amobia

Home & Business WiFi

WIRELESS
ROUTER SETUP

FTTH PRODUCT

CONTACT DETAILS

JOHANNESBURG | CAPE TOWN | PORT ELIZABETH

SUPPORT DESK
☎ 010 004 0000 | 021 006 0000 | 041 006 0000 - option 1
✉ support@amobia.com

SALES TEAM
☎ 010 004 0000 | 021 006 0000 | 041 006 0000 - option 2
✉ sales@amobia.com

ACCOUNTS TEAM
☎ 010 004 0000 | 021 006 0000 | 041 006 0000 - option 3
✉ accounts@amobia.com

CUSTOMER RELATIONS
✉ customerrelations@amobia.com

ACCOUNT & ROUTER DETAILS

To proceed you will need to have your personal information sheet (containing items 1 to 5 listed below) on hand. These details have been emailed to you. Kindly contact us should you have any queries with regards to these details.

1 Wireless SSID

2 Wireless SSID2

3 Wireless Password

4 PPPoE User Name

5 PPPoE Password

USEFUL INFORMATION

1. All Amobia client routers are shipped with the router setup to assist the client in enjoying the Internet with ease.

2. Please avoid pressing the reset button at the back of the router. This will clear all settings.

3. There are two wireless types of frequencies avaiable. 2.4Ghz and 5Ghz.

4. Only devices that have the ability to connect to 5Ghz will show the 5Ghz as available.

5. Connect to the 5Ghz if you require higher wireless connection speeds (30MBps and above).

6. Connect to the 2Ghz if the signal to the 5Ghz is weak, not available or your device is not 5Ghz compatible.

7. Please take note of the Information sheet provided that contains your account and network details.

8. Please do not remove or damage the fibre cable that is connected to the ONT. The fibre cable can easily be damaged by bending or pulling on the cable.

9. A call out fee will be charged by the Network provider to repair any damages to the fibre.

3 PART SETUP INSTRUCTIONS
(PPPoE MODE)

Parts 2 and 3 of this document should only be followed if the router was accidently reset by the user or the router has lost the Amobia configuration.
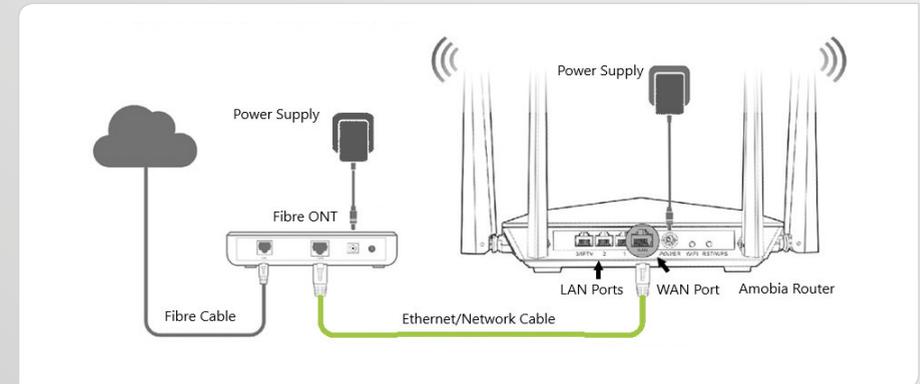
If you don't know your internet settings user name and password, then please contact the **Amobia Support Desk.**

support@amobia.com

PART 1

CONNECT YOUR DEVICES

Connect the **Ethernet cable** with the **WAN (blue)** port of **Router(2).** Then connect your computer with **LAN1/LAN2/LAN3** ports of **Router** by an Ethernet Cable. Physical connection as below:
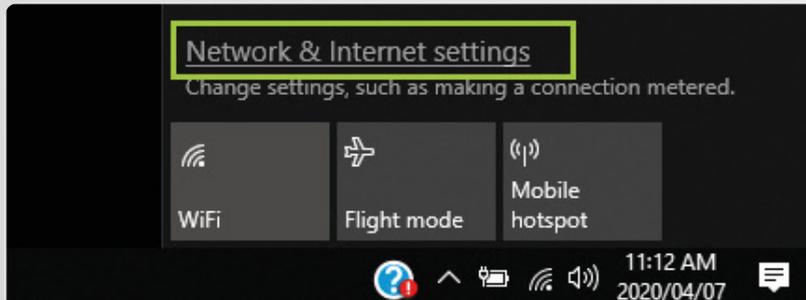
CONFIGURE YOUR COMPUTER

STEP 1

It is advisable that you **connect to your router for the first time using a network cable.** You can use the cable provided between your ONT and router.

Right Click on **Network Connection Icon** on the system bar, then click on **Network & Internet Settings.**

Network & Internet settings
Change settings, such as making a connection metered.

WiFi   Flight mode   Mobile hotspot

11:12 AM
2020/04/07

STEP 2

Under settings select **Ethernet** and click on **Change Adapter Options.**

WiFi

Ethernet

Dial-up

Related settings
Change adapter options
Change advanced sharing options

STEP 3

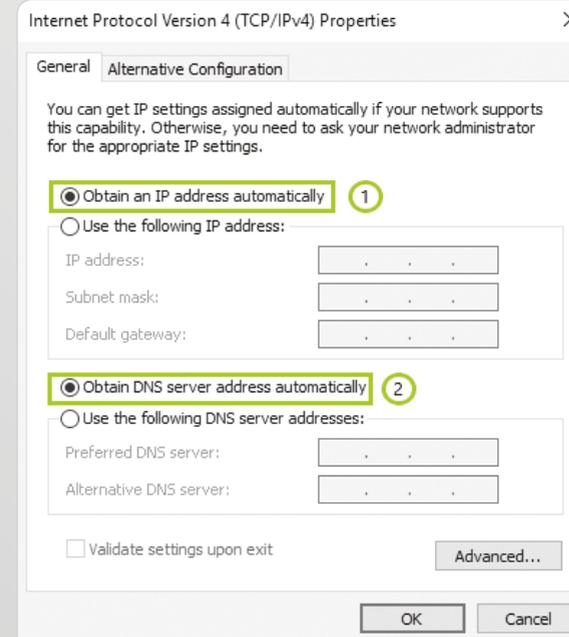Right click on **Ethernet / Local Area Connection** and then choose the **Properties** option.

Bluetooth Network Connection

Ethernet

STEP 4

Double click on **Internet Protocol Version 4 (TCP/IPv4)**.

Ethernet Properties ✕

Networking | Sharing

Connect using:

🖳 Realtek PCIe GbE Family Controller

Configure...

This connection uses the following items:

☑ 🖳 Client for Microsoft Networks
☑ 🖳 File and Printer Sharing for Microsoft Networks
☑ 🖳 QoS Packet Scheduler
☑ 🖳 Internet Protocol Version 4 (TCP/IPv4)
☐ 🖳 Microsoft Network Adapter Multiplexor Protocol
☑ 🖳 Microsoft LLDP Protocol Driver
☑ 🖳 Internet Protocol Version 6 (TCP/IPv6)

Install... | Uninstall | Properties

Description

Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.
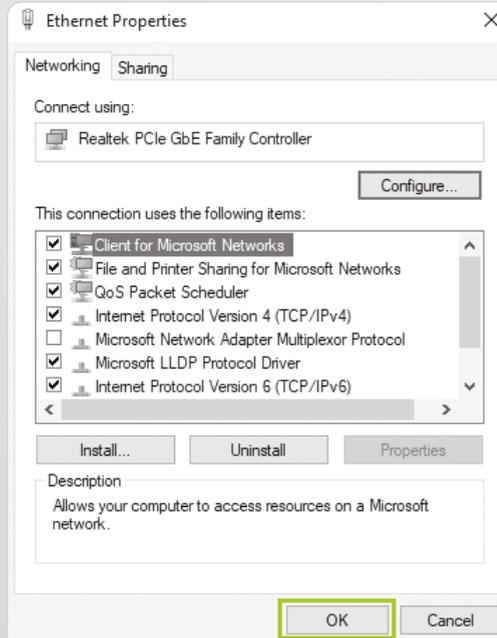
OK | Cancel

STEP 5

Choose **Obtain an IP address automatically** and **Obtain DNS server address automatically** and then click "**OK**".

Internet Protocol Version 4 (TCP/IPv4) Properties ✕

General | Alternative Configuration

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

◉ Obtain an IP address automatically ①
○ Use the following IP address:

IP address: [. . .]
Subnet mask: [. . .]
Default gateway: [. . .]

◉ Obtain DNS server address automatically ②
○ Use the following DNS server addresses:

Preferred DNS server: [. . .]
Alternative DNS server: [. . .]

☐ Validate settings upon exit

Advanced...

OK | Cancel

STEP 6

Also click on **"OK"** on the previous **Local Connection Properties** window.

PART 3

SETUP YOUR ROUTER

STEP 1

Open an Internet browser (Chrome, Firefox or Edge) then type **192.168.0.1** or **http://tendawifi.com** in the **address bar.** Press **"Enter"** to go to the homepage of the router. Then click **"Start"**.

STEP 2 — Select **PPPoE** from the drop down. Type your **username** and **password** provided by Amobia, then click **"Next"**.

Tenda

Please select your connection type.

Detection timed out. Please select your connection type manually.

Connection Type: PPPoE

ISP User Name: client@amobia.co.za

ISP Password: •••••••••••••

Can't contain ~;'&"% and space and Chinese character.

The PPPoE user name and password have been imported from the original router.

Next

STEP 3 — Setup the wireless name and password of your WiFi signal, then click **"Next"**.

Tenda

WiFi Settings

Transmit Power: High

WiFi Name

•••••••• ☐ Not Required

☐ Set the WiFi password as the login password of the admin account.

🔒 Login password of 5-32 characters ☑ Not Required

Next

STEP 4

Setup completed. Your router will connect once you plug it into the **ONT.** Please select the **"More"** button on the next page.

You're all set! You can now connect to

my WIFI
or my WIFI _5G

To change settings of other features, click the "More" button below.

More

STEP 5

If you want to improve WiFi speed, select **WiFi Settings** on the left menu bar.

- Select **WiFi Name & Password & enable** the 5.8Ghz channel
- Select **Transmit Power.** Adjust the 5.8Ghz channel transmit power to **high**
- Select **Beamforming+ and enable** for a better WiFi experience
- Select **Anti-Interference and enable** to improve the signal to devices
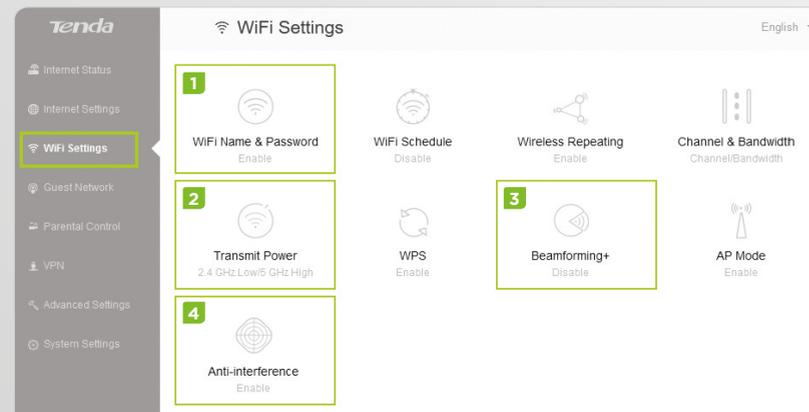
Some devices (laptops / phones) are not 5.8Ghz compatible. Adjust settings under **Channel & Bandwidth** if some devices experience slow speeds.

STEP 6

To ensure that Amobia can monitor faults on your line / link please disable **Ignore Ping Packet from WAN Port** under the **Advanced Settings / Firewall.**

Tenda

- Internet Status
- Internet Settings
- WiFi Settings
- Guest Network
- Parental Control
- VPN
- Advanced Settings
- System Settings

🔧 Advanced Settings

Bandwidth Control
Enable

Tenda App
Disable

Sleeping Mode
Enable

Filter MAC Address
Blacklist

Firewall
Enable

IPTV
Enable

DDNS
Enable

Virtual Server
Not Configured

DMZ Host
Disable

TCP Flood Attack Defense: Ignore Ping Packet From WAN Port   Save

STEP 7

To set up the Remote Management for Amobia Assistance follow the following steps:

- Select the **Systems Settings** tab on the left menu bar
- Select **Remote Management** icon
- **Enable Remote Management**
- Enter **Remote IP Address:** 196.45.16.26
- Enter **Port:** 50081
- Click **"Save"**

Remote Management:

Remote IP Address: 196.45.16.26

Port: 50081

Save

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