Turkcell Home Internet Guide

WHAT IS WIFI?

Wifi stands for "wireless fidelity" and means wireless connection area. As it can be understood from the explanation of Wifi, Wifi is signal area and you can access the internet wirelessly with tablets, phones, smart watches, audio players, televisions, game consoles and similar devices in this area.

HOW DOES WIFI CONNECTION WORK?

The internet that comes wirelessly to the roof of your house is carried to your home via the antenna attached to the roof.

Though the cable coming from the antenna into your home, the internet connection is carried to your computer.

You can also distribute your internet, which comes to your home with a cable, wirelessly via a wireless modem.

Glossary of Terms for Modem

Power Light: Indicates whether your modem is receiving electrical energy. If the power light is not on; probably means no other lights are on. In this case, make sure that the plug and adapter are connected to the socket.

If the adapter is connected but the light is still not on, check if there is electricity at the socket.

If you do not have an electrical control pen, plug the modem adapter into another outlet that you are sure is working.

Modem (Front)

LAN (Ethernet, Data)

Power Light   WLAN Light   Internet Light

Modem (Back)

Power   Reset
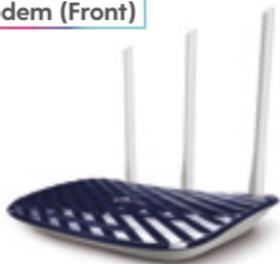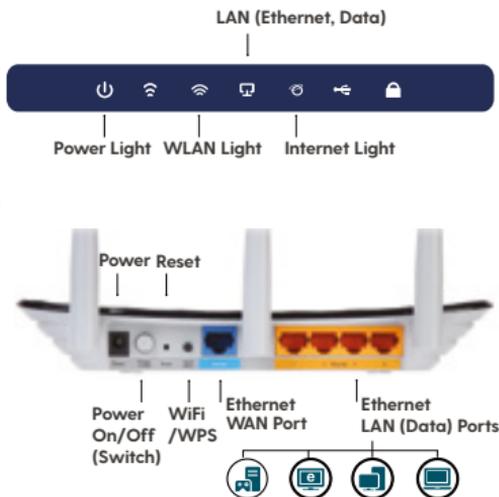
Device brands and models
differs accordingly.

Power   WiFi   Ethernet   Ethernet
On/Off   /WPS   WAN Port   LAN (Data) Ports
(Switch)

WLAN (WIFI): It is the button to turn the wireless network feature of your modem on or off.

WLAN Light: Indicates whether your wireless connection is active.

Internet (WAN) Light: This light is active when the WAN port is used.

ON-OFF (Switch): It is the key to turn the power of your modem on and off.

RESET: It resets all the settings of your modem and returns it to its factory settings. When this process is done, the interface password of your modem and the user password you entered are reset.

LAN (ETHERNET): In order to establish a cable connection between your modem and computer, you must plug your Ethernet cable into this port. This input provides the local network connection between the computer and the modem. Most modems have multiple LAN ports.

1. Main factors that can cause connection problem

- Make sure there is no power cut.
- Check the plug of your modem and insert it fully into the socket.
- Make sure your modem is turned on. Check the on/off button that says On/Off.
- Make sure your internet cable is fully seated.
- Your cable should not be frayed, dented and its outer covering should not be damaged.
- Make sure your device's wireless network is turned on.
- If you cannot establish a connection, turn your device off and on.
- Turn your modem off and on and wait for 1 minute. Power, internet and WLAN light should be on.

Check steps/ What to do

If your cable connections are correct, try restarting your modem. For this, unplug your modem's power supply and wait for 5 seconds, then plug it back in.

Is the light on on the POE adapter? **①** If it is not lit, check the electrical connection. Try plugging it into a different socket.

Are the cables plugged into the correct inputs? Make sure it is plugged into the POE part coming from the roof and the LAN part **③** going to the Modem. **②** **④**

If you still cannot use it, turn the electricity connected to your modem off and on, check your internet connection again after the modem lights are on.

If the POE adapter/modem lights do not turn on or you cannot connect after all check steps are done, CONTACT US!

1 PoE
(Power + Data)
Adapter

2 PoE
(Power + Data)

3 LAN
(Data)

4 Router (Modem)
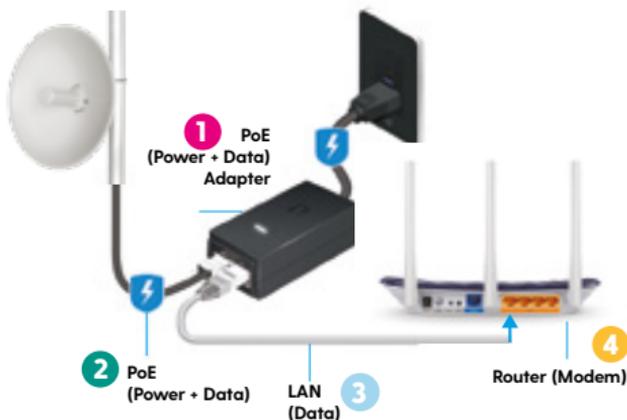
2. The main factors that can cause rupture and freezing problems

First of all, in order for you to have a problem-free wireless connection, your modem should be located away from electronic devices such as microwave oven, washing machine/dishwasher, refrigerator. These devices can block your signal and cause speed issues on your connection.

The further you move away from the modem, the lower the level of your connection will be. In addition; The quality of your modem is also one of the factors that determine your signal level.

Wall thicknesses, curtains, materials used for heat insulation and materials used for sound insulation are also one of the main factors that will reduce your signal level.

For a problem-free wireless connection, you need to place your modem in a central location in your home.

If your house is large, you can achieve seamless wireless connection with Access Point wireless signal boosters.

Before the factors listed above, one of the primary reasons is that your internet speed is being used with full capacity.

Control Steps/ What to Do

- Make sure that the cables on the modem are connected to the right place.

- Turn your modem off and then on and try again. If you still have problems, try plugging the cable into a different port of the modem.

- If you are trying to connect to the modem from a remote location, your signal level may be weak and therefore you may be experiencing disconnection. Test where your signal is high.

- If you are experiencing disconnection while using the internet (for example, while watching videos), the internet speed you are using may not be sufficient for you, you can increase your speed by contacting us.

If you still have problems after all check steps have been done, CONTACT US!

3. The main factors that can cause slowness

The devices you use to access the Internet can affect your speed. If your computer is infected with a virus that uses the internet, your internet will slow down because you are trying to access the internet with this virus at the same time. If the automatic update settings of the programs installed on the devices you are using are turned on, your speed may slow down during the installation.

If you provide a wireless connection to access the Internet, the location of the modem and its distance to the computer affect the connection speed. Factors that reduce the signal level, such as the wall in your environment, can also cause slowness in your internet access.

If you are experiencing slowness problems when accessing only one site, it may be due to the site you are trying to connect to. In the case of a speed test when multiple users are connected to the internet at the same time in your home, the maximum speed level that each user will see may be different.

Check steps / What to do

You can view your speed on **www.speedtest.net** by selecting the

server KKTCELL-NICOSIA. In order to get the most accurate result, we recommend that you test when there is no use in the background.
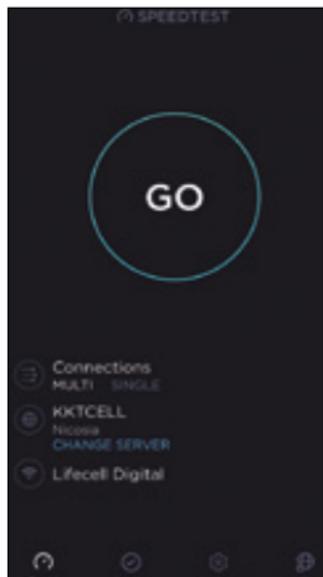
If the result and the service you receive are at the same speed, the issue may be related to the sites, programs and pages you connect to, or there may be a problem with the device/s that distribute the internet for the home.

If you are trying to connect to the modem from a remote location, it is possible that your signal level is weak and therefore you may be experiencing slowness. Our recommendation would be to test at the point where the signal level is high.

You can test whether there is a problem with your internet by logging into different sites. (eg: If you can access Facebook but not Instagram, this may be a site-based problem.)

If you still experience slowness after all check steps are done, CONTACT US!

CONTACT US!
Reach Lifecell Digital Call Center
7 Days 24 Haurs from
0533 878 0535
Send e-mail to
destek@lifecelldigital.com

lifecelldigital.com