

Self help and DuoPlus 300WR setup



Internet Connection Customer Self Help Guide



Having Problems connecting to the Internet. Don't Panic. Check the following!

Check for any loose connections.

Switch off the router, wait 10 seconds, then switch it back on... Check that the Internet LED light is back on.

Restart the computer and check for internet connectivity using the browser: <https://www.google.co.za> or any other website.

Still No Connection!

In the event you still don't have internet access: unplug all other devices e.g. fax machine except the computer and router and then repeat the previous steps.

Should you still experience service difficulties, please disconnect all equipment and proceed with the steps that follow.

How to:

Install & set up a Duo Plus 300wr router.



The following items are supplied in the box.



Plug the power supply into the power source.



Plug the power supply cable into the router.



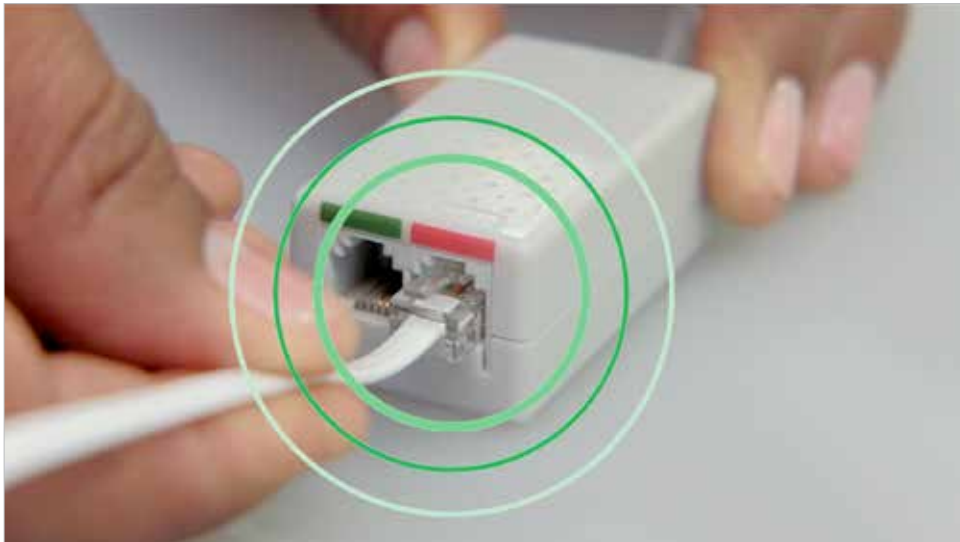
Turn on the router and make sure that the power light is on.



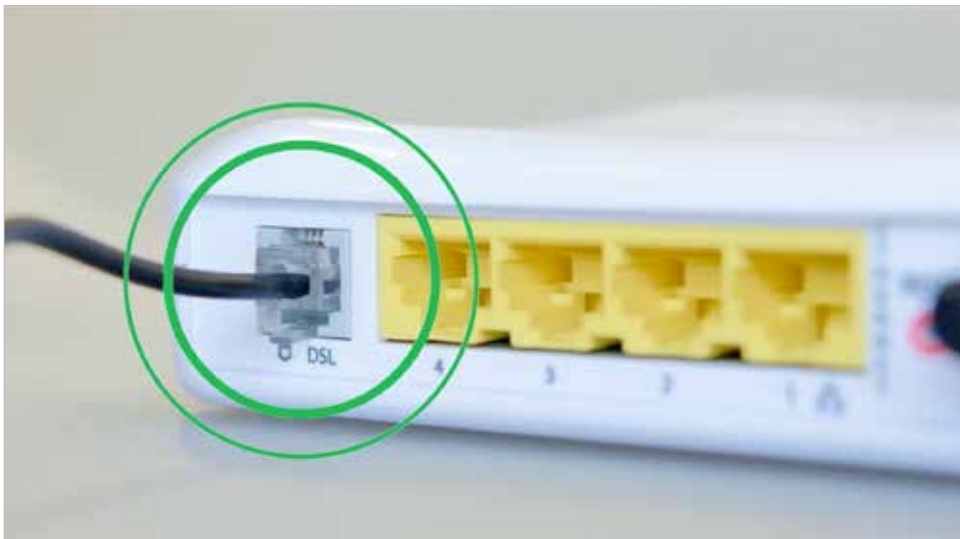
Plug the splitter into the telephone wall socket.



Plug a telephone cable into the socket marked line in on the power supply.



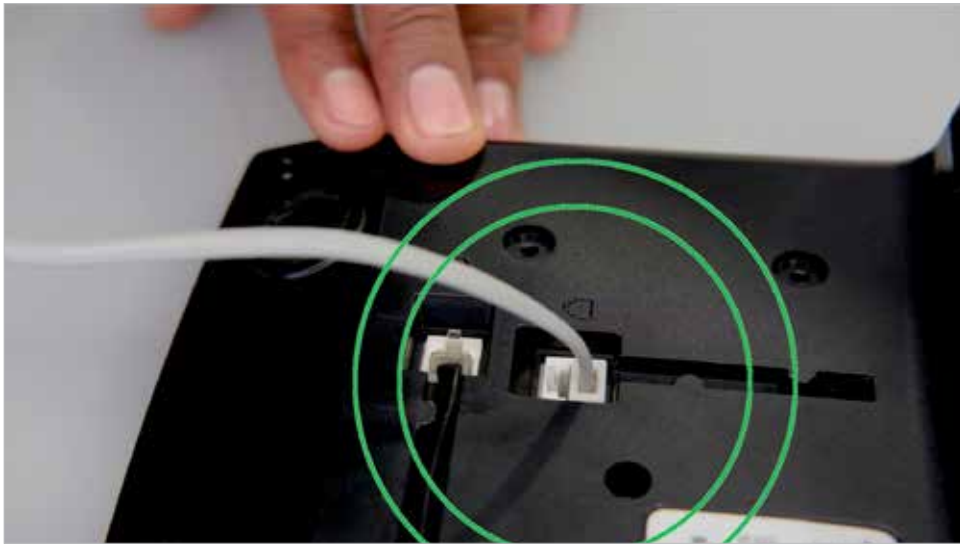
Plug the other end of the cable into the splitter, in the red port.



Plug the black cable from the power supply into router on the port marked DSL.



Plug a telephone cable into the green port on the splitter.



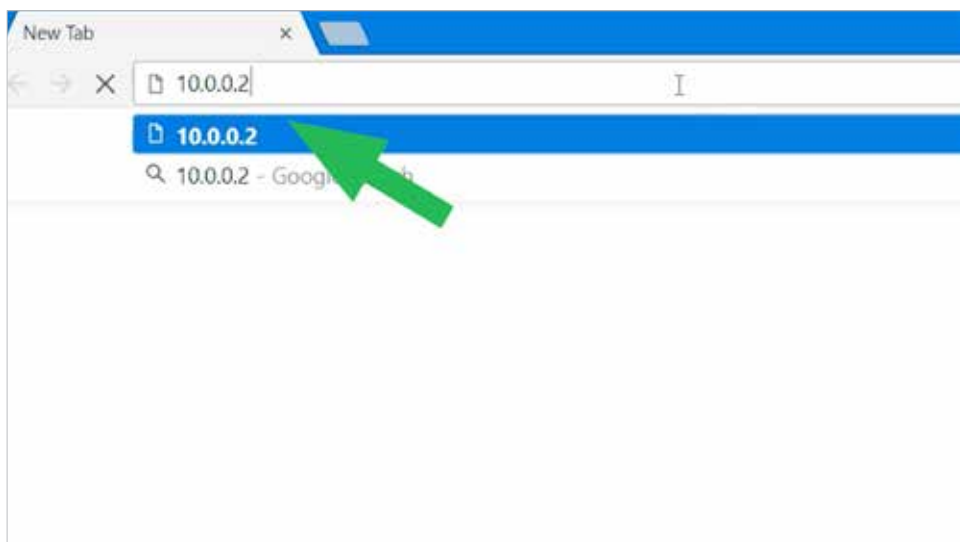
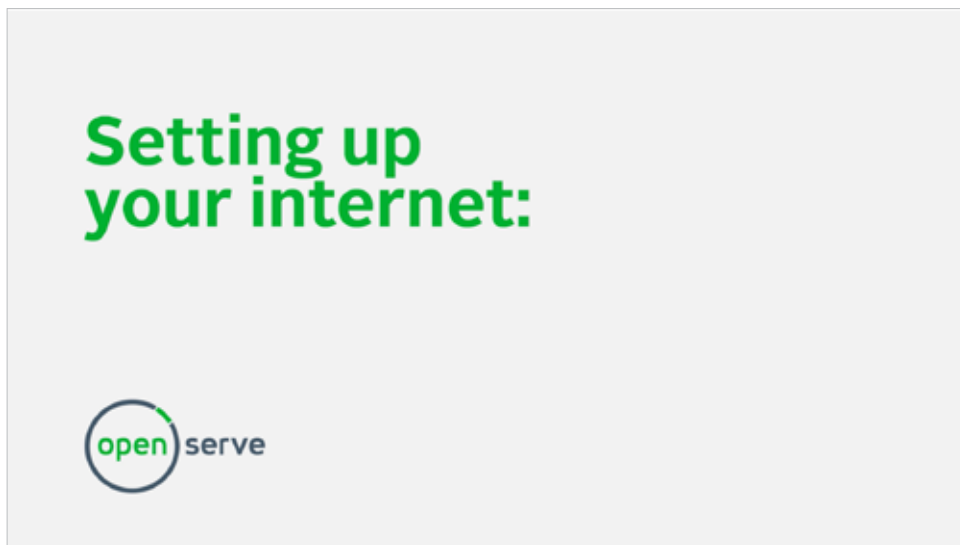
Plug the other end of the cable into a telephone.



Plug the LAN cable into the first LAN port on the router.



Plug the other end into a LAN port on your computer.



Open your browser and type in your modem's IP address, such as 10.o.o.2, into the address bar and press enter.

Please Log In to continue.

Log In

Username: admin

Password: *****

To restore the modem to factory default press and hold the reset switch for at least 15 seconds

[Log In](#)

Type in admin for both your username and password and select log in.

Save Settings Restart Access Point Restart Router Setup Basic Advanced Wireless

Basic Home Quick Start LAN Configuration Diagnostics

Basic Home Router

Connection Information		System Uptime
DSL	UP	Model
Downstream / Upstream (Kbps)	1020/508	Firmware Version
Internet	Connected	Ethernet MAC address
Connected Time	0hr 5min 10sec	DSL MAC address
Connection Type	PPPoE	AP MAC
Username		NAT
IP Address	105.227.6.20	Firewall
Default Gateway	105.184.14.1	
Primary DNS	105.225.0.1	
Secondary DNS	105.225.0.2	

[Disconnect](#)

From the main screen click on Quick Start.

Restart Access Point Restart Router Setup Basic Advanced Wireless Security Status

Quick Start

User ID

Password

Protocol

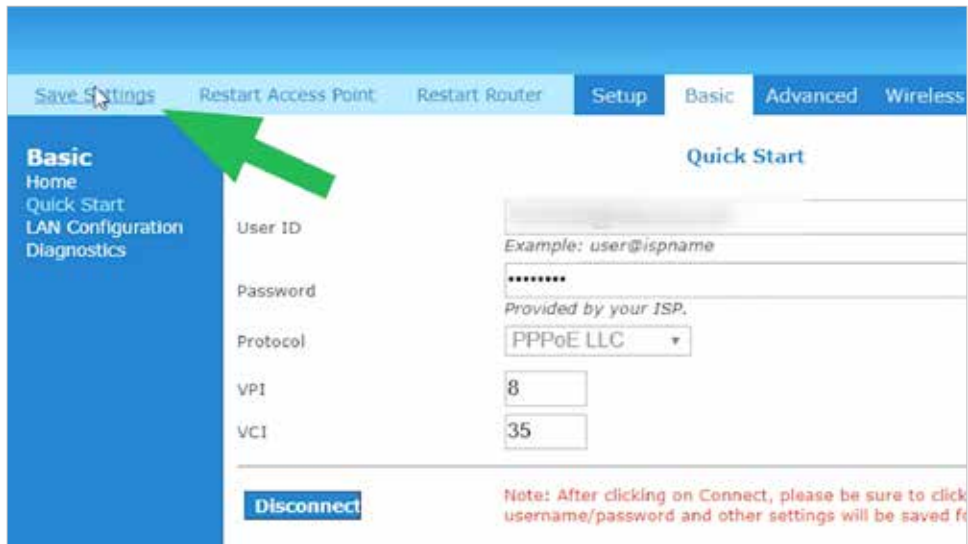
VPI

VCI

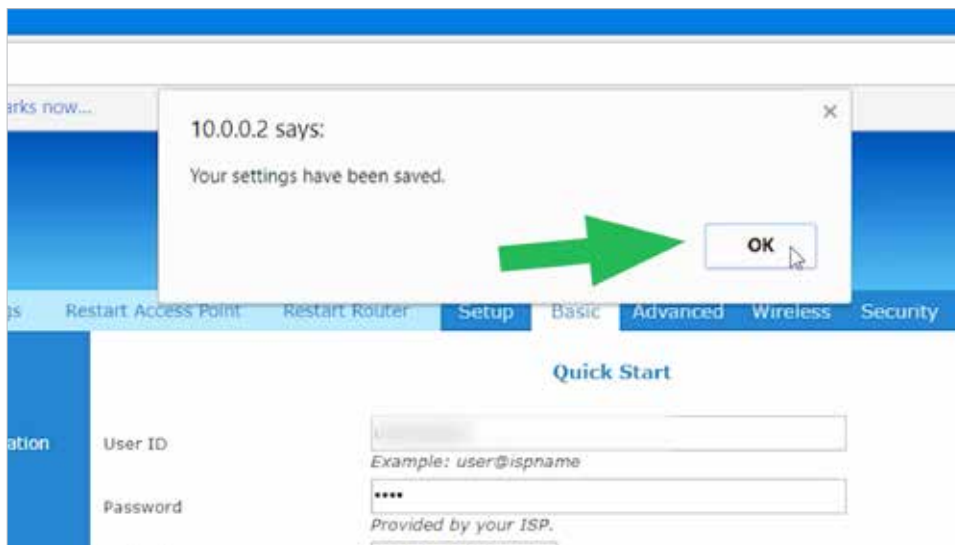
[Disconnect](#)

Note: After clicking on Connect, please be sure to click on "Save Settings" so the username/password and other settings will be saved for next modem reboot.

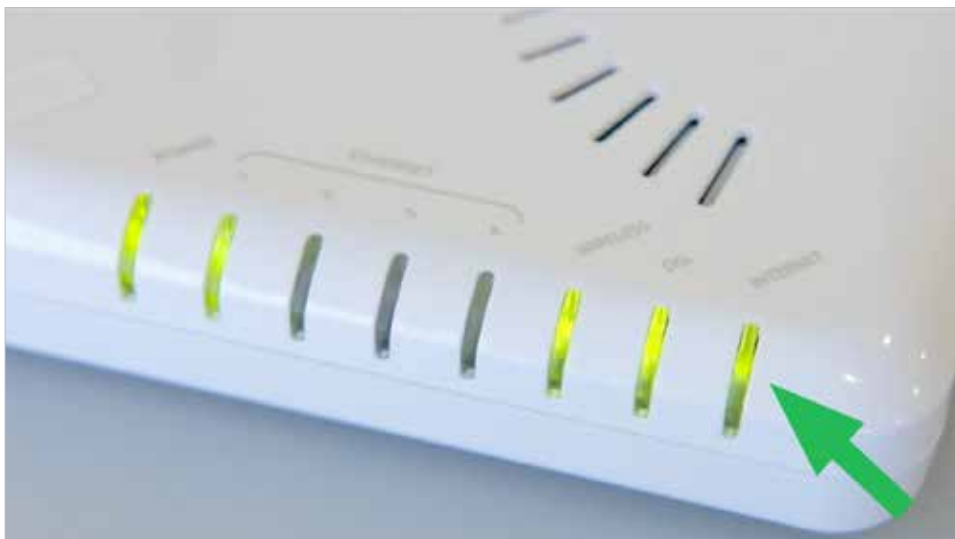
Edit the existing username to what was provided to you by your ISP.



Then click on save settings.

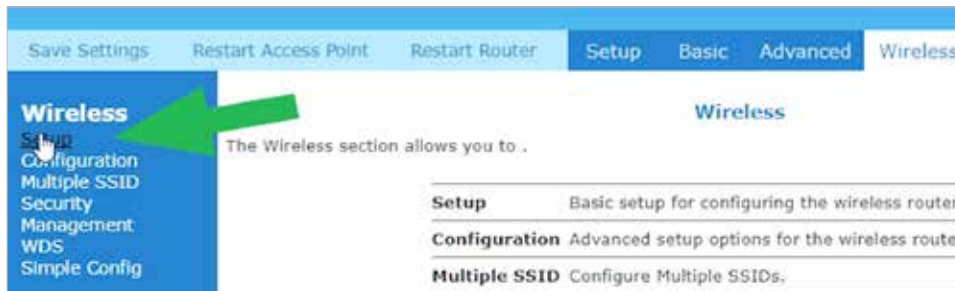
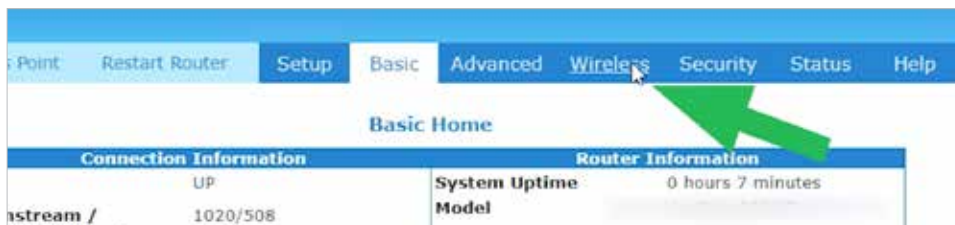


After waiting for a while, a message will pop up confirming that your settings have been saved. Click ok.

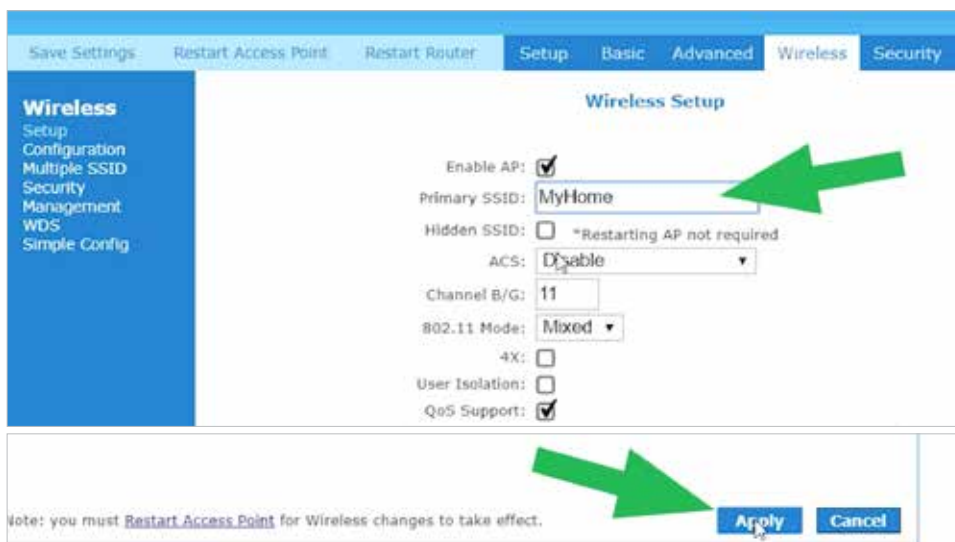


Click on save Config and once a pop up box appears, click on apply.

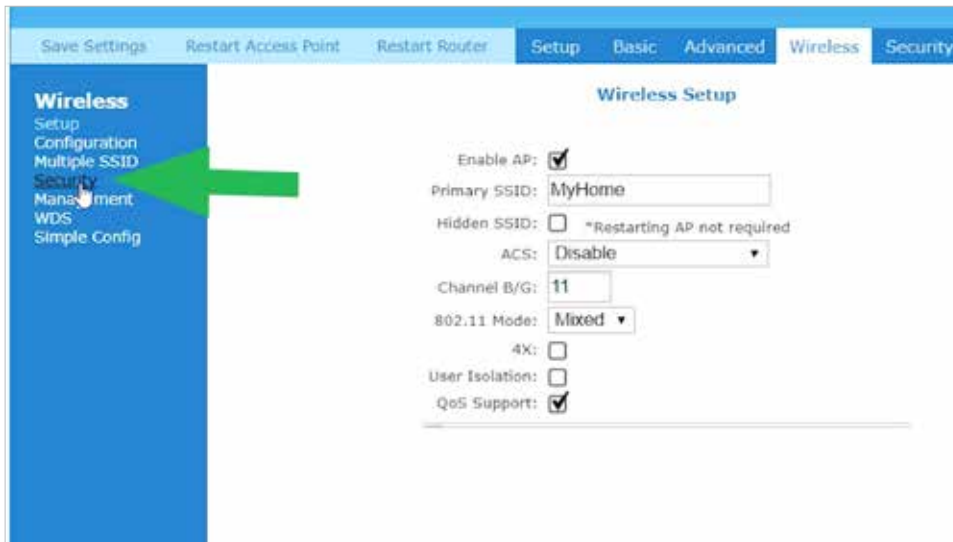
Setting up and/or verifying your WIFI:



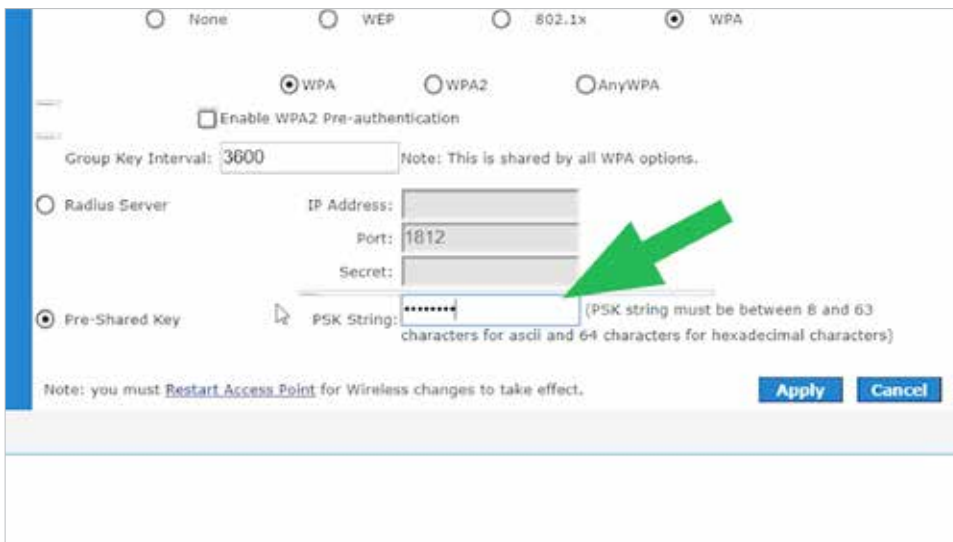
Click on wireless and then click on set-up.



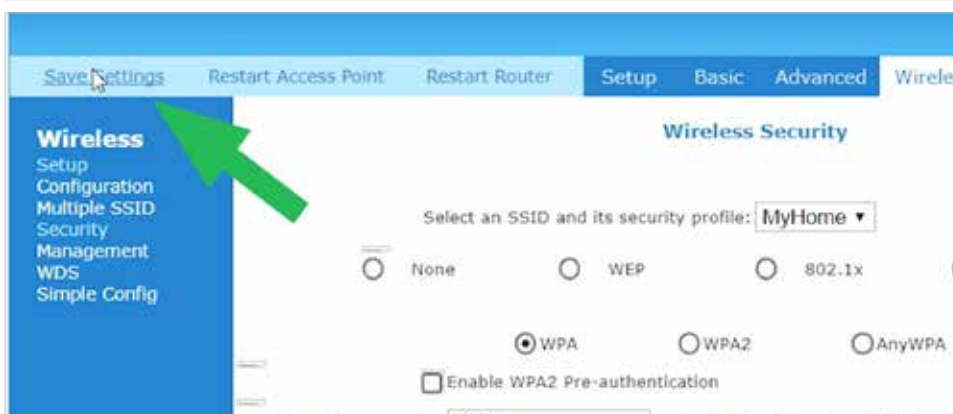
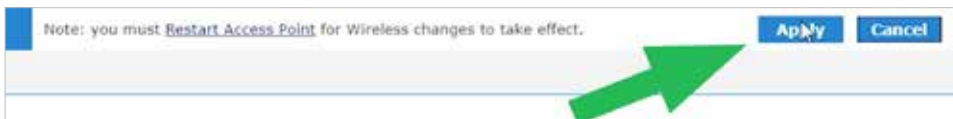
Rename your SSID to your preferred network name and click apply.



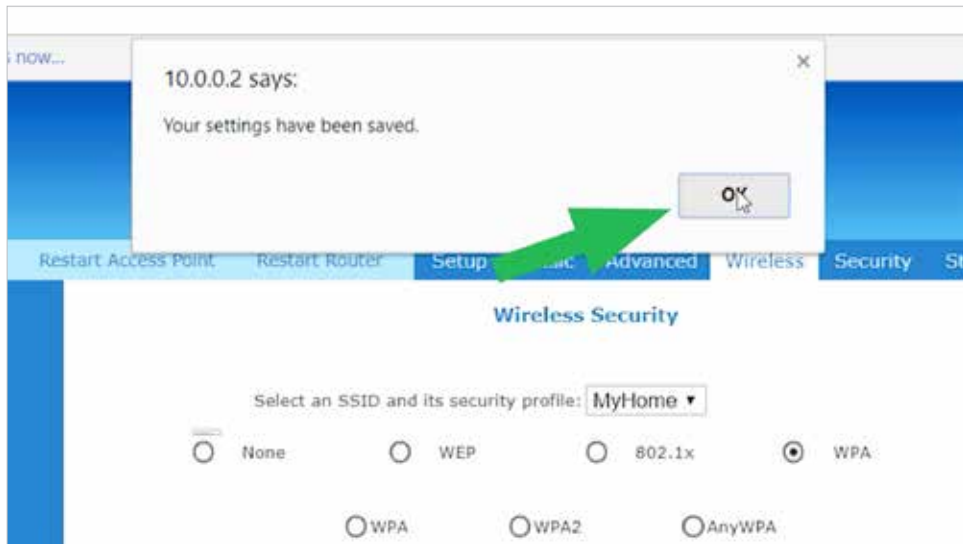
Then click on security.



Now edit your security key, next to the PSK string text field, to your preferred password of at least 8 characters.



Then click apply and after that select save settings.



After waiting a while, a message will pop up confirming that your settings have been saved, click ok.



It is important to reconnect to the router using your new Wi-Fi username and password. In order to connect a device to your newly created Wi-Fi network, search for available Wi-Fi networks on your device and select your new SSID and connect.

Thank you for using Open Serve.



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