FIBRE OPTIC BROADBAND
USER GUIDE

altibox

ALTIBOX FIBRE OPTIC　**1**　Connect to home hub

The home hub is provided with an internal wireless router and firewall. See chapters 2 and 3 about setting up a wireless router and connection of PC.

The best speed and stability is achieved by having your PC connected via a network cable (Cat 5E or higher). If you wish to have several PCs connected via cable, you must use a switch between the PCs and the home hub. The PC or switch is connected to the socket to the port marked Ethernet 1. See chapter 3 for the set-up in Windows 8.

ZyXEL home hub

Your wireless network was activated when you are connected as a customer of Altibox. You have received an automatically generated name and password for this network by text message. If you have not received this text message or wish to change the name and/or password for this network, please follow the instructions below.

1. Log in to 'Min side' (My page) at www.altibox.no/mittnettverk If you have not logged into 'Min side' previously, you will have to set up a user. The letter you received when we connected your home hub contains your customer number and a PIN 1. Use these when setting up a new user on 'Min side'. Complete the information requested; this will become your log in information in the future.

Innlogging

Vi har gått over til innlogging med e-postadresse og passord.
Dette erstatter den gamle måten å logge inn på via kundenummer og PIN.

Har du allerede registrert et brukernavn bestående av e-postadresse på de nye sidene? I så fall skriver du inn riktig e-postadresse og passord i boksene nedenfor.

Hvis du enda ikke har registrert en e-postadresse (brukernavn) og passord, men er vant til å bruke kundenummer og PIN, klikker du her for å registrere en e-postadresse (brukernavn) og passord.

E-post

Passord

Husk meg ☐

Glemt passord? [Logg inn]

2. When you have logged into 'Min side', select 'Internett' -> 'Endre trådløse innstillinger' (Internet -> Change wireless settings).

Hei! Hva ønsker du å gjøre?

Sett bromodus
Endre trådløse innstillinger

Her kan du gjøre endringer på ditt oppsett.

Velg i menyen til venstre hva du vil gjøre.

3. Enter the required name of the network and password. Click 'Lagre' (Save).

Hei! Hva ønsker du å gjøre?

Endre trådløse innstillinger
Wifi Pluss
Sett bromodus   ⓘ

Avanserte innstillinger

GI NETTVERKET NAVN OG PASSORD

Greit å vise hvilket nett som er ditt. Da er det lett å koble på nye enheter som trenger trådløst nett.

GATEVEIEN 23
FMG3542   Trådløst nett er: [På]

2.4Ghz:

Nettverksnavn: Altibox 123456

Passord: 987654321

5Ghz:

Nettverksnavn: Altibox 123456_5G

Passord: 987654321

[Lagre]

ADVANCED SETTINGS

If you wish to change more advanced settings, select 'Min hjemmesentral' → 'Trådløse innstillinger' (My home hub - > Wireless SETTINGS). Altibox has already set up your settings according to recommendations.

Båndbredde (Bandwidth): The newest type of home hub has support for both 2.4 GHz and 5 GHz. Note that it is possible to have both of these activated at the same time.

Nettverksnavn (Network name (SSID): Enter the desired name of the network. This will be visible to everyone. Special characters are not supported in network names.

Nettverkspassord (Network password): Enter the desired code/ password for your network. This code/password must be entered the first time that you connect your PC to the network. Altibox supports the following special characters: !$%()*+,./:;=?@^_{|}~-

Sikkerhetsprotokoll (Security protocol): There are three choices: WPA, WPA2 and WPA/ WPA2. WPA2 should be used. WPA/WPA2 and WPA should only be used if you cannot get WPA2 to function.

Kanal (Channel): Select either Auto (recommended) or Tilgjengelige kanaler (Available channels). If you experience approval or unstable signal, you can try changing to a different channel.

Sendestyrke (Signal strength): Reduce the signal strength if you wish to limit the range of your network.

Remember to save your settings.
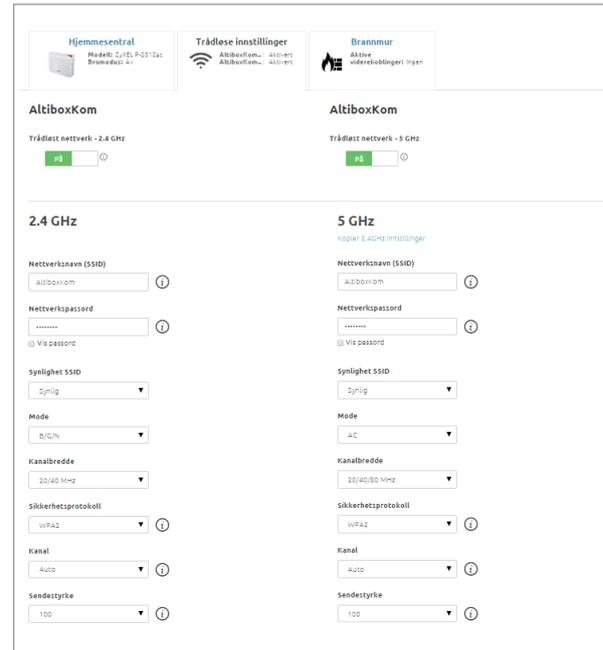
HOME HUB AND FIREWALL

The home hub has a built-in firewall that protects your devices from Internet attacks. However, this does not protect you from viruses and Trojans that are typically received via e-mail from websites that you visit. We recommend that you download a security program, for example Norman Security, in addition to the firewall in the home hub.
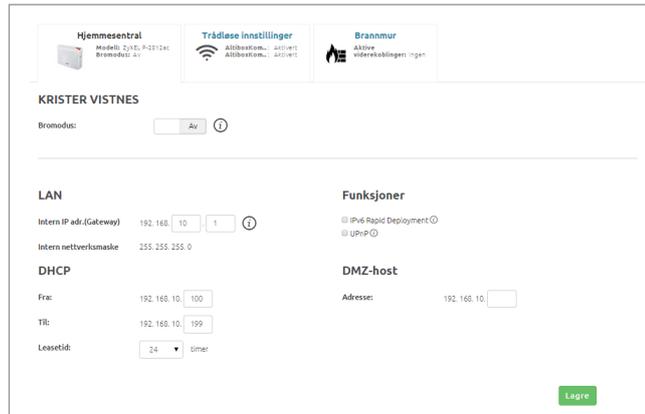
Bromodus (Bridge mode):

Activation of the bridge mode means that you deactivate the router in the home hub. This means that you switch off the wireless signal on your home hub. If you wish to use the Internet on several devices, you will have to install a wireless router, which is connected to the PC port on the home hub.

LAN:

Internal IP address: Here you can enter the IP address that your home hub will have in your network (LAN). This IP address will be Standard Gateway on your LAN.

DHCP:

First/last IP address: Enter the first and last IP address that the home hub will allocate.

Leasetid (Lease time): Enter how long (in hours) the allocated IP address will remain valid before the device has to request a new allocation.

DMZ host:
If you set up a DMZ host, all traffic that is not already forwarded via port forwarding rules will be sent to this IP address. NB! The DMZ host will then be completely open from the Internet.

Portviderekobling (Port forwarding):
By setting up port forwarding you can require that all traffic from the Internet to a particular port is to be forwarded to a device (IP address) on your network (LAN).
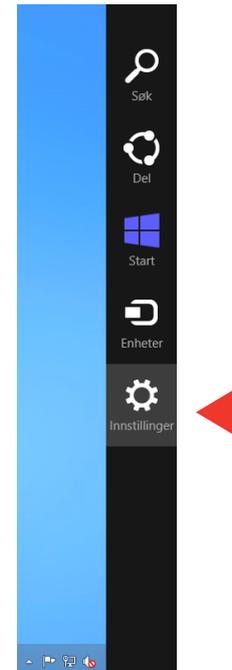
CONNECT TO A WIRELESS NETWORK – WINDOWS 8
There are many different operating systems on the market today.
Below is an illustration of how you connect up a computer using the
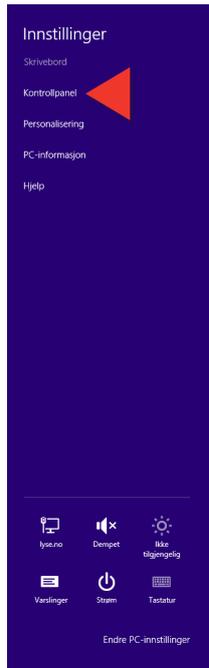operating system Windows 8.

Switch on the PC and follow the instructions here:

1. Select <u>Instillinger</u> (Settings) in the menu on the right hand side.
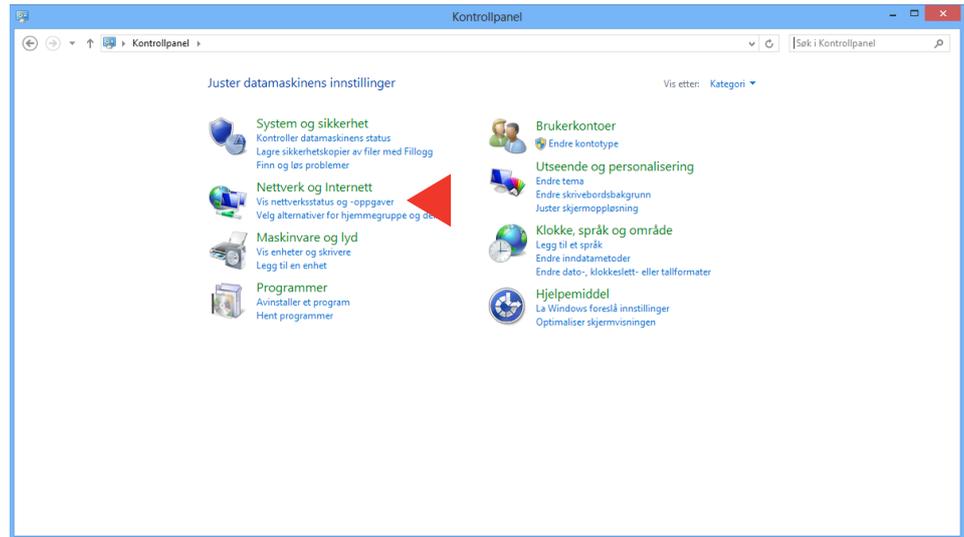   Moving the mouse up to the right-hand corner of the screen can
    bring up the menu.

2. Select **Control Panel.**

3. Select **Network and Internet.**

4. Select <u>Koble til et nettverk</u> (Join a network).

5. Select your wireless network. You can change the name of your wireless network on 'Mine sider' (My pages) at www.altibox.no/mittnettverk.
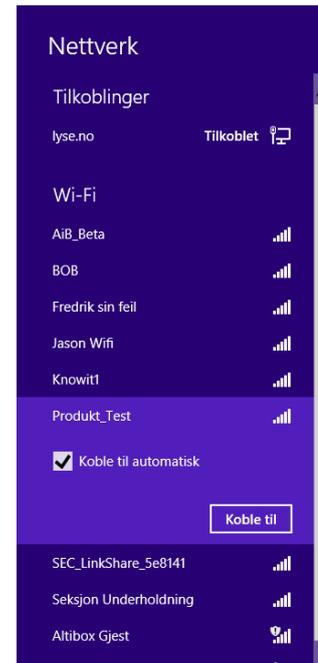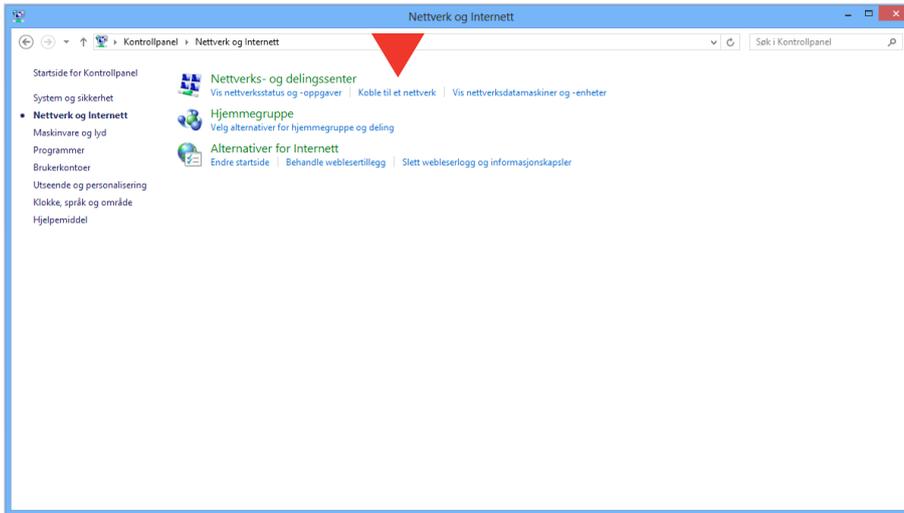
6. Enter the security code/password of your network. Click **neste** (Next)

Nettverk

Produkt_Test

Skriv inn sikkerhetsnøkkelen for nettverket

[Neste]   [**Avbryt**]
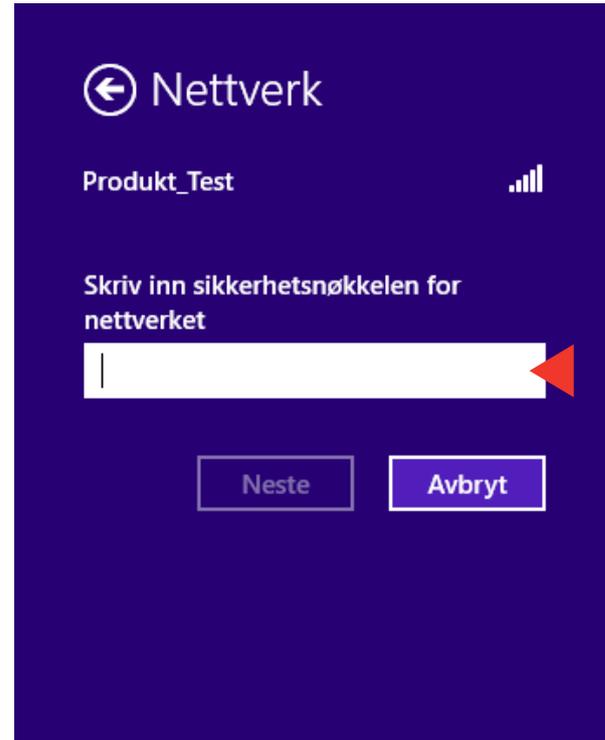
CONNECT TO A WIRELESS NETWORK – MAC OS

There are many different operating systems on the market today. Below is an illustration of how you connect up a computer using the Mac operating system.

Switch on the Mac and follow the instructions here:

1. Switch on the wireless network on your Mac. Click the Airport icon on the right-hand side of the screen and then on Switch on Wi-Fi.
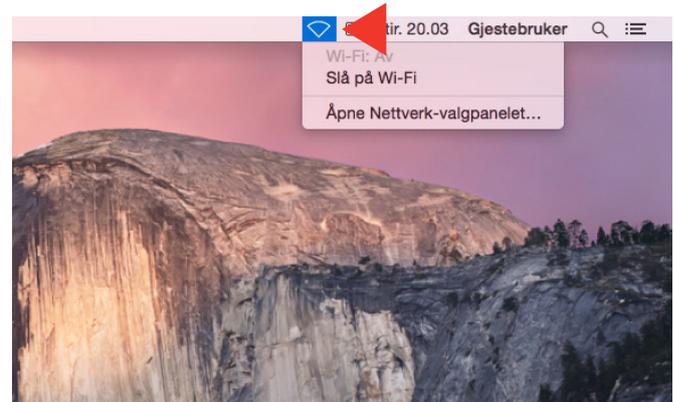
2. Click the Airport icon at the top right-hand side of the screen and select your network. You can find the name of your network under 'My Pages', under Internet.

3. Enter the network code/password for your network. Click Connect.
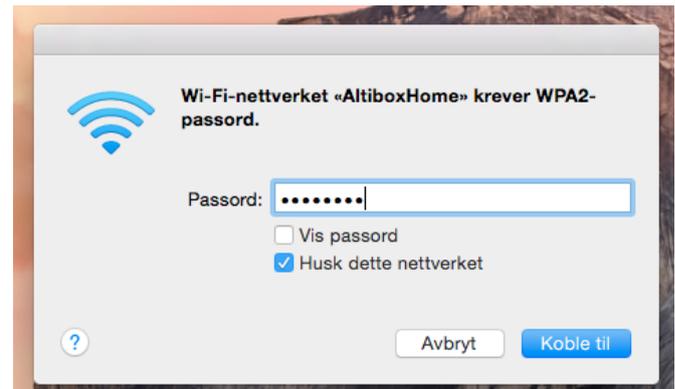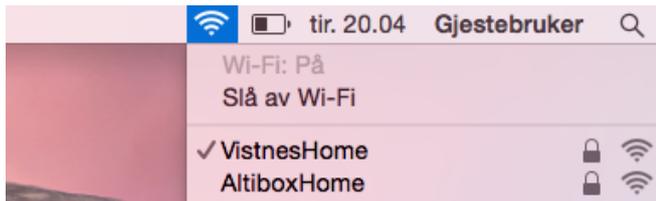
We will allocate you your own e-mail address. You can use this via a separate e-mail program, on 'Webmail' at the address: mail.altibox.no.

At mail.altibox.no, you will see the login page for e-mail accounts. You can log in by entering your e-mail address that you received, in to the topmost field on the page.

Password: To be able to access Webmail, a password needs to be set up on 'Min side' (My page).

Click 'Logg inn' (Log on).
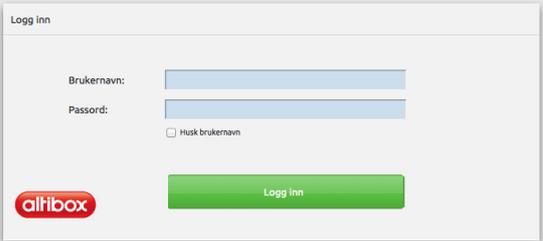
For how to set up several e-mail addresses, see Chapter 6.

E-POST PÅ IPHONE

This guide assumes that you know your e-mail address and password.
To find this, log on to 'Min side' (My page). You will find e-mail accounts
under Altibox selvbetjening (Altibox self-service).

1.   Select Settings
     Select Mail, Contacts, Calendar

2.   Select <u>Add account</u>

●●●○○ NetCom 🛜   08.54   100 % ▰

‹ Innstillinger **Mail, kontakter, kalendere**

Altibox   ›
E-post, Notater

Legg til konto   ◀   ›

Hent nye data   Push   ›

3.   Select <u>Other</u>

●●●○○ NetCom 4G   08.44   100 % ▰

Velkommen til Mail

☁️ **iCloud**

E🗗 **Exchange**

Google™

YAHOO!

Aol.

o✉ **Outlook.com**

Annen   ◀
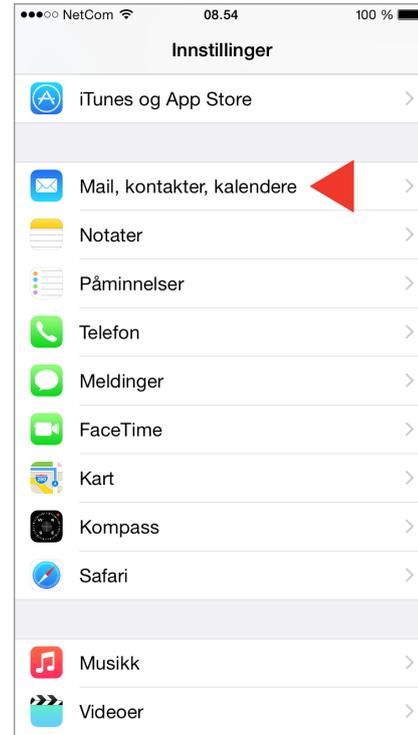
4.   Select <u>Add another e-mail account</u>

●●●●● NetCom 🛜   10.48   ⊕ ⚹ 80 % ▰

‹ **Legg til konto** Annen

E-POST

Legg til e-postkonto   ◀   ›

KONTAKTER

Legg til LDAP-konto   ›

Legg til CardDAV-konto   ›

KALENDERE

Legg til CalDAV-konto   ›

Legg til abonnementskalender   ›

5. Enter your full name
   Enter your password
   Enter an optional description of the account, for example "Altibox". Select <u>Next</u>

●●●○○ NetCom 📶	08.51	100 % ▬
Avbryt	**Ny konto**	Neste

Navn	Fornavn Etternavn
E-post	fornavn.etternavn@altiboxmail.no
Passord	●●●●●●●●
Beskrivelse	Altibox
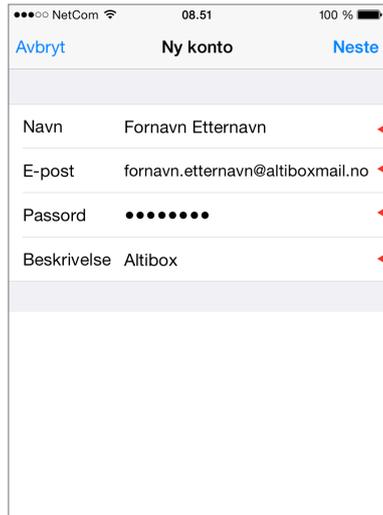
6. Ensure that IMAP is selected. Altibox recommends IMAP as the account type.
   Set the host name for incoming mail to **imap.altibox.no**
   Enter your e-mail address as your user name and use the associated password. Set the host name for outgoing mail to **smtp.altibox.no**.
   Enter your e-mail address as your user name and use the associated password. Click <u>Next</u>
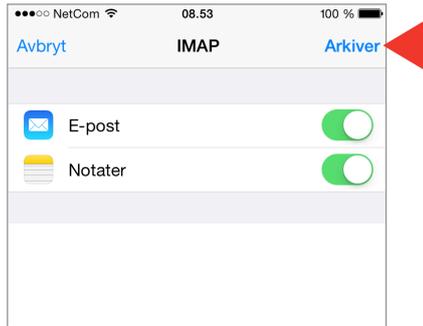
●●●●○ NetCom 📶	08.51	100 % ▬
Avbryt	**Ny konto**	Neste

IMAP	POP

Navn	Fornavn Etternavn
E-post	fornavn.etternavn@altiboxmail.no
Beskrivelse	Altibox

INNKOMMENDE E-POSTTJENER

Vertsnavn	imap.altibox.no
Brukernavn	fornavn.etternavn@altiboxmail.no
Passord	●●●●●●●●

UTGÅENDE E-POSTTJENER

Vertsnavn	smtp.altibox.no
Brukernavn	fornavn.etternavn@altiboxmail.no
Passord	●●●●●●●●

7. Click **Archive.**

You have now completed the process. We hope everything went OK. If you experience problems, you can try deleting your account and adding it again. If you still cannot add an account, you should contact your iPhone supplier.
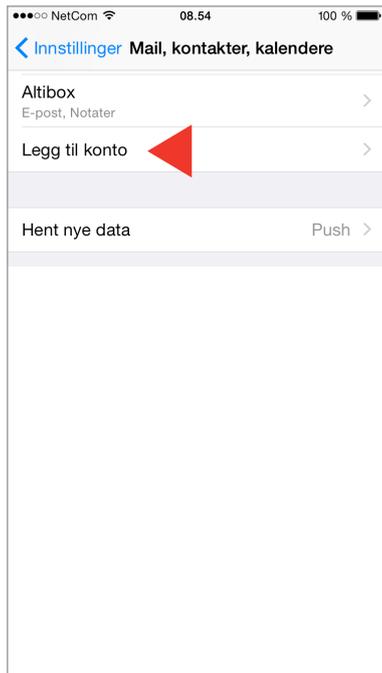
E-MAIL ON ANDROID DEVICES
This guide assumes that you know your
e-mail address and password. To find this,
log on to 'Min side' (My page). You will find
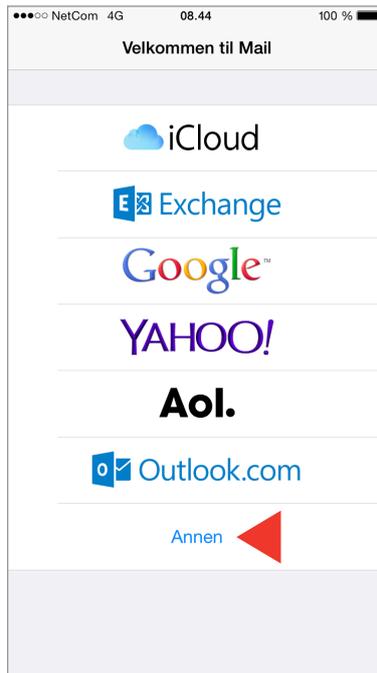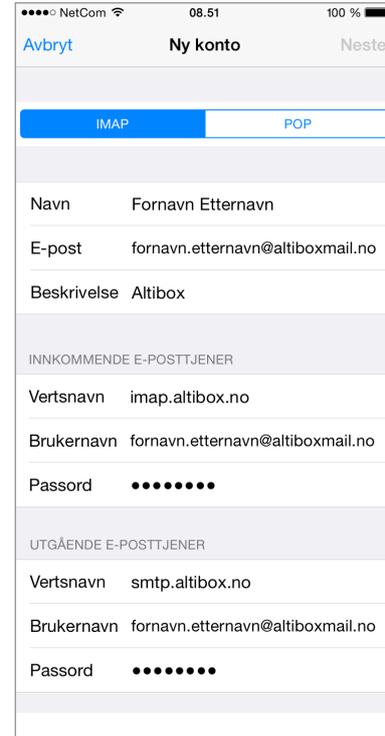e-mail accounts under Altibox selvbetjening
(Altibox self-service).

Good luck!

1.   Click **E-mail**
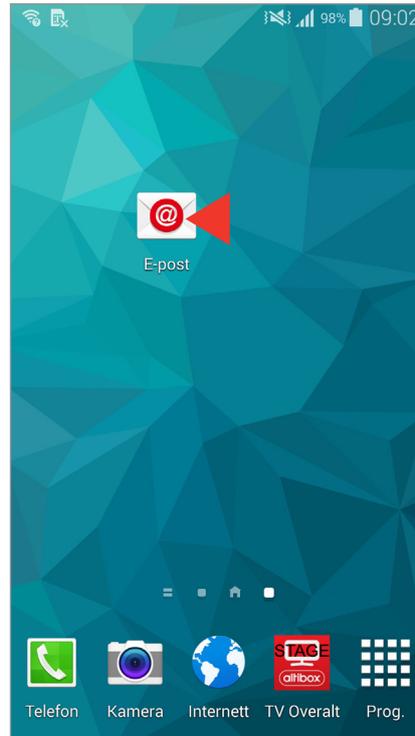
2.   Enter your full e-mail address
     Enter your password
     Click **Manual set-up**

3. Select <u>IMAP account.</u>
    Altibox recommends IMAP.
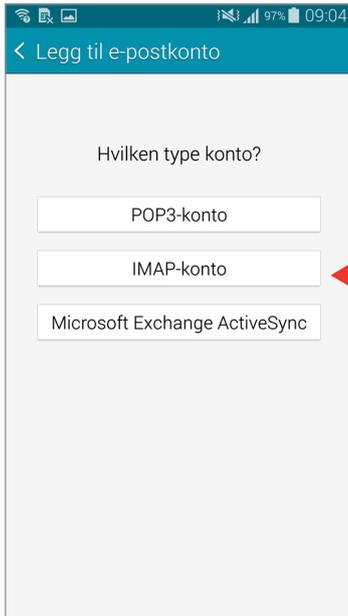
4. Set the IMAP server to imap.altibox.no
    Set the security type to SSL. Set the
    port as 993.
    Set the IMAP path prefix to INBOX.
    Click <u>Next</u>
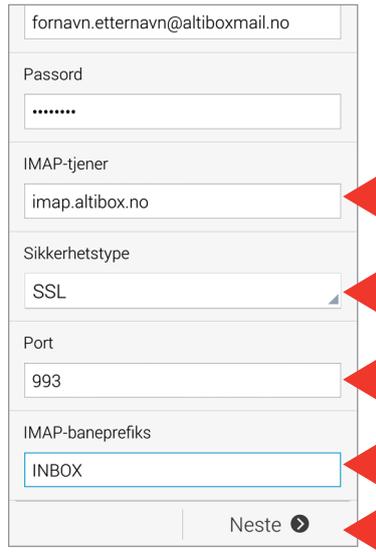
5. Set the SMTP server to smtp.altibox.no
    Set the security type to SSL.
    Set the port as 465.
    Check the box Requires log in
    Click <u>Next</u>

‹ Legg til e-postkonto

Hvilken type konto?

POP3-konto

IMAP-konto

Microsoft Exchange ActiveSync

fornavn.etternavn@altiboxmail.no

Passord
••••••••

IMAP-tjener
imap.altibox.no

Sikkerhetstype
SSL

Port
993

IMAP-baneprefiks
INBOX

Neste ❯

‹ Innstillinger for utgående tjener

SMTP-tjener
smtp.altibox.no

Sikkerhetstype
SSL

Port
465

☑ Krever pålogging.

Brukernavn
fornavn.etternavn@altiboxmail.no

Passord
••••••••

Neste ❯

6. Select the traffic schedule that suits you best.
    Select the alternatives that suit you best. Click **Next**
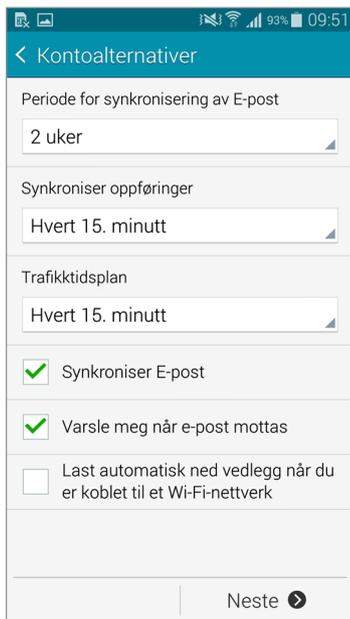
7. Give your account an optional name. Enter your full name
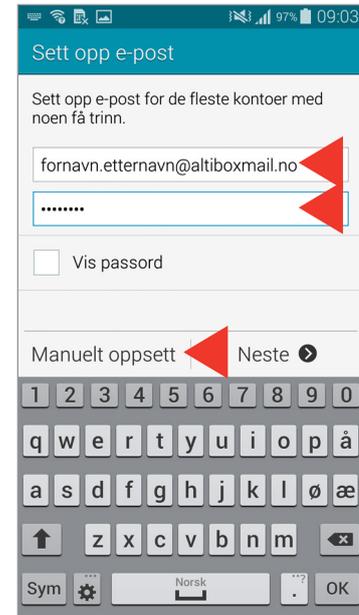   Click **Done**
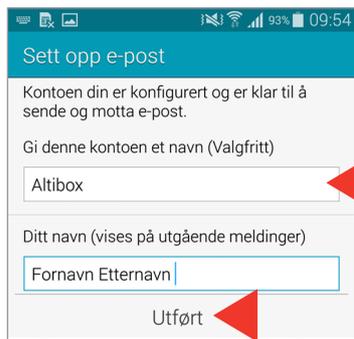
You have now completed the process. We hope everything went OK. If you experience problems, you can try deleting your account and adding it again. If you still have problems, we can recommend that you use our webmail service at mail.altibox.no. This does not require a set-up process.

Kontoalternativer

Periode for synkronisering av E-post

2 uker

Synkroniser oppføringer

Hvert 15. minutt

Trafikktidsplan

Hvert 15. minutt

☑ Synkroniser E-post

☑ Varsle meg når e-post mottas

☐ Last automatisk ned vedlegg når du er koblet til et Wi-Fi-nettverk

Neste ❯

Sett opp e-post

Kontoen din er konfigurert og er klar til å sende og motta e-post.

Gi denne kontoen et navn (Valgfritt)

Altibox

Ditt navn (vises på utgående meldinger)

Fornavn Etternavn

Utført

You have a total of 5 e-mail addresses included in your subscription. Of these, one is already defined. Follow these instructions if you wish to use other e-mail addresses in addition to the one that is already defined.

1. Log in to 'Mine sider' (My pages) on your Altibox provider's website.

Innlogging

Vi har gått over til innlogging med e-postadresse og passord.
Dette erstatter den gamle måten å logge inn på via kundenummer og PIN.

Har du allerede registrert et brukernavn bestående av e-postadresse på de nye sidene? I så fall skriver du inn riktig e-postadresse og passord i boksene nedenfor.

Hvis du enda ikke har registrert en e-postadresse (brukernavn) og passord, men er vant til å bruke kundenummer og PIN, klikker du her for å registrere en e-postadresse (brukernavn) og passord.
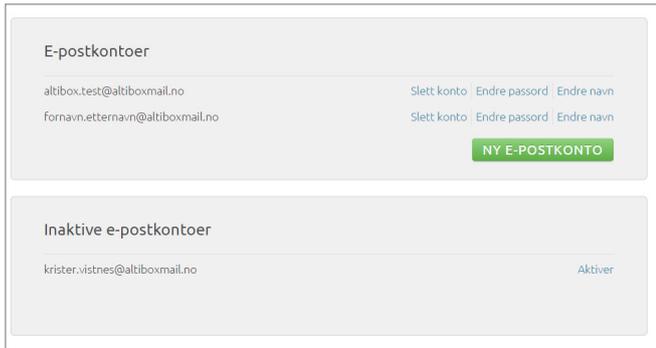
E-post

Passord

Husk meg ☐

Glemt passord? [Logg inn]

---

2. Click 'Internett' (Internet) and 'E-postkontoer' (E-mail accounts) in the menu on the left-hand side here, you will see an overview of your active e-mail accounts, inactive e-mail accounts,and you can also set up new accounts.

E-postkontoer	
altibox.test@altiboxmail.no	Slett konto | Endre passord | Endre navn
fornavn.etternavn@altiboxmail.no	Slett konto | Endre passord | Endre navn
	NY E-POSTKONTO

Inaktive e-postkontoer	
krister.vistnes@altiboxmail.no	Aktiver

3. To set up a new e-mail account:

In the field 'Skriv inn ønsket e-postadresse' (Enter the e-mail address you wish to use), enter the address that you wish to use as your e-mail address The user name is that which is in front of @ [name of Altibox provider].net. Here you can have for example your.name@[name of Altibox provider].net

• NB! Do not use the letters æ, ø or å in the address, as these are not supported. The name you choose may already be in use. If so, choose another name. You cannot use certain characters, spaces or have a full stop at the beginning or end of an address. The e-mail address will be created automatically.

• Thereafter, enter your desired password and repeat it once more in the next field.

• Enter your first name.

• Enter your surname.

• Enter and confirm your desired password.

• Click 'Opprett' (Create) and your e-mail address will be created.

E-mail gateway

All e-mail in and out is sent via a gateway to check for known viruses. The gateway deletes infected e-mails and sends a message to the recipient. Incoming e-mail is checked against a spam filter and spam is marked 'spam' in the inbox. The e-mail gateway is activated and is included as part of the service.

Child pornography filter

Altibox has entered into cooperation with the National Criminal Investigation Service (Kripos) for this filter. The filter prevents access to internet pages containing child pornography and is updated and maintained by Kripos. The child pornography filter is activated and is included as part of the service.

Antivirus and firewall

As an Altibox customer, you will also be protected by antivirus and firewall systems. The firewall is automatically activated in the home hub. An antivirus program can easily be downloaded by logging in to 'Mine sider' (My pages) on your Altibox provider's website. Select 'Internet →'Antivirus' on the main menu on the left-hand side, and then select 'Norman Security Suite'. The home hub already has a firewall installed; however, we recommend in any case that you download the version of 'Norman Security Suite' (as this will protect the individual PC).

For further information, see altibox.no.

Notes:

altibox

SUPPLIED BY

PARTNER-LOGO

Partner
Partnerveien xx, xxxx Byen
Tlf. xxxxxx
www.partner.no