OCB RESIDENTIAL BROADBAND GUIDE

COMPLETING YOUR INSTALLATION

The equipment has been installed, with the antenna pointing towards the Community Distribution Point. The final tuning of your system will take place remotely over the next 24 hours. You will receive a call from our Network Operations Centre to notify you when this is complete and your service is working effectively. At this point we will sign your installation as complete and process your first payment.

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.

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 95% of houses works wirelessly throughout the home. 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 purchase a *wifi extender* from retailers such as Harvey Norman or Dick Smith.

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.
Please be aware that every time you perform a speed test you will be consuming up to 0.5 GB of data.

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.

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 is 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.

Change SMTP settings to; smtp.ourcommunitybroadband.com.au and when prompted, no authentication is required.   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. Test the Injector
    - Turn the power off the injector, wait 30 seconds and power back on again
3. Test the Router
    - If you have a router connected, turn this off, wait 30 seconds and then power on again.
    - If this fails, disconnect the computer from the router and plug it directly into the Ethernet port. If you are able to receive a connection at this point, there is a problem with your router.
4. 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 2.
Office hours are 9.00 – 5.00pm, week days.
You can also email us if you have mobile access to:
support@ourcommunitybroadband.com.au.

INJECTOR