

Frequently Asked Questions for Colony Internet

- 1) What type of Internet connectivity is provided at residences in Colaba colony premises?

All residences in the Colaba colony have been provided by Fiber To The Home (FTTH) connections.

- 2) What is the buildup of the connection inside the residence?

All residences in the Colaba colony premises have been provided with FTTH connections for internet and intranet access. Optical fiber cable connectivity has been provided inside every flat. This has been converted to Copper (Ethernet UTP) cable connectivity by using a "Media Converter" (Black box mounted on the wall). The Media converter output is taken using a CAT6 UTP cable and terminated on a wall socket at the location of the residents choice. Most of the users are using the service by connecting wireless router to the wall socket. Please note that Switch ports (CC side) and IP's for each residence are fixed and not interchangeable.

- 3) What is the procedure to get a new connection for the colony?

The user may raise an SRS request for new connection giving details like house number, building etc. In response the user will receive the IP details for the flat which they can configure on their laptop/desktop or WIFI router.

- 4) Is the WIFI router provided by the Institute?

WIFI Router is not provided by the Institute. Users will have to purchase the router themselves.

- 5) Which are the common makes of WIFI Routers

Some of the common makes of WIFI Routers are TP-Link, D-Link, Digisol etc.

- 6) What procedure is to be followed after receiving IP details in response to the SRS.

You may connect your laptop/desktop to the wall point provided in the residence to the point using a patch cord and configure the laptop/desktop with the IP settings provided to you in response to your SRS.

You should now be able to browse the internet from your laptop/desktop.

7) What will be the procedure to connect a WIFI router?

Configuration of the router will have to be done after logging into the router through browser.

The IP to be used to access the router from the browser and the login ID and Password to logging in to the router is normally mentioned on the router box. In most of the cases the IP to access the router is 192.168.1.1 OR 192.168.0.1 and the default login ID and password are both "admin". However, you may confirm the same by checking on the box.

After gaining access into the router the following configurations have to be done:

a) Wan setting

Wan IP to be set on Static IP and provided IP details have to be entered.

b) Wireless Security

This can be set on Auto

c) Wireless settings

Wireless SSID (name) has to be set and Password has to be set or even the default may be retained depending on your choice. The SSID and password has to be remembered to be able to connect to the WIFI

d) Date and time settings with time zone has to be set.

The settings have to be saved at every point.

No other settings are needed.

8) Can the connection be shifted in case user shifts apartment?

The connection will be shifted to the new location as per user requirement. The laptop/desktop/WIFI router has to be reconfiguration of the new flat IP settings.

- 9) Can the connection point provided inside the residence be shifted from its location to other desired location inside the residence itself (e.g. – from Drawing room to passage area)?

The Connection can be shifted however getting the work of shifting will have to be done by the user by hiring external labour. All costs needed for this work will have to be borne by the resident. Any technical help needed will be provided by us.

- 10) What is the procedure for surrender of connection?

The concerned persons in the CCCF have to be intimated at the time of moving from the flat and devices belonging to the institute should be left as they are.

- 11) Who are the persons in CCCF to be contacted for any issues related to the colony internet facility?

Following are the concerned members in CCCF:

Vijay M Naik, Kiran Shirodkar and Narayan Karle all on tel extn 2516

In case of escalation needs to be done then the following persons may be contacted

Kausalya Srinivas (In charge CCCF Operations) on tel extn 2826

H Raghavan (Engineer In charge CCCF) on tel extn 2507

- 12) Is it possible to access “Datanet” services form the residential FTTH connection?

Access of Datanet services form the residential connection is not permitted as per institute policy. However, the user may access data net services from the residence by logging in through their personal VPN account obtained from the computer center.

- 13) What is the service liability of the CCCF in providing the colony internet connectivity?
(What I can do if there is any problem with my machine / Desktop at my residence?)

The responsibility of the CCCF staff while attending to a problem will be limited to rectification and demonstration of the proper working of the link up to the point

provided on the wall. Any user machine (laptop/desktop/WIFI Router) related problems will not be the responsibility of the attending CCCF staff. The user has to get the same rectified through their own service vendor.

14) How much do I pay for the colony internet connection?

The service is presently not being charged.

15) How can a user do primary level of troubleshooting if there is any problem in internet connectivity from colony premises?

Problem encountered: Not able to connect (browse)

Trouble shooting steps:

1. Check if the WIFI Router is "ON". If not Switch on the router and allow it to startup.
2. Check if the Media converter on the wall is in "Switched On" condition. Switch it on if it is Off.
3. In the "ON" condition the media converter has to display either 5 OR 6 lights glowing. The Network device like WIFI router or laptop (if connected directly) connected at the copper end of the media converter has to be "ON" for the media converter to show 5 OR 6 lights. This will indicate the normal working of the connectivity.
4. If "Point 2" is true and the connection is not working then the Configuration of the WIFI router Or the IPv4 settings in the Laptop (if connected directly) need to be checked.
5. If "Point 2 is not true, following conditions are possible:
 - a. If only 3 lights near the optical fiber patch cord (yellow colour) are glowing will indicate a Normal connectivity between CC side and the Media converter. The physical connections (connectors) on the copper side inside the residence and the end device (WIFI router Or Laptop) needs to be checked.
 - b. If only 3 lights at the far side of the optical fiber patch cord (yellow colour) are glowing will indicate Problem with connectivity between CC side and the Media converter. In this case the problem can be sorted out only after rectifying the CC side issues.

Problem encountered: Connectivity (browsing slow)

Trouble shooting steps:

1. Please run www.speedtest.net and check the Upload and Download speeds, if not found good further investigation needs to be done at CC side.