

# **CelcomDigi fibre Troubleshooting:**

## **Help! What should I do?**

**01** I'm using fibre now (Celcom, Digi or other service provider) - so what'll happen to my modem when I **switch over** to CelcomDigi fibre?



Your modem stays as it is. If it isn't working, you'll be provided with a new one.

**02** What's the difference between a **wired** and a **Wi-Fi connection** on CelcomDigi fibre?



A wired connection, via a LAN cable, will provide a more stable connection as it won't be influenced by your surroundings like wall thickness, overlapping signals, and even interference from other home devices.

**03** When I **change** or **upgrade** my subscription plan, will I get a new router?

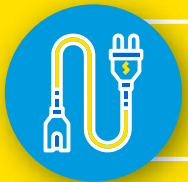


We'll use your current router.



## 04 Is there some **basic troubleshooting** that I could do on my own?

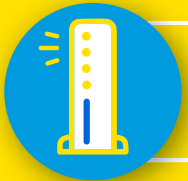
You can do some basic troubleshooting if the Internet isn't working. To get the best speed on CelcomDigi fibre, simply:



Ensure that the power cables of your router and modem are plugged in correctly



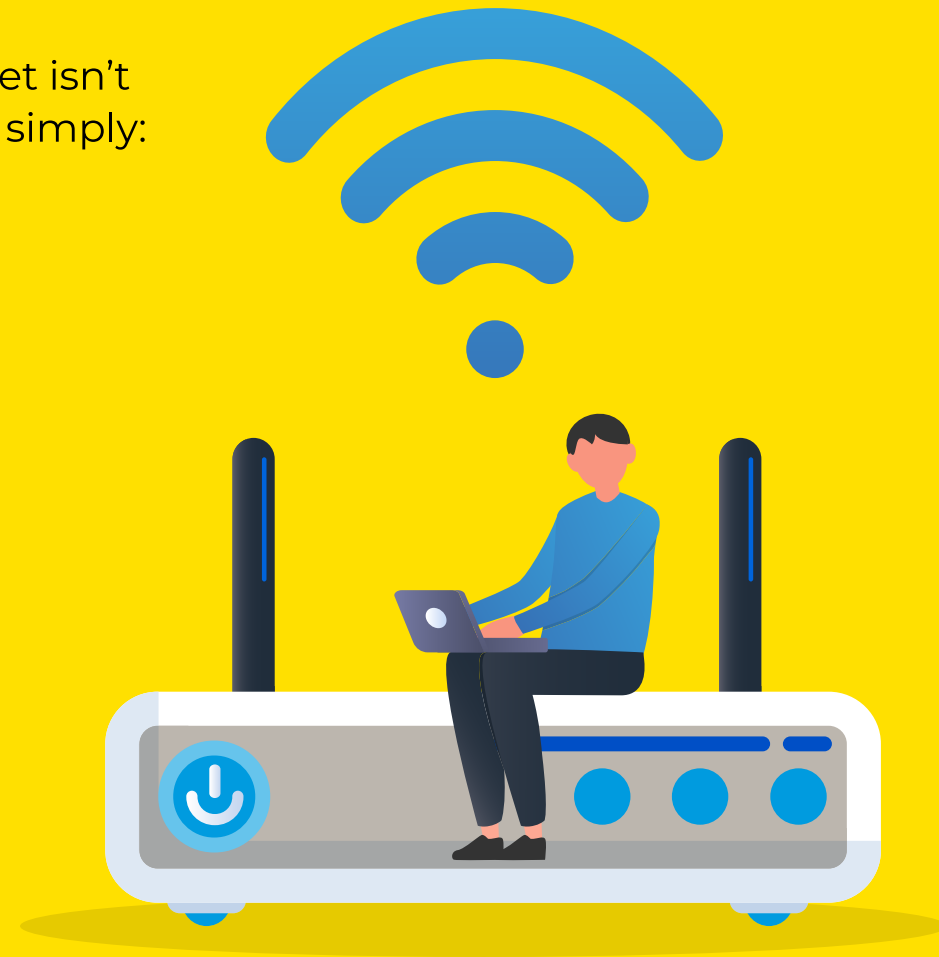
Reboot your router and modem by turning them off and on again. Do not press reset button



Check the LED indicators on the modem to see that it's connected



and Check the LED indicators on the router to see that it's connected too



## 05 How can I improve my Wi-Fi performance?



There are lots of ways! Check these out:

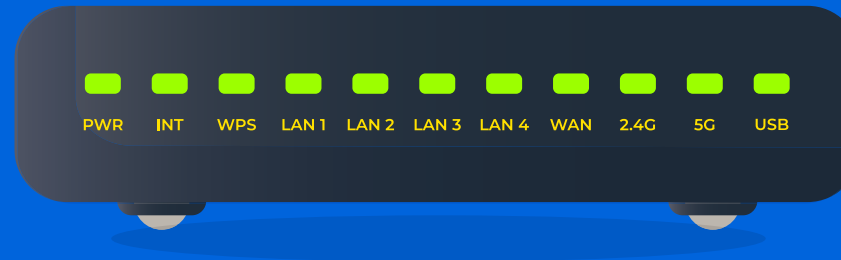
- i. Reboot the router as it will allow it to select the best wifi channel.
- ii. Place the Wi-Fi router at a central location in your home with plenty of space around it.
- iii. Place your devices nearer to your router.
- iv. Choose the right WiFi frequency to fit your home:
  - a) 5GHz for a faster speed with smaller coverage
  - b) 2.4GHz for a slower speed with wider coverage
- v. Subscribe to CelcomDigi Mesh Wi-Fi, a Wi-Fi networking system, for better Wi-Fi coverage and performance at home.

## 06

I'm using a **Deco X20 mesh** in my house, with the 500Mbps plan - but why am I not getting the actual speed?

- i Rebooting the router will allow your router to select the best Wi-Fi channel.
- ii Connection from main Mesh to the satellite mesh unit is using 2.4GHz Wi-Fi, thus the speed between mesh units is slower.
- iii We recommend a speed test using a LAN cable connected directly to the GE port at your Wi-Fi router for feedback to CelcomDigi.

Speed test results when connected to mesh can't be used as a benchmark to confirm the subscribed Internet subscription plan.



| LED           | COLOR  | STATUS | DESCRIPTION   |
|---------------|--------|--------|---|
| PWR           | Yellow | ON     | System boot up completely   |
|               |        | OFF    | Power Off   |
| INT           | Yellow | ON     | Device got IP and internet service connection succesful               |
|               |        | OFF    | The device cannot obtain an IP address                                |
| WPS           | Yellow | ON     | Router is connected in mesh network and back haul signal is very good |
|               |        | OFF    | Mesh disabled   |
|               |        | FLASH  | Mesh network or WPS connection is being established                   |
| LAN 1 - LAN 4 | Yellow | ON     | Ethernet port is up but no data transfer                              |
|               |        | OFF    | Ethernet port is down   |
|               |        | FLASH  | The port is up and there is data transmission                         |
| WAN           | Yellow | ON     | The WAN port is up but no data transmitting                           |
|               |        | OFF    | The WAN port is down  |
|               |        | FLASH  | The WAN port is up and transmitting data                              |
| 2.4/5G        | Yellow | ON     | Wi-Fi is up but no data transfer                                      |
|               |        | OFF    | The Wi-Fi is turned off   |
|               |        | FLASH  | Wi-Fi is up and there is data transmission                            |
| USB           | Yellow | ON     | USB device connected  |
|               |        | OFF    | No USB device connected   |

## 07 How do I know my actual **Internet subscription speed** when using a direct connection (LAN cable)?

You can test your speed by following these steps:

**Step 02** Connect your computer to the router using a LAN cable (use cables CAT5e and above).

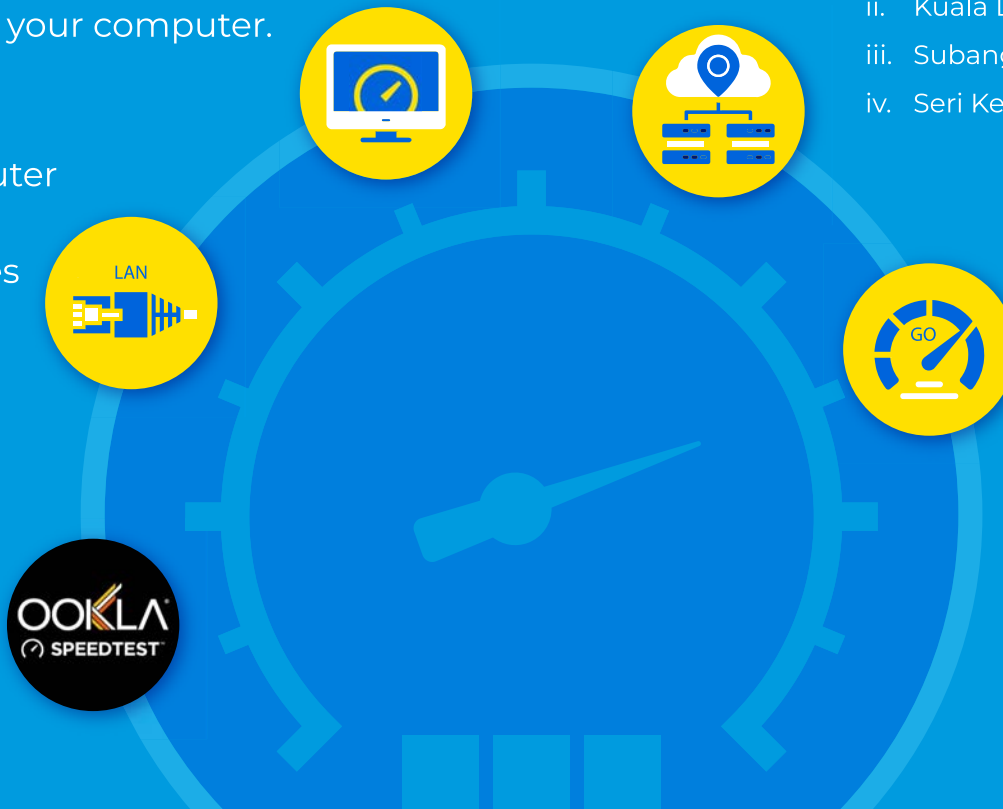
**Step 01** Download the Ookla Speedtest app on your computer.

**Step 03** Launch the Ookla Speedtest app on your computer.

**Step 04** Choose either one of the server locations below:

- i. Petaling Jaya - Celcom Axiata
- ii. Kuala Lumpur - Celcom Axiata
- iii. Subang Jaya - Digi Malaysia
- iv. Seri Kembangan - Digi Malaysia

**Step 05** Tap the "GO" button on the app to find out your home Internet speed. For higher Internet speed plans (such as 300Mbps and above), make sure the LAN port on your computer supports GE Port (Gigabit Ethernet Port) before performing the speed test.



## 08 Does CelcomDigi fibre include VOBB (Voice Over Broadband) services?

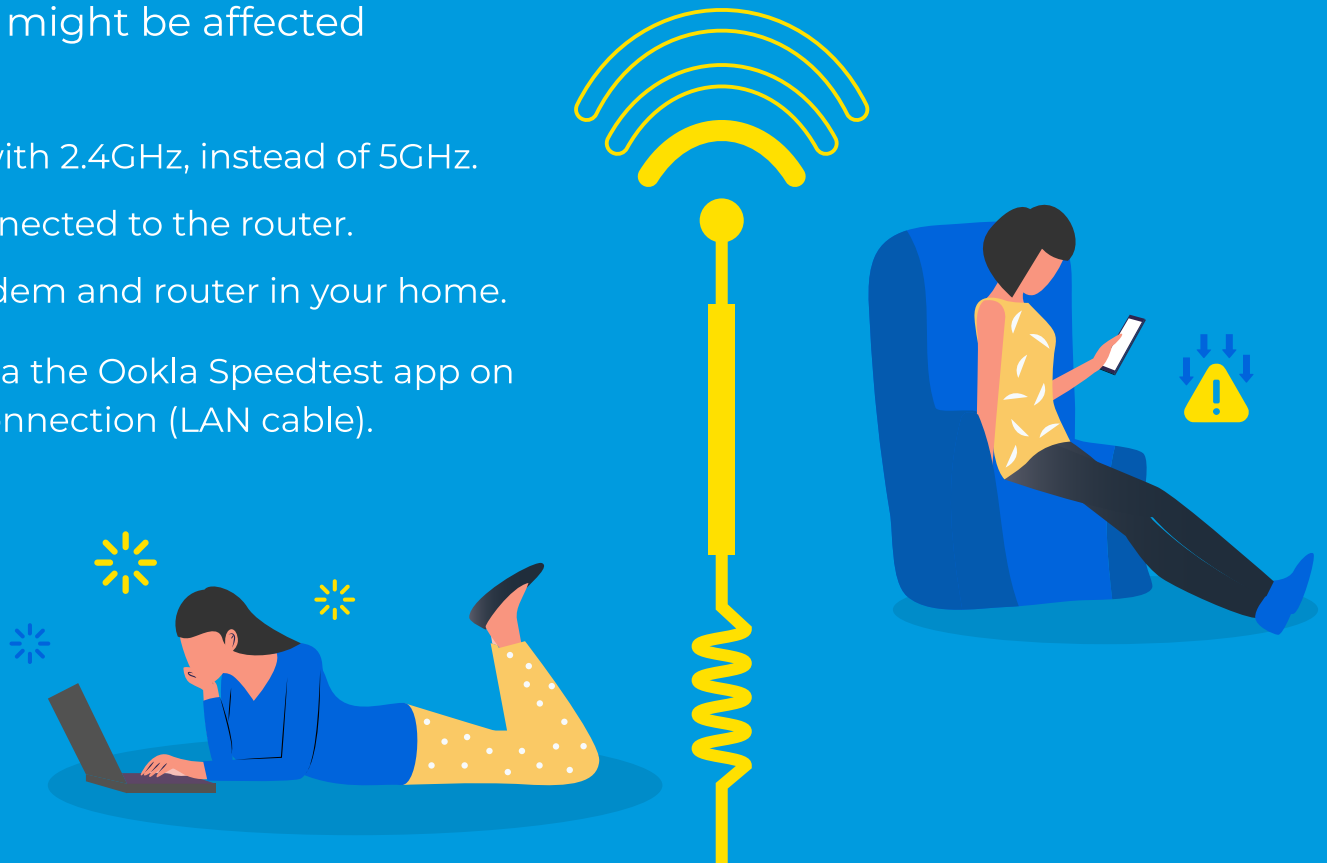
Sorry, but CelcomDigi fibre doesn't offer VOBB.

## 09 Why is my router's speed not as advertised?

Your home Internet speed might be affected by several factors, such as:

- i) Using a Wi-Fi connection with 2.4GHz, instead of 5GHz.
- ii) The number of devices connected to the router.
- iii) The placement of your modem and router in your home.

We recommend a speedtest via the Ookla Speedtest app on your computer with a wired connection (LAN cable).





## 10 How do I **set up** an Internet connection?



For more information about setup, please call our Customer Service for further assistance.

## 11 I've connected my computer to the router's wireless network but I still **can't access** the Internet. What now?



If you're connected with no Internet access, please contact our Customer Service and we'll arrange an appointment with our technicians if required.

## 12 How do I find the **model number** of my router?



Check the back or the bottom label of the unit. You can also check the printed information provided regarding the device.







**Get in touch** with us for further assistance

For Celcom customers, you can self serve on the **Celcom Life app** or:

**Whatsapp: +6019 686 1111**  
**Contact Centre: 1111 or +6019 686 1111**

For Digi customers, you can self serve here by submitting an enquiry.  
Check your account details via MyDigi or speak with our

**Customer Service: +6016 2211 800**

