



Our Community Broadband Pty Ltd
PO Box 5184
Maroochydore BC
Queensland 4558
AUSTRALIA
Phone: (07) 5322 5380
email: info@ourcommunitybroadband.com.au

OCB RESIDENTIAL BROADBAND GUIDE

COMPLETING YOUR INSTALLATION

The equipment has been installed, with the antenna pointing towards the optimum distribution point within our network. You will have signed off the installation as complete or there may be some final tuning of your system that will take place remotely over the next 24 hours. At this point we will sign your installation as complete and process your first payment. Your service will also be shaped to the speeds that you have ordered, ie. 25/5 Mbps.

LOGIN DETAILS / CHANGING YOUR PASSWORD

Login OCB-WIFI

Password 0753225380

To change these passwords yourself, type the following into the search bar...

<http://192.168.1.1> username: ubnt password: letmein

Please do not reset your router to manufacturers settings. Please ensure that you have a record of your new user name and password if you change it. Both of these instances will require a technical visit to change out the router which will result in a call out charge of \$99.00.

Home AP Router



Injector



Airgateway router



WIFI ROUTER / SPEED TESTS

Our responsibility at OCB is to provide high speed internet into your home. We also provide a wireless router that is compatible with our network to aid technical investigations, and in the majority of single storey houses works wirelessly throughout the home.

A wireless signal doesn't have an unlimited reach, and any walls or large objects may cause interference. For this reason, a wireless router should be centrally located in your home to ensure the best range possible, away from any obstructions. The further you are away from your router, the weaker the signal and the slower the speed. The optimum in home solution is to have a local area network so devices are effectively hardwired to the router.

In some instances, the size of a property or its construction may result in the wifi signal in certain areas being weak or non-existent. If this does occur, you can install yourself or purchase from us when the technician visits a *wifi extender and/or powerline adaptor kit*.

A **wireless repeater** is the easy and safe way to boost your signal. A repeater works very much like a router, but instead of creating a signal, it relays an existing signal. A repeater is easy to install and doesn't require any additional wires or connections. Multiple repeaters make it easy to create a home or business network with complete connectivity.

A **power line adaptor kit** allows for the distribution of high speed internet through your home electrical wiring, giving you the bandwidth you need to create or extend your existing network. It turns any power outlet into a network connection to access digital media devices, game consoles, print servers, computers, and network storage devices throughout your home.

Should you wish to test the speed of your internet using a site such as www.speedtest.net, you should disable any wireless devices and then plug your computer into the router to get the most accurate measurement. Conducting a speed test wirelessly will not be an accurate reflection of the speed which we are delivering to the house.

If you need assistance in building and configuring your home network, we recommend Sunshine Coast company - Integrated Sound & Vision

Who are a team of professionals who specialise in the design, integration and technical support of audio visual systems, data and network cable systems, smart remote solutions, security cameras and intercom systems and much more.

Integrated Sound & Vision

Matt Rees-Jones:

0419 687 501

matt@isv.net.au

APPLE DEVICES

Having changed your network name and password, Apple devices will remember the original and refuse to connect using your new username and password.

In this instance, using the "i" button next to the OCB_WIFI network on the wifi networks available, choose the option to forget this network.

Once you have done this, you can then go back into available networks, find the OCB network (that you may have re-named) and connect using your new username and password.

RUNNING OTHER APPLICATIONS

If you are having difficulties connecting your service to any of the following: Fetch TV, Foxtel, Sonos or other similar applications, please contact the provider of this application to advise you on their generic setup procedure as we do have access to their configuration details.

MAINTAINING YOUR EQUIPMENT

The equipment supplied for your Our Community Broadband internet connection should work effectively for many years when treated with care. Tips for ensuring its longevity and a continuous connection are:

- Ensure your Injector box and router are plugged directly into mains power at all times, is turned on, all cables connecting to this box are secure, and that the LED light indicator is on
- If you are using a router, ensure that the LED light indicator is on
- Dust equipment periodically, but do not use water
- Ensure that your outdoor antenna is not moved as it has been installed by a technician to achieve an optimum signal. Keep plants and trees away from it and if you need to move it for any reason, please contact us to arrange a quote for this work to be done.

PRINTERS and FAXES

With a new internet service being installed, you may need to change settings for printer/fax functionality.

1. Change SMTP settings to; **smtp.ourcommunitybroadband.com.au**
2. Change the outgoing server (SMTP) to 25
3. Ensure that the type of encryption connection is "None"

For a residential grade printer – re-install the printer using the wizard.

TROUBLESHOOTING

Before phoning for support, you can try the following steps to try and regain a connection:

1. In the rare case of a network outage occurring, we will send you a text message. We will advise you of any scheduled maintenance in advance and undertake it during non-peak periods where possible.
2. Reboot the Injector **AND** the router
 - Turn the power off to both devices, wait 30 seconds and power back on again
3. Inspect the outdoor Antenna
 - Have a look at your antenna for any obvious damage.
ie. A fallen branch could have knocked it out of alignment

If you are still unable to regain a broadband service, please call for Technical Support on (07) 5322 5380, and select Option 1.

Office hours are 8.30 – 5.00pm, week days.

You can also email us if you have mobile access to: support@ourcommunitybroadband.com.au