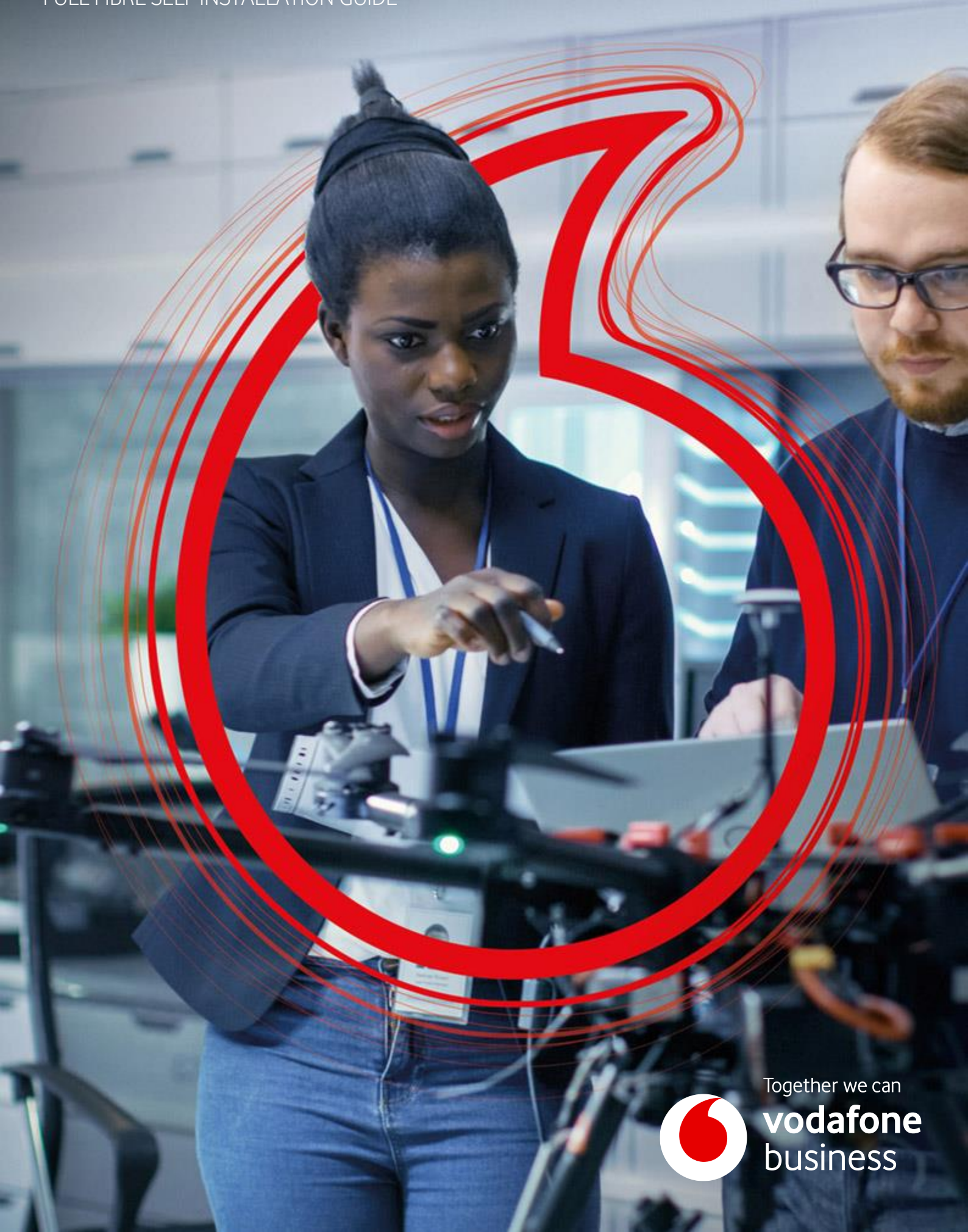


Complete Connectivity

FULL FIBRE SELF INSTALLATION GUIDE



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Introduction

To enable your Full Fibre Broadband service the Meraki MX device requires configuring for PPPoE (Point to Point Protocol over Ethernet.)

PPPoE is a network protocol that facilitates communication between network end points or devices such as laptops, PC's, mobiles etc.

There are two ways to configure the Full Fibre (FTTP) service for your Complete Connectivity solution. The following guides will assist in setting up your Full Fibre (FTTP) Complete Connectivity service that is right for you.



1. Installation where an active broadband or data service exists

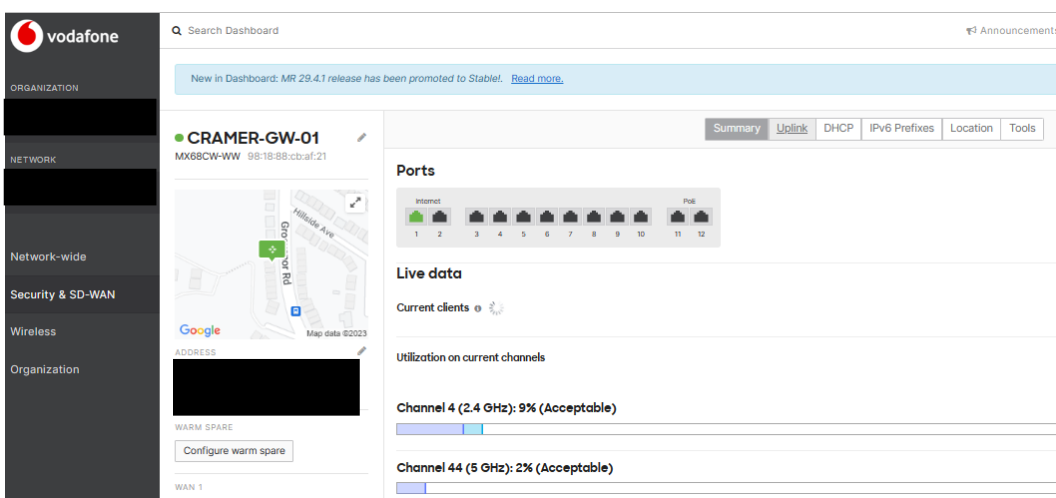
1.1 Configuring the WAN in the Meraki Dashboard.

When you first receive the Meraki MX device it will need to be configured to enable PPPoE authentication. Using your existing Broadband or Data connectivity this can be configured in the Meraki Dashboard: [Meraki Dashboard Login](#). Broadband is any broadband connection you may have from Vodafone or your previous supplier.

1. Using an Ethernet cable in a LAN port on your existing router, plug the cable in to Internet 2 port on the rear of the MX Device. (We will be configuring Internet 1 as primary uplink for Full Fibre (FTTP))
2. The LED indicator on the front of the MX device will begin to cycle through rainbow colours, and eventually settle on a solid white state. Occasionally there may be updated firmware that will begin to install. If this occurs the Status LED will flash White while installing the firmware. You can continue to configure the device while the firmware is installed. Once the firmware update is completed the MX will reboot and settle on solid white.
3. Open a browser on a computer and navigate to [Meraki Dashboard Login](#) and log in using the credentials provided for the Meraki Dashboard during delivery of your service (Only one set of credentials will be provided per admin user, which enables management of all sites on your network)
4. Once logged in navigate to Security and SD-WAN page from the menu on the lefthand side, selecting Appliance Status from the flyout menu :



5. On the Appliance Status page click the uplink box on the options bar towards the top:



6. Click on the edit pencil icon for WAN 1

The screenshot shows the 'Configuration' page in the Meraki dashboard. At the top, there are tabs for 'Summary', 'Uplink', 'DHCP', 'IPv6 Prefixes', 'Location', and 'Tools'. The 'Configuration' section is expanded to show 'General' settings, which are redacted with black boxes. Below this, the 'WAN 1' section is selected, showing a table of settings:

	IPv4	IPv6
TYPE	Dynamic	Auto (Stateless)
CONFIGURED AS	Dynamic	Auto (Stateless)
STATUS	Active	Not connected
IP ADDRESS	[Redacted]	
GATEWAY	[Redacted]	
DNS	[Redacted]	

Below the WAN 1 section is the 'WAN 2' section, which is currently inactive. At the bottom, there is a 'SIM Card' section.

7. On the Configuration window select Connection Type as PPPoE, and Authentication as Enabled:

The screenshot shows the 'Configure WAN 1' dialog box. It has a title bar with 'Configure WAN 1' and a close button. The dialog is divided into several sections:

- WAN Config:** A toggle switch set to 'Enabled'.
- Connection type:** A dropdown menu set to 'PPPoE'.
- VLAN ID:** A text input field with 'Ex: 10' as a placeholder.
- Authentication:** A toggle switch set to 'Enabled'.
- Username:** A text input field containing a redacted username followed by '@enterprisebroadband.vodafone.co.uk'.
- Password:** A password input field with masked characters.
- IPv4 Assignment:** A dropdown menu set to 'Auto'.
- IPv6 Assignment:** A dropdown menu set to 'Auto'.

At the bottom of the dialog are 'Cancel' and 'Update' buttons.

If the username and Password is not visible enter the supplied credentials and click Update.

- 8. Connect the MX device from the Internet 1 port to the ONT socket for the FTTP service.
- 9. The device will now connect to the FTTP service and WAN 1 should turn Green in the Meraki Dashboard.

The screenshot shows the 'Ports' page in the Meraki dashboard. At the top, there are tabs for 'Summary', 'Uplink', 'DHCP', 'IPv6 Prefixes', 'Location', and 'Tools'. The 'Ports' section is expanded to show a row of 12 port status indicators. The first two ports, labeled 'Internet' and 'PoE', are shown with green status icons, indicating they are active. The remaining 10 ports are shown with grey status icons, indicating they are inactive.



2. Installation and Configuration where there is no existing broadband or data connectivity.

2.1 Configuring WAN for FTTP Meraki Local Page.

Where there is no existing data connection to connect to the Meraki Cloud configuration for the FTTP connection must be completed on the Meraki Local page.

1. Plug the Meraki MX device into a power supply and allow it to boot up. It will settle on a solid orange light on Status LED on the front of the MX device.
2. Using an ethernet cable connected to a Laptop/ Desktop and plug this into LAN port 3 on the rear of the MX device. (Number 3 in the diagram below – if your laptop does not have an ethernet port you will need to use a USB to ethernet adaptor.)
3. Open a web browser and navigate to <http://wired.meraki.com>
4. In the Username box enter the MX Device serial number (This is case sensitive and must include the “-“ as per the box label). Leave the password field blank and submit.
5. Once logged in click the Configure Tab.

The screenshot shows the Meraki web interface with the 'Configure' tab selected. The 'Uplink configuration' section is visible, with settings for Internet 1 and Internet 2. For Internet 1, the settings are: VLAN tagging: Don't use VLAN tagging, Connection type: Direct, IP assignment: DHCP. For Internet 2, the settings are: VLAN tagging: Don't use VLAN tagging, Connection Type: Direct, IP assignment: DHCP. The 'Web proxy' section is also visible, with 'Use a proxy?' set to 'No'. A 'Save' button is at the bottom left.

5.1. Change the following fields as follows for Internet 1:

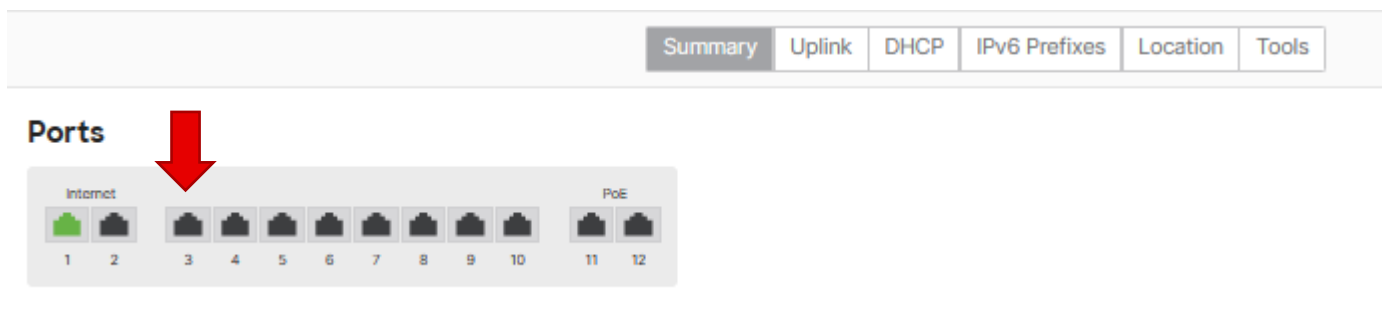
5.1.1. Connection Type: PPPoE

5.1.2. Authentication: Use Authentication

5.1.3. Username and Password: Enter the provided credentials for your FTTP service.



- 5.1.4. Click Save.
6. Refresh the browser page.
7. Connect the MX device from the Internet 1 port to the ONT socket for the FTTP service.
 - 7.1. The MX device status LED will begin to cycle through the various colours within 2 minutes.
 - 7.2. This will eventually settle on a stable White light.
 - 7.2.1. Occasionally there may be updated firmware that will begin to install. If this occurs the Status LED will flash White while installing the firmware. You can continue to configure the device while the firmware is installed. Once the firmware update is completed the MX will reboot and settle on solid white.
 - 7.2.2. If the MX does not settle on white light or remains orange reboot the MX device. This will then begin to cycle the lights and once settled on White the device will be registered on the Meraki Cloud
8. Log in to the Meraki Dashboard (<http://wired.meraki.com>) to check the device is visible and PORT 1 is green.



3. Trouble Shooting

This section will cover trouble shooting steps if the MX does not connect to the Meraki Cloud.

3.1 Connectivity

- Are the ONT lights all Green?
 - If No, the FTTP line needs to be checked, please contact your Care team as per your Welcome Pack for support on checking the Full Fibre line.
 - If Yes continue with next step

3.2 Equipment

- Is the MX powered up?
 - No – Ensure the device is plugged in and connected to the MX. Try an alternative power socket/ supply. If not powering up we need to replace the device.
 - Yes – Continue
- Reboot the MX device by either unplugging the power or pressing the reset button on the rear of the MX (Press and release). The lights will cycle and will settle on White
 - Yes – resolved
 - No – Continue
- Check the Meraki Local page, and check for internet connectivity does it show connected to the internet:
 - Yes – reboot device.
 - No – Check cable to ONT socket and try alternative.

If the above does not resolve any issues, please contact us for support. please contact your Care team as per your Welcome Pack for support on checking the Full Fibre line.





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