THE HEART OF CONNECTIVITY

RBI CUSTOMER CONNECTION OFFLINE USER'S GUIDE

This Guide includes basic instructions which needs to be followed when internet connection goes OFFLINE.

UBB customers have either B315 or B525 modem.

Huawei
B315S-607 Router

If the connection stops working, check the color of the **MODE** light (second light from left) on the modem. For the internet to work, **MODE** light should be either **Turquoise** for 4G or **Dark blue** for 3G.

If the **MODE** light is **RED**, then follow the given instructions.

1. Turn the modem off from the wall power socket.

2. Remove the SIM card from the modem.

3. Unscrew the antenna cables from the gold round connector at the back of the modem. In certain cases, customers will have either one or both the cables plugged at the back. Unscrew them very carefully one by one.

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4. Once above is done, let the modem off for a minimum of 10 minutes.

5. At last, screw the antenna cables back IN, re-insert the SIM card back and restart the modem again from the wall power socket.

VERY IMPORTANT NOTE - While putting the SIM card back, please ensure you are inserting the SIM card back as per shown on the directed at the back or bottom of the modem.

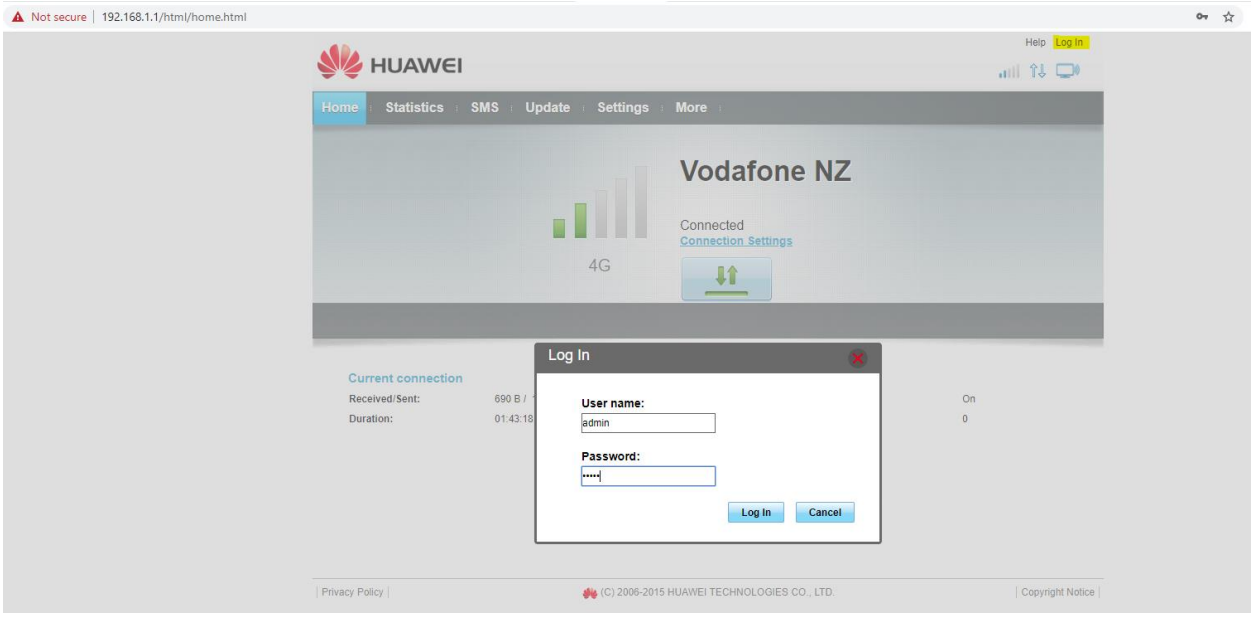
Check whether mode light turns ON to Turquoise or Dark Blue. If it turns ON to those colors then internet connection will be restored. Check whether the internet is accessible.
In case if the MODE light still remains RED then the next step will be login inside the modem interface.

Steps for logging into B315 and B525.

1. Power up your modem and connect your laptop or PC either with WiFi or Hardwired directly with LAN cable.

2. Open a web browser (Chrome, Firefox) and type 192.168.1.1 for B315 and 192.168.8.1 for B525. (IP address for logging IN is written on the bottom).

3. It will take us to the login page. Click **Log In** on the top right hand side.



4. Enter **username** - admin and **password** - admin or rd54321 (NOTE- username and password info is given on the bottom of the modem)

5. Once Logged IN,it will prompt you to change your password. There is no need for this however if it is changed please note it down and also inform our team.

6. Click **Home**. If you have Red MODE light on the modem then it will show up as NOT Connected and there will be no signal bars. In case it shows connected as Green then click on the box with Up and Down arrow as this will kick restart your connection.

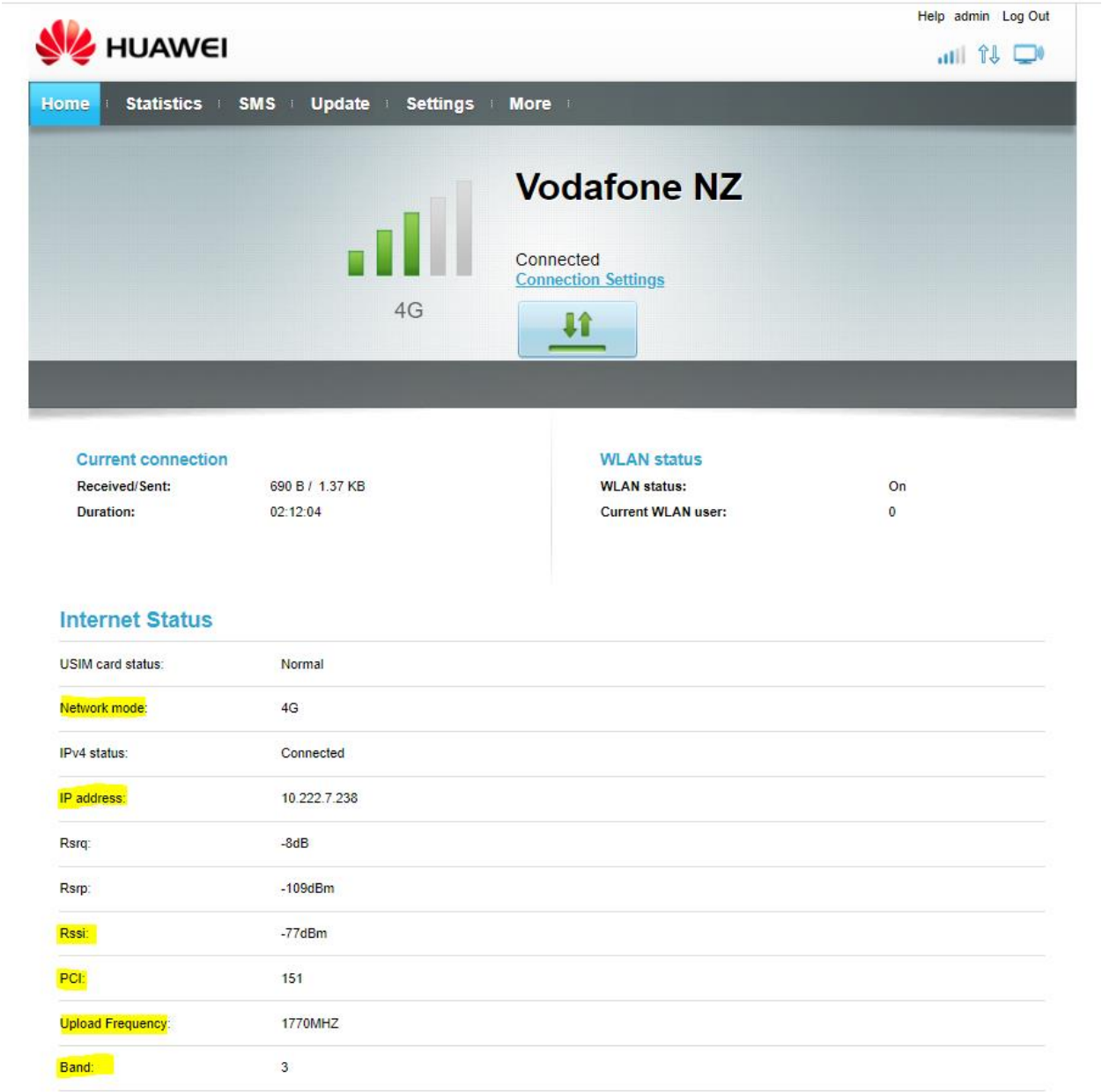
7. Check Vodafone network status page as it displays whether there is any outage in your region or not. URL is added below https://www.vodafone.co.nz/help/network-status/

SITUATIONS WHERE YOUR INTERNET CONNECTION IS SLOW.

1. Follow the above steps of turning modem off including removal of SIM card and unscrewing and screwing of antenna cables.

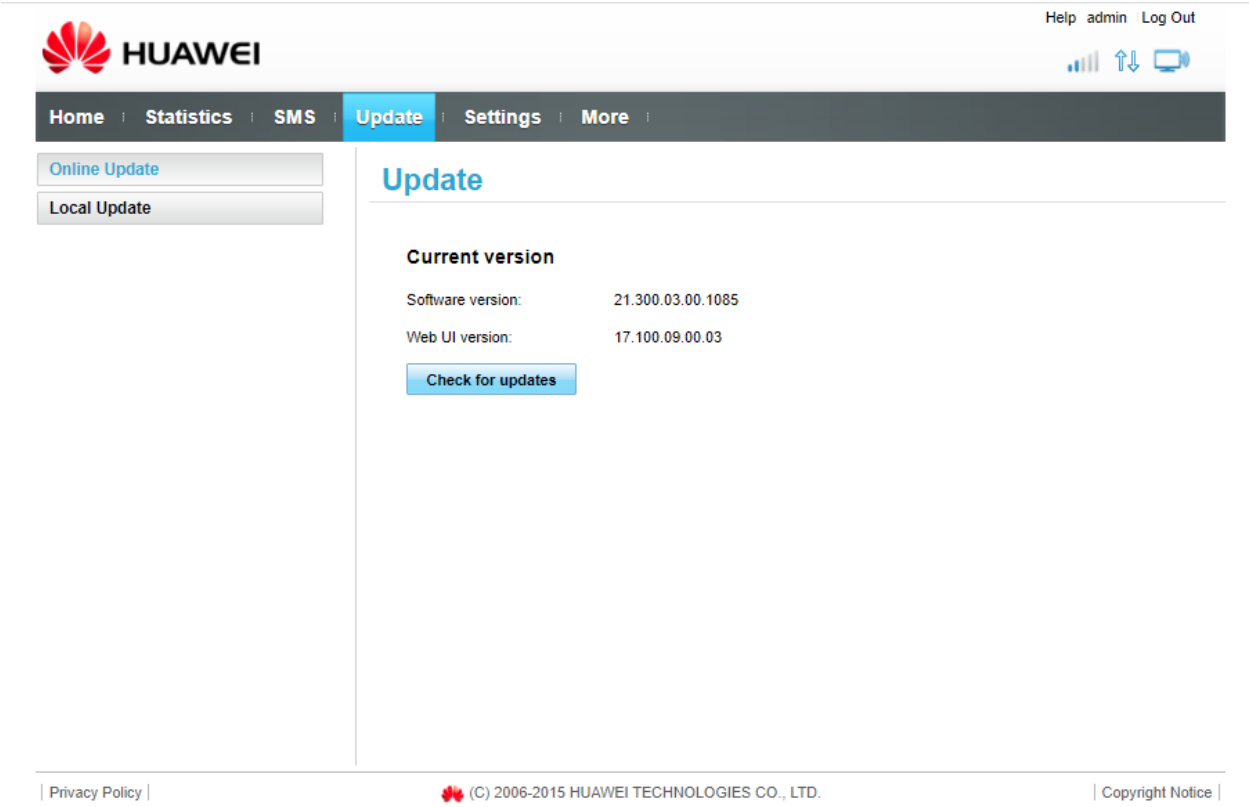
2. Log IN into the modem using IP address 192.168.1.1 (B315) or 192.168.8.1 (B525).

3. Click **Home**

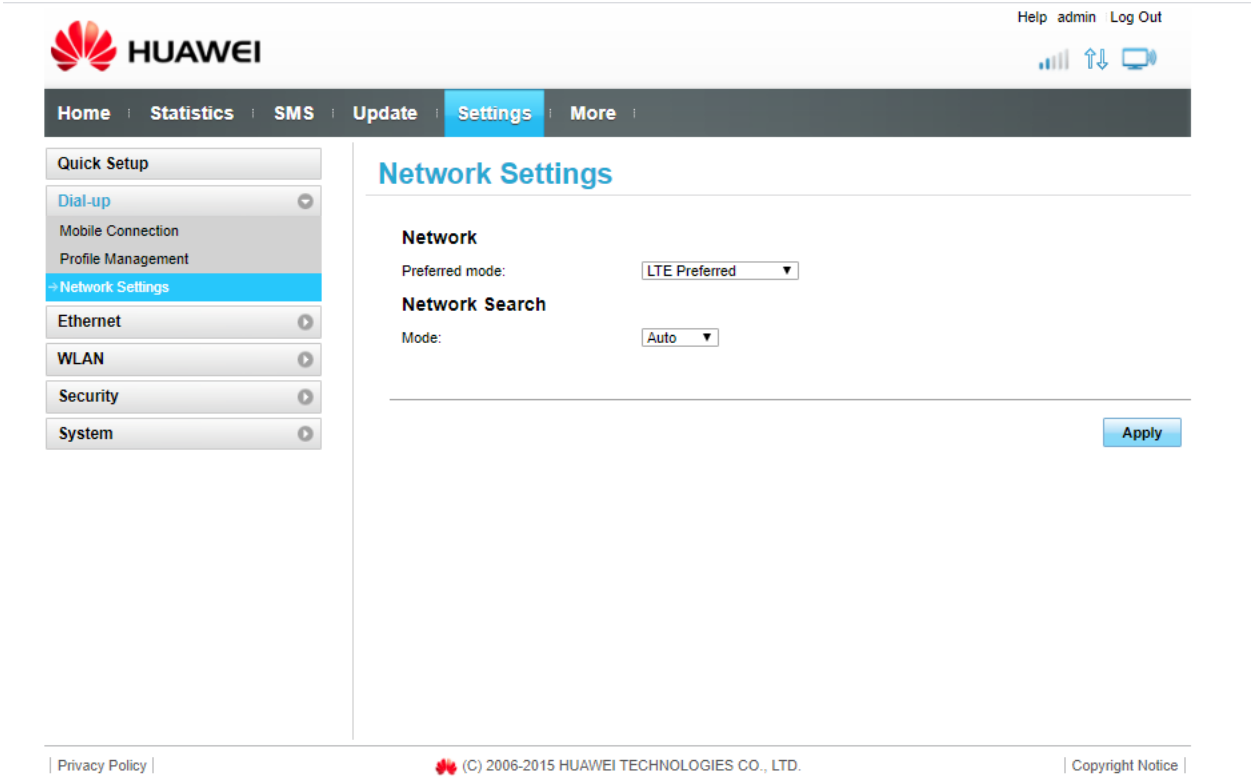


4. Note down the highlighted values - **Network Mode**, **IP Address**, **RSSI** (Signal levels), **PCI**, **Upload Frequency**, **Band** as those are required later when escalating with Vodafone.

5. **Check the latest Firmware** - **Update> Online Update.** If it is on the latest FW then it will show up as "**Your version is up to date**." If not then click on "**Start Update**". Alternatively, you can download the Firmware file from the UBB Website and update it using "**Local Update**". URL is added below. **https://www.ultimatebroadband.co.nz/rbi-b315-upgrade.html**

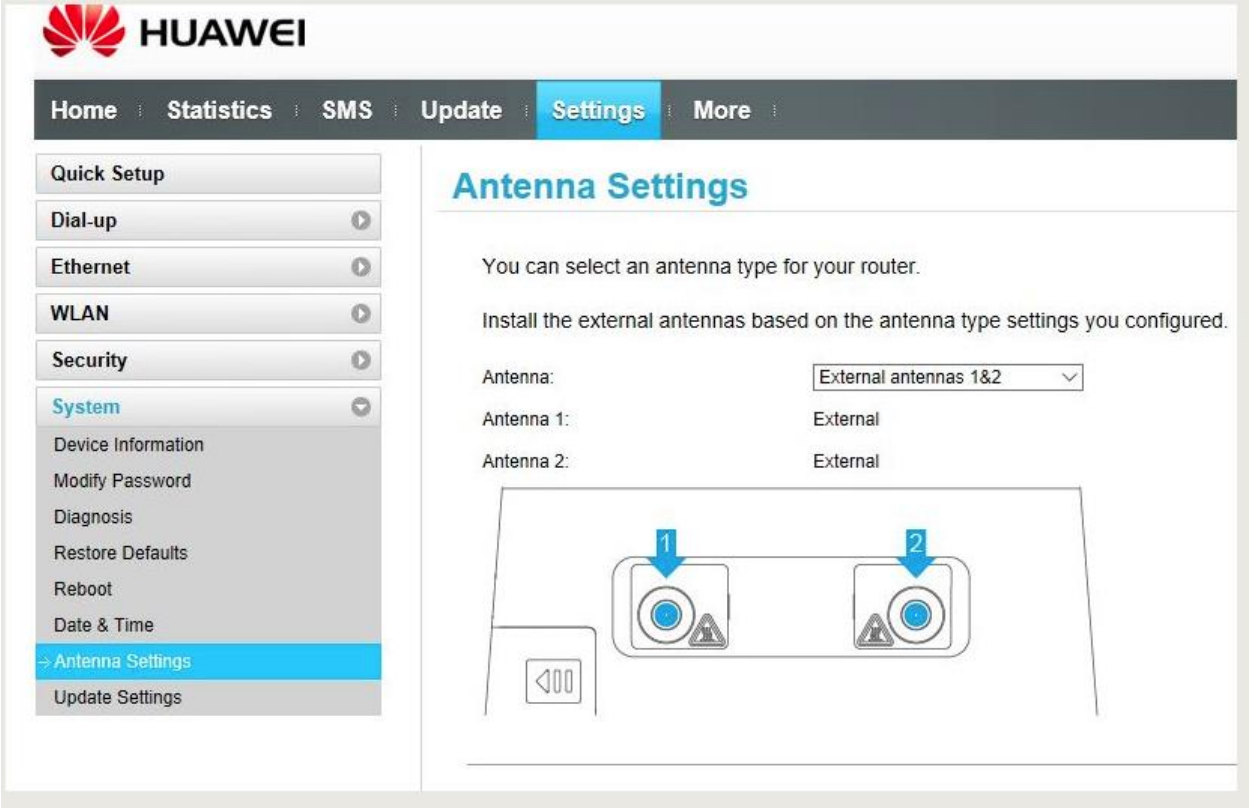


6. **Check preferred Mobile 3G/4G Network Settings** - Next go to **Settings> Dial Up> Network Settings**. Select your preferred **NETWORK** in the drop down and **Apply**.



LTE Preferred = 4G
UMTS 3G Preferred=3G

7. **Change the Antenna Settings** - If you have one antenna cable plugged at the back of modem then select **External antenna 1 only** and if you have got two cables plugged then select **External antenna 1&2** and **Apply**.



8. Perform a minimum of 3 speed tests all hardwired at different times of the day. While doing speedtest use Server named - **Primo Wireless**. Note down the values of **Downloads** and **Uploads**.
   https://www.speedtest.net/

9. ***VERY IMPORTANT - Under any circumstances, please do not restore your modem to factory settings/factory reset as this will erase all of your settings and it will require to be reconfigured which will incur charges.***

10. Contact **UBB** Helpdesk on **0800 000 945** once the above steps have been followed.