Router Installation Guide

Mikrotik

VOX®

Before You Get Started

1. Only install the router once you receive confirmation from us that your line has been activated by the Fibre provider. We'll notify you via email and SMS

2. Once you've started the router installation, the session will allow 60 minutes to complete the setup. If, for whatever reason, you get distracted during that time, the session will expire, and you'll need to start the whole process again from scratch.

3. Make sure you're connected to the Wi-Fi network called "MikroTik". If the Wi-Fi network is called anything else BUT "MikroTik" then there could be an issue with the router. Please call our support team for further assistance.

4. We also have a handy video on how to install your router, you can watch it here:
   https://www.youtube.com/watch?v=qnR8r41toz8

Ready? Let's get started.

1 CONNECT YOUR MIKROTIK ROUTER

Power it up by plugging in the power supply into the back of MikroTik router.
Link the MikroTik router to the Fibre box using the network cable supplied, plug into Port 1 on both devices (MikroTik is labeled: "Internet/PoE in").

2 CONNECT YOUR DEVICE TO THE ROUTER

Wi-Fi Option

Firstly, disable your mobile data to begin the router installation. Using your phone or laptop – go to Wi-Fi settings and connect to the Wi-Fi network called "MikroTik".

Cable Option

Plug a network cable into any of the free ports (2-5) on the router and connect it to your PC or Laptop.

Go to the following link using a browser like Chrome or Safari:

https://mikrotik.voxtelecom.co.za/customer_install

VOX

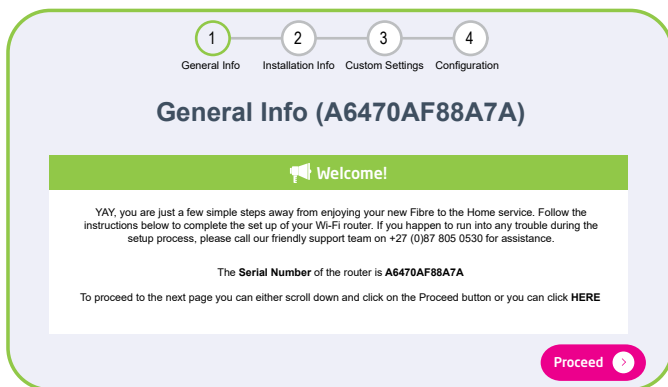## Mikrotik AutoProvisioning Platform

Customer Log In

The first screen you will see is the Customer log in screen.
Click on the "**Customer Log In**" button

NB: IF THE WI-FI NETWORK DISPLAYED IS ANYTHING ELSE BUT "MikroTik" E.G.: HAS NUMBERS AT THE END (MikroTik123*) PLEASE DISCONTINUE THE SET UP AND CALL OUR SUPPORT CENTRE ON 087 805 0530 FOR FURTHER ASSISTANCE**

3 START THE INSTALLATION

This will connect to the router and display your specific details – click the **Proceed** button

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1 — 2 — 3 — 4
General Info   Installation Info   Custom Settings   Configuration

General Info (A6470AF88A7A)

📢 Welcome!

YAY, you are just a few simple steps away from enjoying your new Fibre to the Home service. Follow the instructions below to complete the set up of your Wi-Fi router. If you happen to run into any trouble during the setup process, please call our friendly support team on +27 (0)87 805 0530 for assistance.

The **Serial Number** of the router is **A6470AF88A7A**

To proceed to the next page you can either scroll down and click on the Proceed button or you can click **HERE**

Proceed ›

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4   INSERT CONFIGURATION KEY

You will be prompted for a **Configuration Key**. Add it and click the **Proceed** button. The configuration key has been sent to you via email and SMS.

If you can't access the email go to *https://customer.vox.co.za/services/connectivity/* to retrieve it (using your mobile number to log in)

✓ General Info — 2 Installation Info — 3 Custom Settings — 4 Configuration

Installation Info (A6470AF88A7A)

🔍 **Enter Configuration Key**

The Configuration Key is a unique, Vox provided, key used for your FTTH installation. This should have been send via email or SMS to yourself prior to installation.

If you do not have the key available please visit the **Vox Customer Portal** to retrieve this information.

Configuration Key

Configuration Key

‹ Go Back   Proceed ›

5   CUSTOM SETTINGS

Name your Wi-Fi network: Enter in a name of choice for your network eg: ABC's House (referred to as Wi-Fi SSID)
Enter a chosen password: This is what you give to your family and friends so that they can use your Wi-Fi

✓ General Info — ✓ Installation Info — 3 Custom Settings — 4 Configuration

Custom Settings (A6470AF88A7A)
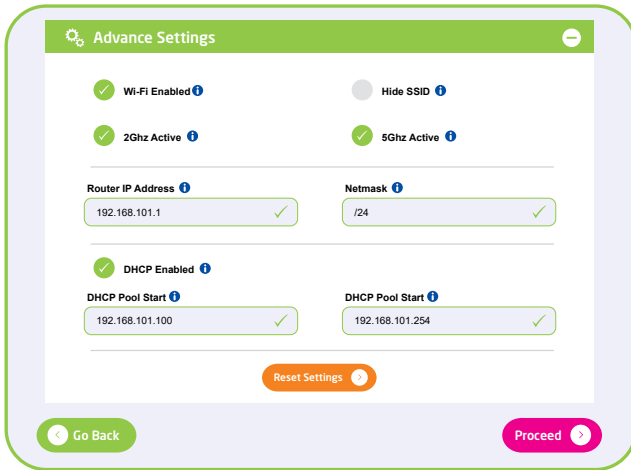
⚙ **Basic Settings**

Wi-Fi SSID ⓘ

Home WiFi   ✓

Less than 29 characters long

Wi-Fi Password ⓘ

K6Y3Q7uJzK   ✓

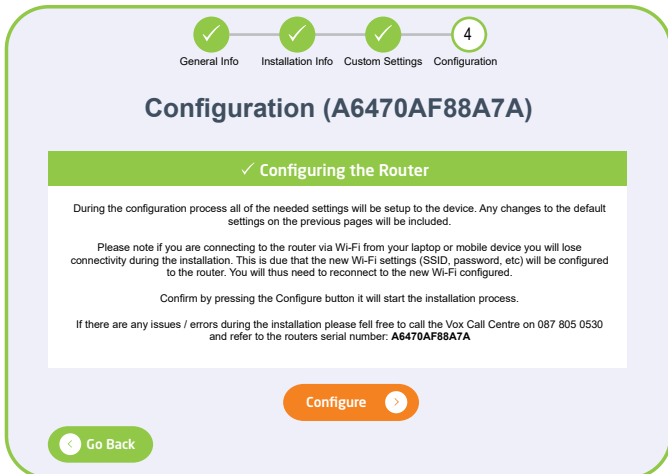More than 7 characters and less than 65 characters long

Reset Settings ›

The rest can be left as default, just click the **Proceed** button
OR If you are technically minded you can make some changes in the **Advanced Settings**

⚙️ Advance Settings ⊖

✓ Wi-Fi Enabled ⓘ   ⚪ Hide SSID ⓘ

✓ 2Ghz Active ⓘ   ✓ 5Ghz Active ⓘ

Router IP Address ⓘ   **Netmask** ⓘ

192.168.101.1 ✓   /24 ✓

✓ DHCP Enabled ⓘ

DHCP Pool Start ⓘ   **DHCP Pool Start** ⓘ

192.168.101.100 ✓   192.168.101.254 ✓

Reset Settings ❯

‹ **Go Back**   **Proceed** ❯

6 CONFIGURATION

Click the **Configure** button and the router will auto-magically provision and show the
Installation complete screen.

✓ General Info — ✓ Installation Info — ✓ Custom Settings — ④ Configuration

Configuration (A6470AF88A7A)

✓ Configuring the Router

During the configuration process all of the needed settings will be setup to the device. Any changes to the default
settings on the previous pages will be included.

Please note if you are connecting to the router via Wi-Fi from your laptop or mobile device you will lose
connectivity during the installation. This is due that the new Wi-Fi settings (SSID, password, etc) will be configured
to the router. You will thus need to reconnect to the new Wi-Fi configured.

Confirm by pressing the Configure button it will start the installation process.

If there are any issues / errors during the installation please fell free to call the Vox Call Centre on 087 805 0530
and refer to the routers serial number: **A6470AF88A7A**

Configure ❯

‹ **Go Back**

NOTE: There will be a point when you will lose connectivity to the router, allow a few minutes for it to complete installing.

Configure ▸

⚙ Router Settings

Server Connection: ●

Configuration Key: 16ff5f71d52 ✓

WiFi Enable: Enabled ✓
WiFi SSID: Home WiFi ✓
WiFi Password: 3SEYEyyDrd ✓
Hide SSID: Disabled ✓
WiFi 2.4GHz: Enabled ✓
WiFi 5GHz: Enabled ✓

IP Address: 192.168.101.1 ✓
Netmask: /24 ✓

DHCP Enabled: Enabled ✓
DHCP Start IP: 192.168.101.100 ✓
DHCP End IP: 192.168.101.254

⚙ Installation Process

● Validation
● Api Connect
● Configuration basis system settings
● Configuration basis network settings
● Configuration basis firewall settings
● Configuration basis settings
● Configuration WiFi settings
● Configuration network settings
● Configuration Internet access settings
● Installation Successful

‹ Go Back

If there are issues, an error message will display.

Configure ▸

⚙ Router Settings

Server Connection: ●

Configuration Key: fsdfsdfdsf ✗

WiFi Enable: Enabled ✓
WiFi SSID: Home Wi-Fi ✓
WiFi Password: 3SEYEyyDrd ✓
Hide SSID: Disabled ✓
WiFi 2.4GHz: Enabled ✓
WiFi 5GHz: Enabled ✓

IP Address: 192.168.101.1 ✓
Netmask: /24 ✓

DHCP Enabled: Enabled ✓
DHCP Start IP: 192.168.101.100 ✓
DHCP End IP: 192.168.101.254

⚙ Installation Process

✗ **Validation**
Configuration Key was incorrect / not found on sysem

‹ Go Back

Proceed ▸

7 INSTALLATION COMPLETE

Installation Complete

Congratulations, you have successfully installed your Wi-Fi router.

If you require any further assistance, please contact us on +27 (0)87 805 0530 or email help@voxtelecom.co.za

Close ›

Your router is fully configured and your Fibre is ready to use.

NOTE: If you find areas of your house where you can't get Wi-Fi coverage you may need to boost the Wi-Fi signal. Vox has various Wi-Fi boosting solutions.

NEED HELP?

If at any time during the setup process you need assistance, please feel free to contact us on *087 805 0530* or email us at *help@voxtelecom.co.za*
We're available to assist you 24/7/365.

QUICK CONTACTS AND USEFUL LINKS

ACCOUNTS
Email: accounts@voxtelecom.co.za
Call: 087 805 3008

SALES
Email: ftth@voxtelecom.co.za
Call: 087 805 0990

FIBRE TO THE HOME TERMS AND CONDITIONS
https://www.vox.co.za/fibre/fibre-to-the-home/?prod=HOME

ACCEPTABLE USE POLICY
https://www.vox.co.za/acceptable-use-policy/