Phone and Internet access using BSNL FTTH

BSNL Fiber to the home (FTTH) broadband connection available at IIT Guwahati quarters are pre-configured to access broadband Internet using LAN or Wi-Fi and voice calling using landline telephone handset. A BSNL optical network terminal (ONT) device along with a fibre connection is required to avail these FTTH broadband facilities. This manual covers how to access Internet and voice calling using the BSNL connection.

Fig: BSNL ONT

Phone access

All BSNL FTTH broadband connections available in IITG quarters have the facility to connect a telephone handset. There are two GREY color telephone ports marked with **FXS1** and **FXS2**. An user can connect the telephone in any one of these ports with a RJ11 telephone cable. BSNL has already assigned a phone number to your ONT device and this can be used for both incoming and outgoing calls. You can get your telephone number from the BSNL person or from bills or by dialling to a caller id/mobile phone.

Fig: LAN and Telephone ports

The telephone and the corresponding telephone number can only be used when the ONT device is powered on.

For illustration purpose, we are assuming your telephone number is 0361 29123456, where 0361 is the STD code and 2912345 is your telephone number.

<u>Making an outgoing call</u>

<u>Mobile</u>: To dial any mobile number, a 0 (zero) has to be dialed before the moblie number.

<u>Office number:</u> To dial IITG office extension number, user has to dial 258xxxx. Here xxxx is the office extension number. Areas covered under this extension are all offices including medical, Guest house, all security gates and hostels. Old quarter intercom extensions cannot be called from this BSNL connection.

<u>Local number:</u> To dial any local or IITG quarter BSNL number, dial the number directly without STD code.

<u>STD/ISD</u>: STD and ISD numbers can be dialled using STD/ISD code.

Info: All outgoing calls takes few seconds to connect the call.

<u>Making an incoming call</u>

<u>From Mobile:</u> To dial your BSNL number, simply dial the whole number. eg. 0361 29 12345 or +91 361 29 12345

<u>From Office:</u> Dial your number prefixing a 0(zero). i.e 029123456 .

<u>Call Charges</u>: For default ₹180/- IITG plan, you get unlimited free calling (Local+STD) to any network within Assam Circle only. Other higher plans get unlimited free calling (Local+STD) to any network within India. ISD calls are as per existing ISD tariff.

Internet access

The ready to use ONT device has facility to access Internet via both LAN and Wi-Fi.

<u>Access through LAN:</u> Simply connect your Laptop or other device to any of the four ethernet LAN ports available on the ONT using a LAN cable and browse the Internet. Here IP settings are automatic. The ethernet LAN ports are <mark>yellow</mark> colored and marked as LAN1, LAN2, LAN3 and LAN4.

Access through Wi-Fi: You can access Internet from any Wireless device connecting to your Wi-Fi signal(SSID) and entering your Wi-Fi security password. It is highly recommended to change your Wi-Fi password first time/ periodically to avoid any misuse.
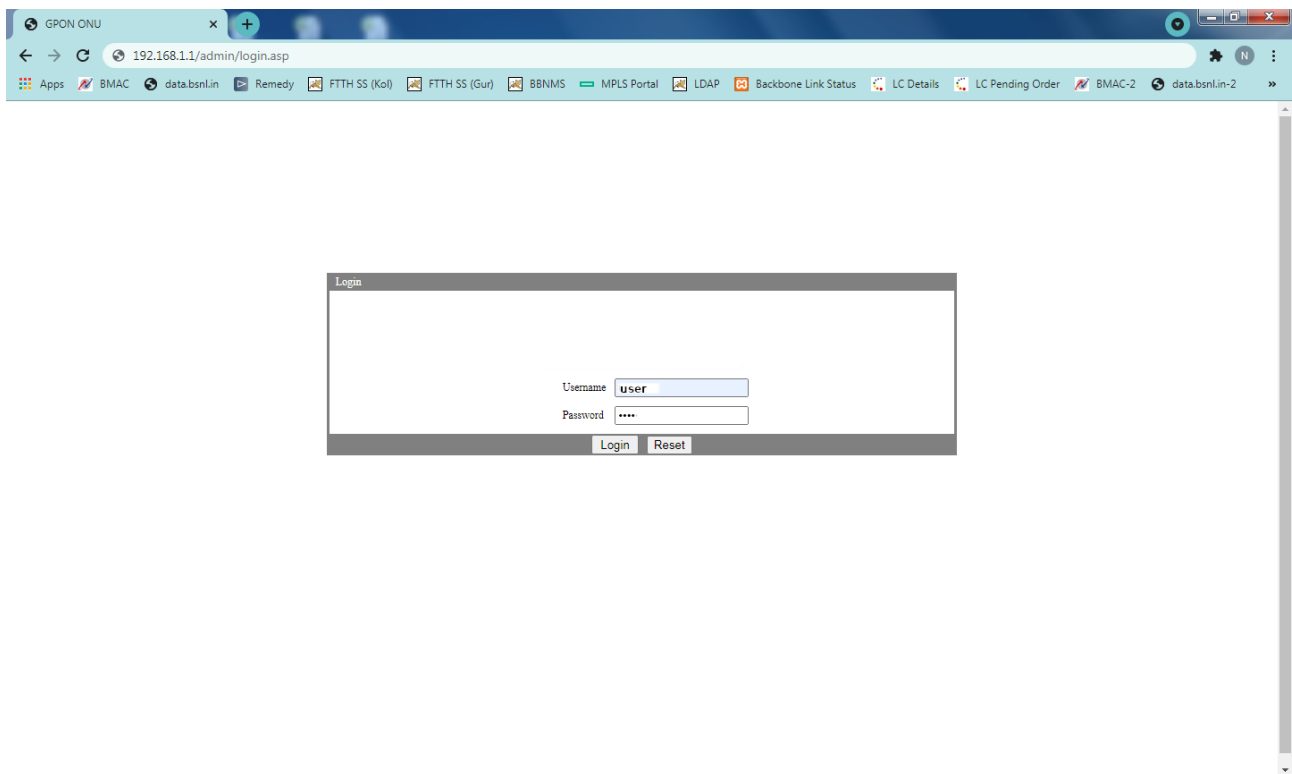
Procedure to change Wi-Fi Password

Step-1: Login to the FTTH ONT by entering IP Address 192.168.1.1 in any web browser.
Step-2: Enter default login credentials:
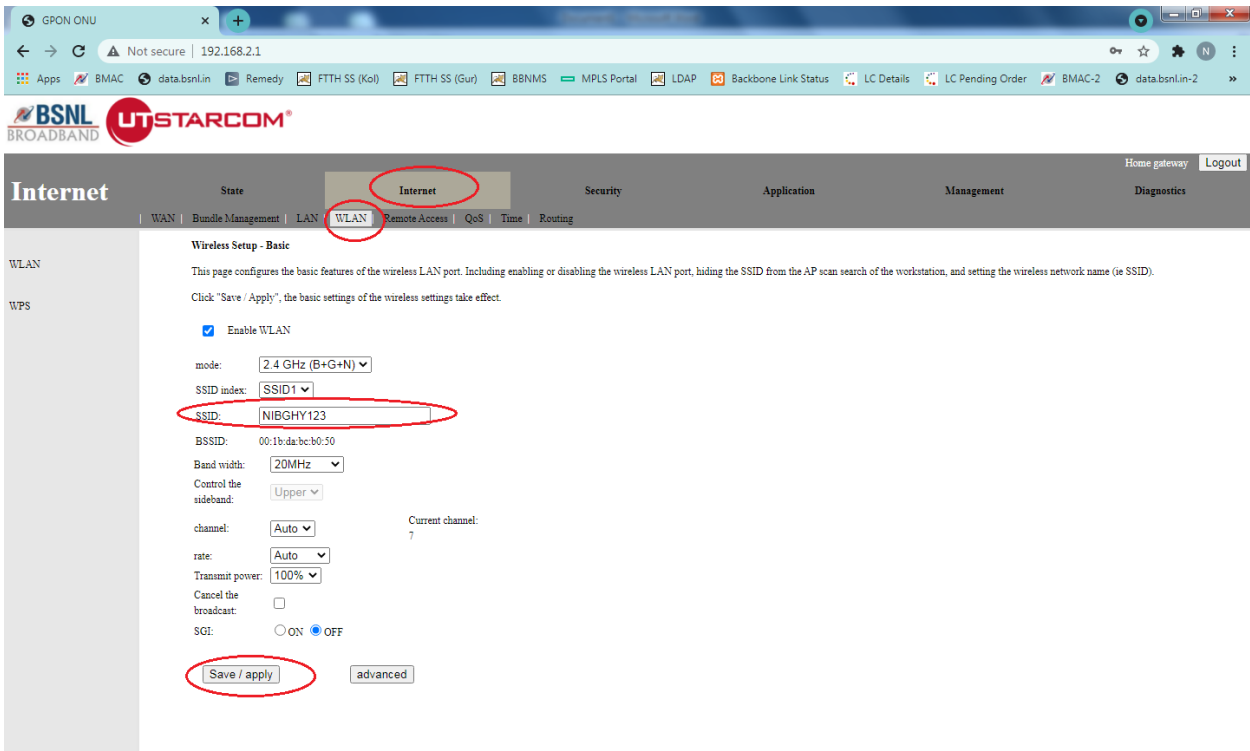Username: user
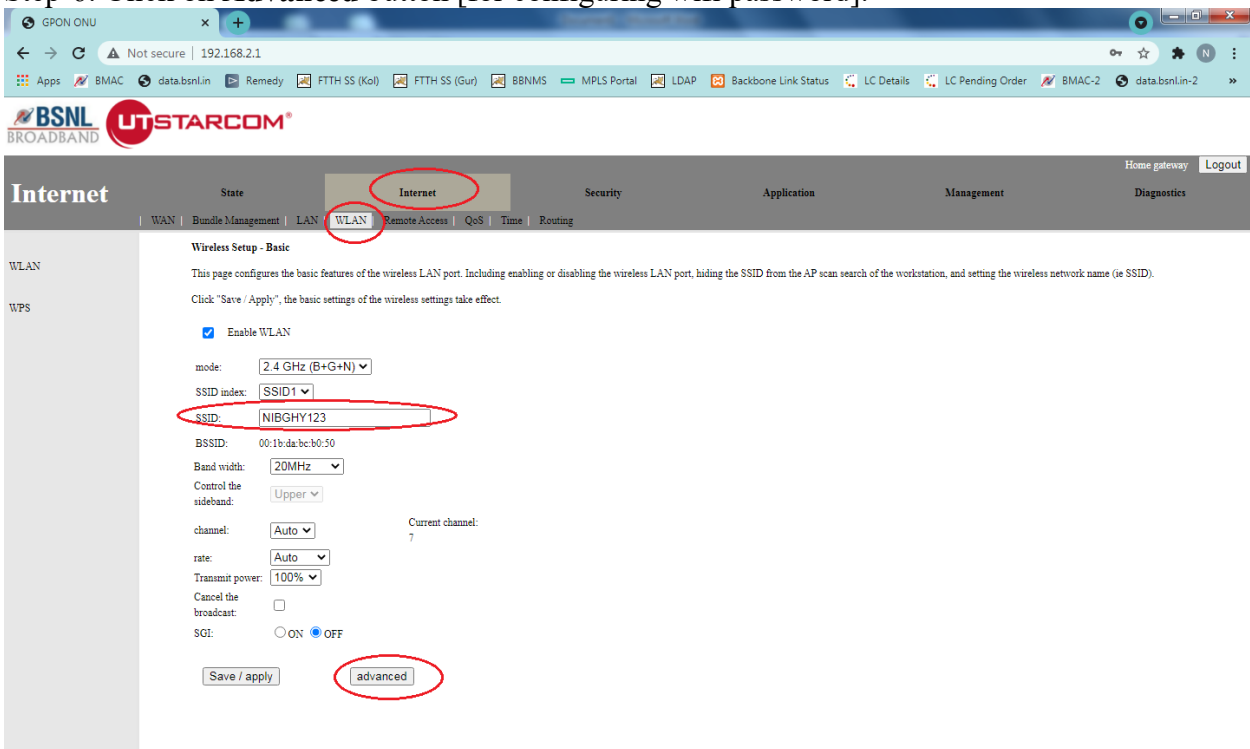Password: user

Step-3: Click on **Internet** menu.
Step-4: Click on WLAN tab.
Step-5: Enter SSID (Wi-Fi Name) of your choice.
Step-6: Click on Save/Apply button. [This creates the SSID]

Step-6: Click on **Advanced** button [for configuring wifi password].

Step-7: Select **WPA2** as Network authentication method from dropdown.
Enter a strong password of your choice in WPA pre-shared key. [Password must be at least 8 character long]

Step-8: Click on Save/Apply button.

Troubleshooting

1. <u>Whom to report for any BSNL connection issue?</u>

A: The FTTH broadband service is provided and maintained by BSNL and for any issue in this connection, users can contact BSNL directly at email id <u>IITG.BSNL.COMP@BSNL.CO.IN</u> . You can also inform about your issue to IITG Telephone section on extension no 2055 and email <u>phones@iitg.ac.in</u> , however telephone section shall only work as a mediator between you and BSNL.

2. <u>Why Internet is very slow ?</u>

A: The Internet speed depends upon your data plan and your consumption. If a user is in default ₹180/- IITG plan, then the speed is up to 10 Mbps till 5 GB and up to 1 Mbps beyond 5GB consumption. Similarly, other plans also have speed capping and limitation. If you are not getting Internet speed as per your data plan, then please contact BSNL.

3. <u>Wi-Fi coverage is very low ?</u>

A: The inbuilt Wi-Fi of the ONT device may not be sufficient to cover all rooms of a large quarter. All the concrete walls, metal objects, etc. makes obstacle to the Wi-Fi signal and also other devices like your neighbour's wireless, Bluetooth devices, Microwave etc. causes interference to your Wi-Fi network and slows down your Wi-Fi.

To extend your Wi-Fi coverage to other rooms, you can use another Wireless router and connect this new router to the LAN port of BSNL ONT using a long UTP cable. You can also use a Wi-Fi range extenders device to extend your Wi-Fi coverage. However, you may get a little low speed when these type of extensions are deployed. All these installations have to be arranged by the user himself/herself.