Introduction
NETVIGATOR combines Fibre-to-the-Home broadband connectivity with the strongest international bandwidth, Hong Kong's largest network of Wi-Fi hotspots and an array of advanced extra services.

System requirement:
You can setup your own wireless network by selecting from a wide range of wireless routers in the market based on your budget and requirements.

How to use Hostel Broadband Service:
Just simply plug your device (PC, Notebook, router etc..) directly into your wall's Ethernet jack.

Installation guide:
Self deployment and configuration: Configure your own wireless network and setting. Please refer to user guide / manual of your device / router.

Broadband Router setup guide / example

1) **Configure the PC as the DHCP client**

    I.   This means to configure the Ethernet NIC (can be wireless or wired) to DHC P client. The example shown below is Using the wired Ethernet NIC running on Win 7.' *

    II.   From Start > Control Panel > Network and Internet > Network and Sharing Center > Change adapter settings >Highlight and double click on the "Local-Area Connection"

    III.   Highlight "Internet Protocol Version 4 (TCP/IPv4)", and then click the "Properties" button.
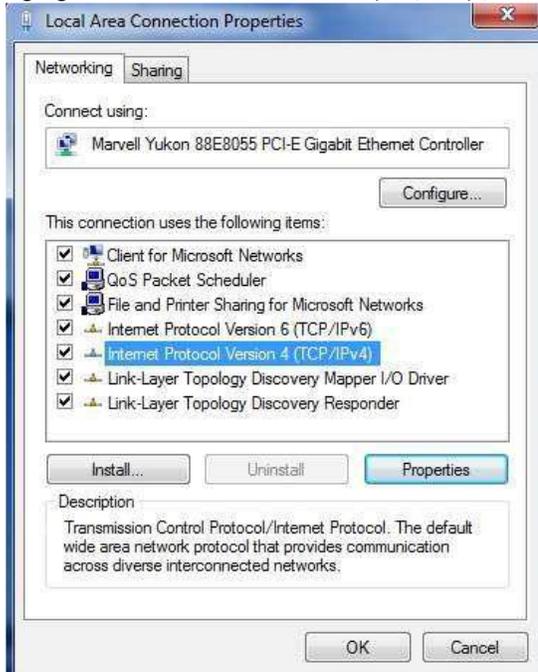
IV.   Choose the options as below:

Then press "OK".

V.   Recommendation:
a.   It is not recommended to change LAN devices too frequently.
b.   It is suggested to use a router for internet access rather than connect the internet with the notebook directly to the wall plate.

2) Video of "Example of Setting up Wireless Internet Connection (for Netvigator router Only)"
*For your own router setting, please refer to user guide of your device.

QR code URL for 2)

3) Example of User Manual of Netgear RAX20 Wifi Router (for Netgear RAX20 Wifi Router user Only)
*For your own router setting, please refer to user guide of your device.

QR code URL for 3)

Troubleshooting Tips
What should I do if Internet connection is slow?
• Please restart the computer and modem (turn off modem power for 15 seconds) and ensure that all cables are properly connected.
• Make sure that no other computer, software, program or equipment occupies bandwidth.
• Please delete the browser's browsing history, Cookies and temporary files.
Note: Signal interruption, signal reception problem or interference may occur if a wireless network is in use

*For reference only:

Please visit Microsoft and Apple websites for general DHCP configuration of update Windows and MacOS versions.

QR code URL of Microsoft.com

QR code URL of Apple.com

Support Hotline
A fault reporting hotline **(10088)** will be available for Customers to report a service fault 24 hours a day, 7 days a week including public holidays.
Under normal circumstances and subject to Clause 4, a fault is targeted to be fixed within 24 hours.
To protect customer information and to facilitate the checking process, it is recommended Customers (i.e. staff / students in hostel) to revert below information when reporting the case to 10088:
- Room address building (e.g. XXX building XXX floor XXX room)
- Room circuit number (i.e. the number of labels stick on the socket plate of each room, with EA + 6 digits number (e.g. EA123456)
- The project reference number "82009963"