



## Welcome to DMCI Broadband

DMCI Broadband would like to thank you for the opportunity to provide you with reliable high-speed wireless Internet service. The following welcome package is provided to assist you with configuring, using and troubleshooting your Internet service should a problem arise. Please keep this information for future reference.

If you experience a problem, please read this documentation first for a possible solution. If you are still experiencing a problem after working through the troubleshooting tips, email us at: [support@dmcibb.net](mailto:support@dmcibb.net) or give us a call at 877-936-2422.

### Contact Information

Mailing Address: DMCI Broadband, LLC.  
P.O. Box 218  
Hillsdale, MI 49242

Phone Number: 877-936-2422

Email Contacts: [support@dmcibb.net](mailto:support@dmcibb.net) Support for Broadband Internet Services  
[billing@dmcibb.net](mailto:billing@dmcibb.net) Accounting and Billing related issues  
[newaccounts@dmcibb.net](mailto:newaccounts@dmcibb.net) Request a site survey for new service

Web Site: <http://www.dmcibb.net> Visit us on-line for more information

### Overview on system operation

The Subscriber Module (SM) is the subscriber termination unit (like a cable or DSL modem). It consists of a single transceiver that operates with a 60-degree antenna. SM's are generally located on the roof where they can see our tower site. Multiple Access Points (APs) at our towers can handle hundreds of customers. The SM is connected to your computer or router via a single Cat 5 (or Ethernet) cable and powered via an AC power adaptor (*see illustrations on last page for details on correctly connecting your equipment*).

## Safe Computing Tips

We cannot stress enough the importance of **you** keeping your computer protected. Anti-Virus software, Anti-spyware software, Firewalls and Microsoft Updates are all vital components to keeping your computer from being infected by a virus or compromised by malicious users.

Your DMCI Broadband Internet connection is an “always on connection.” This means that your computer and your data are always susceptible to any threats that may propagate via the Internet. If your computer is infected, the performance will degrade and your important personal data may be compromised. Therefore, it is imperative that you keep protection software in place and updated at all times.

Windows XP and Vista have built in firewalls, ensure it is turned on. If you need Anti-Virus or firewall software please ask our service technicians for assistance or contact your preferred computer retailer. We **do not** recommend that you have your computer online without some form of protection.

Microsoft Windows Update can be obtained by starting Internet Explorer, selecting Tools from the menu and then select “Windows Update” and follow the prompts.

Many companies produce Anti-Virus and Anti-Spyware software. DMCI Broadband recommends that you stay with reputable companies with proven track records: We recommend products from AVG ([www.grisoft.com](http://www.grisoft.com)) Symantec ([www.symantec.com](http://www.symantec.com)) McAfee ([www.mcafee.com](http://www.mcafee.com)) and Trend Micro ([www.trendmicro.com](http://www.trendmicro.com)).

When selecting a solution keep in mind that some products, especially the all-in-one Internet security suite products may slow down your computers performance. We recommend using a good Anti-Virus program like AVG and an Anti-Spyware program like Windows Defender which is Free from Microsoft ([www.microsoft.com/defender](http://www.microsoft.com/defender)). This combination has proven to give good protection for your computer without adding a lot of overhead to your computer.

However, having Anti-Virus and Anti-Spyware does not guarantee your computer is protected. All protection programs are still susceptible to new threats that come out. Most computer infections are caused by USER ERROR. Downloading software from unknown sites, music/video sharing sites and Email are the most common ways of infecting your computer. If you receive email with an attachment from someone you don't know. DELETE IT, DON'T OPEN IT.

## Troubleshooting Internet Connection Problem

If you are experiencing trouble with your Internet connection, there are a few tasks that you can do to possibly fix or troubleshoot the problem before calling technical support.

First, it is important that you understand how you are connected to DMCI Broadband.

There are basically (3) three different configurations:

1. **Straight through Connection:** Which means your computer is directly linked to the SM/radio that is installed outside your building via an Ethernet cable. This method is common when only one computer is used to access the Internet.
2. **Wired Router Connection:** This is common when multiple desktop style computers are accessing the Internet and usually in close proximity of each other. The connection starts with the SM/radio that is installed outside, which is connected to a wired router in your home. The radio is connected to the WAN or Internet Port of the router. Your computers are then connected via Ethernet cable to the LAN ports on the wired router.
3. **Wireless Router Connection:** This configuration includes all the capabilities of a Wired Router Connection along with the ability to service computers via a wireless, or wifi, signal. This is common when Notebook/Laptop computers are present, although Desktop computers can be equipped to operate in a wireless network also. The radio is connected to the WAN or Internet Port of the router. Your computer(s) are then connected to the router either via a physical Ethernet cable or a wireless/wifi signal.

Now that you understand how you are connected to DMCI Broadband you can review the following Basic Troubleshooting Steps for your specific connection.

**Basic Troubleshooting Steps for #1 Straight through Connection:**

1. Located near your computer is a Power Supply. This power supply will be plugged into a wall outlet, have a green light on it. (Yellow Light is bad) There will be a black cable coming from outside of the building that needs to be plugged into this power supply.

*Note: See pictures on page 9 for detailed view of properly connected power supplies.*

2. If all connections are securely connected. Your next step will be to Power Cycle the radio. Do so by unplugging the power supply, wait 30 seconds, then plug back into the outlet. It can take several minutes for the radio to “re-attach” to our network.
3. After waiting several minutes, check for Internet connectivity by opening your web browser.
4. If you still do not have Internet connectivity, click on “**Start**” then select “**Run**”. In the open dialog box type **cmd** then click **OK**. (*Note: If you have Windows Vista, you will find CMD under Accessories*)
5. This will bring up a DOS window. Type **ping 204.106.240.1** and press **Enter**.

If you get a “**Reply from 204.106.240.1**” message then you ARE connected to the Internet. You will need to look at the configuration of your Web Browser or Firewall software. Also review any new software recently installed on your computer.

If you get a “**Request timed out**” or “**Destination host unreachable**” then you ARE NOT connected to the Internet. At this point you should contact DMCI Broadband Support at 877-936-2422 for assistance.

**Basic Troubleshooting Steps for #2 Wired Router Connection:**

1. Located near your router or your computer will be a power supply. This power supply will be plugged into a wall outlet, have a green light on it. The cable from the power supply will plug directly into your router or computer. This cable **MUST** be plugged into the **WAN/INTERNET** port of the router or the network interface card (NIC) on the backplane of your computer. Make sure these connections are secured.

*Note: See pictures on page 9 for detailed view of properly connected power supplies.*

2. If all connections are securely connected. Your next step will be to Power Cycle the radio and your router. The radio is the part of the equipment that is installed outside your home. Do so by unplugging the power supply from the wall outlet. Also unplug the round power connector to the back of your router if you have one in your network. After waiting 30 seconds, plug the power supply back into the outlet. **WAIT 2 Minutes**, and then plug the power adapter back into your router. **WAIT 1 Minute**.
3. Check for Internet connectivity by opening your web browser.
4. If you still do not have Internet connectivity, click on "**Start**" then select "**Run**". In the open dialog box type **cmd** then click **OK**. (*Note: If you have Windows Vista, you will find CMD under Accessories*)
5. This will bring up a DOS window. Type **ping 204.106.240.1** and press **Enter**.

If you get a "**Reply from 204.106.240.1**" message then you **ARE** connected to the Internet. You will need to look at the configuration of your Web Browser or Firewall software. Also review any new software recently installed on your computer.

If you get a "**Request timed out**" or "**Destination host unreachable**" then you **ARE NOT** connected to the Internet. At this point you should contact DMCI Broadband Support at 877-936-2422 for assistance.

### Basic Troubleshooting Steps for #3 Wireless Router Connection:

1. If you are experiencing connectivity issues from your wireless computer and you have a second computer that is wired to the router, please check for Internet connectivity from that machine. If you are able to access the Internet, then you are experiencing a wireless connection problem between your computer and the wireless router. *(If you do not have Internet from the wired computer please go to step 4.)* Going back to the wireless computer you should then have it refresh the available “wireless networks”. You will see a listing of any wireless networks broadcasting in range of your router. Click on your network and select **Connect**. Enter the security code if requested. You should see the status change to “Connected” when you have established a successful wireless connection.
2. Check for Internet connectivity by opening your web browser.
3. If you still do NOT have Internet connectivity from your wireless computer then unplug the power to your router and turn OFF your computer. Plug your router back into the power and turn on your wireless computer. Reconnect to the wireless network as described above in Step 1 and re-test for Internet connectivity.
4. Located near your router is a power supply. This power supply will be plugged into a wall outlet, and have a green light on it. The cable from the power supply will plug directly into your router. This cable **MUST** be plugged into the **WAN/INTERNET** port of the router. Make sure these connections are secured. *(Note: See pictures on page 9 for detailed view of properly connected power supplies.)*
5. If all connections are securely connected. Your next step will be to Power Cycle the radio and your router. The radio is the part of the equipment that is installed outside your home. Do so by unplugging the power supply from the wall outlet. Also unplug the round power connector to the back of your router if you have one in your network. After waiting 30 seconds, plug the power supply back into the outlet. **WAIT 2 Minutes**, and then plug the power adapter back into your router. **WAIT 1 Minute**.
6. Check for Internet connectivity by opening your web browser.
7. If you still do not have Internet connectivity, click on “**Start**” then select “**Run**”. In the open dialog box type **cmd** then click **OK**. *(Note: In Windows Vista, you will find CMD under Accessories)*
8. This will bring up a DOS window. Type **ping 204.106.240.1** and press **Enter**.

If you get a “**Reply from 204.106.240.1**” message then you **ARE** connected to the Internet. You will need to look at the configuration of your Web Browser or Firewall software. Also review any new software recently installed on your computer.

If you get a “**Request timed out**” or “**Destination host unreachable**” then you **ARE NOT** connected to the Internet. At this point you should contact DMCI Broadband Support at 877-936-2422 for assistance.

## Other Helpful tips for trouble shooting your network

**These are some of the most common troubleshooting steps our technicians step through with customers.**

1. Power-cycle the Internet electronics. This includes the radio, routers, switches and/or hubs, and ultimately the affected computer.

Start with the power supply first. If that doesn't solve the problem, then move to the next item in line, usually a router. The last step is to shut down and restart the computer. In some cases it may be necessary to completely power it off. A "cold restart" of all the electronics helps ensure each device has a chance to start anew and wipes out any dynamic settings that may have become corrupted.

This tip and its associated steps are meant to fix the occasional "It was working all this time then suddenly stopped" kind of problem(s). If you find yourself constantly rebooting or power-cycling equipment (i.e. more than once or twice a month) there is likely a bigger problem and much better solution. We will do our best to troubleshoot and resolve the problem if it lies with our radio, but you are responsible for any router, switch, and/or computer failures.

2. Release/Renew your IP address.

Each operating system has its own way to release and/or renew a dynamically assigned IP address. Our included example works for Windows 2000, XP, and Vista, since the problem seems most prevalent on these systems.

From the **Start** button menu select **Accessories**, then **Command Prompt**, or select **Run** then enter **cmd**. You should see a black screen with a DOS prompt, like: C:\My Computer>.

Type the following:

```
ipconfig /release  
ipconfig /renew
```

This will force your computer to request an IP address from either your home router or the radio if its built-in router is enabled (they are by default).

3. Check your network settings.

Unless you have customized your home network (in which case you likely already know what you're doing), we recommend you configure your computer(s) to use DHCP (Dynamic

Host Control Protocol). In Windows XP's network settings for TCP/IP (Internet Protocol), the radio button next to "Obtain an IP address automatically" should be checked. These are the default settings for all Windows and Mac OS X installations and are rarely, if ever, modified.

## Customer Information

-- Please keep for future reference --

Primary Email address and password \_\_\_\_\_  
\_\_\_\_\_

If you are not using DMCI Broadband Web Mail services, please refer to the DMCI Broadband website ([www.dmcibb.net](http://www.dmcibb.net)) for instructions on configuring your specific email client. WebMail service can be accessed directly by going to: <http://mail.dmcibb.net/> or by clicking the WebMail Login button on the DMCI Broadband homepage. Simply enter your full email address and the password that you provided to the technician that set up your account. Click the grey arrow (or hit **Enter**) to continue to your email.

SSID or Broadcast name of your wireless network: \_\_\_\_\_

Password: \_\_\_\_\_

Default IP address and default username and password for router for administration purposes

\_\_\_\_\_

A speed test can be performed via the web. Simply direct your flash enabled browser to <http://speedtest.dmcibb.net/>. This speed test will be recorded on our server and will help determine issues that you might be having. Please record the IP address that is displayed on the speed test tool. This will help our customer support team get to the root of any issues you might be having.

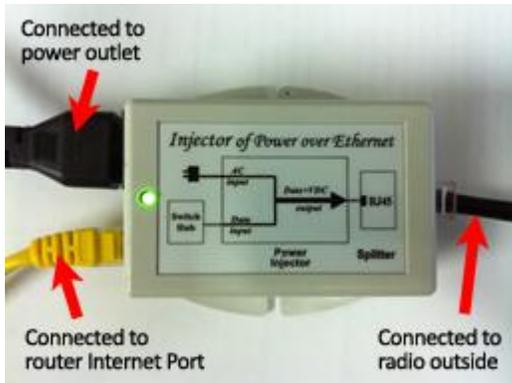
Please retain this for future use.

Thank you,

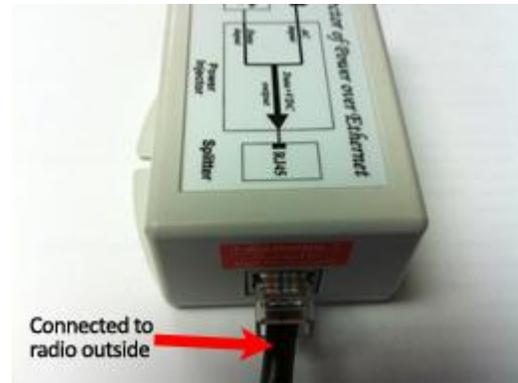
DMCI Broadband Support Staff

## Power Supply Details

### Motorola Style Power Supply



View #1



View #2

### UBNT Style Power Supply



### WiMax Style Power Supply

