

FIBRE USER GUIDE



Broadband



PEO TV



Voice



SLT MOBTEL

FIBRE

THE FIBRE
OF THE NATION

Safety and Security precautions



Your equipment can be affected by lightning. Therefore, during such times, please switch off and unplug your devices including the Optical Network Terminal (ONT) and the PEO TV Set Top Box (STB) from the wall power sockets to ensure the safety of you and your equipment.

*Do NOT remove the Fibre cable (yellow) from the Optical Network Terminal (ONT).

Secure Your Wi-Fi Password

Recommended to change default Password and use your own Password. (Please refer to page 14 for more details)

Username:

Password:

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Introduction

Dear Customer,

Thank you for choosing SLT-MOBITEL National Fibre, Sri Lanka's First, Fastest and widest Premium Fibre connection.

We are honoured to have you with us, always.

Revolutionising the Internet usage across the country, by unveiling a significant enhancement to the SLT-MOBITEL Broadband user experience.

Single Fibre connection provides,

- Voice (enabled IDD)
- Internet
- PEO TV

You can choose the preferred services with different bundled solutions:

TRIPLE PLAY



DOUBLE PLAY - BB



DOUBLE PLAY - PEO



Visit www.sltnationalfibre.lk for calling plans, internet and PEO TV package details.

Key Benefits,

- Packages with ultrafast download speeds of up to 100Mbps/1000Mbps and upload speeds of up to 50Mbps/500 Mbps.
- Lowest latency for online gaming.
- Seamless connectivity of multiple devices.
- UHD quality video streaming.
- An array of HD channels with PEO TV.
- Up to 3 PEO TV connections.
- Two UHD quality Voice lines with separate telephone numbers.
- Lifetime warranty with free maintenance 24x7. (With reference to the T & C of the customer agreement.)



Manage your Fibre connection



MySLT APP and Portal

Access all SLT-MOBITEL services through one App.



MySLT APP Registration

- Download MySLT App from the Play Store or the App Store or visit MySLT Portal.
- Sign in with your Mobile Number, Facebook or Gmail account.
- Connect your App using your SLT-MOBITEL Account number (Refer your bill).
- If there are any sign-in issues call 1212.

MySLT Service Benefits

1. Track your real-time data usage, daily usage details, buying Extra GBs.
2. Activate new data bundles, upgrade packages, and request new additional services.
3. View your current bill summary and pay instantly.
4. Report issues related to your connection and keep track of your query.
5. Register to the eBill facility to obtain bills online.
6. eTeleshop facility for online purchasing.
7. One-click access to SLT-MOBITEL promotions and offers.
8. Manage up to 4 connections.

**Additionally, you can call
0112 12 12 12 or use 1212 SMS
service to self-manage your
account.**



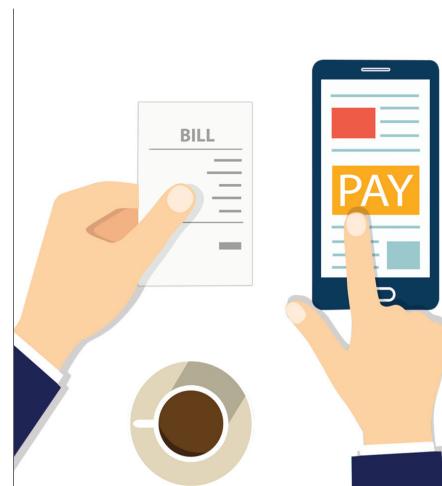
Manage your SLT-MOBITEL Triple Play with Alexa

Now everything is just a simple voice command! Connect an Alexa enabled device to your home network and manage your Voice, Broadband and PEO TV connections using voice commands. Ask Alexa to forward your telephone call to your mobile, check if your internet package has run out of data, add some extra GBs. Alexa plays your favourite movie by turning on your PEO TV right beside you.

*A limited service.

Bill payment options

- MySLT App and Portal.
- Bill online portal
<https://billonline.slt.lk/>
- SLT-MOBITEL Regional centres.
- Scan the QR code in your bill or eBill.
- Reputed banks and supermarkets.
- Payment Kiosks.
- Mobile Wallets.



An advertisement for eBill. It features a hand holding a smartphone with a green screen showing a red mailbox icon. The background is blue with white abstract shapes. At the top, there are two overlapping blue bars with white text: 'From P.O. Box' on the top bar and 'To InBox' on the bottom bar. At the bottom, there is a green button with white text: 'Get SLT-MOBITEL Home bills via eBill'. To the right of the button, there is more text: 'Switch now for an eco-friendly tomorrow'. There is also a small cartoon character of a yellow pencil with a face and arms at the bottom left.



Value Added Services

Meet Data bundles

Working or studying from home? Or maintaining your business continuity over virtual platforms? Now you can use Zoom, Teams, Google Meet, O365, Lynked from SLT-MOBITEL and many other platforms under Meet data bundles without consuming data from your standard data bundle, Extra GB, or Bonus Data.

- Subscribe through MySLT App.

Unlimited Entertainment pack

Unlimited Data to enjoy your favourite movies, TV Shows, or listen to Music with Ultra HD quality. Stream Netflix, Apple TV+, Amazon Prime, PEOTVGO, & many more.

- Subscribe through MySLT App.

YouTube Data bundle

Watch the latest updates of your favourite YouTube channels with UHD quality.

- Subscribe through MySLT App.

Messenger Data bundle

Subscribe now and connect with your favourite Messenger Apps through your SLT-MOBITEL Fibre connection.

- Subscribe through MySLT App.



The latest TV everywhere solution offered by PEO TV. PEOTVGO offers the platform to extend your home PEO TV connection onto your mobile device and enjoy over 50+ local & international channels anywhere you are.

- Subscribe through MySLT App.





Carry your SLT-MOBITEL home internet connection wherever you go. You can use your SLT-MOBITEL home broadband credentials to access Wi-Fi from any SLTGO Wi-Fi hotspot locally or via over 23 million FON's community Wi-Fi hotspots overseas. The SLTGO mobile App will automatically connect you to the nearest and fastest Wi-Fi hotspot available.

SLTGO is also available as a prepaid package that allows you to connect to the SLTGO network and enjoy unlimited Internet.

- Download the SLTGO App and join the SLTGO community.



SLT-MOBITEL Smart Home service enables you to use internet-connected devices for remote monitoring and management of your electronic appliances and even your home lighting which can be controlled easily from anywhere.

Purchase your preferred package online through www.sltnet.lk or visit your nearest SLT-MOBITEL office.



Eazy Storage is a cloud storage, file storage, and sharing solution designed to be easy-to-use and universally accessible through mobile Apps & web interfaces.

Access your files, photos, messages, contacts, and documents to work and share with others from any device, anywhere!

Available in prepaid packages that can be used with a top-up account or postpaid packages that can be billed through your existing SLT-MOBITEL connection.



Fulfil your movie and music streaming needs with the best value for money.





Online education portal to be an achiever with a good education. Discover the best classes for distance learning. For more details visit; <https://www.esiphala.lk/>



SLT-MOBITEL eSports hub delivers the ultimate gaming experience for Sri Lankan gamers with latency optimised connectivity and access to tournaments and challenges.

Subscribe to SLT-MOBITEL's Gamer packages and unlock your gaming experience. Get additional Anytime Data towards your gaming activities. For more details; <https://esports.slt.lk/>



Popular eChannelling service, now available on your SLT-MOBITEL Fibre connection. You can reserve appointments with a specialist or a consultant doctor at any eChannelling registered hospital or channelling centre.

To get the facility: Call 1225 or visit <https://www.echannelling.com>



Enhance Wi-Fi Coverage

Wi-Fi signals are capable of passing through walls and other obstacles relatively easily. However, in reality, some walls are thicker or use reinforced concrete and may block some of the signals. Such obstacles cause a reduction in the signal strength, it weakens the signals sent by wireless equipment.

Hence, to overcome these various obstacles in your home, SLT-MOBITEL provides options and solutions. The Power Line Adaptor and Wi-Fi Extender can be used to enhance Fibre service. These accessories can be purchased separately by the customer.

Power Line Adaptors - PLA



Actual product may vary on device model

Power Line Adaptor is a device that can carry internet & PEO TV through home electrical wiring to another place within your premises.

Power Line adaptors turn your electrical cables into a speedy network and will revolutionise the way you watch PEO TV and browse the Internet.

Why a customer needs a PLA

- Extend PEO TV & Internet connection.
- No need to lay cables all over the building.
- Cost-effective solution.



Wi-Fi Extender



Actual product may vary on device model

- Wi-Fi Extender is used to extend the Wi-Fi range.
- It boosts the wireless signal to previously unreachable or hard-to-wire areas perfectly without the need for laying cables.
- Different types of Wi-Fi Extenders are available depending on your requirement.

Why a customer needs a Wi-Fi Extender

- Extends the Wi-Fi range.
- Connects wirelessly to the ONT or access point/power source.
- No need to lay cables all over the building & no technical expertise is required.
- Cost-effective solution.



Actual product may vary on device model



Rechargeable Power Adaptor

It is a power backup solution for the customer during power failures.

Fibre connection should be in POWER ON status to keep the Voice, Internet, & PEO TV services in active status. Therefore, during power failures, you can use a rechargeable power adaptor to avoid interruption of the service.

You can purchase these devices and many more from SLT-MOBITEL eTeleshop online (visit: eteleshop.slt.lk) or your nearest SLT-MOBITEL Regional Office.



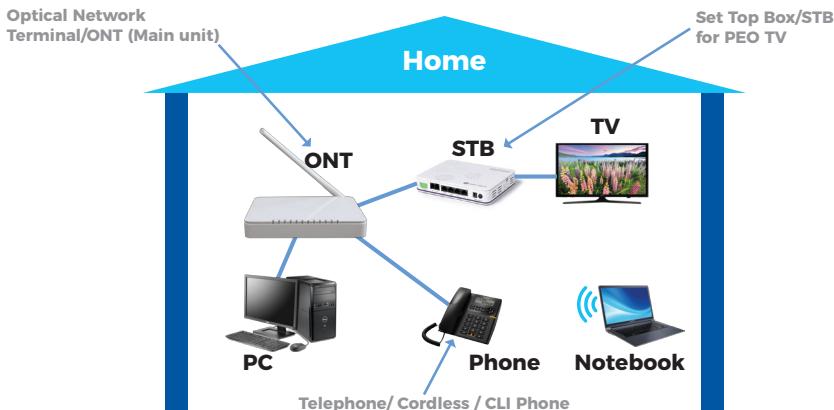
Actual product may vary on device model



Configuration & Troubleshooting

Equipment required in SLT-MOBITEL Fibre Service

Following main units will be installed at your home/office at the time of providing the SLT-MOBITEL Fibre Service.



ONT (Optical Network Terminal)

ONT is the main unit that will be provided & maintained by SLT-MOBITEL.

STB (Set Top Box)

STB is required for the provision of PEO TV service via SLT-MOBITEL Fibre & this will be provided & maintained by SLT-MOBITEL.

*The ownership of the ONT & STB lies with SLT-MOBITEL.

Phone

The phone could be purchased by the customer separately.

*The ownership lies with the customer.

For more details, refer to the customer agreement T&C.



ONT Installation

Connect the equipment as shown below and connect your personal computer to the router. For more details contact 1212.



Fibre Connector

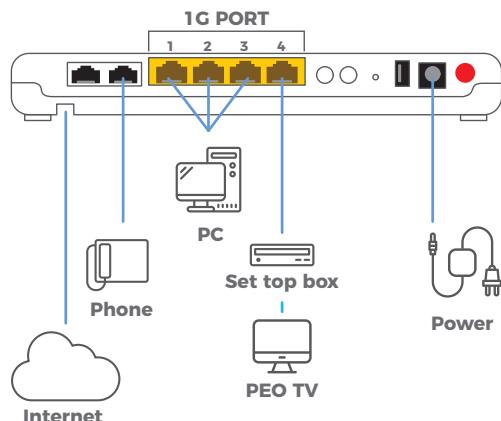


Telephone Cable

1. ONT must be placed in a proper location where connectivity for the instruments can be obtained easily with less interference from other Wi-Fi signals.
2. ONT must be fixed in a way where the ports of the ONT are headed downwards.
3. ONT must be fixed 1 metre from ground level.
4. Connect the telephone cable (image 2) to the telephone port of the ONT.
5. Keep all the codes/connectors neatly arranged and protected.



1m distance from ground level



USER GUIDE

ONT Troubleshooting

- Check the status are up as shown below before doing the quick set up

If you are having an issue with the internet connectivity, check the status to identify error and take the required action.



Actual product may vary on device model

| LED INDICATOR | STATUS | DESCRIPTION | ACTION REQUIRED |
|----------------------|--------------------------------------|--|---|
| POWER (Green) | ON OFF | ONT power on. ONT power off. | No Switch on the ONT. |
| PON (Green) | ON Flashing OFF | ONT has completed the registration process. ONT is registering. ONT has not started the registration process. | No Be patient, it will be stable. Check LOS status. If it is off, call 1212. |
| LOS (Green) | ON Flashing OFF | The optical module of the PON interface is powered off. The receiving optical power is weak. The receiving optical power is normal. | Check your Fibre connectivity. Call 1212. No |
| INTERNET (Green) | ON Flashing OFF | The internet connection has been established. The data is transmitted via internet connection. Internet connection is not working. | No No Check your Broadband Username and Password or call 1212. |
| LAN 1-3 (Green) | ON Flashing OFF | The Ethernet interface is connected. Data is transmitted via the Ethernet interface. Ethernet interface is not connected to any terminal device. | No No Check your Ethernet cable. |
| Phone 1/2 (Green) | ON Flashing OFF | Voice account is registered. Voice account is registered. Call is in progress. Unable to register Voice account. (For single Voice connection Phone 2 is always OFF) | No No Call 1212. |
| Wi-Fi (Green) | ON Flashing OFF | The WLAN interface has started. Data is transmitted via the WLAN interface. WLAN interface is forbidden. | No No Press Wi-Fi button and check. |
| Link | Green solid Off | GPON link between ONT and OLT is operating normally. GPON link is down or no link connected. | No Call 1212. |
| Auth | Green solid Green flashing Off | ONT is authorised. ONT is in process of ranging or synchronising on OMCI. ONT is not authorised | No Be patient, it will be stable. Call 1212. |



Security Aspects of SLT-MOBITEL Fibre Connection

Safety Precautions

Your equipment can be affected by lightning. Therefore, during such times, please switch off and unplug your devices including the Optical Network Terminal (ONT) and the PEO TV Set Top Box (STB) from the wall power sockets to ensure the safety of you and your equipment.

* Do not remove the Fibre cable (Yellow) from the ONT.

Secure Wi-Fi Password

Recommended to change the default Password and use your own Password. (Follow ONT Configuration - Quick set up)

SLT-MOBITEL Fibre Username:

Your default internet Username is your telephone number with 11 digits.

E.g.: 94 11 255 5 666 (use 94 in place of the initial 0.)

ONT Configuration - Quick Setup

Once you have correctly connected the cables and the ONT, follow the below instructions step by step.

*The steps and entering details are for all SLT-MOBITEL Fibre ONTs.

Step 1. Open the internet browser and go to <http://192.168.1.1>

Step 2. Enter ONT login Username and Password (refer ONT rear side for details) and then click login to proceed.

Account / Username: user or admin

Password: user or admin



Step 3. Go to Quick Setup, enter Fibre Username & Password, which was given to you with the connection. Click next to continue.

The screenshot shows the 'Quick Setup' interface. The main title is 'Quick Setup'. Below it, the sub-section is 'Quick Setup > Quick Setup'. The configuration section is titled 'PPPoE Account Configuration'. It contains two input fields: 'PPPoE Username' and 'PPPoE Password'. A 'Next' button is located below the password field. A 'Fibre Password' box is shown with arrows pointing from the 'PPPoE Username' and 'PPPoE Password' fields to it. Above the 'Fibre Password' box is a placeholder text '94xxxxxxyy'.

Step 4. Enter wireless configuration Wi-Fi should be enabled.

Wi-Fi SSID - gives a name for a Wi-Fi connection.

Wi-Fi Password - enters a key. (It should be more than 8 characters) Click Next to proceed.

The screenshot shows the 'Quick Setup' interface. The main title is 'Quick Setup'. Below it, the sub-section is 'Quick Setup > Quick Setup'. The configuration section is titled 'Wireless Bandwidth Configuration'. It contains three input fields: 'Wi-Fi Enabled' (with a checked checkbox), 'Wi-Fi SSID' (with a placeholder '(1-32 characters)'), and 'Wi-Fi Password' (with a placeholder '(8-63 ASCII characters or 64 hexadecimal characters)'). Below the fields are 'Previous' and 'Next' buttons. A 'Tick' icon is placed above the 'Wi-Fi Enabled' checkbox. A 'SSID' box is placed above the 'Wi-Fi SSID' field. A 'Preshared key' box is placed above the 'Wi-Fi Password' field.

Step 5. Click "Apply" to complete the configuration



Notes



