

# GO Internet Self-Installation Guide

In 4 simple steps

[go.com.mt](http://go.com.mt)



# Welcome to GO

## Thank you for choosing us as your Internet service provider.

We know you're eager to activate your Internet service. By following our simple 4-step process, you're only minutes away from enjoying your online experience.

### Your GO Internet Self-Installation kit includes the following:



Wi-Fi modem



Power cord



Data cable



Ethernet cable



User guide

### 4 simple steps:

- 1** Receive Activation SMS
- 2** Filter your phones
- 3** Install your modem
- 4** Get connected

Ready to GO?

# Step 1

## Receive Activation SMS

When your GO Internet service is activated, we will send you an SMS. As soon as you receive this SMS, you can proceed with the installation of your Internet service, by following the steps in the next pages. Do not attempt to install your service before receiving the SMS.

# Step 2

## Filter your phones

You'll start by having a closer look at your telephone sockets. Does one of them have a Centralised Filter installed? If yes, you can skip this step and go to [Step 3](#).



Telephone socket



Centralised Filter

A filter is required to ensure that your telephone line & internet service do not interfere with each other.

## No centralised filter?

No worries! A distributed filter needs to be installed on every telephone socket in the house (if you have more than 3 telephone sockets in your home, please go to the next point 'More than 3 telephone sockets?').



Distributed filters can be bought from any GO outlet

## Here's how you'll do this:

- A.** Disconnect any telephone sets or other equipment that you have, on all telephone sockets.
- B.** Insert the distributed filter in each telephone socket.
- C.** Reconnect the telephone sets through the distributed filter in the port marked 'Phone'.\*

\*To benefit from a reliable internet experience, it is important to install a filter on every telephone socket.

## More than 3 telephone sockets?

If you have more than 3 telephone sockets, we suggest you upgrade the socket next to the modem to a centralised filter, as having more than 3 distributed filters might interfere with your internet connection. You can buy a centralised filter from one of our outlets, which you can then install yourself or else ask for a GO technician to do this for you. Note though that a house visit might incur a service charge.

# Step 3

## Install your modem

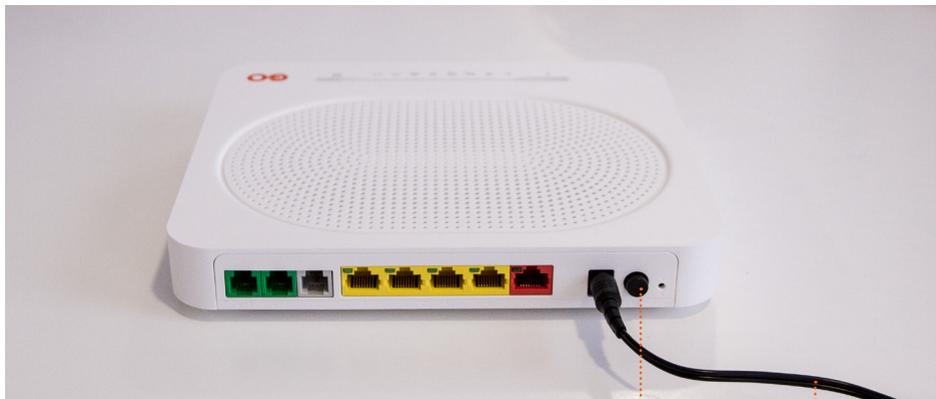
This is your modem. On it you can find a number of status LEDs.



GO modem model: Technicolor TG789vac V2

### Follow these steps to install your modem:

**A.** Plug the Internet modem power cord into the electricity socket and switch on the modem by pushing the black power on/off button at the back of the modem.



Switching the modem 'ON'

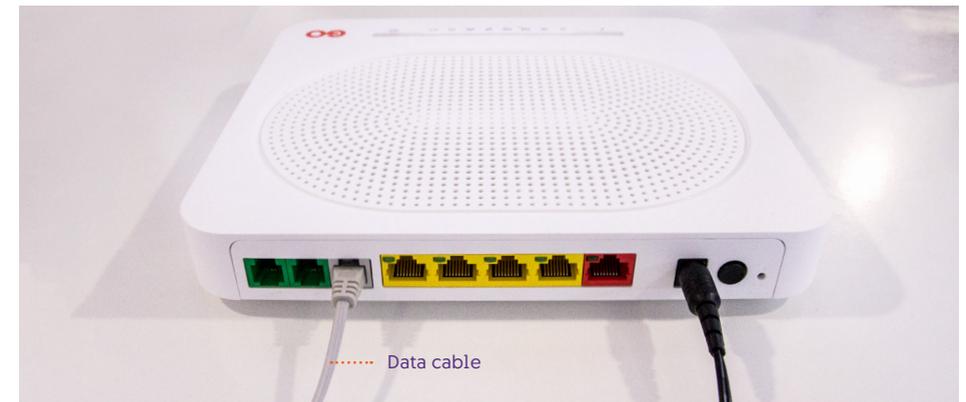
Power on / off

Power cord

**B.** Once you switch on the modem, the power LED will light orange and then it will change to red. Note that this might take a few minutes.



**C.** Connect the modem to the distributed or centralised filter with the Data cable.



Connecting the modem to the distributed or centralised filter

**D.** The 'Broadband' LED should now start to blink. Wait for around 2 minutes for the indicator light to turn green. The 'Internet' LED will also start blinking red.

# Step 4

## Get connected

### Wired or Wireless?

Your network can be wired or wireless (Wi-Fi). A wired network provides better speeds, whilst a wireless network gives you more flexibility. We leave it to you to choose which option works best for your needs.

### Wired network setup

Connect one end of the Ethernet cable [provided] to the Ethernet card [on your PC] and the other end of the cable to yellow port 1 or 2 or 3 found on the back of your GO modem. The Ethernet indicator light on your modem will turn green.



Ethernet cable

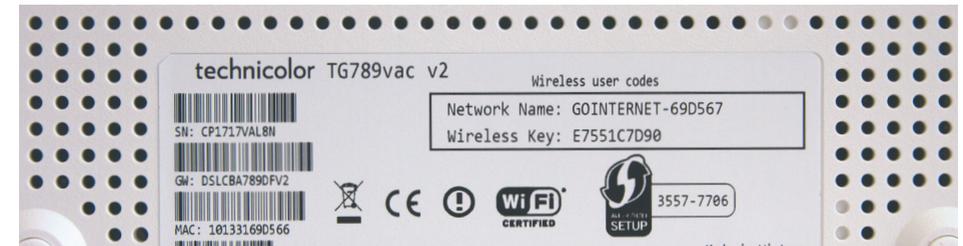


Ethernet card

Ethernet indicator light did not turn green? See the **'Having trouble?'** section at the end of this booklet.

### Wireless network setup (Wi-Fi)

**A.** Take note of your modem Network Name and Wireless Key, found on the underside of your GO modem.

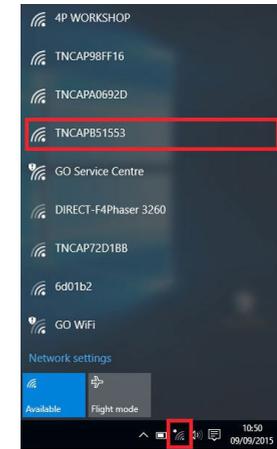


Network Name and Wireless Key

**B.** On your computer, click on the Wireless Network Connection icon at the bottom right corner on your taskbar. This will display the available Wi-Fi networks.



Wireless network connections



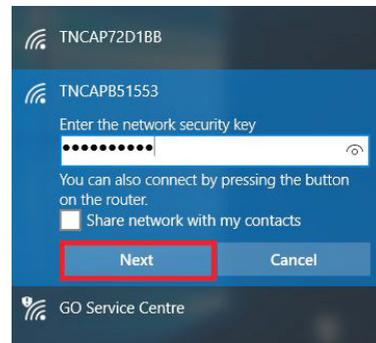
Windows 8 users: Move your mouse on the bottom right corner to open the charms toolbar and click on Settings and Available to show your available Wi-Fi networks.

**C.** Select your modem Network Name and click **Connect**.

**D.** Enter the Wireless Key. Be sure to enter it exactly as it appears on the modem's label - in uppercase, no spaces.



Input Wireless Key



**E.** Verify that the wireless network is showing as 'Connected'.



Connected Wireless Network



**F.** Both the 'Power' LED & the 'Internet' LED on your modem are now green.

# Congratulations!

You are now connected  
to the Internet



Scan the QR code if you wish to access your modem's settings to make changes to the Wi-Fi network's name, password or other elements and while you're there, you can also watch a cool video we have prepared just for you.

Download and install a free QR code scanner from your mobile app store. Then scan the QR code above with your QR code scanner to view our video with Wi-Fi tips.

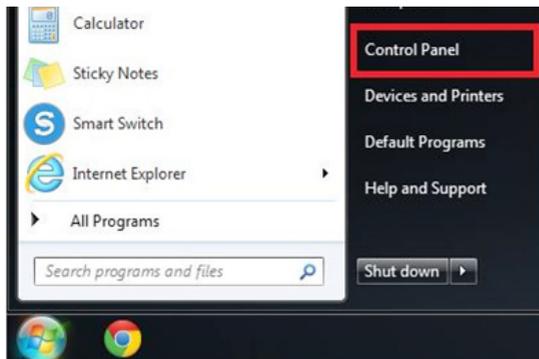
# Having trouble?

Here are some tips which you can follow.

## If the Ethernet indicator light did not turn green

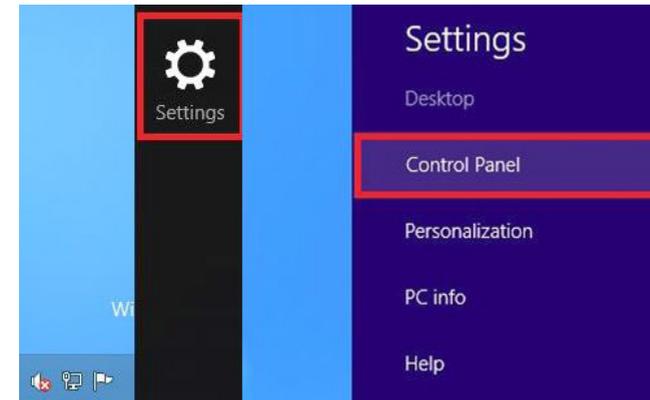
If in Step 3, the Ethernet indicator light did not turn green, then your network card may be disabled. If you have Windows 7, 8, 8.1 or 10, the next steps will help you enable your network card.

On your computer, click on the Windows Start Button on the task bar [bottom left corner of the screen] and select Control Panel.



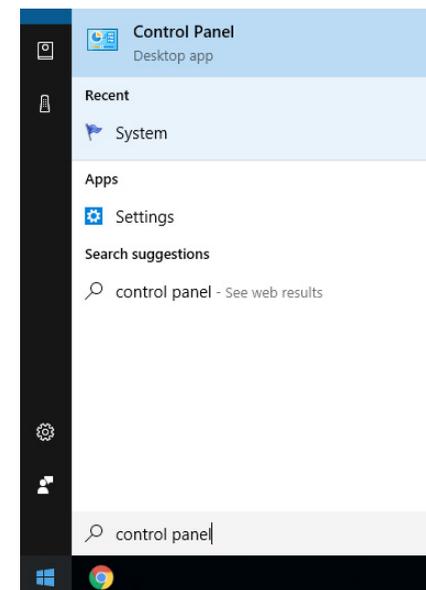
Control Panel

For Windows 8 users: Whilst on 'desktop', move your mouse on the bottom right corner of your display until the charms toolbar appears and select Settings and Control Panel.



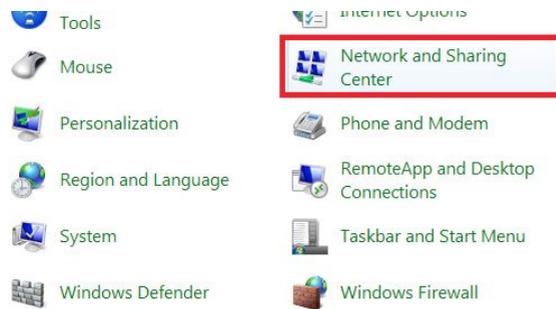
Windows 8 - Control Panel

For Windows 10 users: Click on the start button and type Control Panel. Once displayed, click on it.



Windows 10 - Control Panel

Click on **Network and Sharing Centre**



Network and Sharing Centre

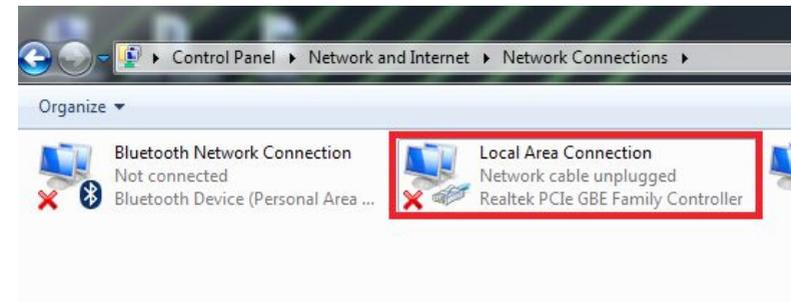
Select **Change Adapter Settings**



Change Adapter Settings

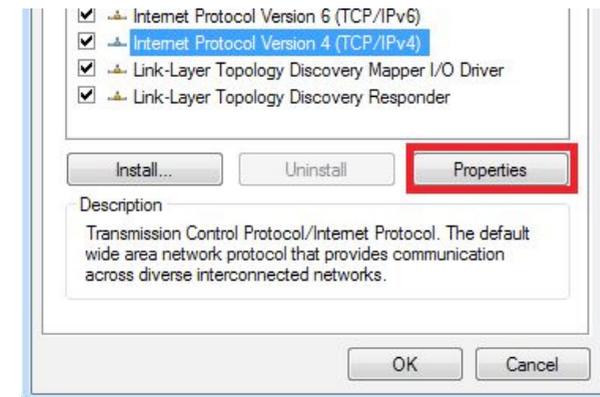
Right click on **Local Area Connection** or **Ethernet** and select **Enable**.

If the **Enable** option is not listed, then the Network Card was already enabled. Right click again on **Local Area Connection** and select **Properties**.



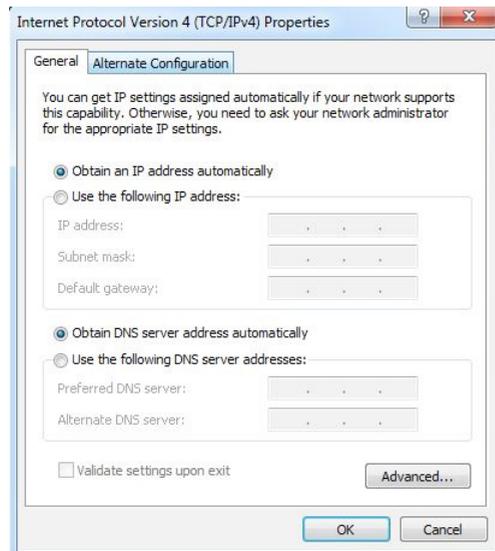
Local Area Connection

Choose **Internet Protocol Version 4 (TCP/IPv4)** and click on **Properties**



Internet Protocol Version 4 - Properties

Choose the **Obtain an IP address automatically** and **Obtain DNS server address automatically** radio buttons. Click **OK** and **OK** again. Close the Network Connections window.



Obtain an IP address automatically &  
Obtain DNS server address automatically.

## Need more help?

Send us a private message on the GO Facebook page or call us on 80072121.

**GO**