

Congratulations!

We are pleased to be of service for your entertainment and information needs.

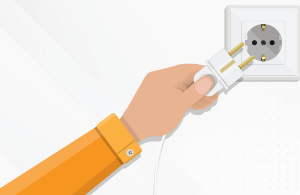


Do's

1. Please place the modem in an appropriate, open area.
2. Keep the modem near the devices you intend to use.



3. Please handle the modem with care, avoiding unplugging specific cables.
4. Unplug the power cable only during lightning and thunderstorms.



5. Be cautious when cleaning or relocating the modem.

6. Avoid placing the modem near Bluetooth and micro wave devices.



7. Please cross-check Wi-Fi connectivity and modem status indicators.

8. Connect to both 5G and 2.4G Wi-Fi networks if using a dual-band modem.

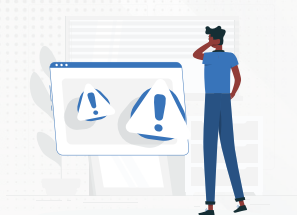
9. Use the provided support number for service requests/complaints.

10. Set passwords following the provided pictorial representation.

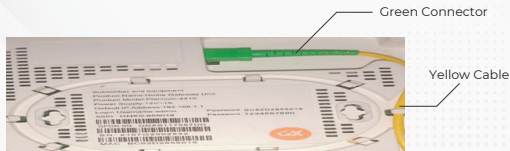


Don'ts

1. Don't place the modem in high-temperature areas.
2. Don't reset the modem without recommendations from authorized personnel.



3. Please don't use substandard power adapters with different ratings.
4. Do not remove the yellow cable and green/blue connector without recommendation from authorized personnel or even during lightning season, only the power plug needs to be removed.
5. Don't bend or stretch the yellow cable.

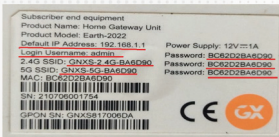


How to change the wifi username and password(Genexis- Earth 2020 Model)



Step 1:

Connect to the WiFi by entering the default password provided on the backside of the ONT.



Step 2:

Log in to the Web GUI. Open a web browser such as Google Chrome, Firefox, or Internet Explorer, then enter the default IP address. Wait for the login page to load. Provide the login username and password found on the backside of the ONT, and verify the captcha. Press the Login button to enter the ONT control panel.

A screenshot of a web browser's login page for the ONT. It features a lock icon and the text 'Input username and password'. There are three input fields: 'UserName:', 'Password:', and 'Captcha'. The 'Captcha' field contains the text 'jdi*4U'. A 'Login' button is located at the bottom.

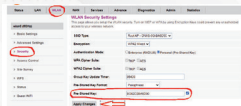
Step 3:

To change the WiFi name, go to Basic Settings in the WLAN option from the top menu. Edit the details in the SSID column, then click the Apply Changes button.



Step 4:

To change the WiFi password, go to Security in the WLAN option from the top menu. Edit the details in the Pre-Shared Key column, then click the Apply Changes button.



How to change wifi username and password(Genexis Earth -1010 Model)



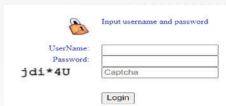
Step 1:

Connect to the WiFi by entering the default password provided on the back-side of the ONT.



Step 2:

Log in to the web GUI. Open a web browser such as Google Chrome, Firefox, or Internet Explorer. Enter the default IP address and wait for the login page to load. Provide the login username and password found on the backside of the ONT, and verify the captcha. Then, press the Login button to enter the ONT control panel.



Step 3:

To change the WiFi name, go to Basic Settings in the WLAN option from the top menu. Edit the details in the SSID column, then click the Apply Changes button.



Step 4:

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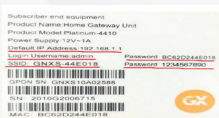


How to change wifi username and password(Genexis Platinum 4410 Model)



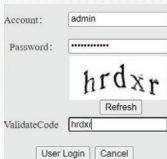
Step 1:

Connect to the WiFi by entering the default password provided on the backside of the ONT.



Step 2:

Log in to the Web UI by opening a web browser such as Google Chrome, Firefox, or Internet Explorer. Enter the default IP Address and wait for the login page to load. Provide the login username and password found on the backside of the ONT, and verify the captcha. Then, press the User Login button to enter the ONT control panel.



Step 3:

To change the WiFi name, go to the WLAN option under the Net tab. Edit the details in the SSID column, then click the OK button.

Step 4:

To change the WiFi password, go to the WLAN option under the Net tab. Edit the details in the Pre-Certification Shared Key column, then click the OK button.

The screenshot shows the 'Net' configuration interface with the 'WLAN' sub-tab selected. The 'WLAN' section is active, displaying various configuration options. The 'SSID' field is highlighted with a red rectangle and contains the text 'GNXS-44E018'. The 'Pre-Certification Shared Key' field is also highlighted with a red rectangle and contains the text 'BC62D244E018'. The 'Security Settings' dropdown is set to 'WPA-PSK/WPA2-PSK'. The 'WPA Pre-Certification Shared Key' field is set to 'TKIP+AES'. The 'Show Password' checkbox is checked. The 'Enable Wireless' checkbox is checked. The 'Select Mode' dropdown is set to '802.11b/g/n Mix'. The 'Select Channel' dropdown is set to 'Auto'. The 'Transmitted Power' dropdown is set to '100%'. The 'SSID Index' dropdown is set to 'SSID1'. The 'Rate' dropdown is set to 'Auto'. The 'Bandwidth' dropdown is set to '40 MHz'. The 'Protect Interval' dropdown is set to 'Short'. The 'Enable SSID' checkbox is checked. The 'Connection Device Number' field is set to '32'. The 'Cancel Broadcast' checkbox is unchecked. The 'Help' button is visible on the right side of the page.

Net Status **Net** Security APP Manage Diagnose

WAN Binding LAN **WLAN** CWMP QoS Time Route

WLAN

Enable Wireless ☒

Select Mode: 802.11b/g/n Mix ▼

Select Channel: Auto ▼

Transmitted Power: 100% ▼

SSID Index: SSID1 ▼

SSID: GNXS-44E018

Rate: Auto ▼

Bandwidth: 40 MHz ▼

Protect Interval: Short ▼

Enable SSID: ☒

Connection Device Number: 32

Cancel Broadcast: ☐

Security Settings: WPA-PSK/WPA2-PSK ▼

WPA Pre-Certification Shared Key: BC62D244E018 ☒ Show Password

WPA Encryption: TKIP+AES ▼

Enable WPS: ☐

Help

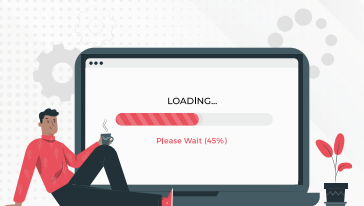


1. Having problems accessing a particular website.

- Do a quick check on whether the website itself is experiencing technical difficulties. For this, there are a few websites you could use, such as Down For Everyone Or Just Me.
- Some websites may have started restricting access based on geographical region or limit access based on the number of requests it receives from one IP address. You may like to do a search to see if the website has any such policy or if any other website users have encountered similar issues.
- If the website appears to be running normally and you are unable to access it, please make a note of any error message you see in your web browser, and contact our Help Line. We will investigate our side.



2. Speed issues



- **My Speedtest results look lower than expected, Why?**

Check how you're connecting to the internet, whether you are connecting through WiFi, or using a direct LAN cable from the Modem to your PC Internet speeds over a direct cable connection are generally much faster and reliable compared to wireless speeds. There are many factors that could badly affect your wireless performance; these factors do not affect cable connections.

Try Speed Test from multiple devices. You're encouraged to try different computers for speed tests. Mobile devices (handphones, tablets) are not effective as most of them have a speed limit of 30Mbps.

Check the speed test on Asianet Broad Band. Server Check which server you are using to perform your Speedtest. As public servers can become overloaded with too many requests, for troubleshooting purposes, we recommend using the server at www.speedtest.net, hosted by Asianet Broadband

- **How busy is your household?**

The speed of your broadband connection is shared with all the devices you have connected. Try turning off and unplugging some of the connected devices. If your house is full of streamers, uploaders, tablet surfers, music downloaders, and Skypers, you should upgrade to a higher bandwidth plan. With this, everyone can do more online at the same time, smoother and faster.

Using older versions of a browser can seriously slow things down – especially if you're looking at pages with lots of pictures or watching videos.

Upgrading to the latest version of the browser you use – Google Chrome, Mozilla Firefox, Safari, or Internet Explorer – may really speed things up.

Your device's network adapter should comply with the latest 802.11ac WiFi standard. Any network adapter that uses an older protocol (802.11n, 802.11a, 802.11b, or 802.11g) is not able to take advantage of very high speeds.

- **Check your Wi-Fi settings.**

One of the main causes of slow speeds is interference from other Wi-Fi signals. If someone nearby is using the same channel as you, the signals may interfere with each other and slow things down.



80860 11333

Helpline number **90195 00400**

