2 LED did not light up after 10 minutes, you may power off the Wireless Router temporarily 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.

5.1 Connect your supported telephone to the telephone port on the Wireless Router using a Telephone Cable (RJ11).

Continue with steps 5.2 and 5.3 only if you have 2 mio Voice subscriptions

5.2 Please insert an FXS Phone Splitter to the Telephone Cable (RJ11) before connecting the telephone of the Wireless Router.

5.3 Connect your supported telephones to P1 and P2 ports (of the FXS Phone Splitter) respectively for both mio voice lines.

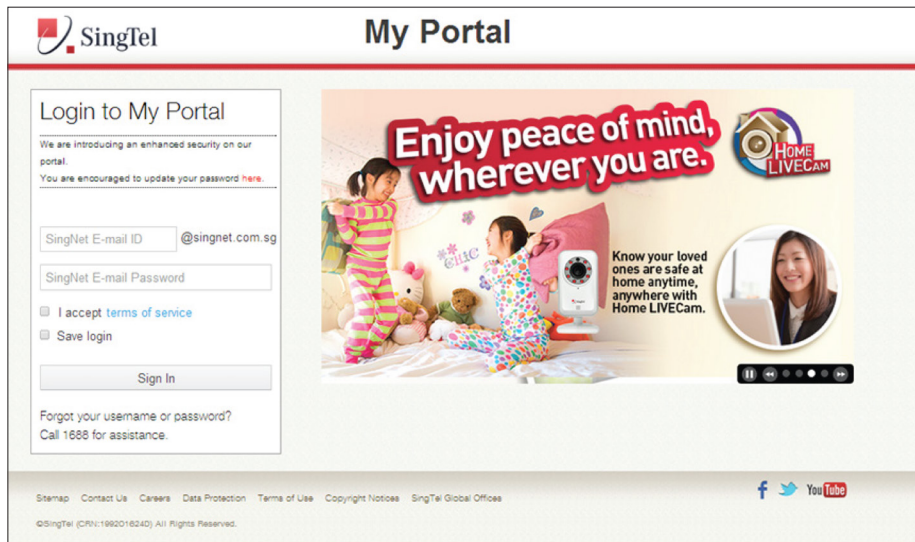
Important Tips:

- 1 Remember the Network Name (SSID) and Network Key of the wireless setup. For more information, please refer to Step 3- Section A - Your 2.4Ghz and 5.0GHz Wireless Bands. Please note that your Network Name (SSID) and Network Key may not be the same if you have changed your wireless settings.
- 2 Please place the Wireless Router 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.
- 3 Simple Troubleshooting Steps for SingNet Wireless Router
If you encounter any internet connectivity issue, please try the following:
 - * Reboot your Singtel Wireless Router.
 - * 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,
 - ✓ Connect your Singtel Wireless Router to another wall socket.
 - ✓ Connect your PC to the Wireless Router via Wired Connection. Wireless Performance maybe impacted if the wireless environment you are in is congested.
 - ✓ Test your Internet Connection bandwidth via wired connection at: <http://techsupport.singnet.com.sg/global-utilities>.
 - ✓ Reboot the various home networking devices based on the following sequence:
 1. Optical Network Terminal (ONT)>2.Wireless Router 3. Set-Top Box
- 4 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.
- 5 If you would like to perform configuration for advanced settings, kindly visit <http://mysingtel.home>. Please ensure that your device is connected to the router via Wired or Wireless connection.

Welcome to your FREE exPRESS Portal

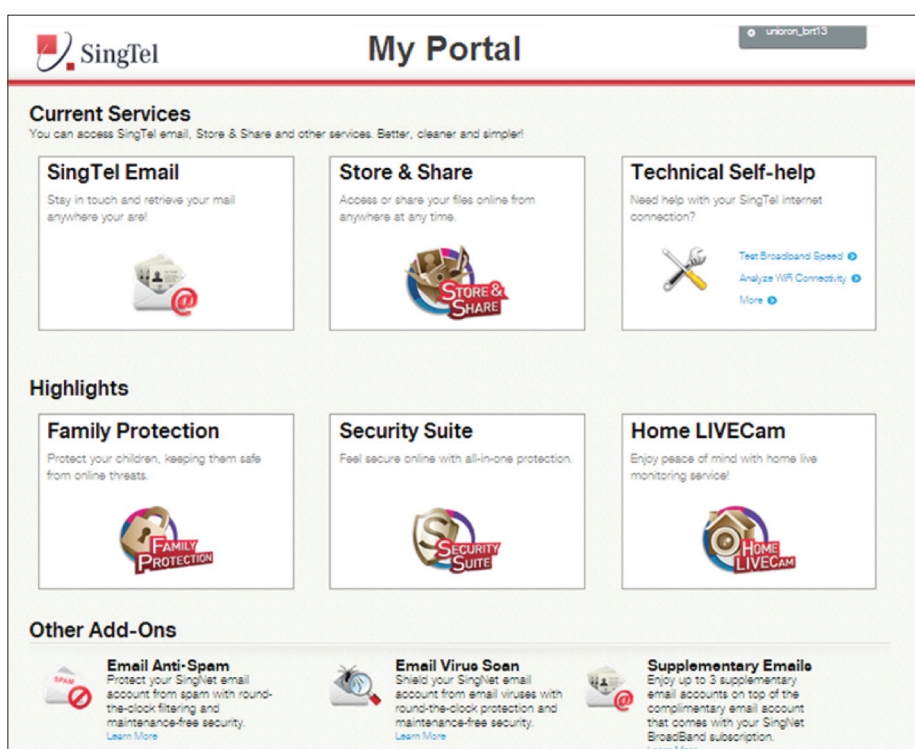
Stay close to the people and memories that matter most to you.

Visit express.singtel.com and log in with your SingNet email and password.



Your Home Screen – Play and discover new possibilities

Once logged in, you will see the screen below, with the available services shown. To start a service, click on one of the tiles, or click on any of the icons at the top.

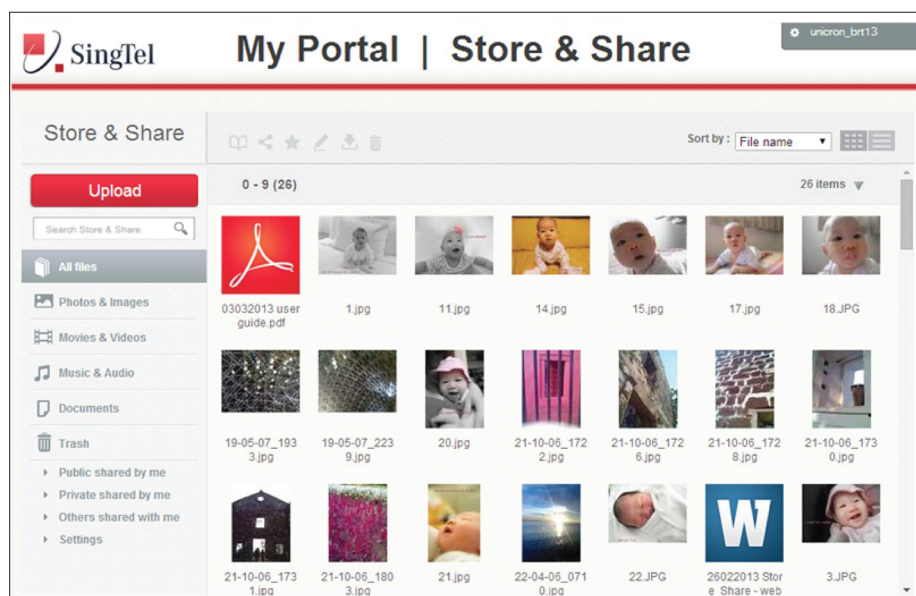


Store & Share

Now, all Singtel BroadBand customers get FREE 2GB Store & Share storage. Fibre BroadBand customers get FREE 10GB Store & Share.

Access or share your photos, videos, music and documents online from anywhere at anytime. With Singtel Store & Share, you can easily synchronize all your files and backup your mobile contacts to the cloud.

For more information, visit <http://www.singtel.com/storeandshare>



More fun services

Check out these other interesting services within the exPress Portal!

Home LIVECam

Know your loved ones are safe at home. Home LIVECam is an affordable, easy-to-set up LIVE home monitoring service.

View what's going on at home, from wherever you are through the exPress Portal or mobile app. With instant push notifications to your mobile, recording of activities, and assurance of security and privacy, it's a home camera that really gives you peace of mind.

For more information, visit <http://www.singtel.com/homelivecam>

Technical Support Contact Numbers

Customer Care

Technical Helpdesk Hotline:
1688 (Consumer)

Technical Helpdesk Hotline:
1606 (SME)
Select 1-> Option 2 -> Option 2

Service Center Address:
31 Ubi Road 1, Aztech Building
Lobby A #01-05
Singapore 408694

Hotline: 6594 2297
Email: 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)

