

Router Installation Guide

Mikrotik



1

CONNECT YOUR MIKROTIK ROUTER

Power it up by plugging in the power supply into the back of Mikrotik router.
Link the Mikrotik router to the fibre box using the network cable supplied, plug into Port 1 on both devices (Mikrotik is labeled: "Internet/PoE in")



2

CONNECT YOUR DEVICE TO THE ROUTER

WiFi Option

Using your phone or laptop - go to WiFi settings and connect to the WiFi Network called "Mikrotik".

Go to the following link using a browser such as Chrome or Safari:

https://mikrotik.voxtelecom.co.za/customer_install

Cable Option

Plug a network cable into any of the free ports (2-5) on the router and connect it to your PC or Laptop.

Go to the following link using a browser such as Chrome or Safari:

https://mikrotik.voxtelecom.co.za/customer_install



**Mikrotik
AutoProvisioning
Platform**

[Customer Log In](#)

The first screen you will see is the Customer log in screen.
Click on the **"Customer Log In"** button

3

START THE INSTALLATION

This will connect to the router and display your specific details - click the **Proceed** button

1234

General InfoInstallation InfoCustom SettingsConfiguration

General Info (A6470AF88A7A)

🔊 Welcome!

YAY, you are just a few simple steps away from enjoying your new Fibre to the Home service. Follow the instructions below to complete the set up of your Wi-Fi router. If you happen to run into any trouble during the setup process, please call our friendly support team on +27 (0)87 805 0530 for assistance.

The **Serial Number** of the router is **A6470AF88A7A**

To proceed to the next page you can either scroll down and click on the Proceed button or you can click **HERE**

Proceed >

4

INSERT CONFIGURATION KEY

You will be prompted for a **Configuration Key**. Add it and click the **Proceed** button. The configuration key has been sent to you via email and SMS.

If you cant access the emails go to <https://customer.vox.co.za/services/connectivity/> to retrieve it (using your mobile number to log in)

✓1234

General InfoInstallation InfoCustom SettingsConfiguration

Installation Info (A6470AF88A7A)

🔑 Enter Configuration Key

The Configuration Key is a unique, Vox provided, key used for your FTTH installation. This should have been send via email or SMS to yourself prior to installation.

If you do not have the key available please visit the **Vox Customer Portal** to retrieve this information.

Configuration Key

Configuration Key

< Go Back

Proceed >

Name your WiFi network

Choose a name for your network eg: ABC's House (referred to as WiFi SSID)

Choose a password

This is what you give to your family and friends so that they can use your WiFi

General Info Installation Info Custom Settings Configuration

Custom Settings (A6470AF88A7A)

Basic Settings

WiFi SSID ⓘ
Home WiFi ✓
Less than 29 characters long

WiFi Password ⓘ
K6Y3Q7uJzK ✓
More than 7 characters and less than 65 characters long

Reset Settings >

The rest can be left as default, just click the **Proceed** button

OR

If you are technically minded you can make some changes in the Advanced Settings

Advanced Settings

WiFi Enabled ⓘ Hide SSID ⓘ

2Ghz Active ⓘ 5Ghz Active ⓘ

Router IP Address ⓘ 192.168.101.1 ✓

Netmask ⓘ /24 ✓

DHCP Enabled ⓘ

DHCP Pool Start ⓘ 192.168.101.100 ✓

DHCP Pool Start ⓘ 192.168.101.254 ✓

Go Back Reset Settings Proceed

Click the **Configure** button and the router will auto-magically provision and show the Installation complete screen.

General Info Installation Info Custom Settings Configuration

Configuration (A6470AF88A7A)

✓ Configuring the Router

During the configuration process all of the needed settings will be setup to the device. Any changes to the default settings on the previous pages will be included.

Please note if you are connecting to the router via WiFi from your laptop or mobile device you will lose connectivity during the installation. This is due that the new WiFi settings (SSID, password, etc) will be configured to the router. You will thus need to reconnect to the new WiFi configured.

Confirm by pressing the Configure button it will start the installation process.

If there are any issues / errors during the installation please feel free to call the Vox Call Centre on 087 805 0530 and refer to the routers serial number: **A6470AF88A7A**

Go Back Configure

NOTE: There will be a point when you will lose connectivity to the router, allow a few minutes for it to complete installing.

Router Settings

Server Connection: [redacted]

Configuration Key: 16ff5f71d52 ✓

WiFi Enable: Enabled ✓

WiFi SSID: Home WiFi ✓

WiFi Password: 3SEYEyyOrd ✓

Hide SSID: Disabled ✓

WiFi 2.4GHz: Enabled ✓

WiFi 5GHz: Enabled ✓

IP Address: 192.168.101.1 ✓

Netmask: /24 ✓

DHCP Enabled: Enabled ✓

DHCP Start IP: 192.168.101.100 ✓

DHCP End IP: 192.168.101.254

Installation Process

- Validation ✓
- Api Connect ✓
- Configuration basis system settings ✓
- Configuration basis network settings ✓
- Configuration basis firewall settings ✓
- Configuration basis settings ✓
- Configuration WiFi settings ✓
- Configuration network settings ✓
- Configuration Internet access settings ✓
- Installation Successful ✓

Go Back

If there are issues, an error message will display.

Configure

Router Settings

Server Connection: ☐

Configuration Key: fsdfsdfs

WiFi Enable: Enabled

WiFi SSID: Home WiFi

WiFi Password: 3SEYEyyOrd

Hide SSID: Disabled

WiFi 2.4GHz: Enabled

WiFi 5GHz: Enabled

IP Address: 192.168.101.1

Netmask: /24

DHCP Enabled: Enabled

DHCP Start IP: 192.168.101.100

Installation Process

Validation

Configuration Key was incorrect / not found on system

Go Back

Proceed

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INSTALLATION COMPLETE

Installation Complete

Congratulations, you have successfully installed your Wi-Fi router.

If you require any further assistance, please contact us on +27 (0)87 805 0530 or email help@voxtelecom.co.za

Close

Your router is fully configured and your fibre is ready to use.

NOTE: If you find areas of your house where you can't get WiFi coverage you may need to boost the WiFi signal. Vox has various WiFi boosting solutions.



NEED HELP?

If at any time during the setup process you need assistance, please feel free to contact us on **087 805 0530** or email us at help@vox.co.za
We're available to assist you 24/7/365.

Visit us at vox.co.za



QUICK CONTACTS AND USEFUL LINKS

ACCOUNTS

Email: accounts@voxtelecom.co.za

Call: 087 805 3008

SALES

Email: ftth@voxtelecom.co.za

Call: 087 805 0990

FIBRE TO THE HOME TERMS AND CONDITIONS

<https://www.vox.co.za/fibre/fibre-to-the-home/?prod=HOME>

ACCEPTABLE USE POLICY

<https://www.vox.co.za/acceptable-use-policy/>

