



Router Quick-Start Guide

Basic steps for connecting your BBnet service and getting online

1. Before You Start

Make sure the BBnet router/CPE and its power adapter or PoE equipment are connected as installed by the BBnet technician. Do not disconnect outdoor radio equipment or alter network cabling unless instructed by BBnet support.

2. Power Up

Switch on the power source and allow the router and wireless equipment a few minutes to initialise.

3. Connect Your Devices

Connect your phone, laptop, TV or other device to the Wi-Fi network name (SSID) provided by BBnet, or use an Ethernet cable where applicable.

4. If You Cannot Browse

- Check that the router and power equipment are switched on.
- Check that your device is connected to the correct Wi-Fi network.
- Restart the router once and allow it to fully reconnect.
- Check whether other devices are also affected.
- If the problem persists, contact BBnet support rather than resetting the router to factory defaults.

IMPORTANT

Do not press the router reset button unless instructed by BBnet support. A factory reset can remove service configuration and may require a technician to restore connectivity.

5. Support

Phone / WhatsApp

0724 171 517

Email

info@bbnetcommunications.co.ke

Website

www.bbnetcommunications.co.ke

Support

24/7

General customer instructions. Equipment configuration may vary by installation and service type.