

A close-up photograph of a tabby cat's face inside a white space helmet. The cat has large, wide eyes and is looking slightly to the left. The background is a deep blue space with stars and a bright sun flare in the top right corner.

THINKSP~~E~~~~E~~~~E~~D

Reach Beyond the Sky

Unnaturally fast internet

“ Being connected is the
foundation of any home.
We’ve got you.

Home Owners Fibre Manual

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Who is Thinkspeed?

Thinkspeed enhances the lifestyle of thousands of internet users across the country by offering residents and homeowners access to first-world, reliable Internet connectivity via one of their selected ISPs.

Accelerate Your Life

Unnaturally fast internet



Sign up for Internet Access Today

Choose from a selection of Internet Service Providers. Sign up with them directly by calling them or visiting their website or follow the procedure below.



Service Providers*

afrihost

amobia

axxess
www.internet.co.za

CloudGistics
ready. set. cloud.

comtel
communications

coolideas
YOUR FIBRE GUY

CYBERSMRT

e networks

FAIRCOM

herotel

KAB Technologies

kibo

mweb.

RSAWEB

supersonic
Brightened by MTN

TCS
TECHNOLUTIONS
CONNECTED
SERVICES

vlocity
communications

vodacom

webafrika

web sQuad
connect.

WizeFly
SimpliFly and Connect

WonderNet
Powered by SEACOM

YUTiLiTi
Connecting Smart Communities

**This list may change from time to time. Visit our website for the latest list of ISPs available in your area.*



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We have put together an information package with instructions and troubleshooting steps. For internet installations, you will need to contact your selected ISP.

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Getting connected

Fibre to the home – Placing an order

To apply for internet services please follow the procedure outlined below. You are also welcome to contact your preferred ISP directly or visit their website to sign up for internet. (For urgent installations this is the recommended method) If you are not successful or have any questions, please contact us and we will do our best to guide and assist you directly.

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For DSTV installations we recommend that you contact your preferred DSTV installer

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Internet and VOIP | How to order

- 1 Go to thinkspeed.co.za and click on the “packages” tab.
- 2 Select the answers from the dropdown menus then check your coverage.
- 3 Select your preferred speed.
- 4 Choose a plan and order.

What are the steps to connect once you have placed your order?

1. Once you have placed your order with your preferred ISP as outlined above a service representative will contact you to make an appointment to install your fibre router in your house. This is called the Optical Network Terminator (ONT). It has ethernet ports for a standard ISP router to connect to.
2. The next step is for your ISP to install their WIFI router. This is either couriered to you by the ISP or they will make an appointment to install this. The ISP WIFI router now gets connected to the ONT and uses that to connect any devices you have to the internet.
3. Once these steps are completed the ISP will activate your internet and you are free to browse the world wide web! If you run into any problems during this process, please contact your ISP for assistance directly.
4. We recommend that you connect your devices to backup power to stay connected during loadshedding. Backup power devices are available from Takealot and all major retailers.

TV Signal

This section of the document is only applicable if your building makes use of DSTV over fibre services.

This document should make it easier for you as an owner to troubleshoot and resolve potential DSTV and SABC TV problems that might occur. Prior to handover, the signal levels to your home has been tested extensively to ensure that you receive the best possible signal level and enjoy a good viewing experience. When you experience problems with your DSTV signals, please follow the FAQ list below to make sure the basics have been checked before you contact the recommended installer listed at the end.

FAQ's

Where is the dish installed that services my home with IF signal?

DSTV and SABC signal is distributed to each home via the Thinkspeed fibre network, the dish is installed in close proximity to the node room in your area.

How does it work?

Thinkspeed transports the raw IF signal over fibre to various precincts. This then gets converted from fibre to normal RG6 cable (the white fibre termination unit that you see in your office). You are now able to plug your DSTV decoders into the same outlet and will be able to view your favourite channels, provided you have a valid DSTV subscription. Any of the ports on the fibre Gateway Termination Unit can be used for satellite reception.

All decoders are supported. For the Explora 1 and 2 decoders, an additional Smart Switch can be purchased from your preferred DSTV installer. This will also offer support for Xtra-View decoders if you have more than one decoder.



For the reception of Free-to-Air television services there are three different options:

OVHD-Satellite: The OVHD decoder will give all SABC channels as well as ETV HD, E Movies+, Cartoonz, Trace Sports, Learning Channels and Radio Channels. For more info, visit www.openviewhd.co.za

Digital Terrestrial Set

Will I be able to view normal SABC channels?

Yes, you will however require an Open View HD Satellite decoder or a DSTV decoder.

My DSTV is not working or the picture is scrambled, what's wrong?

Make sure your signal level is within the correct parameters. Signal strength needs to be above 70% and signal quality needs to be above 70%. Press Menu, 1, 4 on your remote for the signal status.

Make sure that cables from your Gateway Termination Unit (GTU) are plugged into the "Satellite 1" and "Satellite 2" (model dependent) input at the back of your decoder. If you checked this and your signal is still scrambled, the signal levels are below 70% or you have no picture, you will have to contact one of the installers, details provided below.

My Box Office on my DSTV PVR decoder is not working, what's wrong?

Make sure that you are a DSTV premium subscriber. Thereafter, make sure that the cables from your GTU are plugged into the "Satellite 1" and "Satellite 2" (model dependent) input at the back of your decoder. Signal strength needs to be above 70% and signal quality needs to be above 70%.

Press Menu, 1, 4 on your remote for the signal status.

I see the message "E16 - service is currently scrambled" on my TV screen, what's wrong?

Transmission might be temporarily suspended. Press Menu then 4 to check your Mail messages and if you have notification from DSTV to pay your account, then payment has to be made before services can be reactivated. If your account is not suspended, then SMS E16 followed by your smartcard number to 32472 or contact the DSTV call centre.

I see the message "E16 - service is currently scrambled, please wait" on my TV screen, what's wrong?

Wait a few minutes for your subscription status to be verified. Please call your nearest DSTV call centre if the message is not cleared within 2 minutes.

Faults and reporting

Should you have no signal on the decoder after connecting it, ensure that there is a green light and a red light on the fibre GTU. If all the lights are on, then there are signal or interconnectivity issues. If there is a green light but no red light, there is no signal on the GTU.

TV Signal

Open View HD



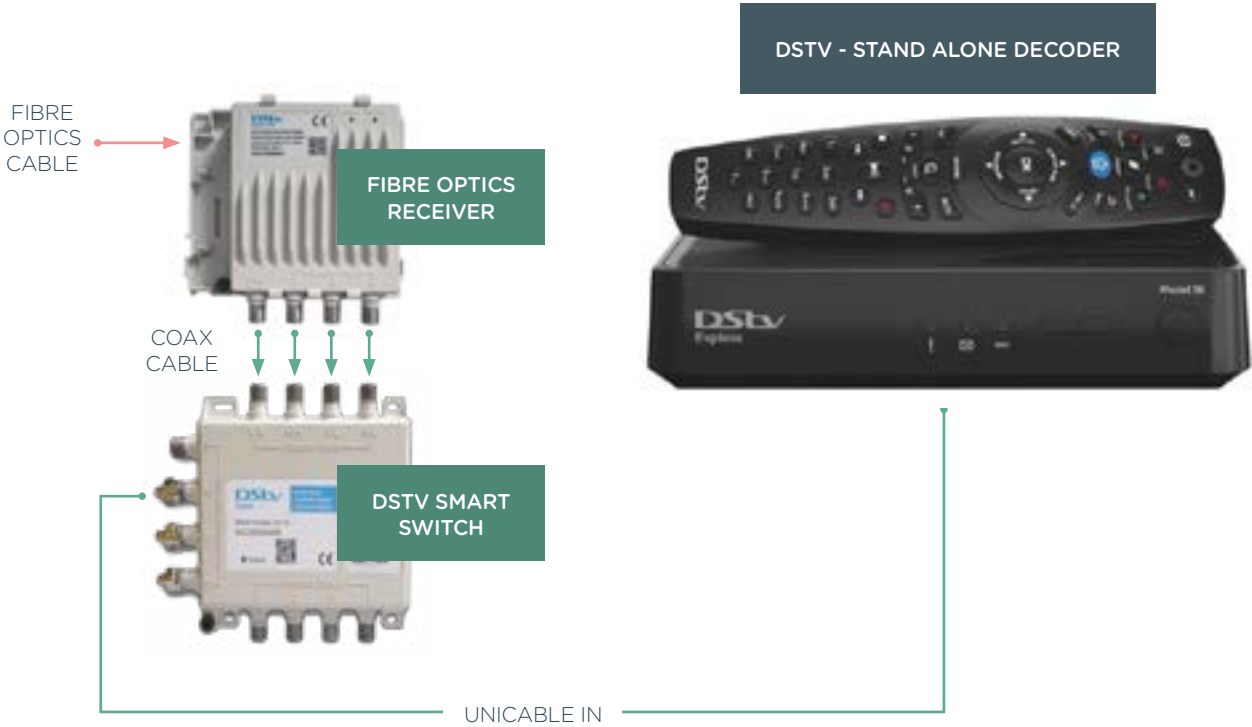
FIBRE OPTICS RECEIVER



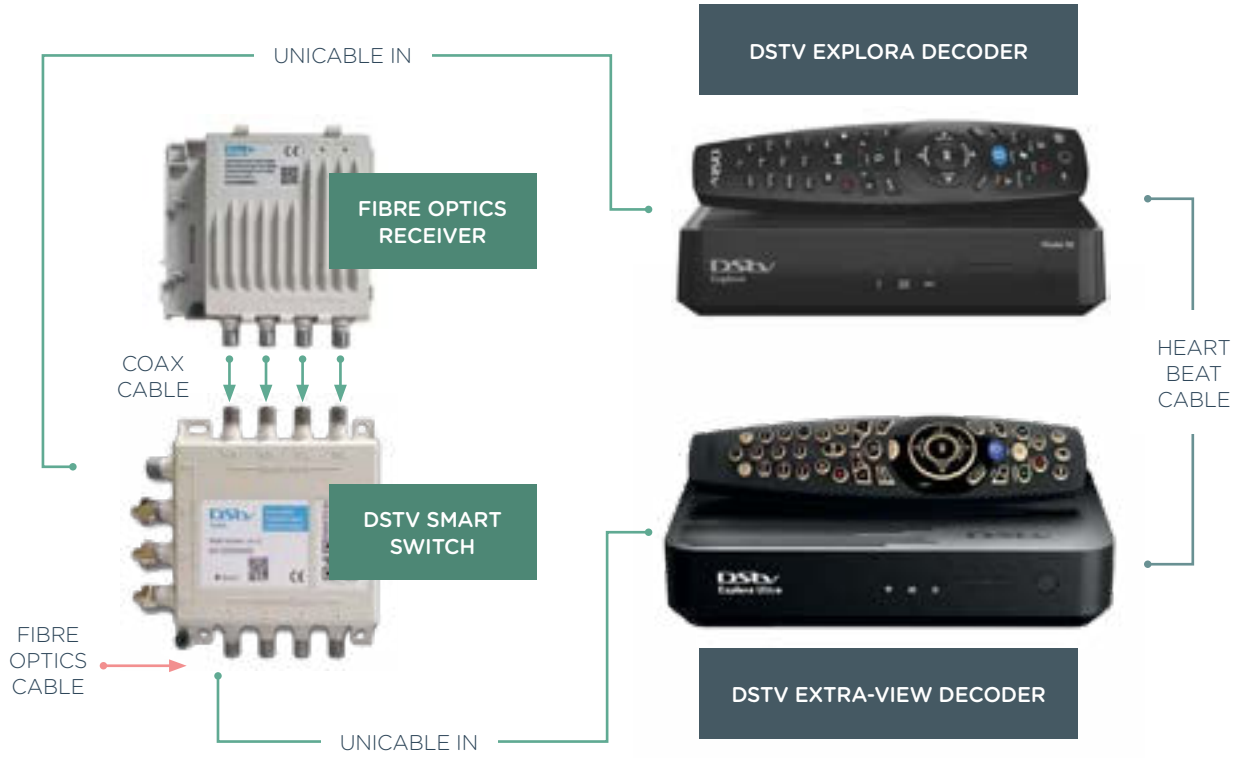
20 Radio Channels. 21 Television Channels

Once off cost - no monthly fees, HD channels, crystal clear picture quality

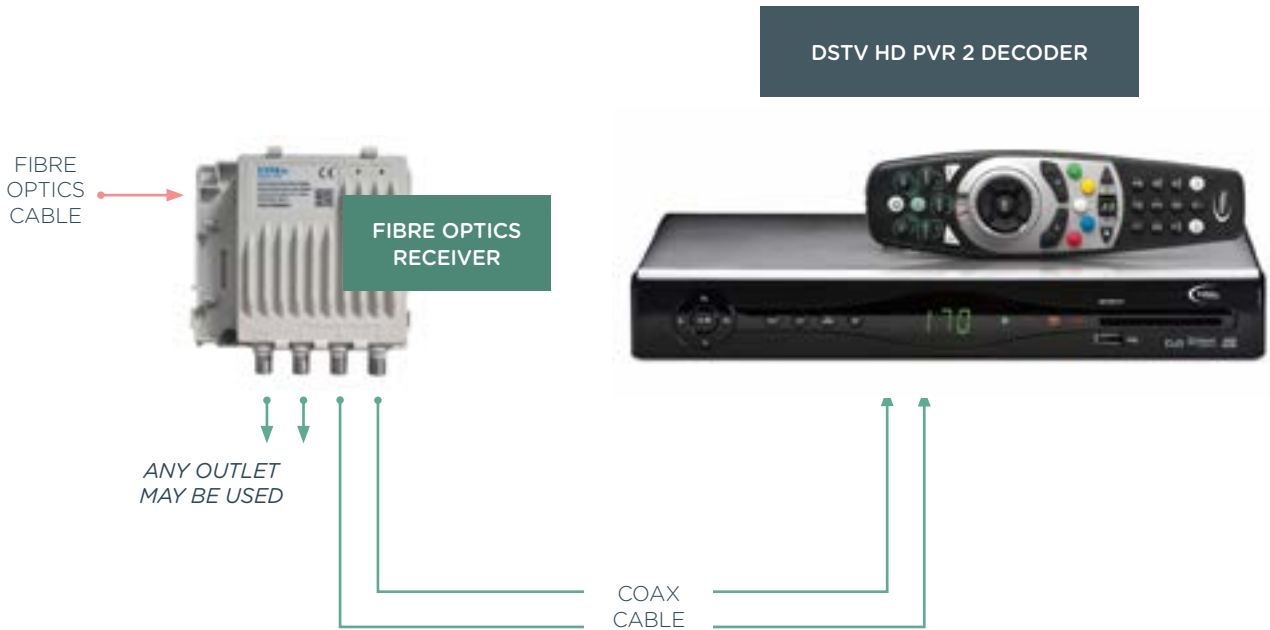
Explora Decoder Connection



DSTV Xtra-View Decoders



HD PVR 2 Decoders





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A wide range of accredited independent Internet Service Providers (ISPs) have been selected by Thinkspeed to offer specifically designed packages to homees, allowing you to select the package that best caters for your home requirements and budget.

CONTACT US

For any Technical support queries or to follow up on the status of your order, please contact your Internet Service Provider who will be able to assist you.

08611 **CONNECT** | (021) 250 0100

www.thinkspeed.co.za

Century Blvd, Slipway, Century City, Cape Town