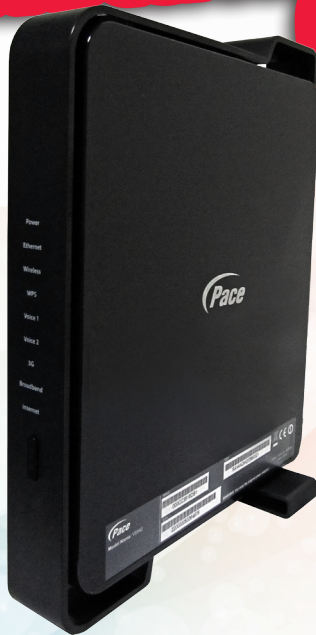


Quick Installation Guide



SingNet BroadBand • mio Voice

Contents

STEP 1: Equipment Check

STEP 2: Setting Up Your BroadBand Connection

STEP 3: BroadBand Connection Settings for Fibre (Optional)

STEP 4: Logging in to Your SingNet BroadBand

STEP 5: Connecting Wirelessly to SingNet BroadBand (Optional)

STEP 6: Setting Up Your mio Voice

Technical Support Contact Numbers

Dear Customer, this guide has been prepared to help you to install SingNet BroadBand (ADSL) service.

STEP 1: Equipment Check

The following items are pre-packaged in your Residential Gateway.

Note: Existing SingNet BroadBand, mio Plan or mio Home subscribers should already have these items connected to their Residential Gateway.



Residential Gateway



Power Adaptor



DSL Microfilter



Ethernet Cable (RJ45)




Ethernet Cable (Blue)



Phone Cable (RJ11)

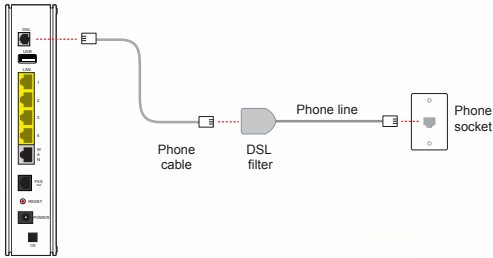


FXS Splitter

 Please proceed to **STEP 2**

STEP 2: Setting Up Your BroadBand Connection

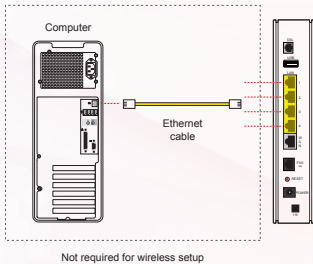
2.1. Connecting Residential Gateway to Telephone wall socket



- ▶ Using the **Telephone Cable (RJ11)**, connect the **Residential Gateway** "DSL" port to the **DSL Microfilter's** "DSL" port.
- ▶ Insert the head of the **DSL Microfilter** into your telephone wall socket.

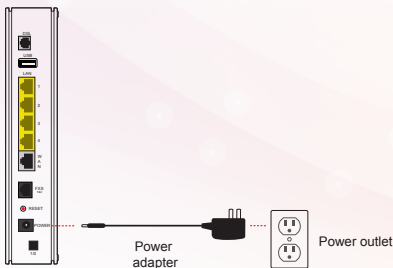
*Note: You can connect your telephone into the **DSL Microfilter's** "PHONE" port to use your fixed Phoneline.*

2.2 Connecting Residential Gateway to PC



- ▶ Using an Ethernet Cable (RJ45), connect to any of the available Residential Gateway "LOCAL ETHERNET" ports to your PC's "Ethernet" port.

2.3 Connecting Residential Gateway to electrical outlet

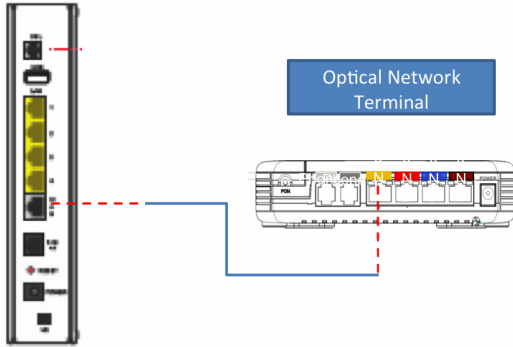


- ▶ Connect Power Adapter to your Residential Gateway "POWER" port and the nearest electrical outlet. Turn on the power at the electrical outlet and the Residential Gateway.

Please proceed to **STEP 4**, if you are a SingNet BroadBand subscriber
STEP 6, if you are a mio Voice subscriber



STEP 3: BroadBand Connection Settings for Fibre (Optional)



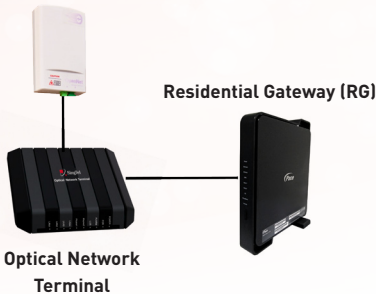
- ▶ Connect the Residential Gateway **Broadband** Port to the ONT **LAN 1** Port highlighted in Yellow using the Ethernet Cable (RJ45).
- ▶ Switch off the ONT Power before you do the set up.



- ▶ For mio TV Set Top Box, personal computer or laptop, please connect it to the Lan Port highlighted in Yellow.
- ▶ For Mio Voice service, please connect your phone using a Phone Cable (RJ11) to the Residential Gateway Voice 1&2 Port.

- ▶ Once Power is adapter is connected, follow the power up sequence as below.

Fibre TP
(installed by OpenNet)



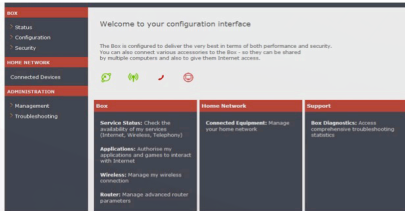
1. Power up the Optical Network Terminal (ONT). Wait for **POWER** and **PON LEDs** to turn to stable green light.
2. Power on the Residential Gateway. Wait for **POWER, ETHERNET, BROADBAND, INTERNET, IPTV** (If applicable) and **Voice 1** (If applicable) to turn to stable green light.
3. Power up your mio TV Set Top Box and your computer.

Note: For exStream service, there is no need to key in user ID and Password. All services credential will be auto push down to your Residential Gateway.

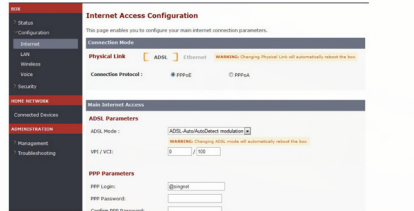
STEP 4: Logging in to SingNet BroadBand

Please confirm that you have the following item on hand before attempting this section:

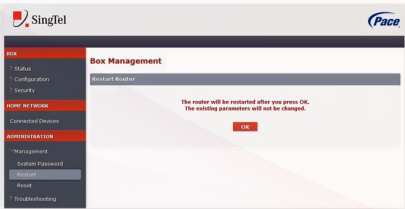
- ▶ SingNet BroadBand Service Letter – this contains your Username and Password which will be used for setting up the SingNet BroadBand.
- ▶ Open your web-browser (e.g. Internet Explorer) and type the URL <http://app.singnet.com.sg> or <http://192.168.1.254> for changing the WAN mode and configuring PPP.
- ▶ Click on Internet under the Configuration tab.



1. Residential Gateway home page



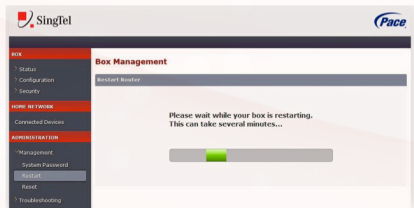
2. Internet Access Configuration



3. Box Management

- c. Type your UserID as stated in your Service Letter in the "Username:" field
Note: The text behind @ maybe different. Please ensure that you have entered the correct one as stated in your service letter before proceeding.
- d. Type in your Default Login Password as stated in your Service Letter in the "Password:" and "Confirm Password:" fields
Note: If you have changed your default password, please use the current password.
- e. After setting PPP parameters, click OK to save.
- ▶ After changing WAN mode from Ethernet to ADSL or vice versa, Residential Gateway restarts.

- ▶ The Default WAN mode is Ethernet.
- ▶ In order to change the WAN mode from Ethernet to ADSL please follow the below steps:
 - a. Select ADSL in the physical link. PPPoE protocol will be selected automatically
 - b. ADSL Modulation is selected by default- No need to change it



4. Box Management

- ▶ Residential Gateway is rebooting. Hold on till reboot completes & Residential Gateway comes up. After reboot your Residential Gateway is ready for use.

5. LED Status



LED Check:

Please wait for approximately 5 minutes.
The "POWER" and "BROADBAND" LEDs should now be stable **GREEN (not blinking)**, except the "ETHERNET" LED, it should be **GREEN** and blinking.
If not, please check connections in **STEP 2**.
Do NOT proceed to the next section until you have done so.

Congratulations! You can now use SingNet BroadBand!

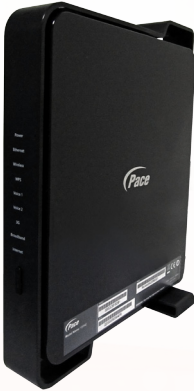
Please proceed to **STEP 5**, for Connecting Wirelessly to SingNet BroadBand (optional)
STEP 6, if you are a mio Voice subscriber

STEP 5: Connecting Wirelessly to SingNet BroadBand (Optional)

Section A: Your Network Name and Key

Please take note of two numerical codes which are your Network Name and Key with this diagram as a guide. You may fill in these details on the box below for future references.

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



Network Name (SSID):

SINGTEL- _____

Insert last 4 numbers of your Serial Number (S/N) here.

Network Key:

Write the 10 digit of Wireless Key here.

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 instructions:

Section B. if you are using Windows XP

Section C. if you are using Windows Vista

Section D. if you are using Windows 7

Section E. if you are using another wireless manager other than Windows

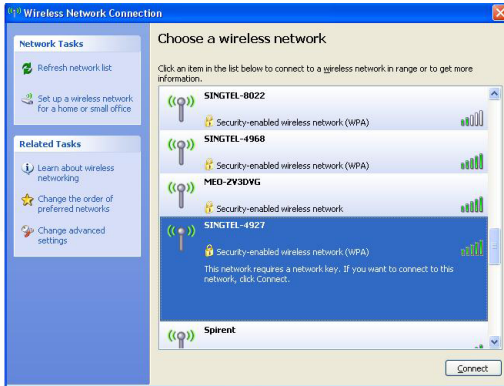


STEP 5: Connecting Wirelessly to SingNet BroadBand (Continued)

Section B: If you are using Windows XP



1 Double Click on the wireless icon on your taskbar.



2 You should see the wireless networks available. If you are prompted to use another wireless manager, please refer to Section E.



3 Double click on the correct **Network Name** of your wireless network (e.g. SINGTEL-0110) and wait for the network to be detected.

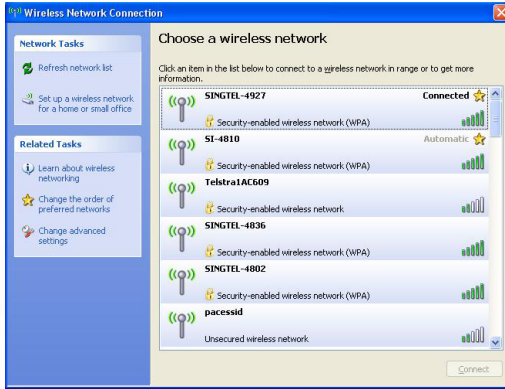
Note: Please refer to Section A if you are unsure of your Network Name or try refreshing your Network list if you do not see it.



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.

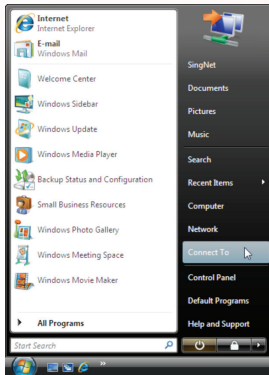
Note: Please refer to Section A if you are unsure of your Network Key.

STEP 5: Connecting Wirelessly to SingNet BroadBand (Continued)



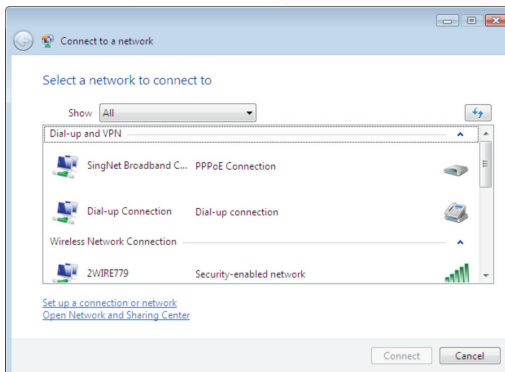
5 You will see the following screen if you were successful.

Section C: If you are using Windows Vista



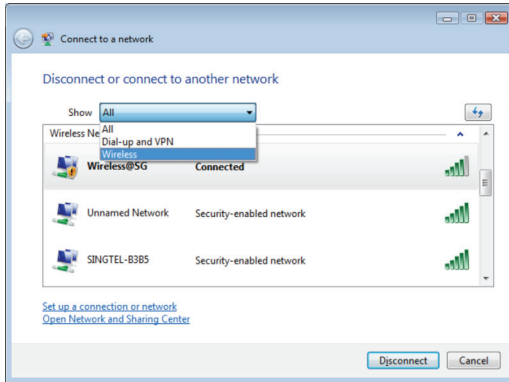
1 In Windows Vista, click on the **Start** button.

2 Click on **Connect To**

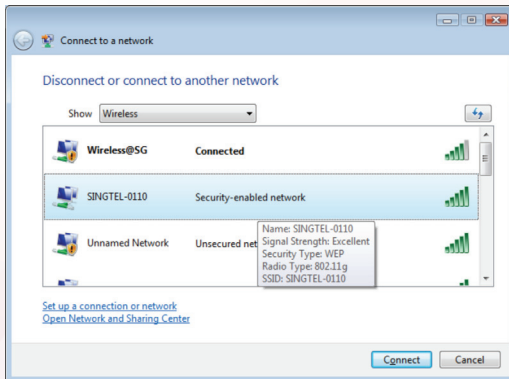


3 You will see the following screen.

STEP 5: Connecting Wirelessly to SingNet BroadBand (Continued)



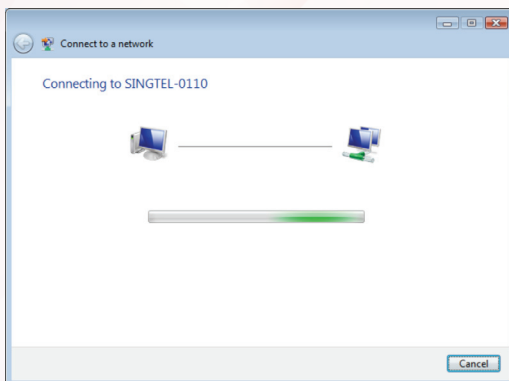
4 Under **Show**, select "Wireless"



5 Find the correct **Network Name** of your wireless network (e.g. SINGTEL-0110).

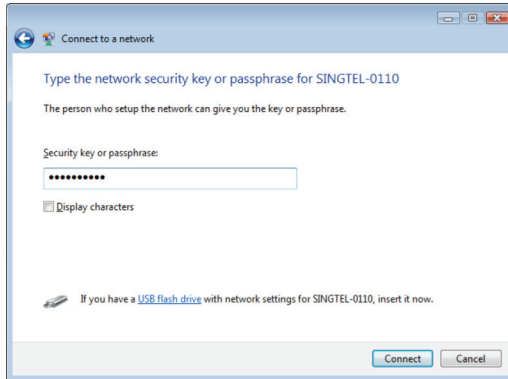
Note: Please refer to Section A if you are unsure of your Network Name or try refreshing your Network list if you do not see it.

6 Click on the **Connect** button.



7 Please wait while your computer tries to connect to the Residential Gateway.

STEP 5: Connecting Wirelessly to SingNet BroadBand (Continued)



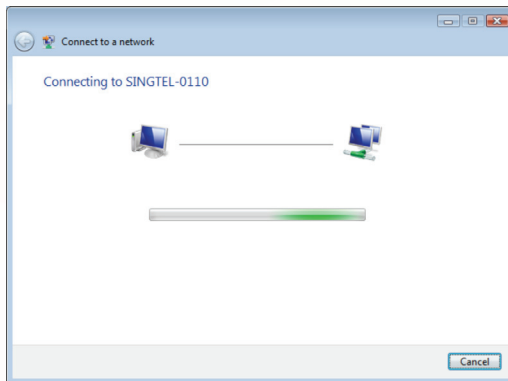
- 8 You will now be prompted to enter your **Network Key**.

*Note: You will see this when:
(i) You are connecting to the Residential Gateway for the first time
(ii) You have unselected the option to save the Network Key*

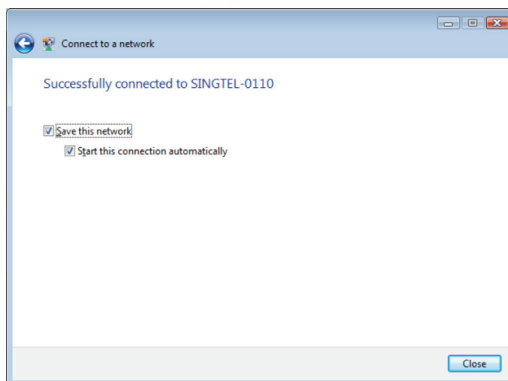
- 9 Type in your **Network Key** in the "Security key or passphrase" field.

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

- 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 this screen.

- 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 Residential Gateway 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.

STEP 5: Connecting Wirelessly to SingNet BroadBand (Continued)

Section D: If you are using Windows 7

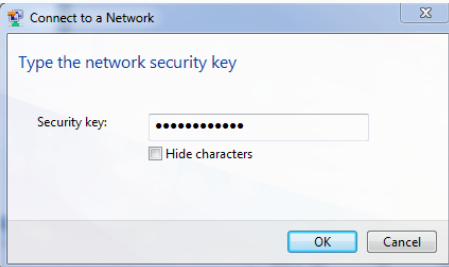


- 1 On the right hand side of the task bar, click on the wireless network icon like the one on the left.



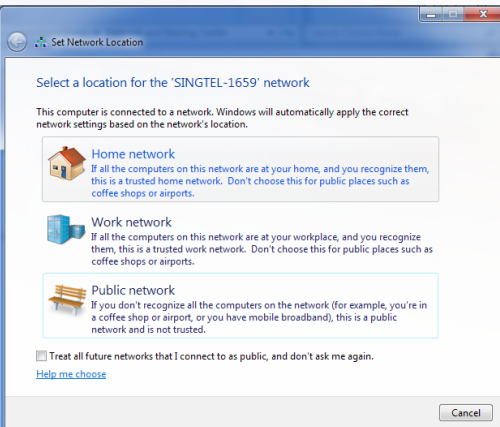
- 2 You will see a window of the available networks, locate and select your own wireless network. e.g. SINGTEL-0110.

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.



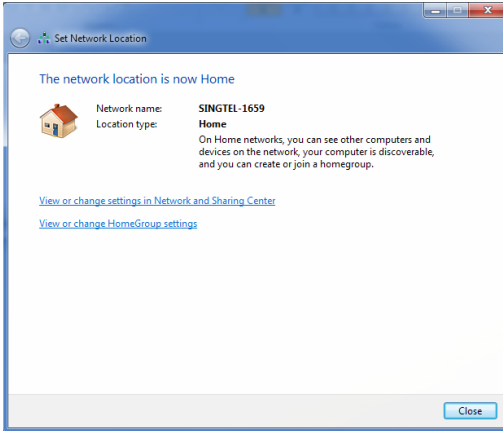
- 3 Input your wireless network key on the "Security Key" field.

*Note: Please refer to Section A if you are unsure of your Network Key. You will see this when:
(i) You are connecting to the Residential Gateway for the first time
(ii) You had unselected the option to save the Network Key*



- 4 On the Select Network Location click on "Home Network".

STEP 5: Connecting Wirelessly to SingNet BroadBand (Continued)



- 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 another wireless manager

Configuration of most Wireless Managers requires your **Network Name** and **Key**. Follow the below steps to configure this or refer to the user manual of your Wireless Adapter for advanced instructions.

- 1 Open your default or preferred Wireless Manager.
- 2 Find the **Network Name** for your Residential Gateway and double-click on it.
- 3 Enter your **Network Key** when prompted.

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.

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

Section F: Welcome to your FREE exPress Portal!

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

Visit www.express.singtel.com and log in with your SingNet email and password. First time users will see a guided tour.



The screenshot displays the SingTel exPress Portal login interface. On the left, a dark grey login box contains the following text and fields:

- Log in**
- Welcome! Log in to enjoy exPress Portal**
- SingNet E-mail ID: [input field] @singtel.com.sg
- Password: [input field]
- Remember me on this computer
- I accept [terms of service](#)
- Log in** (button)
- Forgot Your Username Or Password?
Call **1688** for assistance.
- Not a SingNet customer yet?
Call **1610** to Sign Up

The main area features a laptop displaying the 'exPress PORTAL' logo. To the right of the laptop, the text reads: "Keep the people you love and the memories you treasure, close at hand. Click on the icons below to find out more." Below this text are three icons: "Store & Share", "Universal Inbox", and "Video Chat".

At the bottom of the page, the footer contains: "© SingTel (CRM: 1992016240) All Rights Reserved." on the left and "About Us | Contact Us | FAQ | Terms Of Use | exStream" on the right.

Your home screen - Play and discover new possibilities

Once logged in, non-Fibre customers will see the below screen. If you are a Fibre customer, you'll see a slightly different interface (refer to the "Quick Guide to exStream" leaflet).

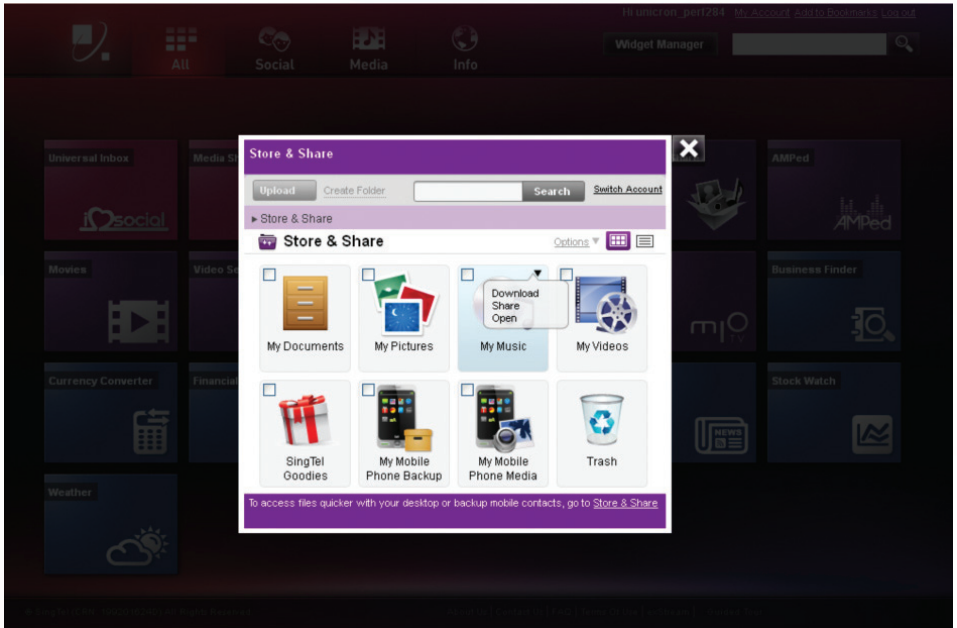
To start a service, double-click on the service's icon to open up the widget. Let's check out Store & Share.



Using Widgets

You can start using the widget once it's opened. **Store & Share** allows you to store, share and retrieve files online, anywhere you are. You can also back up your phone contacts and computer files. If you've signed up for this service, you can start using it immediately.

When you're done, click on the 'x' button to close the widget. You'll return to the home screen where you can continue to check out the other exciting services.



More fun services

Check out these other interesting widgets to help keep your friends close!

Universal Inbox

Pull together your social networks and emails all in one page. Check out your friend's latest updates and pictures. Update your status or upload photos to multiple social networks at once. Save pictures you like directly into Store & Share.

Video Chat

Enjoy high quality video chats, with up to 6 parties for Fibre customers.

The image displays two screenshots of SingNet services. The left screenshot is for the 'Universal Inbox' widget, which features a purple header with the text 'Enjoy your unified social world On Universal Inbox'. Below the header are icons for various social media and email services: Gmail, Yahoo!, Twitter, Facebook, SingNet, LinkedIn, and YouTube. A section titled 'What do you want to do?' offers two options: 'manage my accounts' and 'view latest updates'. The right screenshot is for the 'Video Chat' widget, which has a dark blue header with the text 'Video Chat Feel closer than ever with high definition video chat with your friends.' Below the header is a row of video chat windows showing people in conversation. A prominent purple button labeled 'Start Video Chat' is visible, along with a smaller link 'Join here' at the bottom.

STEP 6: Setting Up Your mio Voice

New subscribers for mio Voice will automatically be configured with the service. The "VOICE" LED on the Residential Gateway will turn on after 10 minutes upon successful configuration of your BroadBand service. Thereafter, customers may proceed to connect their supported telephones following the steps below.

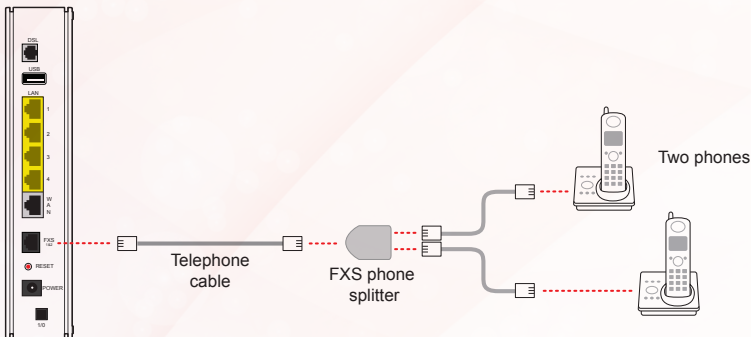
IMPORTANT

Please ensure that ALL analogue devices i.e., telephones are disconnected from wall sockets to optimise the performance

1 mio Voice, only the "VOICE 1" LED will be **GREEN**



2 mio Voice, both "VOICE 1" and "VOICE 2" LEDs will be **GREEN**



- A** Connect your supported telephone to the Telephone port on the Residential Gateway using a Phone Cable (RJ11).

Continue with [B] and [C] only if you have 2 mio Voice subscriptions

- B** Please insert a **FXS Phone Splitter** to the Phone Cable (RJ11) before inserting to the Telephone port of the Residential Gateway.
- C** Connect your supported telephones to **P1** and **P2** ports respectively for both mio Voice lines.

Congratulations! You have successfully installed mio Voice.

IMPORTANT TIPS:

1. Ensure that all active telephone extensions are fixed with DSL microfilters for stable and reliable Internet experience. The DSL microfilter can be seen in Step 1 – Equipment Check.
2. Remember the Network Name (SSID) and the Network key of the wireless setup. For more information, please refer to Step 4 – Section A - Your Network Name and Key. Please note that your Network Name (SSID) and Network Key may not be the same if you have changed your wireless settings.
3. Please place the Residential Gateway on a flat surface and ensure the following:
 - a) It is not near blockades such as building structure and natural or artificial barriers.
 - b) It is not kept in an enclosed area that will affect signal coverage.
 - c) It is not near any electronic device such as microwave oven, bluetooth device and/or cordless phone so as to reduce interference of the same frequency.
 - d) It is not near water-containing equipment filled with water to optimise wireless signal.
4. Note that the signal strength 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 wireless coverage should the need arise.

Technical Hotlines

BroadBand & mio:
1688

Monday to Sunday & Public Holidays:
8am - 12mn

For Biz ADSL customers:
1606, then select option 2
{Available at all times}

Residential Gateway Technical Support Information

Malifax Technologies (S) Pte Ltd
Hotline: 6287 5033
Email: support@malifax.com.sg
Address: 76 Playfair Road #06-03,
LHK2 Building Lobby 2, Singapore 367996

Service Centre Operating Hours

Monday to Friday (except Public Holidays) 9am - 7pm

Helpdesk Operating Hours

Monday to Friday (except Public Holidays) 9am - 9pm
Saturday (except Public Holidays) 9am - 1pm

