



HELLO AND WELCOME!

Congratulations on your new LTE service! Here is everything you need to know from router set-up to troubleshooting slow speeds, and how to contact our support team.

webafrika™



GETTING TO KNOW YOUR LTE ROUTER

Your router has arrived and it's time to get your LTE on!

Here's how to get up close and personal with your new best friend.

PLEASE READ THIS IMPORTANT NOTE:

- 1. Your SIM card CANNOT be inserted into another device other than an approved router. Inserting your SIM card into another device, will result in your SIM card being locked and you'll be unable to use your LTE service.*
- 2. Only insert your SIM card at the address you provided when you placed your LTE order. If you insert the SIM card at another address, the LTE service WON'T WORK.*



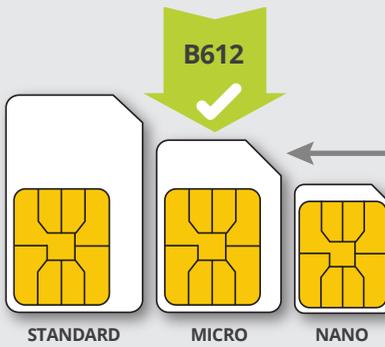
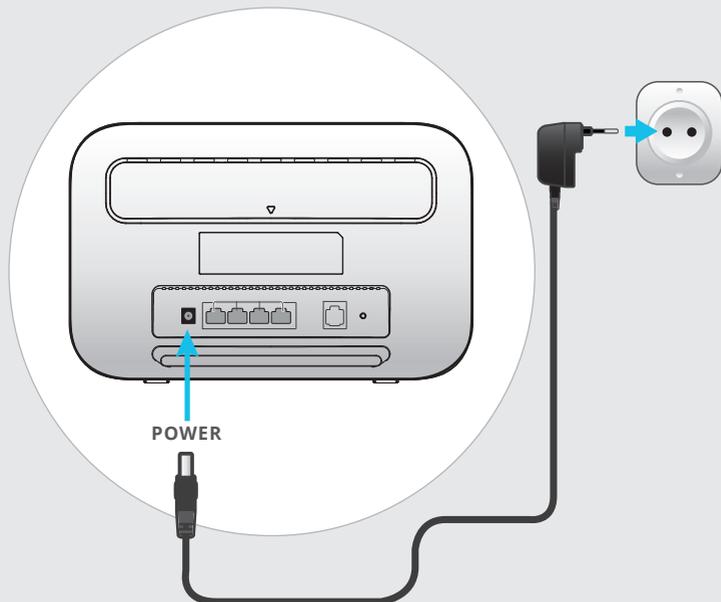
MTN LTE Quick Start Guide

Huawei B612

WHAT'S IN THE BOX

- 1 LTE Router
- 2 MTN SIM Card
- 3 Power Cable
- 4 Yellow Ethernet "LAN" Cable

LET'S GET YOU SET-UP



VERY IMPORTANT: DON'T DO THIS!

- **DON'T** insert your LTE SIM card into your router if you are not at the exact address that you used to sign up for the LTE service.
 - **DON'T** insert your LTE SIM card into any other device than your router.
- Failing to follow these instructions, will result in your SIM card being **BLOCKED**.

1 Open your SIM card

- Remove your SIM card from its packaging.
- Pop the SIM out of the card (the bigger yellow plastic card).
- Pop the **Micro SIM** out of the full sized SIM card.
- The nano SIM must stay inside the Micro SIM to keep it at its "medium" size.

3 Plug in your router

- Connect your power supply to the router and plug it into a wall socket.
- Wait a few seconds for your router to power up and cycle through indicator lights. Your internet indicator light will turn red.

What the indicator lights mean:

-  **Red light**
- Not connected to network.
-  **Green light**
- Searching for network.
-  **Blue Light**
- Connected to network.

2 Insert the SIM card into your router

- Turn your router upside down and Insert your **Micro SIM** card into the SIM slot (push it in until it clicks).

4 Connect to your WiFi

- Your Wi-Fi Name and WiFi password on the sticker on the back of your router.



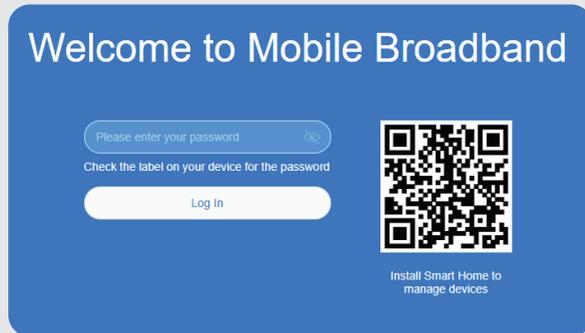
- Connect your device (laptop works best) to your WiFi using the password on the back of your router.

Once you're connected, turn the page and let's get things set up on the MTN network.

LET'S GET YOU CONNECTED

How to get connected to the internet

- 1 Open your internet browser. Type the following into the address bar: **192.168.8.1** Your router control panel should open up in your browser.
- 2 Type in the default router password (admin) found at the back of your router and click on the 'Log In' button'. You will now run through the setup of your new router.



- 3 Read the privacy notice and click 'Next'.
- 4 Read the User Agreement and click 'Agree'.
- 5 Setup overnight updates between 3:00-5:00AM by clicking on the 'Enable And Continue' button.
- 6 You will be prompted to set up your Wi-Fi name and password.

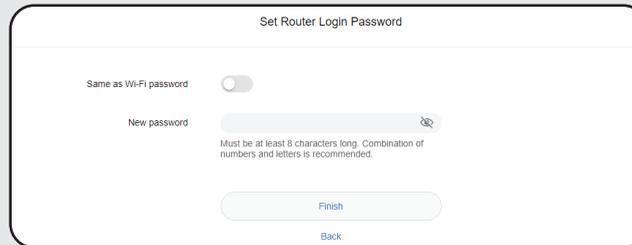


NB: You are able to leave the Wi-Fi name and password as it is, for an easier setup (can be changed at a later stage). However, if you choose to change the Wi-Fi name and password, you will need to reconnect to the Wi-Fi with these new details and again into the router once you have completed (after point 7) to continue the setup of your MTN connection.

- This is where you can get creative and set the Wi-Fi name and password to anything you prefer - just make sure the password is not something too easy.
- When you are happy with your new Wi-Fi name and password (and you have written them down for safe keeping) click '**Next**'.

- 7 Now you'll need to set up your router login password - you can set it that it is the same as your Wi-Fi password if you wish (can be changed at a later stage) or make it something completely different.

NB: You must update the router password to continue further.



Once done, click on finished and your router will save the settings. You will now be directed to the router settings homepage.

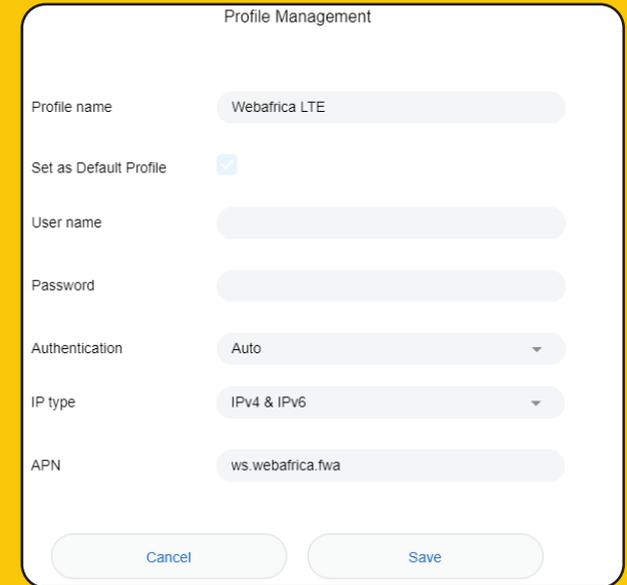
or

If you have changed the Wi-Fi name and password you will have to reconnect to your Wi-Fi (step 4 on page 1) and log into the router again with your new details (step 2 on this page).

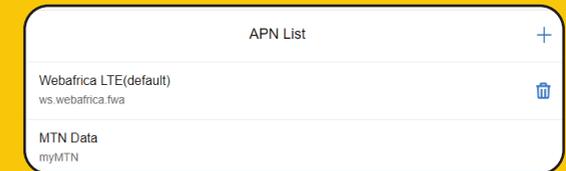
YOU'RE ALMOST DONE! JUST ONE MORE AND VERY IMPORTANT THING TO DO. FOLLOW THE STEPS BELOW TO UPDATE YOUR ACCESS POINT NAME (APN) DETAILS:

- 8 On the home screen, click on '**Network Settings**' in the top Menu bar. You should automatically be directed to the 'Internet Connection' page within the 'Mobile Network' menu.
- 9 Click on the **+** symbol next to 'APN List' and the 'Profile Management' page will pop-up.

- 10 Insert 'Webafrica LTE' for the profile name field and scroll down to enter **ws.webafrica.fwa** in the APN field. Leave all other fields blank and click '**Save**'.



- 11 Your new '**Webafrica LTE**' APN will now be your default.



That's it! You're done! As soon as the service is activated on MTN (24-48hrs), your indicator light will turn blue and you will be able to connect to the internet.

TECHNICAL SUPPORT

If you need any assistance, please feel free to contact us on:

WhatsApp Live Support on **0214649500** - Monday to Friday **7am-9pm**). Weekends and Public Holidays **8am-6pm**.

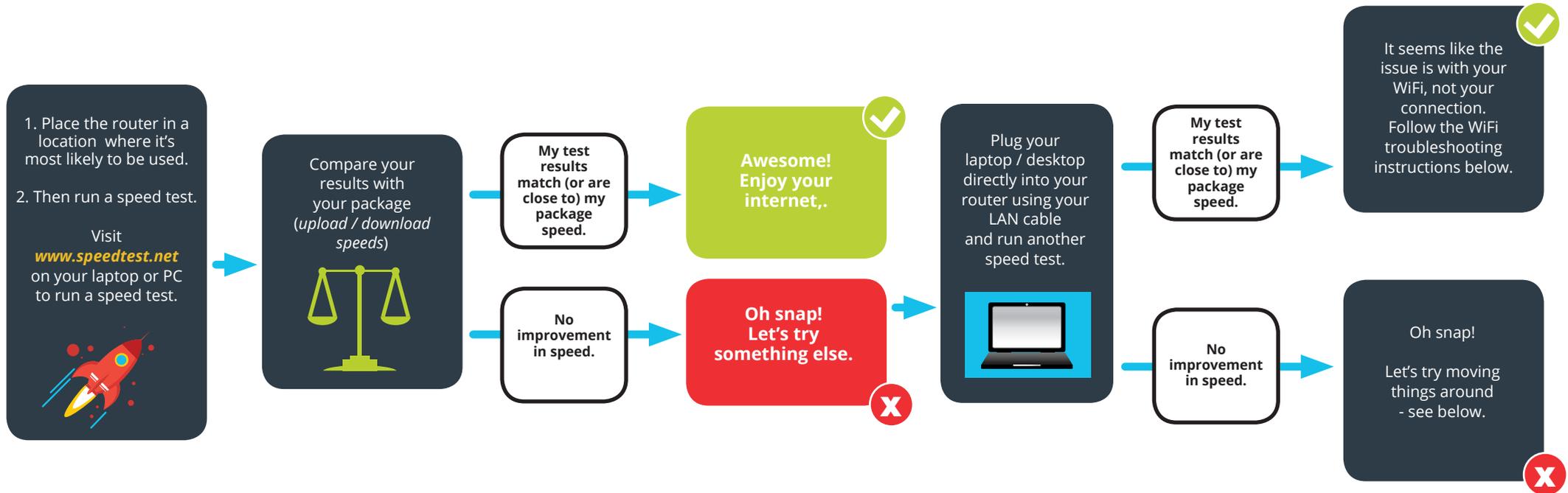
Email Support at support@webafrica.com - Monday to Friday **8am-6pm**). Weekends and Public Holidays **9:30am-6pm**.

MY INTERNET IS SLOW!

Less than 10% of slow internet speeds are caused by physical infrastructure problems.

The outstanding majority of slow speeds are due to WiFi being limited by factors such as router placement and the incorrect channel being selected.

FIRST THINGS FIRST



1. PLACEMENT OF YOUR ROUTER

The placement of your router is key to getting the best signal strength. Get your step count going and move around the house to find the best signal strength between your tower and router and from the router to your device. Best to avoid bathrooms - go for common areas such as dining, lounge etc that aren't too far from your primary devices such as TV. Do some walking lunges while you find your ideal signal spot, it could be fun.

PRO TIPS:

- Thick walls, fish tanks, microwaves, mirrors and even pot plants can impact signal strength.
- For the best possible WiFi experience, ensure that your devices are in line of sight with the router. Centrally placing the router in your home, will help you get the best signal possible.



Once you've established the best location for the router, run a speed test from that location. Based on your speed tests, set-up the router from this location. Again, bathrooms aren't ideal locations for a router.

2. USE THE CORRECT CHANNEL 2.4GHZ VS. 5GHZ

Your Fibre WiFi has two channels: **2.4Ghz** and **5Ghz**.

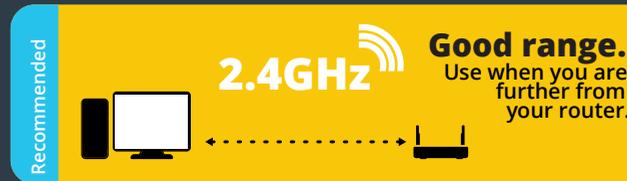
It's a good idea to name these differently when you set up your WiFi so that you will know which is which.

To change between channels – simply open the WiFi settings on your device (laptop or phone) and select the connection you want to use.

2.4 ← Ghz → **5**



The **2.4Ghz** channel is slightly slower, but it has a much wider range. So this is the best option if you're in a different room or further from your router.



The **5Ghz** channel can achieve much faster speeds but it has a shorter range - so it will work well if you're in the same room (or pretty close) to your router.



My test results match (or are close to) my package speed.

Awesome! Enjoy your Fibre internet!



No improvement in speed.

Oh snap! Fear not, see below.



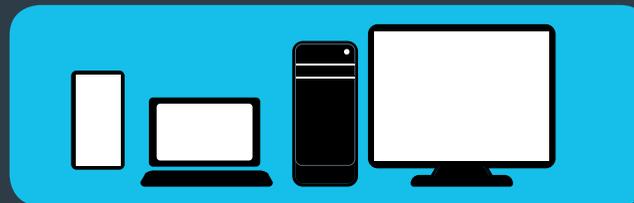
3. DEVICE LIMITATIONS

Not all devices are able to handle high internet speeds.

If you find that you get higher speeds on one laptop (or device) than another then it is because your device has reached its speed limitations.



Visit www.speedtest.net on your devices to assess if some achieve better speeds than others.



My test results match (or are close to) my package speed.

Awesome! Enjoy your Fibre internet!



No improvement in speed on any of my devices.

Oh snap! This looks like a problem for support. Contact us on the details listed further in this book.



GOOD TO REMEMBER:

- Your higher quality (and newer) devices can usually support faster internet speeds.
- Make sure you take this into consideration when next purchasing devices such as laptops, phones, Smart TVs and gaming consoles.

4. THE SIZE OF YOUR HOUSE / PREMISES

If your house is large or split over multiple levels, your router may struggle to transmit the signal throughout your home.



If this is the case, we recommend that you invest in a WiFi extender.

Webafrica stocks the AirTies WiFi Extender, or you can consult your local PC hardware store for other options.



WHEN TO CONTACT OUR SUPPORT TEAM

Tried it, tested it, and your speeds are still crawling along like a grandma behind the wheel on Sunday morning? It's time for you to contact our support team.

Here's how to contact support:



For immediate assistance, we have a super handy WhatsApp support line.

Either chat with Willy the bot or with one of our support/sales agents.

To use it, simply add **021 464 9500** to your contacts on your phone as "**Webafrica Support**" and open up a WhatsApp chat with us.



To log an official support ticket and have a support agent contact you: Log into your customer zone at www.webafrica.co.za/clientarea.php and select

"Support" >> "Email Support".

Or simply pop an email to support@webafrica.com.

Remember to include your customer code and as much detail as you can about the issue. For speed issues include a screenshot of your speedtest results.

**I HAVE
NO
INTERNET
CONNECTION!**

REMEMBER:

Please ensure that you have followed the router guide set-up correctly, before continuing. Slip ups happen to the best of us - simply double check that everything has been set-up correctly. If you still have NO internet, let's get you some help.

1. THE TRIED AND TESTED METHOD

No - not kicking it, and there are no hammers involved. Our insurance only covers accidental damage!

Your router is powered up (the green lights are on) but there is also a red light on either side of it.



Try this:

Reboot your connection. Turn them both off - wait a full minute - then turn them back on. Give them another minute or so to reboot and start up.



My Internet is working!

Awesome! Enjoy your Fibre internet!



Still no Internet.

Oh snap! Let's try something else.



2. NETWORK OUTAGES

Network outages happen from time to time. Some are due to scheduled maintenance and some are unplanned. We post notices about network outages on our website as soon as the underlying infrastructure provider lets us know about them.

Visit our network status page to check if there are currently any outages in your area:
www.webafrica.com/networkstatus/



We will notify you via SMS or email (with the contact details we have on record for you).

We'll let you know in advance about scheduled maintenance, and as soon as we find out about unplanned outages.



I STILL HAVE NO INTERNET

If none of the above apply to you, your account is paid up-to-date, there's no loadshedding and you still have no Internet, there may be a physical fault with your line or router. Please contact our support team.



For immediate assistance we have a super handy automated WhatsApp support line.

To use it, add the number **021 464 9500** to your contacts as "Webafrica Support" and open a WhatsApp chat with us.



You can log a support ticket directly in your customer zone at www.webafrica.co.za/clientarea.php or email the team at support@webafrica.com

If you send a direct email please remember to include your customer code and as much detail as you can about the issue you're experiencing so that we know who you are and how to help you.

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