OptiComm WAN

These instructions explain how to connect your Leaptel router to OptiComm's Network.
Please contact support if you have any questions, our contact details are at the bottom.

1. To connect with OptiComm you will need to identify if your Opticomm service has an ONT is located outside on an external wall, an ONT located inside your home (often in the garage) or just an internal ethernet port wall socket (some apartment buildings) to connect to. If the OptiComm ONT is located outside there will be internal data ports where you connect your TP-Link modem. If your ONT is located inside you can either connect direct to it or use internal data ports if installed.

2. Unpack your supplied TP-Link Router and connect the power near the OptiComm ONT or ethernet port and turn it on.

3. Run the supplied yellow network cable from the blue WAN port on the TP-Link Router to the wall socket or the Lan1 socket on the OptiComm ONT.

4. Turn your modem on by pressing the On/Off button located on the back of the modem.

5. You should now see the WAN light located on the front of the router is now green.

6. After 60 seconds the internet light should also come on.
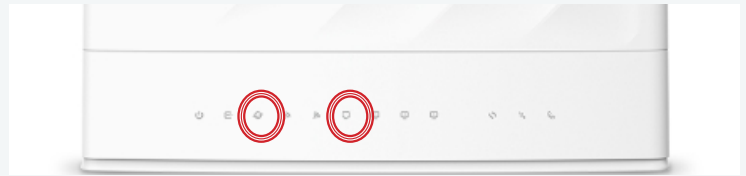
7. You are now online and able to connect to the internet.

   a) If you wish to connect via wireless, look on the bottom of your modem for your wireless details and use the credentials supplied to connect your computer up. Your wireless details are also provided on a magnet in the box with your modem. For further information on how to do this please consult your devices documentation or the Leaptel website

   b) If you wish to connect via ethernet cable, you need to plug your cables into the yellow ethernet ports between your computer and the modem. Some homes have had ethernet cables run which can be used for this purpose. Please talk to your electrician or builder for further information.

Contact Us

By Phone
1300 205 327
9am-9pm Mon-Fri
9am-7pm Sat & Sun
Times are Melbourne
local time.

Online
leaptel.com.au
9am-9pm Mon-Fri
9am-7pm Sat & Sun
Times are Melbourne
local time.

Public Holiday Hours
Australian Public Holidays: Closed
Victorian Public Holiday: Weekend Hours

By Email
support@leaptel.com.au

Further information: **www.leaptel.com.au/hardware**
Corrrect as at: **06/12/2022**
a leap beyond in service   1

TP-Link VX230v

This page will go through some quick troubleshooting tips as well as ways to optimise the use of your router.

For optimal performance of your internet service, Leaptel recommens connecting devices directly to the router via an ethernet cable. Data intensive devices such as TV can effect Wi-Fi performance on other devices if they use Wi-Fi rather than ethernet cables for connection.

Optimising Wi-Fi Performance

Placement
Where you position your router can have a dramatic impact on your Wi-Fi performance. Wi-Fi works best when the router is in an open space and not near other electronic devices. Routers should not be placed in metal cabinets or shelving as this can lead to poor performance. You should consider what locations you mostly use Wi-Fi in and try and have the router at or near to those locations. You may need to have internal cabling installed to position your router in an optimal position. Wi-Fi signals degrade significantly when they go through any sort of barrier, walls, doors, furniture, people etc. Different   materials affect the strength of the signal in different ways. The further the signal travels through an object, the more it degrades and the slower your Wi-Fi speed will be.

Wi-Fi Networks
The TP-Link VX230v has two Wi-Fi networks that will both work with your connection. The 2.4GHz network is an older technology that has a slower speed, but can travel further. The 5GHz network is a faster connection, but as it is a higher frequency, has a smaller effective range. Wi-Fi networks can experience interference from other Wi-Fi networks or other devices in the area that operate on the same frequencies.

Troubleshooting

Please do not use the reset button on the back of the router unless directed to by Leaptel Support.

The reset button reverts the router back to default settings, breaking your connection. If you press the reset button the router will need to be reconfigured. If you are wanting to restart the connection, please only turn the router off and back on again with the power button.

Cannot connect to a Wi-Fi network
Take a look at your router, are the 2.4G & 5G light on or flashing? If not, you will need to push the "WiFi" button on the top of the router for two seconds to turn on the Wi-Fi networks. Once the lights are on, try connecting and it should work.
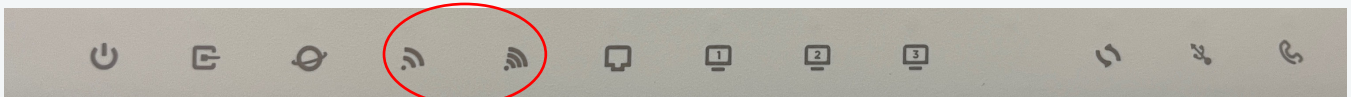

Wi-Fi networks have disapeared
If you cannot see the "Leaptel" networks, do you see a "TPLink_****" network? This means the router has been reset and will need to be set up again. Please contact Support.

WAN light not on
If your WAN light is not on this means that either the router is not connected properly or the Opticomm/LBNCo/NBN device is not switched on. Please double check how it is connected and if it does not light up please call Support. Your internet light will also be off if the WAN light is off.
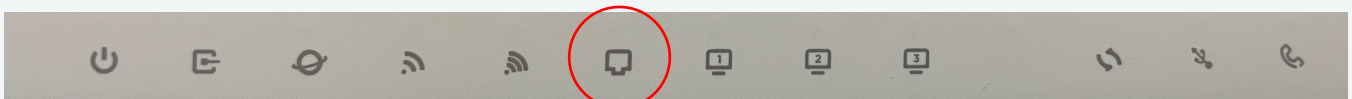
Internet light is off
If the internet light is off, this means that your connection is offline and likely not authenticating, please contact Leaptel Support