VUMA

Your **Quick Start Guide**
# to help you stay connected.

> Life's full of possibilities when you're connected to Vuma Fibre Core.

Congratulations!
Your fibre installation is complete. Let the adventure begin. Your fibre box, also called the Customer Premise Equipment (CPE), has been installed in your home and you are moments away from connecting to choice, and an online world of possibilities. But first, a few tips to guide you on your fibre journey.

Getting connected
Still wondering what the difference between Vuma and an Internet Service Provider is? Vuma installs the fibre infrastructure, including the Customer Premise Equipment in your home. Your Internet Service Provider is the one that connects you to the internet. They will do this through a Wi-Fi router which they will provide, or you can buy from any computer store. This router will allow you to create a wireless network in your home so that you can connect all your devices to the internet. Please note that an ADSL line will not support the fibre connection.
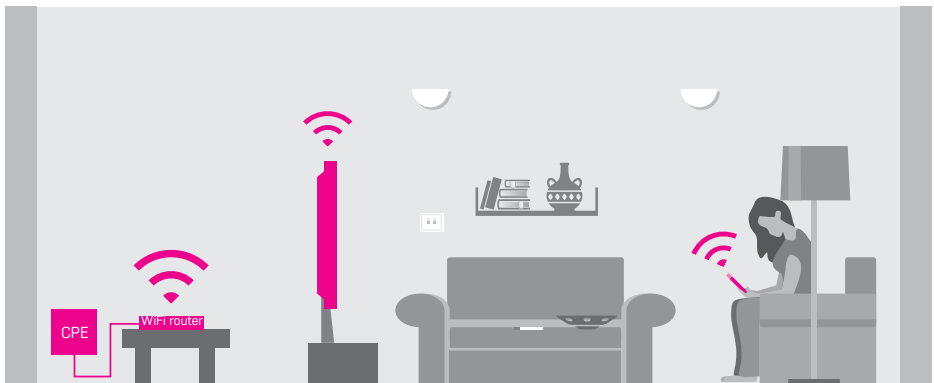
Setting up your Wi-Fi router

Your Internet Service Provider will help you set up your Wi-Fi router. Once active, the fibre equipment in your home should never be moved or removed and must always be switched on. The green power light on the Customer Premise Equipment device must be on and stable. The F light must be flashing and the LAN light should be flickering. We advise you to plug your Wi-Fi router into Port 1, otherwise identified as Lan1 on this device, to get a live connection.

If you need any troubleshooting assistance, please contact your Internet Service provider directly.

Changing your Internet Service Provider or internet package

We're all about freedom and choice. To cancel, upgrade or downgrade your package, contact your current Internet Service Provider directly. Once you've cancelled or changed your package, you can call your new chosen Internet Service Provider to place a new order. To check out your options, visit **shop.vumatel.co.za**. Please take note of your Internet Service Providers Terms and Conditions before making any changes.

Need to run a speed test

Want to know your internet speed? Visit **shop.vumatel.co.za** and locate the speed test option. Use a CAT6 cable to plug your laptop directly into your Vuma Customer Premise Equipment. This will test the current speed of your local fibre connection.

Our Safety tip

Stay safe while getting connected. Please don't let anyone into your home or property unless they have an appointment and you're expecting a Vuma employee or an accredited installer. We will never send anyone to your property without an appointment. If there is someone else at your home when you're not there, tell them if you're expecting someone.

Need Help?

We hope you always have an effortless, care-free connection but, if you do have any problems, please check out our latest help guides and articles on https://help.vumatel.co.za. If you can't find the answer there, contact your Internet Service Provider directly. If they can't resolve your issue, they'll contact us on your behalf.

Follow us on Facebook for regular updates.

Visit **vumatel.co.za** for more information.