



CUSTOMER USER GUIDE

Keep your home connected



HOW TO GET THE MOST OUT OF YOUR BROADBAND EXPERIENCE

01 MAKE SURE THAT YOUR INTERNET SPEED IS ADEQUATE FOR YOUR NEEDS

5 MIN FOR 1.2 (LOW-BANDWIDTH) LIGHT-BROWSE/WEIGHT VIDEO

Keep in mind that in the home with Wi-Fi, streaming, social media, and video streaming.

20 MIN FOR 3.4 (MEDIUM-BANDWIDTH) HD/HD-QUALITY VIDEO

Expect additional enhancement with multiple people and streaming, social media, video streaming, downloading, and gaming.

50 MIN FOR 7.6 (HIGH-BANDWIDTH) HD/HD-QUALITY VIDEO

Look for location with multiple people for web browsing, social media, video streaming, downloading, and more HD gaming.

SELECT TOP SPEEDS YOUR SERVICE PROVIDER OFFERS PHYSICALLY TO OUR CUSTOMER

03 THE LOCATION OF YOUR MODEM AFFECTS YOUR BROADBAND EXPERIENCE



BY PLACING YOUR MODEM IN A CENTRAL, OPEN AREA, YOU WILL HAVE BETTER COVERAGE. YOUR SPACE SHOULD BE OPEN TO A 360-DIGREE RANGE.

MADE SURE TO KEEP IT AWAY FROM:



Thick, concrete barrier or walls

Direct sunlight

Electronic devices that can cause interference such as microwave, radio or phone

FOR STRONG WIRELESS CONNECTION PERFORMANCE IN YOUR HOME, CHECK OUR WIRELESS WISDOM PLAN AT PLDTHOME.COM/WHM

02 SECURE YOUR INTERNET FROM UNAUTHORIZED USE

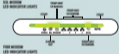
CHANGE YOUR Wi-Fi PASSWORD REGULARLY

USE AUTHENTICATION AND SPECIAL CHARACTERS TO MAKE IT DIFFICULT TO GUESS

LOOK UP HOW ABOUT OTHERS OF YOUR MODEM AT PLDTHOME.COM/SUPPORT

HOW TO TROUBLESHOOT YOUR MODEM

01 CHECK THAT THE MODEM HAS POWER SUPPLY AND THE LED INDICATOR LIGHTS ARE GREEN



02 PERFORM A POWER CYCLE AND DO A SPEED TEST

TURN OFF YOUR MODEM FOR 30 SECONDS AND THEN POWER ON TO RESEED YOUR CONNECTION

PERFORM A SPEED TEST AT SPEEDTEST.NET AND MAKE SURE TO CHECK A DIFFERENT SERVER

WHY CAN'T I ACCESS SOME WEBSITES?



IP ADDRESS PROBLEM: GO TO THE IPADDRESS.COM WEBSITE TO CHECK IF YOUR IP ADDRESS IS CORRECT FOR ACCESSING THE WEBSITE

HERE ARE SOME BASIC LANDLINE TROUBLESHOOTING HACKS:

PLDTHOME HAS A PLANNED MAINTENANCE SCHEDULE

FOR PLANNED MAINT, MAKE SURE THAT THE WIRELESS POWER OFFICER IS TURNED ON

MAKE SURE ALL DEVICES ARE CONNECTED TO PLDTHOME. MAKE SURE THAT THE POWER CORD BETWEEN WIRELESS AND PHONE IS IN THE CORRECT PLACE

MAKE SURE THAT YOUR WIRELESS PHONE IS FULLY CHARGED

CHECK IF YOUR PHONE, BRACKET IS ON AND THE PHONE IS TURNED ON

TRY CALLING YOUR LANDLINE USING ANOTHER PHONE

TRY REPAIRING THE PHONE LINE FROM THE WIRELESS AREA

If you need more help, visit the PLDT Home Support page at pldthome.com/support or connect with us through: