



# Welcome to supersonic

Home Fibre set-up guide

## The router

Firstly, your fibre network provider has either already installed or will soon install an **Optical Network Terminal (ONT)** to enable your fibre network at home. This should be positioned in a central point of your home near a power supply, close to your devices, to ensure maximum Wi-Fi coverage.

### Unboxing the router

In the box, you'll find:

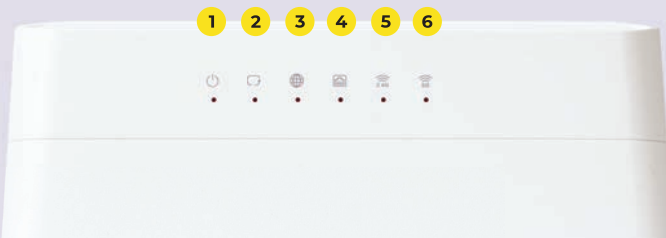
- 1 Zyxel EMG-3525 router.
- 2 Power supply.
- 3 Ethernet cable.
- 4 Quick start guide.



### Front panel

Here you'll find LED indicator lights:

- 1 Power.
- 2 Ethernet WAN.
- 3 Internet.
- 4 LAN 1-4.
- 5 2.4Ghz Wi-Fi.
- 6 5Ghz Wi-Fi.



## Back panel

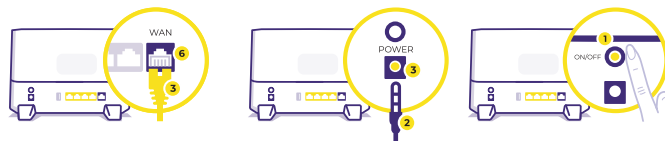
These are buttons, ports and connectors:

- |                         |                   |
|-------------------------|-------------------|
| 1 Power button.         | 5 Ethernet 1 - 4. |
| 2 Factory reset button. | 6 Ethernet WAN.   |
| 3 Power input.          | 7 WPS.            |
| 4 USB port.             | 8 Wi-Fi ON/OFF.   |



## Getting connected

### 1 Plugging in



- 1 Use the yellow ethernet cable provided (2) to connect the LAN port on the Fibre ONT device to the blue port labelled WAN on the back of your router (6).
- 2 Plug the router's power supply (2) into the wall power socket and connect it to the small round power socket on the back of your router (3).
- 3 Turn on the power at the wall socket and then press the power ON/OFF button on your router (1). The lights will turn on. After a minute or two, the light will start flashing and you'll be ready to connect.

### 2 Connecting with an ethernet cable



To connect devices using an ethernet/LAN cable or plug in your laptop for quick set-up, follow these steps.

- 1 Insert one end of the ethernet cable into the ethernet port of your desktop/laptop.
- 2 Connect the other end of the ethernet cable to the yellow LAN port labelled LAN1, 2, 3, 4 at the back of your router (5).

## Information sticker

You may want to take a picture before plugging in and setting up for easy reference.



- 1 Default Wi-Fi SSID (network name) and wireless key (password).
- 2 Default admin username and password.
- 3 Default Wi-Fi QR code for quick set up from your phone.
- 4 Default router IP address.

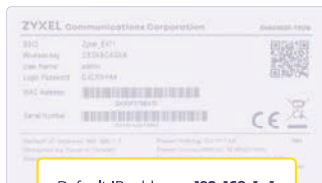
### Connecting with Wi-Fi

To connect via Wi-Fi, follow these steps and connect to the default Wi-Fi network.

SSID: ZyxeL E471  
Wireless key: DNTY333G8j

- 1 On your device, select Wi-Fi and choose the Zyxel network from the list – this may be displayed as Supersonic Wi-Fi.
- 2 Use the wireless key provided as the default password to connect your device to this Wi-Fi network.

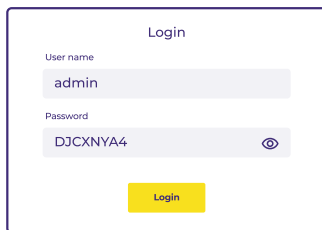
### 3 Complete the set-up wizard on your new router



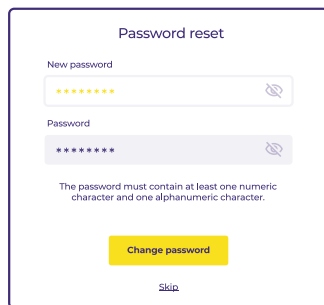
- 1 Open your preferred web browser (e.g. Google Chrome, Safari or Microsoft Edge).



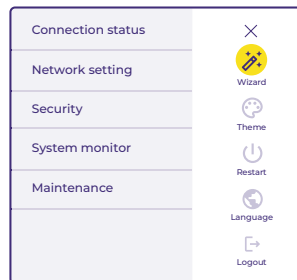
- 2 In the address bar, type the default address (e.g. 192.168.1.1) as indicated on the sticker at the back of your router.



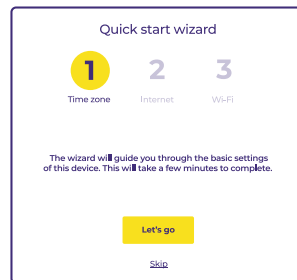
- 3 Log in using the default username and password provided on the sticker at the back of your router.



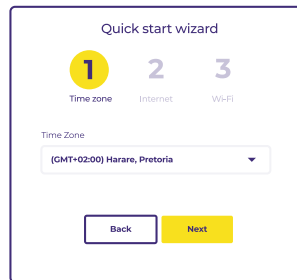
- 4 If this is your first time logging in, you will be prompted to change the default password. Enter your new password twice and click 'Change password' to continue.



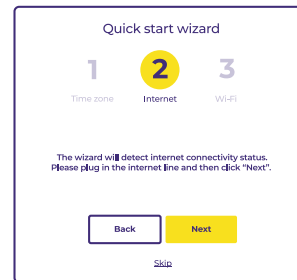
- 5 If this is your first time accessing your router, the router wizard should start automatically. If not, click on the hamburger menu (three stripes) located in the top right corner, and select "Wizard".



- 6 Once you access the setup wizard, click 'Let's go' to proceed.



- 7 Ensure that the time zone is correctly set to (GMT +02:00) Harare, Pretoria. Then click 'Next' to continue.



- 8 Supersonic uses an automatic configuration system which pairs your router and your account. Click 'Next' to continue.

Quick start wizard

1 2 3  
Time zone Internet Wi-Fi

The internet connection is ready.

Back Next

- 9 After the connection is complete, click 'Next' to proceed.

Quick start wizard

1 2 3  
Time zone Internet Wi-Fi

2.4G Wi-Fi 5G Wi-Fi

admin admin

DJCNXA4 DJCNXA4

Strength Strength

☐ Keep 2.4G and 5G the same Done

- 10 The wizard will provide you with default Wi-Fi settings that you can either change or leave as is. When you are finished, click 'Done'.

Connectivity

System info

Model name

Firmware version

Wi-Fi settings

Guest Wi-Fi settings

2.4G Wi-Fi 5G Wi-Fi

2.4G Wi-Fi 5G Wi-Fi

- 11 Once you are back on the status screen, and everything is working correctly, you should see two ticks in the connectivity block.



If you don't see two ticks, contact

**0861 787 377**  
for assistance.

# Getting more help

## How to self-service

We offer a user-friendly self-service portal, ClientZone, where you can view your services, report connection interruptions, and access your invoices and statements with ease. Simply visit our website at [clientzone.supersonic.co.za/register/](https://clientzone.supersonic.co.za/register/).

## Having trouble connecting

- 1 Perform a speed test via [supersonic.co.za/speed-test/](https://supersonic.co.za/speed-test/). Make sure to run the test with your PC/laptop connected to the router via an ethernet/LAN cable to eliminate any potential Wi-Fi interference.

Light	Colour/State	What it means
Power	Off	No power
	Green	The router is on and ready for use
Ethernet WAN	Off	The ethernet link is down
	Green	The ethernet link is up
Internet	Off	Connection is not detected
	Red	Connection to the internet has failed
	Green	You are connected to the internet
LAN 1-4	Flashing	Data is transferring over the internet
	Off	The ethernet socket is not connected to a device
	Red	The ethernet socket is connected to a device
2,4Ghz Wi-Fi 5Ghz Wi-Fi	Green	Data is transferring over the ethernet connection
	Off	The 2,4Ghz and 5Ghz wireless network is down
	Green	The 2,4Ghz and 5Ghz wireless network is on
	Flashing	Data is transferring over Wi-Fi

If the Zyxel device does not turn on or the LED indicator lights do not behave as expected, please check the cables, and make sure you've switched your router on at the back and at the wall socket. If the problem persists, you can perform a reboot of the Zyxel router by unplugging the power plug for 10-15 seconds and then plugging it back in.

## Get in touch

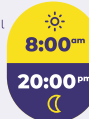
We are committed to providing you with the highest standard of support and service reliability. Here are the various ways to reach one of our Supersonic Customer Support

WhatsApp **060 068 7377**

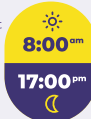
Client Care Line **0861 787 377**

## Operating hours

Technical support  
Mon-Sun



Account queries  
Mon-Fri



Sales & order follow up  
Mon-Fri



Sat

