

CITYCable CityCable Router Configuration Instruction

This instruction is used for configuring City Cable Premium Router if the end-user accidentally reset the device. You should have your internet connection once you have successfully configured the router by following this instruction. Please visit our troubleshooting website page if the internet connection still has not been restored after the configuration.

Required equipment & info:

- City Cable Wireless Router
- Smart Device (smartphone, laptop, desktop, etc.)
- RJ45 Ethernet Cable
- Your Connection Details(You can find it from your welcome email)

Step 1 – Power on your router & Connect to the Wall Socket.

Please make sure your router is powered on. Make sure your router is connected to the right wall socket or NBN modem. Make sure you are using an Ethernet Cable to connect the **WAN** port of the router and the wall socket or NBN modem. If you have an internet connection before, you could use the same wall socket as before.

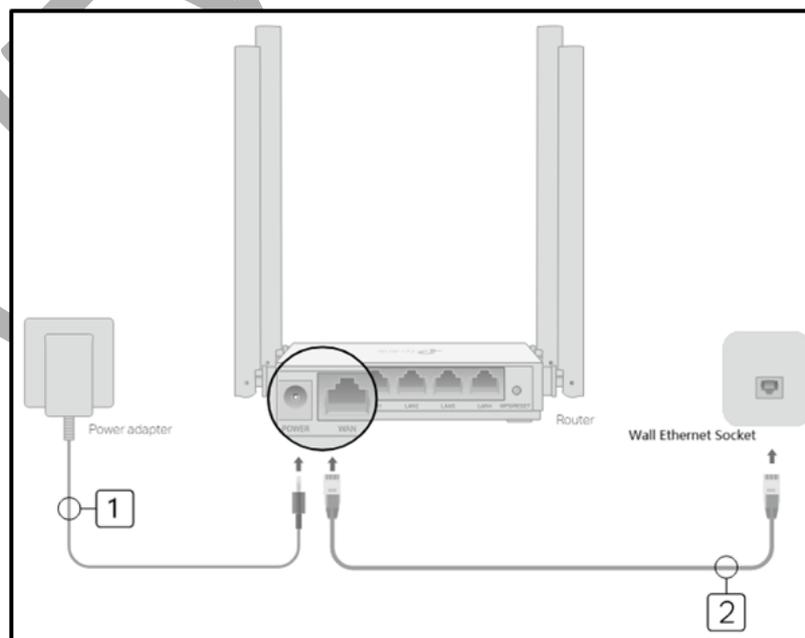


Figure 1 CityCable Standard Router

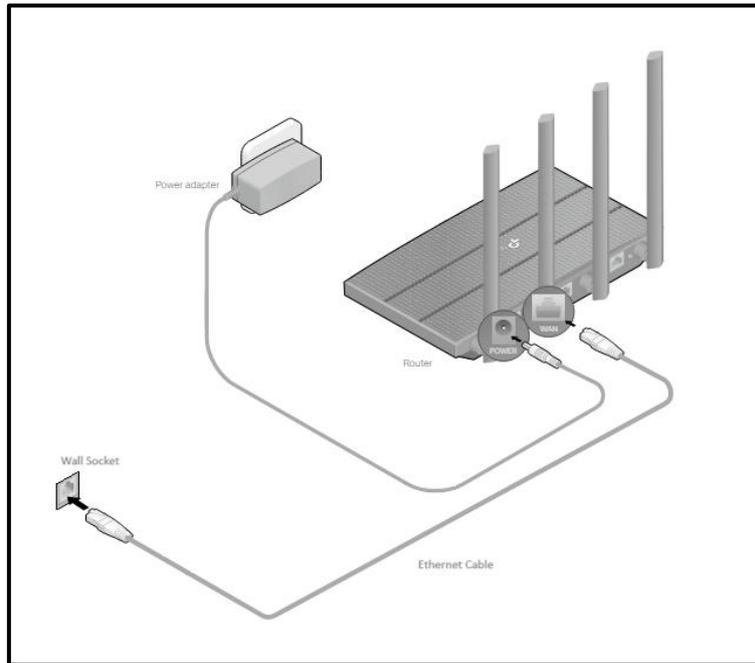
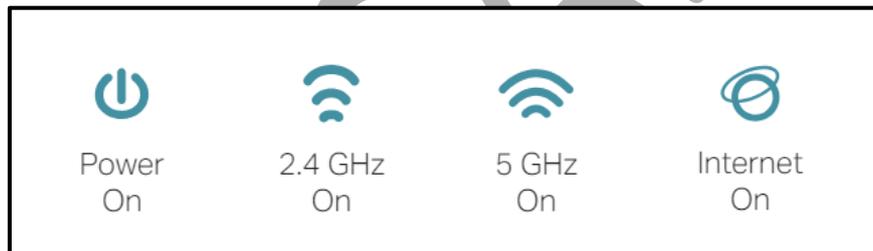


Figure 2 CityCable Premium Router

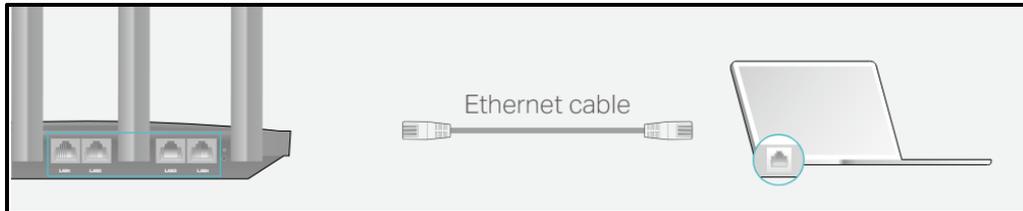
Verify that the internet LEDs are on and solid to confirm the hardware is connected correctly before continuing with the configuration.



Step 2 – Connect your smart device to the router.

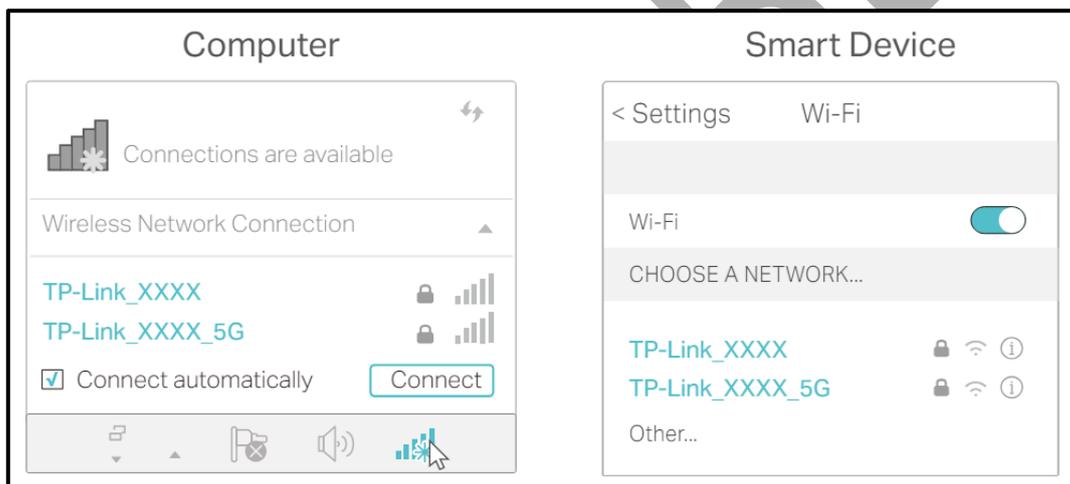
- Method 1: Wired

Turn off the Wi-Fi on your computer and connect your computer to the router's LAN port.



- Method 2: Wireless

- Connect your device to the router's Wi-Fi using the SSID (network name) and Wireless Password printed on the label at the bottom of the router.
- Click the network icon of your computer or go to Wi-Fi Settings of your smart device, and then select the SSID to join the network.

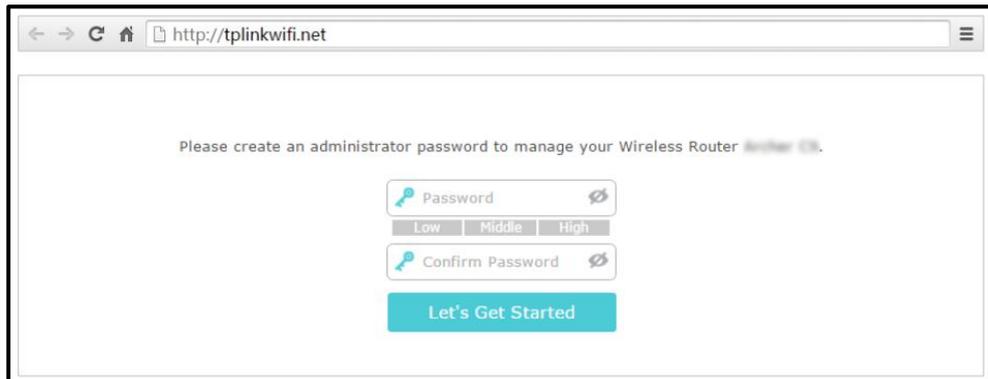


Step 3 – Access the router's web interface and start the configuration.

3.1 Access the Router's Control Panel

Enter <http://tplinkwifi.net> in the address bar of a web browser. You will be directed to the web interface of the router.

Create a password to log in. Click “Let's Get Started” to the next step.

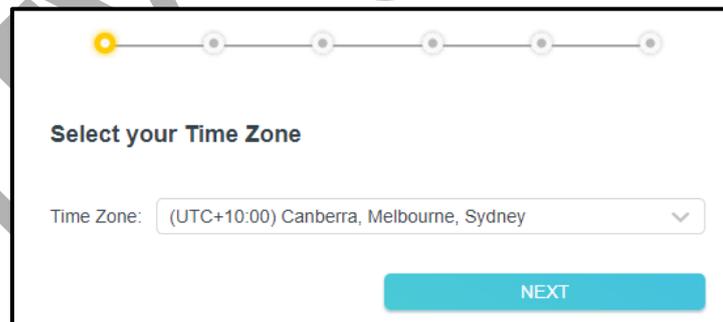


A screenshot of a web browser window showing the TPLINK WiFi setup page. The address bar displays <http://tplinkwifi.net>. The main content area contains the text: "Please create an administrator password to manage your Wireless Router Router OS." Below this text are two password input fields: "Password" and "Confirm Password". Each field has a key icon on the left and a clear icon on the right. Between the two fields are three radio button options: "Low", "Middle", and "High". Below the input fields is a teal button labeled "Let's Get Started".

3.2 Select your Time Zone

Select the right time zone “(UTC+10:00) Canberra, Melbourne, Sydney”.

Click “Next” to the next step.



A screenshot of the TPLINK WiFi setup page showing the time zone selection step. At the top, there is a progress indicator with five circles; the first circle is highlighted in yellow. Below the progress indicator is the heading "Select your Time Zone". Underneath is a dropdown menu labeled "Time Zone:" with the selected option being "(UTC+10:00) Canberra, Melbourne, Sydney". At the bottom right of the form is a teal button labeled "NEXT".

3.3 Select Connection Type

Check your connection details for the correct connection method. You can find your connection details in your welcome letter.

3.3.1 **Dynamic IP** – if your connection details show your connection type is **Dynamic IP**.

Select Connection Type

Select your internet connection type. If you are not sure, try AUTO DETECT or contact your ISP (internet service provider) for assistance.

AUTO DETECT

Static IP

Dynamic IP
Select this type if your ISP doesn't provide any information for internet connection.

PPPoE

L2TP

PPTP

BACK **NEXT**

Select “Dynamic IP” as your connection type.

Click “Next” to the next step.

Dynamic IP

Set the MAC address of your router. Use the default address unless your ISP allows internet access from only a specific MAC address.

Router MAC Address: Use Default MAC Address

F0 - 09 - 0D - A6 - 20 - F3

[▶ Special ISP Settings \(IPTV/VLAN\)](#)

BACK **NEXT**

Do not change any settings on this page and click “Next” to the next step.

3.3.2 PPPoE – if your connection details show your connection type is PPPoE.

Select Connection Type

Select your internet connection type. If you are not sure, try AUTO DETECT or contact your ISP (internet service provider) for assistance.

AUTO DETECT

Dynamic IP

Static IP

PPPoE
Select this type if your ISP only provides a username and password.

L2TP

PPTP

BACK **NEXT**

Select “PPPoE” as your connection type.

Click “Next” to the next step.

PPPoE

Enter the information provided by your ISP.

Username:

Password:

Secondary Connection:

[▶ Special ISP Settings \(IPTV/VLAN\)](#)

BACK **NEXT**

Type in your City Cable account username and password. Select “None” as a Secondary Connection.

Click “Next” to the next step.

3.4 Configure your Wi-Fi

Personalize Wireless Settings
Personalize your wireless network names and passwords.

2.4 GHz: Enable

Network Name (SSID):

Hide SSID

Password:

5 GHz: Enable

Network Name (SSID):

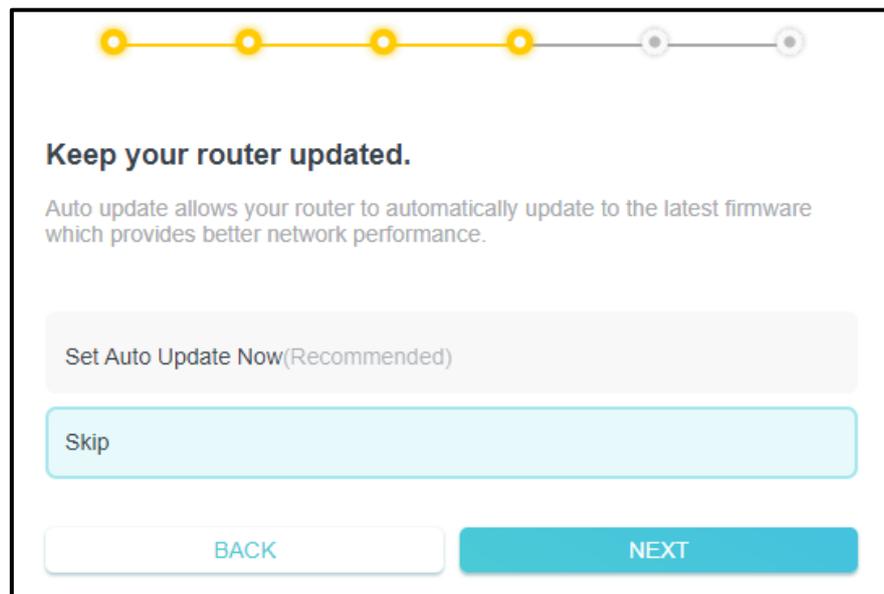
Hide SSID

Password:

Here is the page of your Wi-Fi setting. You can change your Wi-Fi name and password here. Please be noted, there are two Wi-Fi – 2.4 GHz and 5 GHz. Remember to change both of them if you want to change the Wi-Fi name or password.

Click “Next” to the next step.

3.5 Router Auto Update



Keep your router updated.

Auto update allows your router to automatically update to the latest firmware which provides better network performance.

Set Auto Update Now(Recommended)

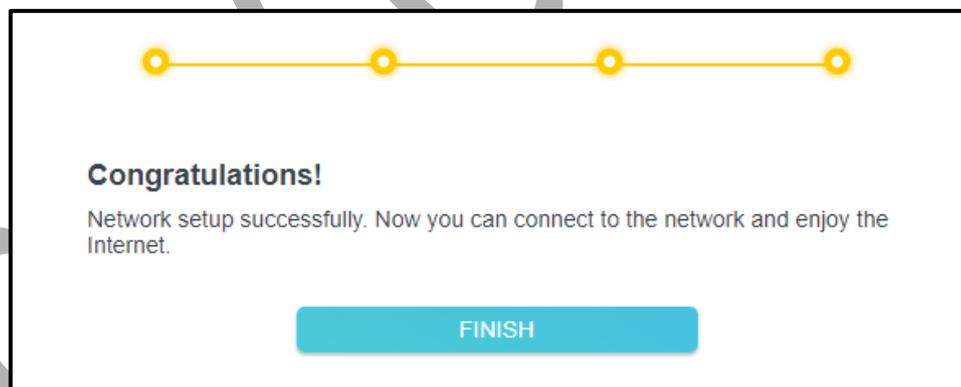
Skip

BACK NEXT

Select “Skip” for the router to automatically update. The new firmware may cause other internet issues.

Click “Next” to the next step.

3.6 Test connection and Finish the Configuration



Congratulations!

Network setup successfully. Now you can connect to the network and enjoy the Internet.

FINISH

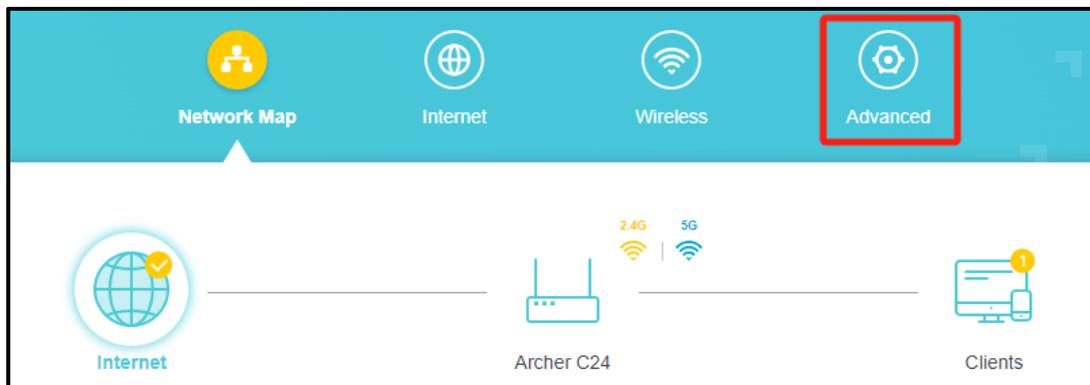
It will test the internet connection and show “Success!”.

If you cannot get an internet connection, please check if your router is connected to the correct wall socket. If not, please try to connect to another wall socket.

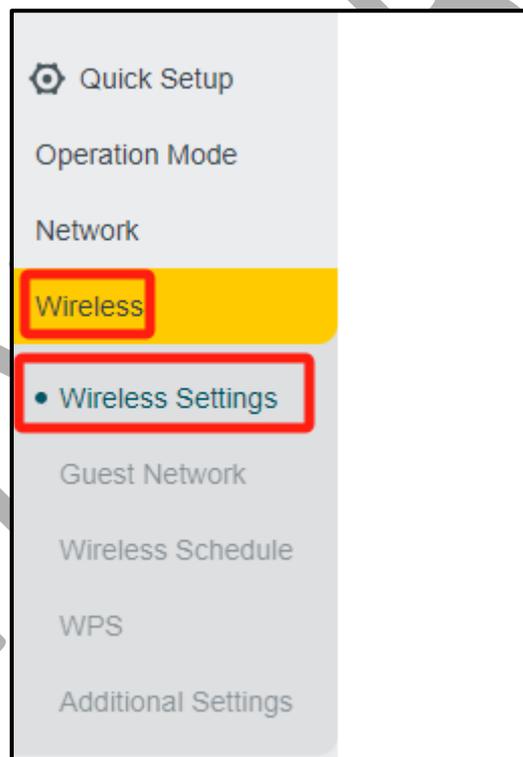
If you are still experiencing connectivity issues, you can **Report a Fault** to us for further assistance.

Additional Step – Configure your 5GHz Wi-Fi (Optional)

In some cases, there may be various factors in your area that cause you could not connect to the 5GHz Wi-Fi successfully. We will need to do a special configuration for the 5 GHz Wi-Fi to make it work.



Click “Advanced” on the top bar.



Select “Wireless” on the left bar.

Select “Wireless Settings” under the “Wireless” section.

5 GHz: Enable [Share Network](#)

Network Name (SSID): Hide SSID

Security: ▼

Password:

Transmit Power: ▼

Channel Width: ▼

Channel: ▼

Mode: ▼

Look for the “Channel” under the 5GHz section.

Change the default value “AUTO” to “48”.

Click “SAVE” to apply the setting.

Your Wi-Fi will be rebooted and the 5 GHz Wi-Fi will work properly.