one
communications

Fibre Welcome Booklet

Contents:

WhatsApp: (592) 620-2428 (CHAT)

Email: customerexperience@onecomm.gy

Web: onecomm.gy | Call Center: 0663

@OneGuyana

It's time to enjoy your Fibre+ Voice!

We are excited to have you onboard with the best Fibre+ Voice internet in Guyana. This service pairs our lightning-fast fibre internet with crystal clear phone service. Now you can surf, stream, game, and connect reliably.

This is your handy guide to getting the most out of Fibre+ Voice. We have included tips to help you make the most of your new service's faster speeds and free minutes.

At One, we pride ourselves on delivering the best fibre internet in Guyana. Our 100% fibre optic network allows us to provide superior connectivity.

We're thrilled to have you as part of the One family! Enjoy your new blazing fast speeds. Please reach out if you ever have any questions - we are here to help.

ONE FIBRE
600+
600 Mbps
Download Speed
UNLIMITED
Minutes*
FREE Battery backup
& Wi-Fi6 Router

ONE FIBRE
300+
300 Mbps
Download Speed
10,000
Minutes

ONE FIBRE
200+
200 Mbps
Download Speed
5,000
Minutes

ONE FIBRE
100+
100 Mbps
Download Speed
3,000
Minutes

*Unlimited minutes to One mobile & fixed line I 200 FREE minutes to
USA, Canada & English-speaking Caribbean
All plans include access to 3 Call Features: Call Waiting, Caller's ID, 3-Way Calling

One Fibre+ Voice gives you:

Seamless connections
to Browse, Stream your favorite shows,
Game and more with multiple users.

Enjoy Crystal Clear Call Quality
with our Fibre+ Voice Home phone service.

Enhanced Wi·Fi experience.
Get Wi-Fi Everywhere with Plume HomePass.

Connecting to the internet:

1. The BEST and most RELIABLE way to connect to the internet is via Ethernet cable. Use Ethernet Port 1 (as identified on page 4).

2. Users can also connect wirelessly via Wi-Fi on your Fibre modem. To connect, ensure the Wi-Fi on your modem is enabled.

A - The name of the GTT Fibre Wi-Fi network is the SSID identified on the final page of this guide and is unique to your Fibre account.

B - You will be prompted to enter your Wi-Fi Password which can be found on the final page of this guide.

C - Access your Fibre Modem by typing 192.168.1.1 into your browser and enter the below username and password based on your modem type:

For Zhone Modems:

- Username: user
  Password: gttuser

- For CALIX Modems:
  Username: admin
  Password: [Printed on the front and back of the modem]

  Every Calix Modem has a unique password that is located at the front and back of the modem

How to test
your speed:

Connect your laptop or computer via Ethernet cable to Ethernet Port 1 on your Fibre modem then visit onecomm.gy/speedtest and hit "GO"

onecomm.gy/speedtest

To connect your landline:

1. Connect your telephone cable to the port identified as Telephone Port 1 as shown on the image below

2. Your telephone should now have a dial tone and you can start making calls

USB Port

Reset Button

Ethernet Ports (x4)
(RJ-45)

Phone Ports (x2)
(RJ-11)

Power Adapter Port
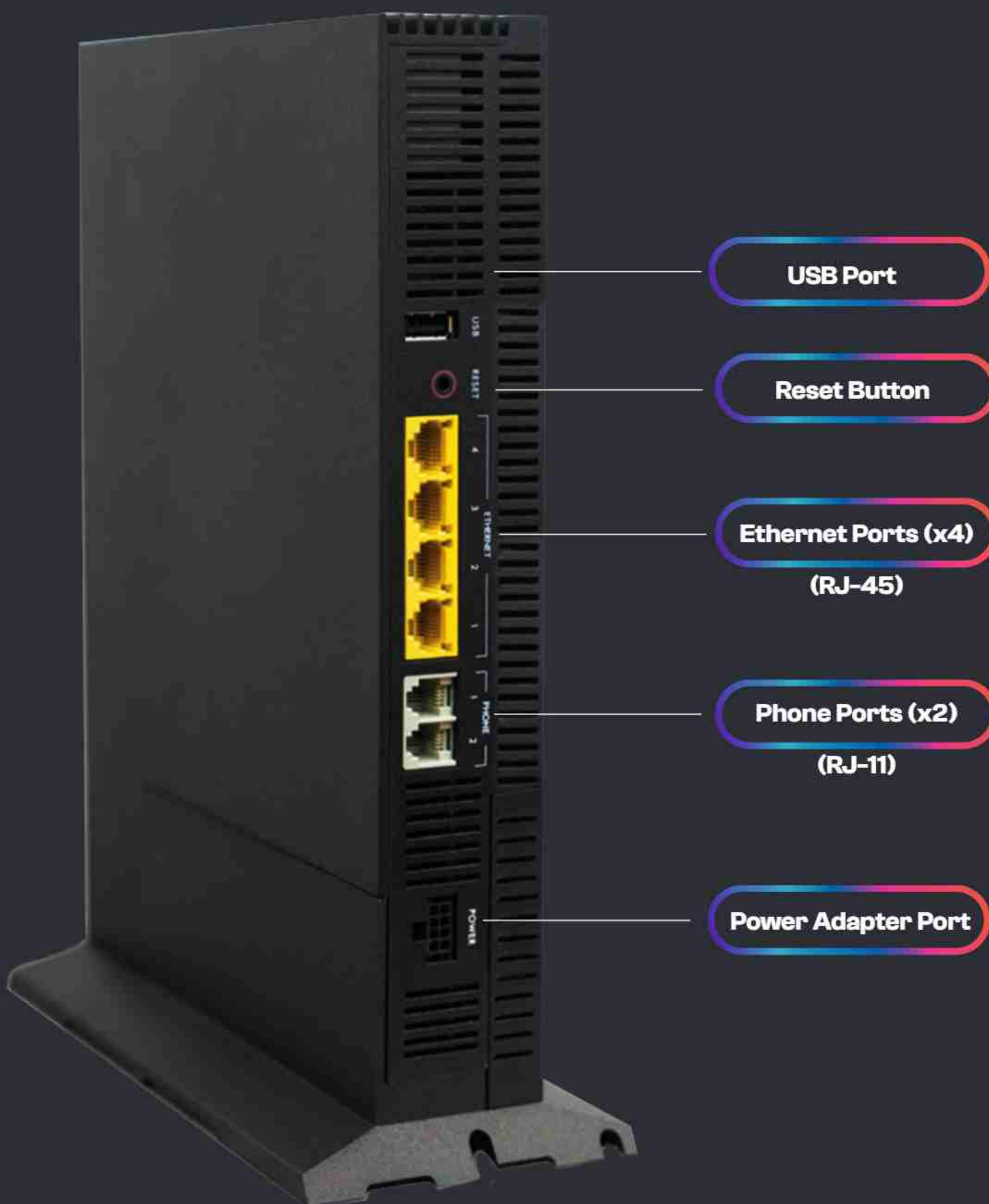
How to change your Wi-Fi Password:

For Zhone modem users:

Connect to your Wi-Fi network and follow the seven simple steps below:

Step1: Enter **192.168.1.1** into your internet browser (Safari, Google Chrome, Firefox, Opera, Edge, Internet Explorer etc.) then click **"Enter"** or **"GO."**

Step 2: Enter the Username and Password
   Username: user
   Password: gttuser

Step 3: Click on **"Configuration."**

Step 4: Click **"Wireless"** then click **"Security."**

Step 5: Backspace the Dots (*******) in the WPA/WAPI passphrase section.

Step 6: Enter a new password

Step 7: Scroll down and click **"Apply/ Save."**

How to change your Wi-Fi Password:

For Calix modem users:

Connect to your Wi-Fi network and follow the six steps below:

Step 1: Enter **192.168.1.1** into your internet browser (Safari, Google Chrome, Firefox, Opera, Edge, Internet Explorer etc.) then click "Enter" or "GO."

Step 2: Enter Username and Password
Username: Admin
Password: [located on the back or front of the Calix modem]

Step 3: Click on "Wireless." The 2.4G Network will be displayed

Step 4: Click on "Security" then select the radio button next to "Use Custom Security Key" and enter your new Wi-Fi Password in the text field.

Step 5: Click "Apply" and your changes will be automatically saved.

Step 6: Click on the "SG Network" then repeat steps 4&5

How to Enable / Disable the Wi-Fi on your Fibre modem

1. **While connected to your Fibre modem, enter 192.168.1.1** in your browser:

2. **Enter the username and password based on the model of your Fibre modem.**

For Calix modem users:
[Every Calix Modem has a unique password that is located at the front and back of the modem)

- **Username:** admin
  Password: [Printed on the front and back of the Calix modem]

  For Zhone modem users:
- Username: user
  Password: gttuser

  3. **For Zhone modem users:** Click "Configuration Tab" > "Wireless" > "Basic" > Check/ Uncheck "Enable Access Point" to turn the Wi-Fi on/ off.

  For Calix modem users: You will need to turn on/ off the Wi-Fi for both 2.4G & SG Networks. Click "Wireless"> "2.4G Network" > "Radio Set-up" > Select the radio button next to "Wireless Radio" On/ Off, then Select "SG Network">"Radio Set-up"> Select the radio button next to "Wireless Radio" On/ Off.

  See FAQ for further details:
  www.onecomm.gy/fibre/faqs

Having trouble with these instructions? Let's help!

Contact us via

- WhatsApp Number: **592-620- CHAT (2428)**

- Customer Experience Email:
  customerexperience@onecommgroup.com

- Call Centre contact number: **0663**

Your security is important to us. Remember, protecting your network is just as important as protecting the physical space in which you live.

For your security, change your Wi-Fi password every couple of months; this will ensure that you are always in control of who has access to your Wi-Fi network.

General Password TIPS:

- Password Length: 12-13 Characters.

- Never Use Obvious Words or Numbers for Passwords.

- Use Symbols, Numbers and Capital Letters in your password.

- Never use "password", "12345678" as your password

TROUBLESHOOTING ONE FIBRE

ISSUE	CAUSE	SOLUTION
NO INTERNET	**One Fibre Modem has no power (lights are off)**	Validate that all cables are plugged correctly. Validate there is power in the home.
	Billing issues	Validate your account is up to date and there are no outstanding bills. For this use the MyOneComm App **onecomm.gy/myonecomm**
	Wi-Fi interference or blockage	Reboot the Fibre modem by pressing and holding the power button for three (3) seconds. Try getting closer to the modem or connecting via Ethernet cable for a better connection as well.
SLOW BROWSING	**Distance from Fibre Modem**	Come closer to the Fibre Modem
	Number of devices connected	The total speed is divided between all the devices connected. Disconnect some devices from the network.Wi-Fi Signal degrades as it passes through walls and furniture. You can extend your Wi-Fi coverage by adding the Plume HomePass pods to your network.
	Walls between you and the Fibre Modem Interference	Wi-Fi Signal degrades as it passes through walls and furniture. You can extend your Wi-Fi coverage by adding the Plume HomePass pods to your network. Visit: **onecomm.gy/modifyservice**
	Interference	Turn off devices that may cause temporary interference like microwave ovens, Bluetooth devices and other wireless devices.

Tips to improve Wi-Fi experience in the home:

- Eliminate sources of interference: Electronics like baby monitors, cordless phones, video senders, microwaves, etc. can cause interference with your Wi-Fi signal, causing poor connectivity and slow browsing.

  Avoid interference: Place your pods/router/modems away from any source of interference.

  Add Plume HomePass pods in every area of your home to eliminate dead zones.

  Learn more about Plume Homepass here: www.onecomm.gy/fibre

- Modify your internet speed by visiting onecomm.gy/modifyservice.

Value Added Services and Benefits

Plume HomePass
Wi-Fi Extenders

Plume HomePass is the newest smart home standard.

• Wall-to-wall pluggable Pods

• Simple to install

• Controllable by you through a mobile app

Plume HomePass
Additional benefits

Adaptive Wi-Fi

Parental Controls

Speed Check

Guest Access

Learn More Here
Onecomm.gy/plume

Learn More Here
Onecomm.gy/plume

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Stay Connected with a
One Fibre+
Battery Backup

Add a Backup Battery System to your Fibre+ service and experience NO downtime, even when the power goes out.

APC
600VA
UPS

APC
850VA
UPS

Enjoy:
- • A Up to 6hrs of Wi-Fi during a power outage
- • A 12 Month Warranty
- • A Power for your other devices too!

Available at all One Retail Stores
for more details onecomm/gy/backupbattery

Managing your account and getting your bill:
Download the MyOneComm mobile app:

GET IT ON
Google Play

Download on the
App Store

Go to MyOne web portal: OneComm.gy
Receive your bills via WhatsApp.
Sign up at: OneComm.gy/whatsapp-v
Signup for ebilling: onecomm.gy/ebillv

mmg

APP OR AGENTS COUNTRY WIDE

For more information, visit www.onecomm.gy

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