



POTRAZ Project Welcome Pack



The Government of Zimbabwe is implementing an Internet Connectivity program which seeks to have various entities connected to the global digital world. Among others, selected Schools, Zimbabwe Republic Police and National Council of Disabled Persons of Zimbabwe (NCDPZ) sites are part of this specific project.

Congratulations on being a beneficiary of this important project. The project is funded by POTRAZ and is being implemented by Dandemutande Investments an Internet Access Provider together with its subsidiary ISP Utande.

Mandate

Our mandate is to provide

- Internet connection – VSAT
- 2 Point LAN with a 9U cabinet
- 1 Wireless Indoor Wireless router (Wi-Fi)
- 100GB of data per month

Package

Your package description is:

- 100GB per month allocated at 5/1 Mbps
- Should you exhaust your 100GB before the 30-day anniversary, you are required to top up
- Internet speeds will reduce to 512kbps which will limit your functionality.

Top Ups

- Beyond 100GB per month, you can purchase a 10GB top up bundle direct from Utande.
- Should you require a top up please call Utande Support for a top up quotation and payment details

Contract Duration

This service is paid for (subscribed) for 12 months from the date of activation. It will be the beneficiary's (customer) obligation to subscribe to Utande if they so wish to continue with the Internet connection after 12 months otherwise the service will be decommissioned.

Extra Requirements

The above benefits are within the scope of this project. Any requirements that are outside this become a customer – Utande arrangement and will attract separate costs as will be quoted by Utande. These requirements might include

- Wi-Fi Coverage extension
- Data Package upgrade
- LAN extension
- Any other ICT Services

Self-Care Portal/End User Portal

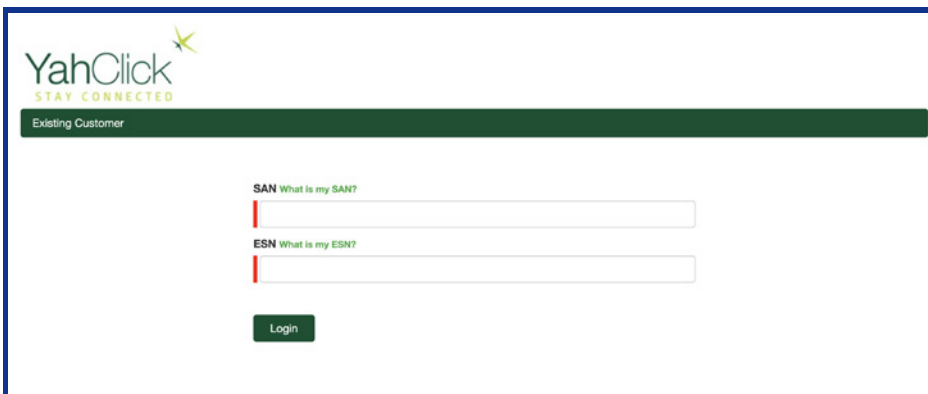
Your service comes with an End User Portal. With this portal the customers can:

- Manage their Profile
- Redeem Vouchers/Tokens
- Check Usage and Current Historical usage
- Have access to a Tools Knowledge Base

Please refer to your End User Portal Manual for further details

To login, Use the below URL to login to the End User Portal.

https://selfcare.yahclick.com/YAHS_PRT_CC_Login



SAN – Provided by Utande. Ask the Installer or email vsat@utande.co.zw or send a WhatsApp enquiry to +263 71 377 5664 or +263772154265

ESN- Is your modem serial number, usually with 8 digits starting with 15xxxxxx (example-15158382)

Communication Matrix

Should you have any questions concerning your services or should you have any extra requirements please contact

Rebecca Munduna
Reseller Coordinator
+263 77 276 3140
rebecca.munduna@dandemutande.co.zw

Evans Vete
VSAT Product Manager
+263772364719
evans.vete@dandemutande.co.zw

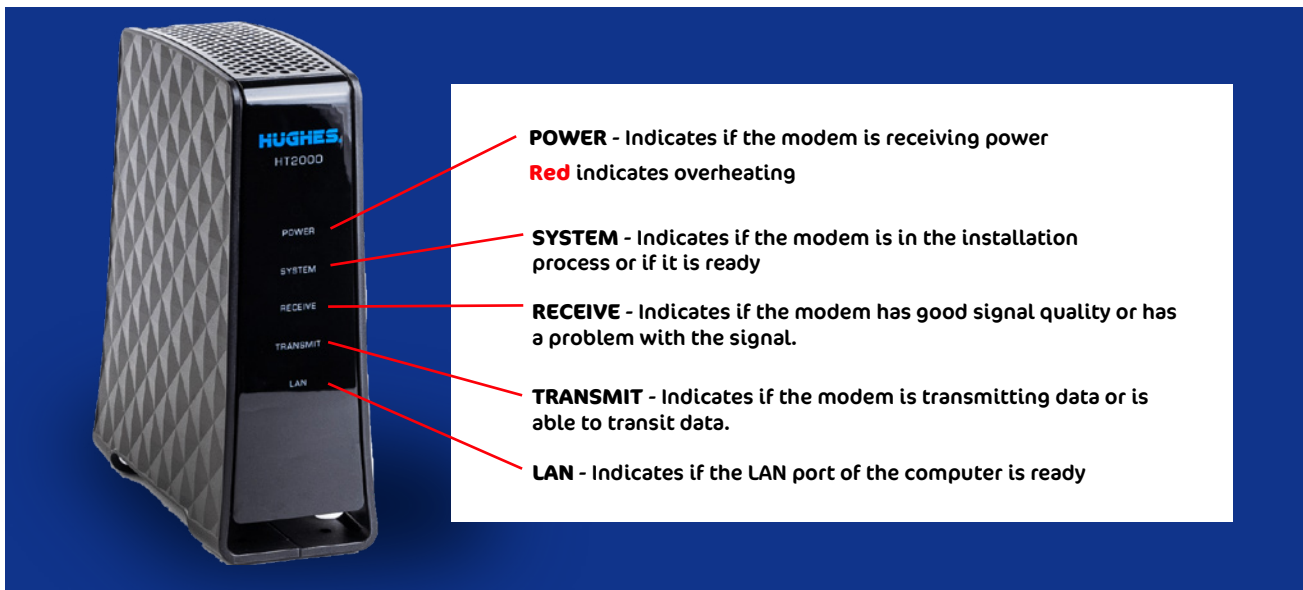
For any other support or service issues kindly refer to the overall support and escalation matrix below

Escalation Level	Time Elapsed	Support Issues	Sales Issues	Billing Issues
1	0 hours	<p>Harare help@utande.co.zw 08612 000 000 / 08677 020 250 0772 154 265 (Whatsapp Only)</p> <p>Bulawayo byonoc@utande.co.zw 08612 003 000 / 08677 020 251 / 0292-2647 59/69</p> <p>Mutare mutare@utande.co.zw 08612 005 000 / 02020 6000 81/91</p>	<p>Account Managers sales@utande.co.zw 08612 000 000 08677 020 250</p>	<p>Finance/Billing Team accounts@utande.co.zw 08612 000 000 08677 020 250</p>
2	4 hours	<p>NOC/SOC Team Leader Peter Alefa 08612004054 / +263 783 732 121 peter.alefa@dandemutande.co.zw</p>	<p>Harare Lorraine Nyahwa 08612004008 +263 772 380 929 / +263 712 631 123 lorraine.nyahwa@dandemutande.co.zw</p> <p>Bulawayo Odiel Nkomo 08612003001 / +263 712 236 649 odiel.nkomo@utande.zw</p> <p>Mutare Samuel Mamwadi 08612005001 / +263 772 520 390 samuel.mamwadi@utande.co.zw</p>	<p>Management Accountant Tafirenyika Kuimba 08612004074 +263 712 647 394 tafirenyika.kuimba@dandemutande.co.zw</p>
3	12 hours	<p>Projects and Infrastructure Manager Martin Muzadzi 086120004016 / +263 719 384 981 martin.muzadzi@dandemutande.co.zw</p>	<p>Head of Sales Lorraine Nyahwa 086120004008 +263 772 380 929 / +263 712 631 123 lorraine.nyahwa@dandemutande.co.zw</p>	<p>Chief Finance Officer Stanford Chabaya 08612004002 / +263 712 608 811 stanford.chabaya@dandemutande.co.zw</p>
4	24 hours	<p>Chief Operating Officer Ignatius Mpando 086120004007 / +263 712 613 377 ignatius.mpando@dandemutande.co.zw</p>		
5	48 hours	<p>Chief Executive Officer Never Ncube 08612004001 / +263 712 413 189 never.ncube@dandemutande.co.zw</p>		

Troubleshooting

Front-panel LEDs

The satellite modem has five LEDs on the front panel, as shown in Figure below. By their appearance (on, off, blinking, or flashing) the LEDs indicate the modem's operating status. The front-panel LEDs are white when lit.



Modem Status LEDs

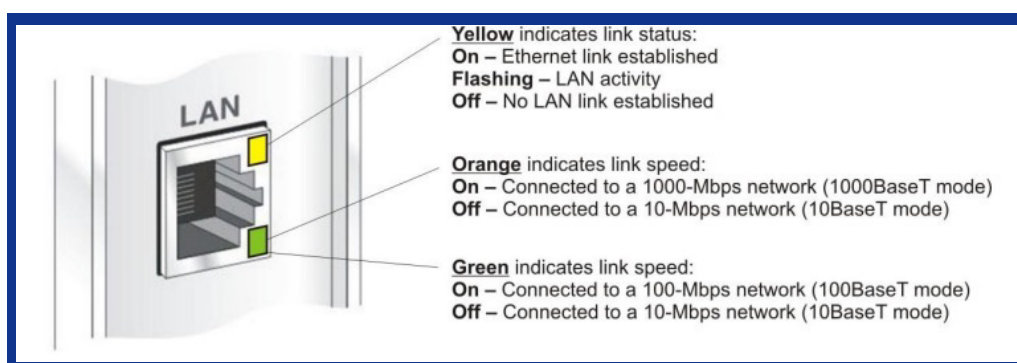
The Table below explains what the modem status is when the LEDs are on, off, or blinking. **On** means the LED is continuously lit. **Blinking** means the LED is usually on, but intermittently turns off briefly. **Flashing** means the LED alternates between on and off for periods of ½ sec to 1 sec.

LEDS	Appearance	Status
LAN	On	Satellite modem is connected to a computer network card or Ethernet device.
	Blinking	Transmitting and/or receiving data.
	Off*	No device is connected to the LAN port, or the device connected to the LAN port is not working properly.
Transmit	On	OK - Transmit path is operational.
	Blinking, mostly on	Transmitting data.
	Blinking, mostly off	Ranging (The modem is measuring the distance to the satellite to calibrate transmit timing and transmit power.)
	Off*	Condition preventing transmission.
Receive	ON	OK - Receive path is operational.
	Blinking	Receiving data.
	Off*	Condition preventing receipt of data.
System	ON	Connection established with the NOC.
	Off	Condition preventing full operation.
Power	ON	Power is on, and the modem is functioning normally.
	Red color**	**Indicates alarm condition.
	Flashing	Operating with fallback.bin (backup) version of software.
	Off*	No power.

Bold type indicates LED appearance during normal operation when the satellite modem is transmitting or receiving data.
*Indicates an operational problem.

LAN port LEDs

The LEDs on the LAN (Ethernet) port on the modem's rear panel indicate link status and speed, as shown in the Figure below.

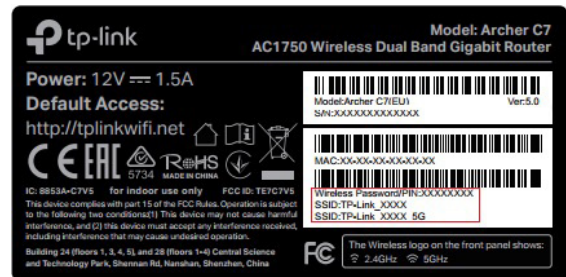


To reset TP-LINK router Wi-Fi Password

How to find or change the wireless password on the TP-Link products
 User Application Requirement

Device info on the label

For most models, the default SSID and password on the label under the router, such as the below picture. You can connect to Wi-Fi via the info on the label.



Device info on the label

You can also check the wireless info via the web interface.

1. Log in to the router.
2. Open the web browser and enter the IP address of the wireless router in the address bar, and then click. The original IP address of the TP-Link router is **192.168.1**.

Enter the **username and password** on the login page. The default username and password are both lowercase administrators.

Click Wireless on the side of the page

3. Please go to **Wireless-> Wireless Setting**, then you can see the wireless password.

LAN port LEDs

The LEDs on the LAN (Ethernet) port on the modem's rear panel indicate link status and speed, as shown in the Figure below.

The screenshot shows the 'Wireless Settings' page. It has two sections: '2.4GHz Wireless' and '5GHz Wireless'. Both sections have 'Enable Wireless Radio' checked and 'Sharing Network' as a link. The '2.4GHz Wireless' section has 'Network Name (SSID): TP-Link_593D' and 'Hide SSID' unchecked. The '5GHz Wireless' section has 'Network Name (SSID): TP-Link_593D_5G' and 'Hide SSID' unchecked. Both sections have empty 'Password:' fields.

For some models, the SSID under the Basic Settings, and password under the Wireless Security setting.

The image shows two screenshots from the router's web interface. The left screenshot is the 'Wireless 5GHz' settings page, showing 'Wireless 5GHz' set to 'Enable', 'Wireless Network Name' as 'TP-Link_0969_5G', 'Mode' as '11a/n/ac mixed', 'Channel' as 'Auto', and 'Channel Width' as 'Auto'. The right screenshot is the 'Wireless Security Settings' page, showing 'WPA/WPA2 - Personal(Recommended)' selected, 'Version' as 'WPA2-PSK', 'Encryption' as 'AES', and 'Wireless Password' as '12811441'.

You can also change the SSID and password on that page.

FAQs

Check FAQs from the www.utande.co.zw website, **Support section**