CUSTOMER INSTRUCTION

Setting up your FRITZ!Box on a connection with ONT

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1   Introduction

The instruction is intended to help you set up your Internet connection with a FRITZ!Box on a fiber optic modem (ONT).

1.1   FRITZ!Box

FRITZ!Box is a brand of routers developed by the German company AVM. FRITZ!Boxes function as routers but often come with additional capabilities like Integrated DSL or Cable Modem and Telephony Features including a built-in DECT base stations for connecting cordless phones.

1.2   ONT

ONT stands for Optical Network Terminal, often a small white box (100mm x 100mm) with one fiber-optic-port one or more Ethernet ports and a coaxial port. The ONT communicates with the komro fiber-optic Internet network.

Make sure the fiber optic modem (ONT) is connected to the power supply. Wait until the fiber optic modem (ONT) has started and the "Power" and "Fiber Signal" LEDs light solid green.

2   Connect the FRITZ!Box to the ONT

Connect the FRITZ!Box to the ONT (see Fig. 1). To do this, plug the **LAN cable** into the blue **WAN port** on the FRITZ!Box and, unless you were told otherwise, into the **first LAN port** on the ONT.

If your FRITZ!Box does not have a **WAN port**, please use the **LAN1 port** instead. Please do **not** use the gray DSL port!

Only now connect the FRITZ!Box to the power supply. To do this, connect the included power cable to the FRITZ!Box and wait approx. 15 minutes.

NOTE: If you have already connected the FRITZ!Box to the power supply, disconnect the power cable and plug it back in order to restart the FRITZ!Box.

Fig. 1: Connect FRITZ!Box to the ONT using a LAN cable

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You can now connect your devices to the FRITZ!Box using a network cable or Wi-Fi (you can find the Wi-Fi code on the bottom of the FRITZ!Box, labeled with **WLAN-Netzwerkschlüssel**).

Your telephone can be connected to the FRITZ!Box via cable (connection socket: **FON/FON 1**) or wirelessly using the DECT function.

If your internet connection is not yet working, please continue to follow the instructions from point 3: "Setting up the FRITZ!Box manually".

3   Setting up the FRITZ!Box manually

Step 1: Establish a connection to the FRITZ!Box and enter the GUI

Connect your computer to the FRITZ!Box using a network cable or the Wi-Fi function (we recommend to use a network cable). For Wi-Fi, enter the FRITZ!Box Wi-Fi password (WLAN password / WLAN network key can be found on the bottom of the FRITZ!Box).
If you have already changed the Wi-Fi password and forgotten it, please click on "Forgot password" and follow the instructions.

As soon as your computer is connected to the FRITZ!Box, open the FRITZ!Box user interface by entering the address **http://fritz.box** or the IP address **192.168.178.1** in your Internet browser address bar (Internet browser: Microsoft Edge, Firefox, Google Chrome, etc.).

Enter the **FRITZ!Box password** that you can find on the bottom of the device and click **Login**.
If you have already changed the password and forgotten it, please click Forgot password and follow the instructions.

The first time you access the FRITZ!Box user interface, you will be asked whether you agree to data collection for diagnostic and maintenance purposes. If yes, just click **OK**. If no, uncheck the box and then click OK.
Disabling the option will not affect your user experience.

The setup wizard will now open. Please click on **Abbrechen (Cancel) (1)** and confirm the subsequent security query with **Assistent beenden (Exit wizard) (2).**
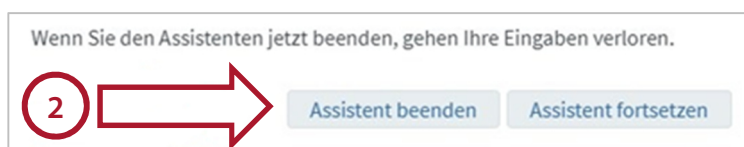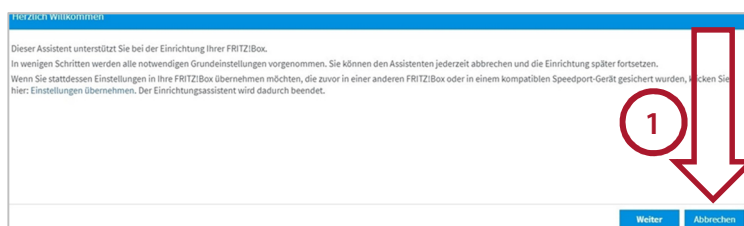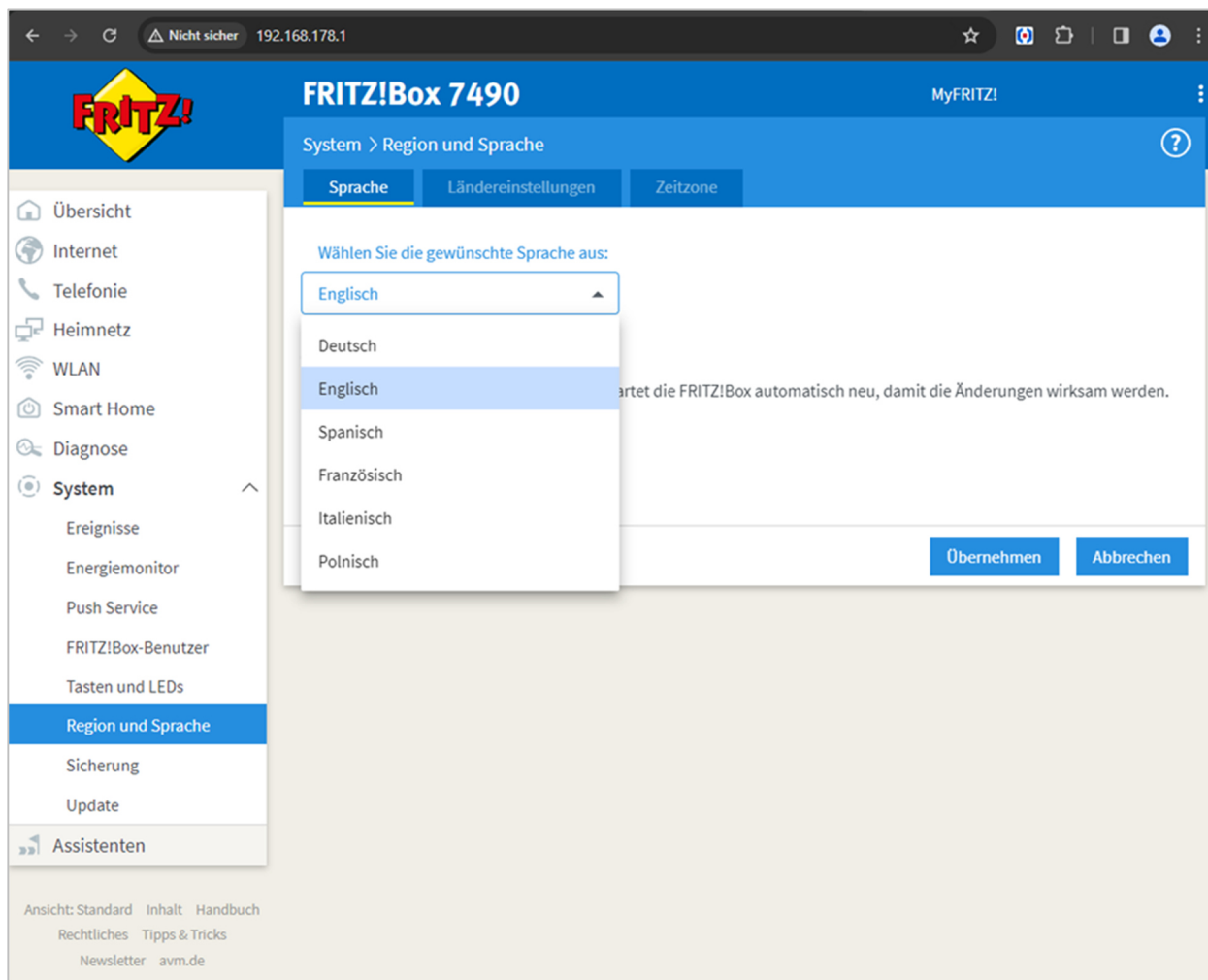
Step 2: Change language setting in FRITZ!Box

- ▸ Click on "**System**" in the FRITZ!Box user interface
- ▸ On the System menu, click **Region und Sprache** (**Region and Language**)
- ▸ Select the desired language from the drop-down list
- ▸ To save the settings, click **Übernehmen**

After you have confirmed the settings the FRITZ!Box will restart (takes about 2 minutes).

Now you have to login again.

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Step 3: Set up internet access in the FRITZ!Box

In the left menu click on **Internet (1)** and then on the **Account Information (2)** submenu.
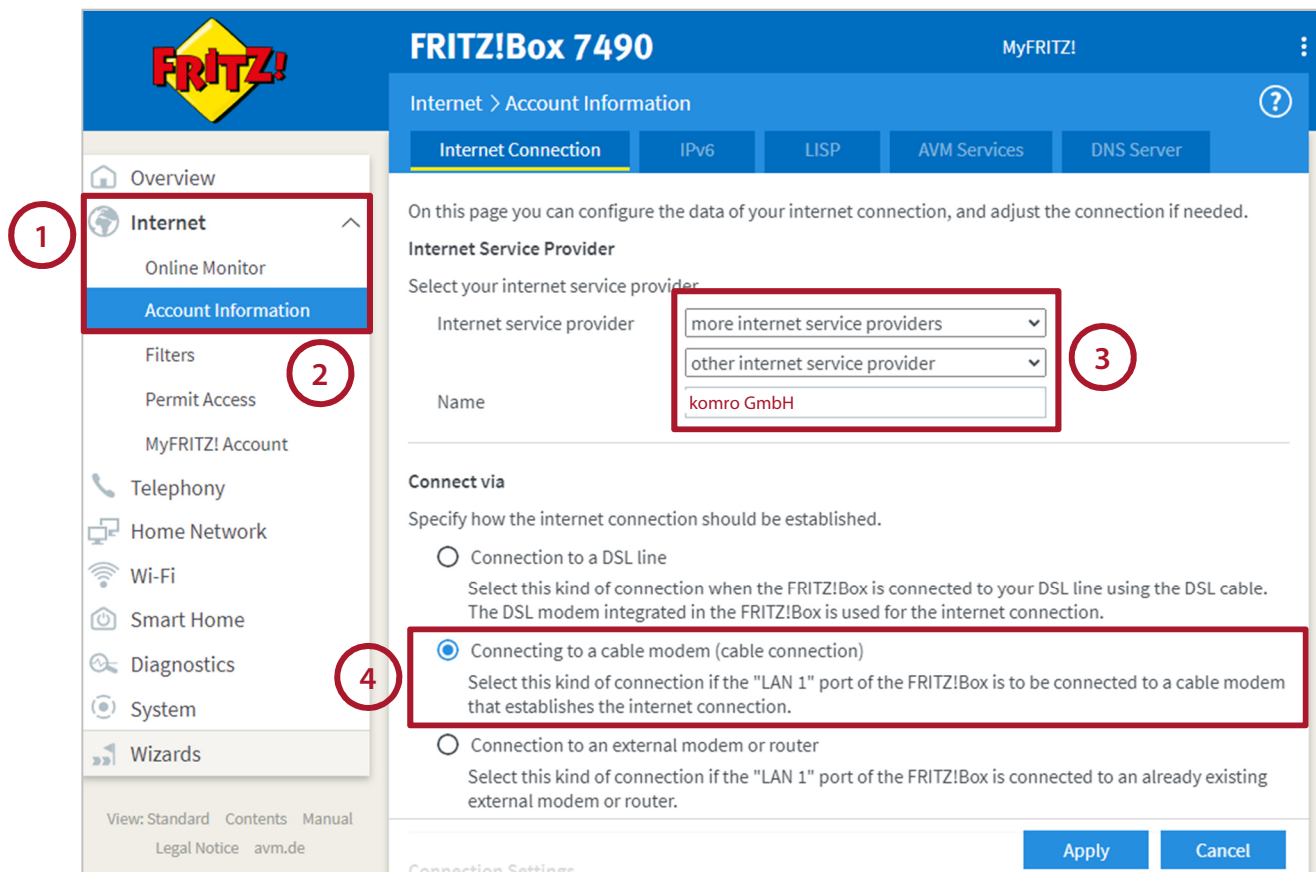
You will now be asked for the **Internet provider (3).** Select "**more Internet provider**" in the first line and also "**other Internet provider**" below. Please enter "**komro GmbH**" in the text field.

Now select "**Connect to a cable modem**" under "Connection".

NOTE: If only "Connection to a DSL connection" can be selected here and there are no other options, you cannot use this FRITZ!Box.

Enter the **transmission speed (5)** of your tariff in the "**Downstream**" and "**Upstream**" input fields (see screenshot next page). You can find your tariff in your contract documents.

Please use the values that match the tariff you have booked (in the example: 150 Mbit/s in download/downstream and 50 Mbit/s in upload/upstream).

We recommend removing the **tick (6)** next to "Check Internet access after applying". Then click on **Apply (7)** to confirm.

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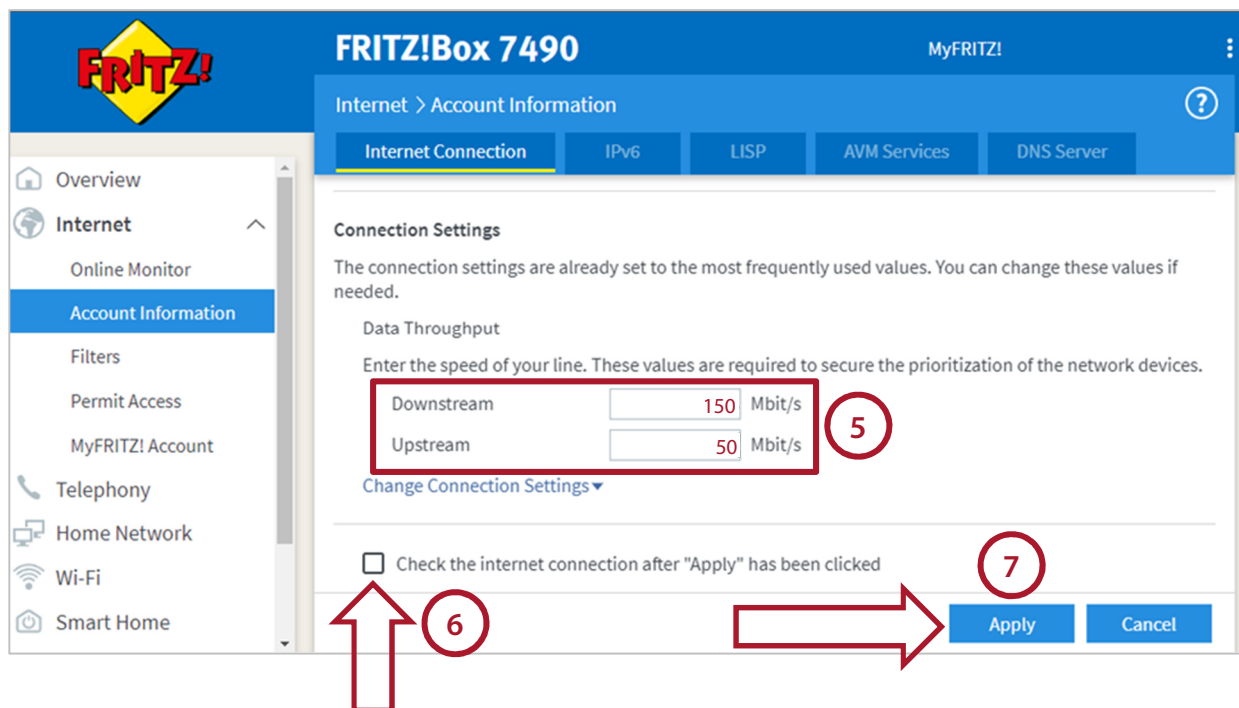
You will then receive a warning message that the "**WAN**" socket or the "**LAN1**" socket is now being used for the Internet connection. Please confirm this with "**Ok**".

The FRITZ!Box is now set up and the Internet connection should already be working.

If there is still no internet connection possible, we recommend restarting FRITZ!Box and the fiber optic modem (ONT). To do this, disconnect both devices from the power supply for a short time (30 seconds).

The Internet phone numbers are set up automatically on FRITZ!Boxes received from komro. If you use your own device, you can use the instruction "Internet telephone number setup customer instructions".