



Fibre Welcome Booklet

WELCOME TO



One Communications is your new partner in reliable telecommunications, offering a fresh, customer-centric approach to meet your connectivity needs. We have rebranded to reflect our commitment to delivering faster, more reliable services while maintaining the exceptional care you deserve.

Our brand promise centers on providing exceptional customer service in every interaction. Whether you are visiting our stores, engaging online, or reaching out through our support channels, we are dedicated to offering personalized care and thorough resolutions to all your service needs.

Thank you for making the move with One Communications. We are excited to bring you enhanced connectivity, and a commitment to always put your needs first.



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WhatsApp: (592) 620-2428 (CHAT)

Email: customerexperience@onecomm.gy

Web: onecomm.gy | Call Center: 0663



@onecommGuyana

It's time to enjoy your **One Fibre**

We are excited to have you onboard with the best OneFibre+ Voice internet in Guyana. This service pairs our lightning fast One 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 One 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 One 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! Please reach out if you ever have any questions - we are here to help.

Our One Fibre Plans

ONE FIBRE 1GB

1000 Mbps Download speed
UNLIMITED Minutes to One Mobile & fixed line
200 FREE minutes to USA, Canada,
and English Caribbean
FREE Battery backup

ONE FIBRE 500

500 Mbps Download speed
UNLIMITED One to One Fixed Calls
200 One to One FREE Mobile Minutes

ONE FIBRE 400

400 Mbps Download speed
UNLIMITED On-Network Fixed Calls
200 One to One FREE Mobile Minutes

ONE FIBRE 300

300 Mbps Download speed
UNLIMITED On-Network Fixed Calls
200 One to One FREE Mobile Minutes

All plans include access to 3 Call Features: Call Waiting, Caller's ID, 3-Way Calling

One Fibre gives you:



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



Enjoy Crystal Clear Call Quality with
our One Fibre voice 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 One 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: oneuser
- **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

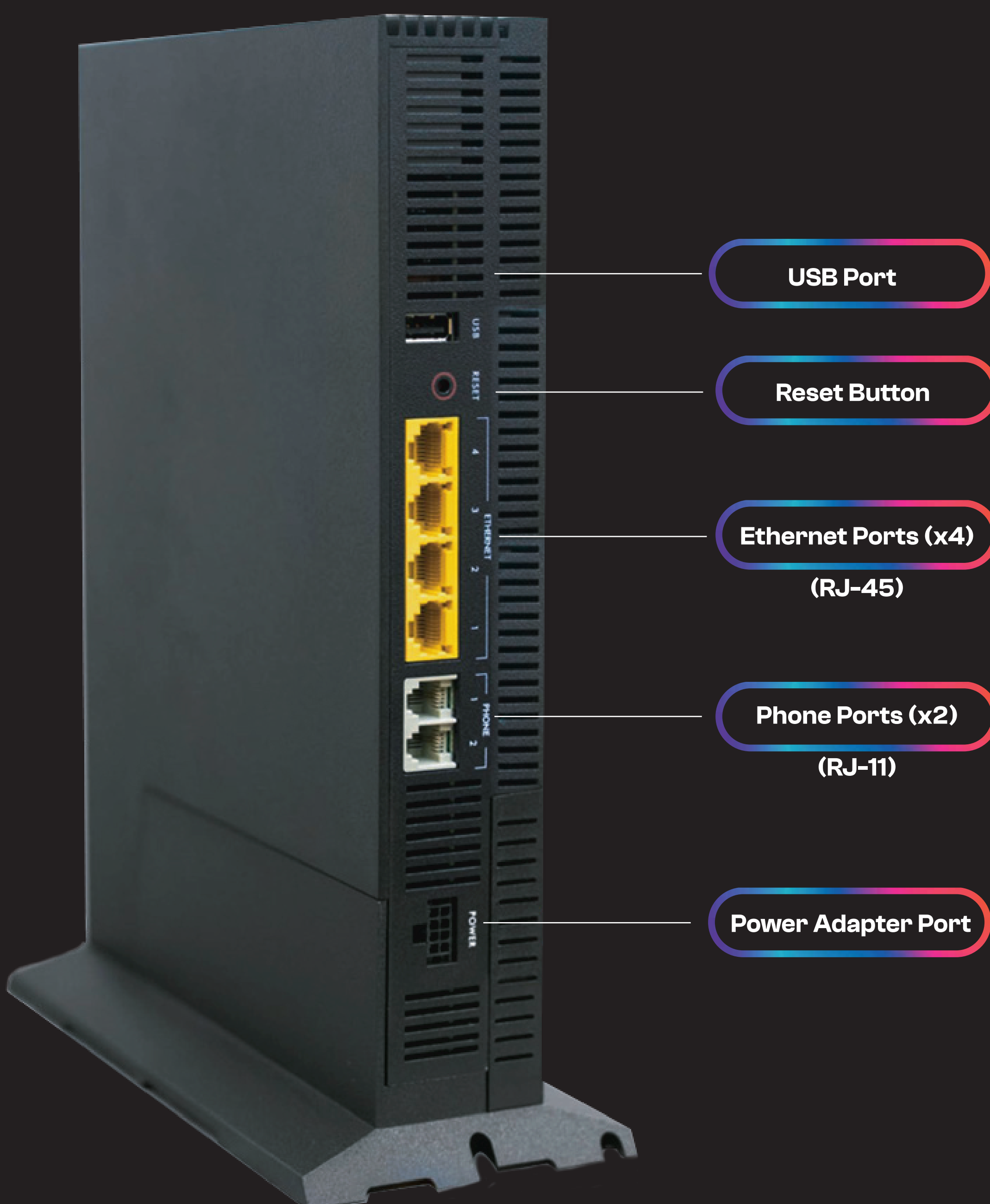
one

communications



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



How to change your Wi-Fi Password:

For Zhone modem users:

Connect to your Wi-Fi network and follow the seven simple 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 the Username and Password
Username: user
Password: oneuser

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 “5G Network” then repeat steps 4&5

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

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

2. Enter the username and password based on the model of your One 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: oneuser

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:

onecomm.gy/en/fibre

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 oncomm.gy/myoncomm

Wi-Fi interference or blockage

Reboot the One Fibre modem by pressing and holding the power button for three (3) seconds. Try getting closer to the modem or connecting Ethernet cable for a better connection as well.

SLOW BROWSING

Distance from One Fibre Modem

Come closer to the One 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 One 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: oncomm.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

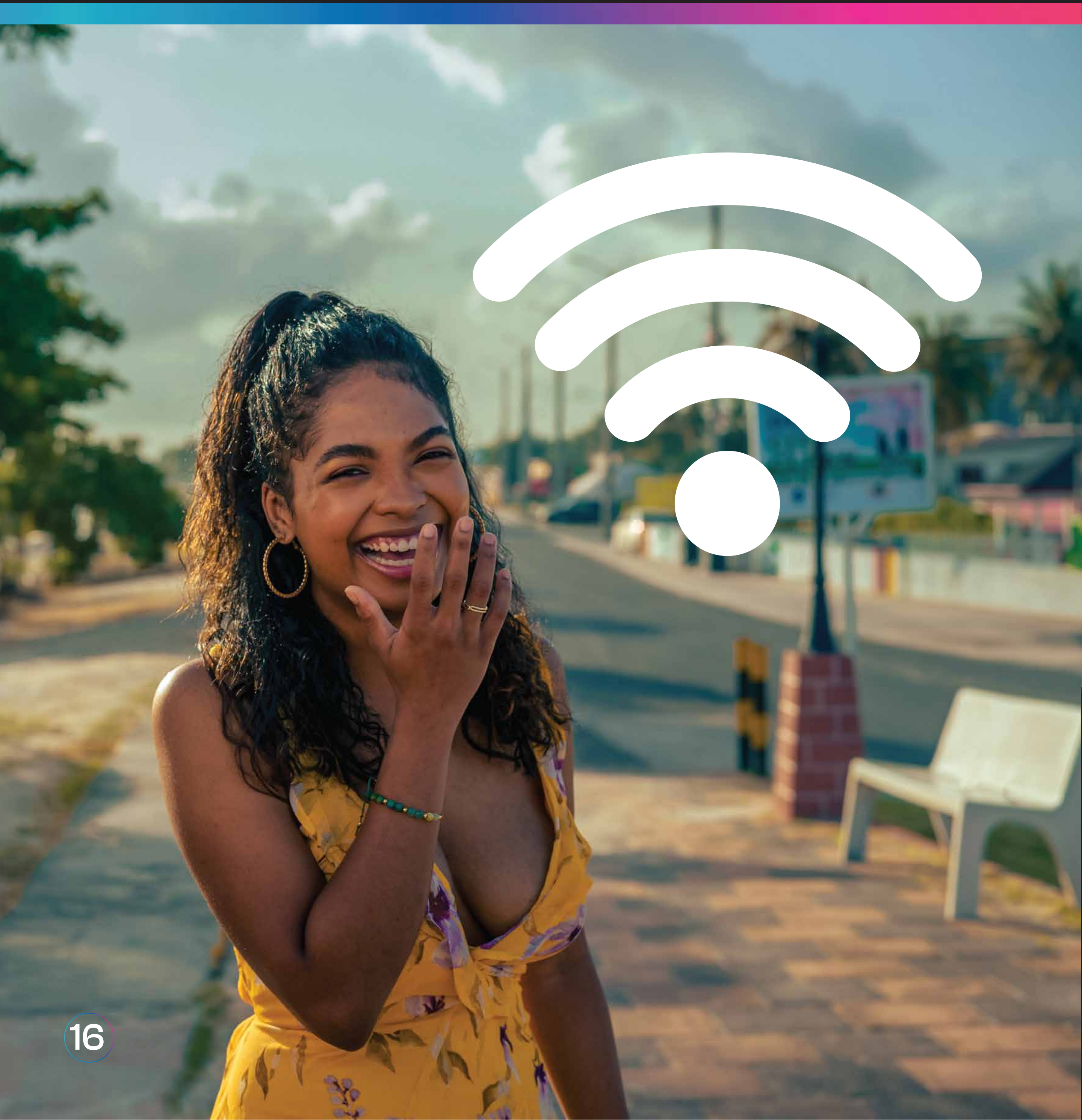
- Modify your internet speed by
onecomm.gy/en/modify-internet-service

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/en/fibre



Stay Connected with a
**One Fibre Battery
Backup Unit**

Add a Backup Battery Unit to your
One Fibre service and experience
NO downtime



**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:**

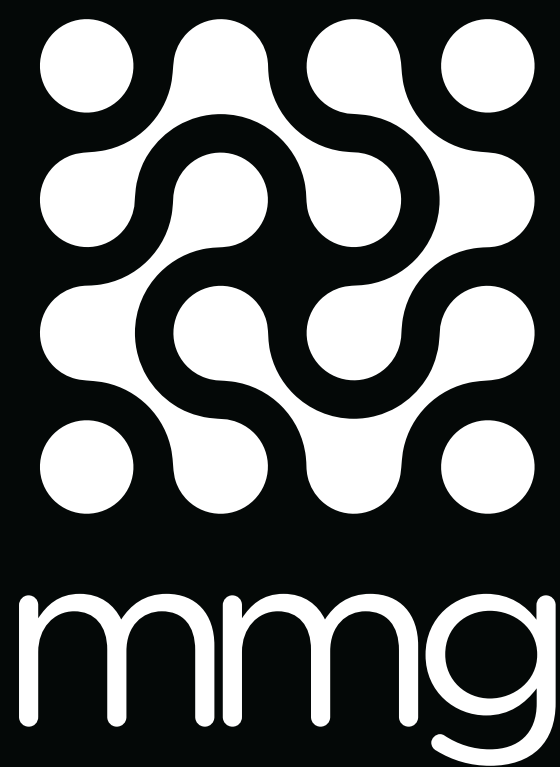


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**Go to MyOne web portal: My.OneComm.gy
Sign up and manage your e-bill
preferences at my.onecomm.gy,
receive your bill on WhatsApp &/or email**



APP OR AGENTS COUNTRY WIDE

For more information, visit
www.onecomm.gy



