



vianet **USER MANUAL**

This book explains in detail how to start the service, how to properly take care of the equipment, and how to quickly solve common problems.

Vianet Customer ID



Customer Service Tag

This equipment is the property of **vianet**

ग्राहक आई. डि. : 1234

जोडेको तिथि :

फाइबर तार प्रयोग :

जडान गर्ने :

स्वाताको नाम :

टिप्पणी :

- वारेन्टी: जडान गरेको तिथिबाट ६ महिनासम्म लागू रहनेछ ।
- वारेन्टी: ग्यारन्टीवाचकर संतरस्यामा मात्र वारेन्टी लागू हुनेछ ।
- डिवाइसको स्वामित्व कम्पनीको रहनेछ ।
- सेवा बन्द भएपछि डिवाइस कम्पनीलाई फर्काउनु पर्नेछ ।
- डिवाइस हराइला वा क्षतिग्रस्त भएमा शुल्क लागू हुनेछ ।



कृपया पछि फाइबर केबल बाँडाउने
बिगानले वा बिगानले नगर्नुहोस् ।

SCAN TO DOWNLOAD



धारा आवाकरीयमा लागू

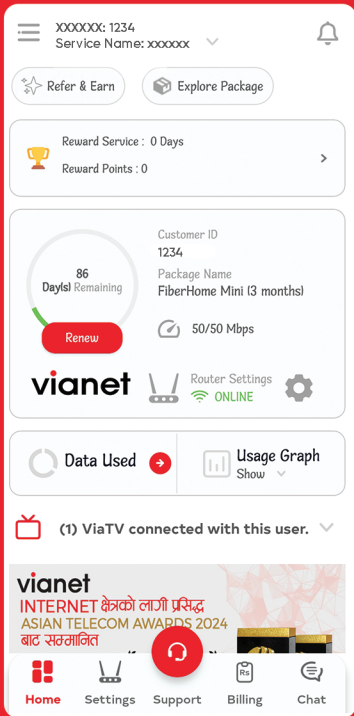
९,०९-४९६०८८८, ९८०९०८८९०

साईनेले नवीकरण, लुप्तप्राप्त र नष्टभएको लागि

एप डाउनलोड गर्नुहोस्

The Customer ID is a unique number provided to you by Vianet. It is similar to a bank account number, as it helps to identify your account easily. Please keep this number in a safe and accessible location so that you can retrieve it easily whenever needed.

Your Customer ID can be found on the Vianet sticker attached to your fiber Wi-Fi device.



Vianet Mobile APP

- Pay your bills online within minutes.
- Open a support ticket or chat directly with our team.
- Check the status of your internet anytime, from anywhere.
- Change your Wi-Fi name and password easily.
- See who is connected to your Wi-Fi and instantly block any unknown users.
- Upgrade or renew your internet plan instantly.
- Refer a friend and earn rewards!



Vianet
Scan to
download
the app

How to Care of Your Equipment

Your internet device is the heart of your connection.
Please handle it carefully.



Fiber Cable:

It contains delicate glass inside. Do not pull, bend, or press it. If it breaks, your internet will completely stop working until it is repaired



ONU/Router:

Do not press the Reset or any other buttons without instructions from a Vianet staff member. Incorrect settings may cause your internet to stop working.

Equipment Ownership:

All the devices provided to you (such as the ONU, Set-Top Box, etc.) are the property of Vianet. You must return the equipment when you discontinue the service; otherwise, additional charges will apply.

What to Do if Your Internet is Slow?

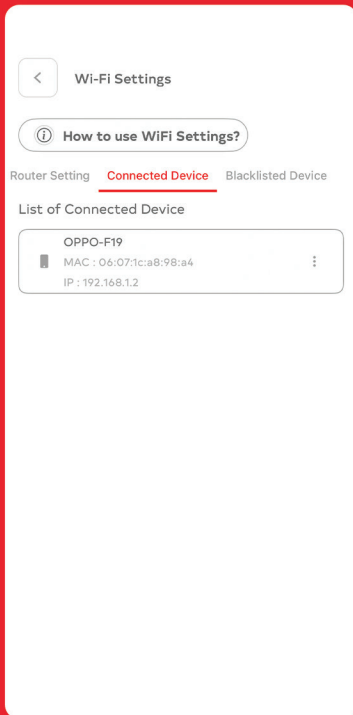
(a) Remove Unauthorized Users

At times, unauthorized users may access your Wi-Fi, which can reduce your internet speed.

Solution:

- Change your Wi-Fi password regularly using the Vianet app.
- Open the app and view the list of all devices connected to your Wi-Fi. If you see any unknown devices, block them immediately.

Tip: Use a strong password. Avoid simple passwords like "123456"



Signal Strength



Excellent



Good



Fair



Weak

What to Do if Your Internet is Slow?

(b) Check Your Wi-Fi Signal

After connecting to Wi-Fi, the signal strength appears at the top of your mobile screen. Usually, there are four bars. The more bars that are filled, the better the Wi-Fi signal

- 3–4 bars = Strong signal, fast internet.
- 1–2 bars = Weak signal, slow or intermittent internet.
- Place your router in the center of your home, in an open area.
- Avoid placing it inside cabinets, in corners, or behind walls and furniture.
- Keep it away from electrical appliances.
- In multi-story or large homes, you can use a Vianet Mesh Router to increase Wi-Fi coverage.

Scan the QR code for more information about the Vianet Mesh Router.



What to Do if Your Internet is Slow?

(c) Understand 2.4 GHz and 5 Ghz Wi-Fi

Modern routers provide two Wi-Fi signals: 2.4 GHz and 5 GHz.
Most customers experience slow internet when connected to 2.4 GHz.

WiFi Band	Speed	Range	Suitable use
2.4 GHz	Slow	Long Range	Browsing, messaging, and general app
5 GHz	Fast	Short Range	HD Video, Meeting, Gaming

For better speed, always connect to the Wi-Fi with the name ending in "_5G".
If you do not see a Wi-Fi named "5G", check whether your mobile or laptop supports 5 GHz.

Older devices usually only support 2.4 GHz

Tip: 2.4 GHz = long range but slow. 5 GHz = short range but fast.



Check Your Connection Status



Analysing your connection...



Checking Account Status



Checking Device Status



Checking Optical power



Checking Network Incident

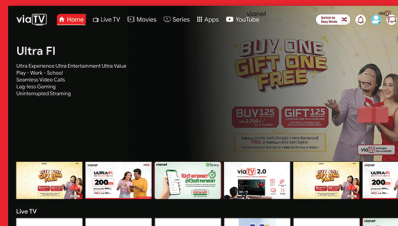
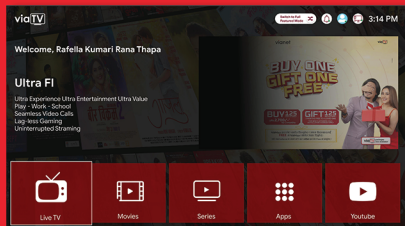
What to Do if the Internet is Not Working?

Before calling, try these steps:

1. Open the Vianet app and check if any bills are pending. Sometimes the service is disconnected due to unpaid bills.
2. Check whether the router is on.
3. Turn off the router and turn it on again after 30 seconds. (90% of problems are resolved this way.)
4. Check the lights on the router:
 - Green LNK / LOS light = everything is fine.
 - Red or No Light = the fiber is cut; contact Vianet immediately.

If the problem persists, open a ticket through the app or call the support center.

Did you know that viaTV has two modes?



Easy Mode: For new users or customers who are not comfortable with technology.

Full Feature / Standard Mode: All smart features and modern interface.

You can easily change the mode by tapping the  icon at the top right of the TV screen

Pay Your Bill Online

Pay your bill right from home in minutes.
When your service is renewed, you will receive an SMS.
After that, you you can make the online bill payment.



You can use eSewa, Khalti, Fonepay, connectIPS
and other online payment partners.



Scan this QR to watch the video on how to pay using eSewa



Benefits of Referring a Friend

REFER & EARN

- Refer your friends or family through the app.
- After they install the app and pay the bill, both of you will get 1 month of free internet.
- You can easily monitor your referrals within the app and claim your free internet.

*Terms and Conditions Apply

Contact

24-Hour Call Center

24-Hour Call Center:

Kathmandu Valley and Banepa: 01-5970444

Bagmati (outside Kathmandu Valley) and Gandaki: 01-5200457

Province 1 and Madhesh: 01-5970452

Lumbini, Karnali, Sudurpaschim: 01-5200458



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