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Fiber Optic Internet Guide and Troubleshooting for Cypress Chase D

It is very important that you take 5-10 minutes and read this guide to understand how to quickly resolve most issues with your Internet service and how to get support in a timely manner.

At FastStream Networks, our main goal is to provide you with exceptional Internet service and support.

In order for us to provide you with this service, we require that our customers do basic troubleshooting when they have an issue with their Internet connection. Sometimes the root of the problem is easy to fix, you can do on your own, and doesn't require a visit from a technician or a 30 minute phone call.

Rest assured that FastStream Networks will handle the technical details surrounding your internet service, but it is imperative for our customers to provide us with answers to basic questions in order to find quick solutions to any issues/problems.

Each of your units are wired with a transparent fiber optic cable that is adhered to the corners of your walls, baseboards, and seams on your walls. You can barely, if at all, see the cable. Please be very careful not to cut or damage the cable or the equipment that is installed in your unit. It is each owners responsibility to ensure that when they have work done in their unit that our equipment and fiber are not damaged. Sometimes it may be unavoidable, for example, if you are replacing baseboards that our fiber may run on top of.

Please plan accordingly and notify us BEFORE any work is done if you think it may damage our equipment or fiber to help ensure it can be repaired in a timely manner. If our equipment or fiber in your unit is damaged due to construction or negligence, the owner of the unit will be responsible for paying to have it repaired or replaced. Also, please remember that the equipment installed by FastStream Networks is owned by FastStream Networks and needs to remain in your units if you sell it.

IMPORTANT: Although you now have an extremely fast Internet connection, there are many factors that go into the speed of your Internet connection. If your device or devices are older, they may not be capable of taking advantage of the faster Internet speeds. For example, older laptops and desktop computers running Windows are likely to be very slow at everything. Having a fast Internet connection will not make these older devices any faster. These devices will load pages on the Internet slowly regardless of the actual speed of your connection.

COPYRIGHT INFRINGEMENT

Any downloading, uploading, sharing, or distributing of any music, videos, movies, or any other files that you do not have the rights to WILL result in your Internet service being disconnected.

The unauthorized reproduction or distribution of any copyrighted work is illegal. Criminal copyright infringement, including infringement without monetary gain, is investigated by the FBI and is punishable by up to 5 years in federal prison and a fine of up to \$250,000.

None of this is worth the trouble, so please refrain from any illegal activity when using our network.

Common Area WIFI

Access Point in the Clubhouse

SSIDS: Clubhouse-2.4Ghz and Clubhouse-5Ghz **(Always use the 5Ghz since it is 10 times faster)**

Password: faststream22

Pool Access Point for Both Buildings

SSIDS: CC-Pool-2.4Ghz and CCH-Pool-5Ghz **(Always use the 5Ghz since it is 10 times faster)**

Password: faststream22

Once you log into these access points, your device should automatically connect to them again when you are in range of the access point. Depending on your device, if you move from one end of the building to another, you may have to turn off WIFI on your device and turn it back on so it will connect to the closest and fastest access point. Many devices will do this automatically, but some do not. ALWAYS CONNECT TO THE 5Ghz WIFI AS IT IS MUCH FASTER THAN THE 2.4GHZ.

Hardware in Your Unit

Our equipment is installed on a wall in your unit a few inches from the floor in most cases. Some are installed in the bedroom, living room, or kitchen depending on the layout and circumstances with your unit. The white box, without lights, is where our fiber optic cable is terminated. The other white box, that has lights, is our ONT (Optical Network Terminal). It converts the fiber optic signal to an electrical signal to be used with the WIFI router. The ONT must be plugged into a power source. The ONT has several lights as seen below. When properly working, you should see three green lights. Shown below is a red light and two green lights. The red light on the PON port indicates a problem with your fiber optic connection. Should you see this red light you should contact FastStream Networks technical support to schedule a technician to fix the problem. **PLEASE DO NOT DISCONNECT ANY OF THESE CABLES.**



WIFI Router

The WIFI router is connected to the ONT via the WAN/Internet port on your router. When looking at the back of the WIFI router, the Ethernet cable should be connected to the the far left port next to the power cable. In most cases, this port will be yellow and label Internet. Ensure both the ONT and the WIFI router are plugged into working power outlets. **DO NOT CONNECT THE ETHERNET CABLE TO ANY OTHER PORT ON THE WIFI ROUTER. THE CORRECT PORT IS CIRCLED IN RED BELOW.**



Connecting to WIFI

Your unique SSID (name of your WIFI network) and password is located on the bottom of your router. Always log into the 5G network if your device supports it as it is many times faster than the 2.4Ghz. If you don't see the XXXX_5G network when trying to log into WIFI on your device, then your device doesn't support 5Ghz. In this case, log into the network you see that begins with the same SSID but without the _5G at the end of the name. Example: M30_1234-2.4ghz instead of M30_1234-5Ghz.

****IMPORTANT****

DO NOT CHANGE THE SSID NAME OR PASSWORD.

DO NOT FACTORY RESET THE ROUTER OR ONT.

DO NOT PRESS ANY BUTTONS ON THE ROUTER OTHER THAN THE POWER BUTTON.

INTERNET TROUBLESHOOTING

It is REQUIRED that you follow these troubleshooting steps BEFORE calling our tech support number or opening a trouble ticket. Most issues can be resolved by simply following these steps.

OUR TECHNICAL SUPPORT SPECIALISTS CANNOT HELP YOU IF YOU DON'T FOLLOW THESE STEPS BEFORE CALLING OR OPENING A TROUBLE TICKET.

Please follow these steps if you are having trouble connecting to the Internet.

1. Ensure that the ONT (white box mounted on the wall with power cable attached) is plugged into a working power outlet. Ensure that you see lights on the ONT. If you don't see any lights on the ONT, unplug the power cable from the power outlet, then get something else like a lamp that you know works and plug it into the same exact power outlet to make sure it turns on. NOTE: If using a power strip, be aware that just because one or more outlets on it works, does not mean they all do. So make sure when checking a power outlet, check the same exact outlet that the ONT was plugged into. If other devices plugged into the same outlet don't work then you have an issue with your power outlet that you will need to resolve before continuing these steps.
2. If you just plugged the ONT into a working power outlet, it will take several minutes for these lights to illuminate. If these lights are not illuminated or the PON light is red (far left light) after 4 minutes, you will need to contact technical support to schedule a technician come out and fix the problem as this is not something you can fix on your own.

DO NOT EVER FACTORY RESET YOUR ROUTER. DOING SO WILL LIKELY CAUSE YOUR INTERNET TO NOT WORK AT ALL. DO NOT PRESS ANY BUTTONS ON THE ROUTER OTHER THAN THE POWER BUTTON.

3. Ensure that your router is plugged into a working power outlet and that the power button is in the on position. Ensure that you see lights on the router. If you don't see any lights on the router, unplug the power cable from the power outlet, then get something else like a lamp that you know works and plug

it into the same exact power outlet to make sure it turns on. NOTE: If using a power strip, be aware that just because one or more outlets on it works, does not mean they all do. So make sure when checking a power outlet, check the same exact outlet that the router was plugged into. If other devices plugged into the same outlet don't work then you have an issue with your power outlet that you will need to resolve before continuing these steps. If you are certain that the power outlet works, that the router's power button is in the ON position, and the router still doesn't power on then you will need to contact FastStream Networks support to schedule a technician to fix the problem.

4. Make sure that the Ethernet cable is plugged into the WiFi router in the WAN or INTERNET PORT and the other end is plugged into the ONT. If you plug it into any other port, it will NOT work.

5. Ensure that you are actually connected to or trying to connect to the correct WIFI network, which is located on the bottom of your router. If you don't know how to do this, you will need to contact the manufacturer of your device for help. Nearly all routers have two networks that you can use. The faster of the two will end in 5G or 5Ghz. You should log into one of those for much faster speeds.

6. If you have another device, please check if it is able to connect to the Internet. If it can, then the problem is most likely with your device or the app you are trying to use on the device and not a problem with your Internet connection. You will need to contact the manufacturer of your malfunctioning device or app. This would not be an issue that FastStream can resolve.

7. If none of the previous steps identified and corrected your issue, you will need to power cycle the router and ONT. To power cycle these devices, simply unplug the power cable for each device from the respective power outlets, wait 30 seconds, plug them back in, wait at least 4 minutes for them to boot up, and try connecting again. The first 4 lights on your router should be green once the router is fully booted. If any of the 4 are not green, then you will need to contact FastStream Networks technical support to schedule a technician to resolve the issue. (Assuming you have the originally installed TP-Link router).

EXAMPLES OF ISSUES THAT FASTSTREAM CANNOT RESOLVE:

A. If some of your devices are working properly on the Internet, but others are not, then the issue is not likely an Internet problem.

B. If you are using some sort of streaming box or smart TV for TV service and that particular service doesn't work or is very slow, yet your Internet works on other devices, the issue is likely with the streaming box, TV, or the TV service provider. Contact them for help resolving.

C. If you are having issues sending or receiving email, yet your Internet works on other devices, then contact the email provider for help resolving. FastStream does not block any email.

D. If your computer takes more than a few minutes to boot up, then you likely have an old computer or a virus infected computer and your Internet will be very slow. Contact your computer manufacturer for help resolving.

E. If you have older or malfunctioning devices, they may be very slow on any Internet connection. Either contact the manufacturer for help or purchase a new device.

If you are still having issues, you can open a support ticket by clicking [HERE](#) or going to <https://FastStreamNetworks.com/support> or by calling our tech support number at 954-573-9093.

When calling tech support at 954-573-9093, you will need the Tech Support Code which will change periodically, so make sure to check our technical support page at <https://FastStreamNetworks.com/support> before calling to confirm the tech support code. Turn off the WIFI on your phone and you can use your cellular connection to reach our support page even if your WIFI is not working. You will also need to provide our tech support specialist with the results of the troubleshooting you performed to help us quickly determine if a technician needs to be dispatched.

You can also open a support ticket using the same link: <https://FastStreamNetworks.com/support> It will be helpful if you take a picture of your equipment (ONT and ROUTER) and attach to your support ticket. This will make it much easier for us to resolve your issue.

In the event that there is an outage and a customer support technician is not immediately available, you may be directed to leave a message. Please do so. If the issue is only with your unit, we will call you back promptly. If the issue is building wide and we are aware of it, you may not hear back from us as we are working to resolve the issue. In most cases, once a building wide issue is resolved, your Internet will begin working without you having to do anything. If it doesn't, follow the troubleshooting steps above.

If you suspect it may be a building wide outage, you can check with a neighbor, building management office, or the common area WIFI in the clubhouse or pool area. If they don't work either, then the issue is likely building wide and FastStream will need to resolve it.

Warm Regards and Speed Up!
FastStream Networks Management