

# NETWORK INSTRUCTIONS

## WiFi Network Connections

Your data network includes WiFi connectivity for your mobile devices. Connect your wireless device to your network as you would to any other WiFi network using the following information:

**SSID:** Home Network

**Password:**

## Cabled Network Connections

Various data ports are provided in the residence for connection of desktop computers and other network devices. To access the network using one of these ports, simply plug your device into it using a network cable.

## Internet Access

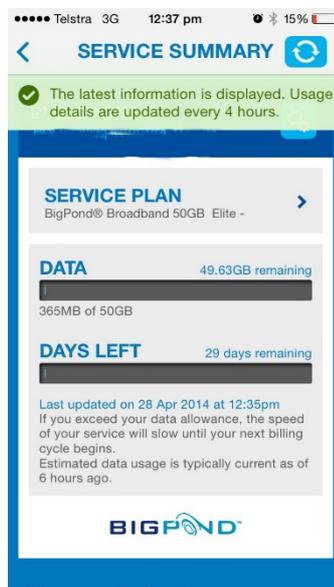
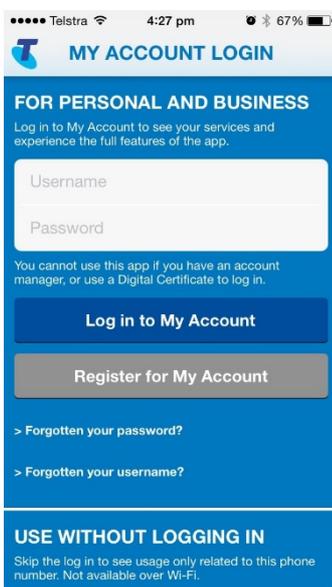
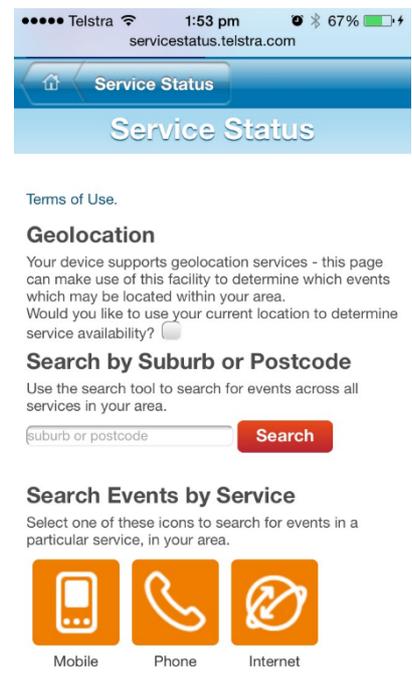
Once you have connected to the network either via WiFi or a cabled data port, you should have access to the internet. It is not normally necessary to change any other network settings on your computer.

*In the event of an internet service disruption, please do not attempt to make any changes to the physical network equipment.*

If your internet stops working completely, use your smartphone (turn off WiFi first) to check the service status website of your internet provider – eg: [servicestatus.telstra.com](http://servicestatus.telstra.com). Enter your postcode to check for outages in your area.

Network outages typically resolve themselves over time. User intervention is rarely required, and often causes more problems than it resolves.

If your Internet access slows noticeably, please check that you have not exceeded any data cap imposed by your Internet service provider. Providers such as Telstra offer an app, which allows you to do this.



You can upgrade your data allowance by contacting your ISP.

If your primary connection fails and you have a 4G backup connection, note that the backup connection can operate considerably slower than the speeds you'd normally expect.

**EXTREMELY IMPORTANT:**  
**Never operate any control on your Internet modem. If you are advised to insert a paperclip into a reset switch on the modem – DO NOT DO THIS. Instead, remove the power plug momentarily then reconnect it.**

If you reset the modem you will require our network engineer to attend your premises to restore the correct settings.

# NETWORK INSTRUCTIONS

## CABLE / NBN MODEM

For Telstra customers, Internet access is delivered via a Telstra Cable Adapter and Telstra Smart Modem. Other providers offer similar equipment.

The Gen 2 smart modem offers a very simple “one light:” indication of your internet connection status (shown to the right with a red circle):

**GREEN** indicates the primary connection is good.  
**BLUE** indicates the primary connection has failed, and the backup connection is active.  
**RED** indicates a problem with the incoming internet connection.



## NETWORK POWER

Your network equipment is connected to an uninterruptible power supply (UPS) to ensure delivery of consistent and well filtered power. This is essential to reliable operation of your network.

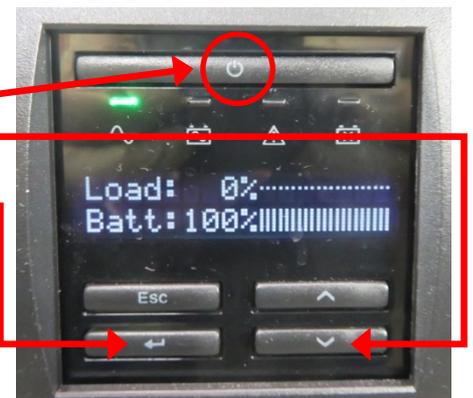
The UPS is designed to operate only your network equipment. Other devices may exceed its capacity causing instability on your network, and potential equipment damage. *Never connect other equipment to the UPS!* Note that the UPS will require periodic service to replace the internal battery, preferably at 2 year intervals. Please call DLE to arrange this.

Should your house experience a power interruption, the UPS will continue to provide power to the network for short time using its internal battery bank. It is normal that the UPS will beep during a power interruption. In cases of extended power outages, the UPS will eventually shut itself down and start back up when power is restored.

No user action is normally required, however sometimes after periodic maintenance at your ISP you may need to restart your equipment. To do so, follow this procedure:



- Determine if your UPS is the type shown to the left or right below
- For the UPS shown on the left, HOLD the power button down until you hear a beep, then release it to shut down the UPS
- For the UPS shown on the right:
  - First press the power button
  - then press the **down arrow** until you see “Off-No Delay” on the display
  - then press the **Enter** button
- Wait 30 seconds
- Press the main power button again to start the UPS back up
- Note that some elements of the network take up to 5 minutes to re-initialise – when the WiFi network becomes visible again this process is complete and the network is ready



initialise – when the WiFi network becomes visible again this process is complete and the network is ready

## Further questions or problems?

Service outages can take up to 12 hours to be listed on ISP websites. If after this time you still experience difficulties and there are no outages listed, please contact David Leisk Electronics. We will conduct further fault-finding over the phone and arrange a service call out if necessary. In some instances, we may be able to resolve your issue remotely.