MOICO

HI!
IT'S COOL THAT YOU ARE WITH US!

HELLO,

YOU JUST JOINED TO THE MOICO TEAM!

WE HAVE PREPARED A SHORT GUIDE FOR YOU, IN WHICH WE EXPLAIN STEP BY STEP WHAT TO DO AND HOW TO PROCEED IN SPECIFIC SITUATIONS READY? THEN LET'S START!

CUSTOMER PANEL
Your treasury of knowledge

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HERE YOU WILL FIND ALL THE MOST IMPORTANT INFORMATION. TO LOG IN TO THE PANEL, GO TO: **WWW.MOICO.INTERNETUNION.PL** OR **WWW.MOICO.PL** AND GO TO THE **"MY PANEL"** TAB. THEN COMPLETE THE DATA FOR LOGIN, WHICH YOU WILL FIND ON THE AGREEMENT.

LOGIN   AGREEMENT NUMBER

HASŁO   GIVEN IN THE TABLE ON THE FIRST AGREEMENT

BELOW IS AN EXAMPLE:

NAME		SURNAME	
REGISTERED ADDRESS		INSTALLATION ADDRESS	
PESEL		IDENTIFICATION DOCUMENT	
CONTACT NUMBER 1		CONTACT NUMBER 2	
EMAIL		PASSWORD	736211
AGREEMENT NUMBER	1234567890	CONCLUSION OF THE CONTRACT DATE	
AGREEMENT DURATION		NOTICE PERIOD	
PROMO DURATION		BEGINNING OF SETTLEMENTS	
BANK ACCOUNT NUMBER			

2 ROUTER
select the right one

IN SEARCH OF A GOOD ROUTER, IT'S WORTH VISITING OUR SKYNET PARTNER STORE (UL. ZGODNA 4 IN WROCŁAW).

YOU HAVE TO REMEMBER THAT THE DEVICE MEETS SPECIFIC PARAMETERS:

⟶ the router must have a WAN/INTERNET input for an RJ-45 cable to work correctly with the network. It is identical to the one you use to connect to a computer or console. At speeds up to 100 Mb/s minimum wireless N network standard.

⟶ at speeds up to 1000 Mb/s minimum wireless AC network standard. Category 6 cabling is recommended.

⟶ make sure your router has wired ports supporting 1 Gbps throughput. Network standard wireless (e.g. AC 1200) differs from wired ports' throughput.

AFTER PURCHASING THE ROUTER, GET TO DO ITS CONFIGURATION. NO WORRIES! PROCEED TO FOLLOW THE INSTRUCTIONS, AND YOU WILL DO
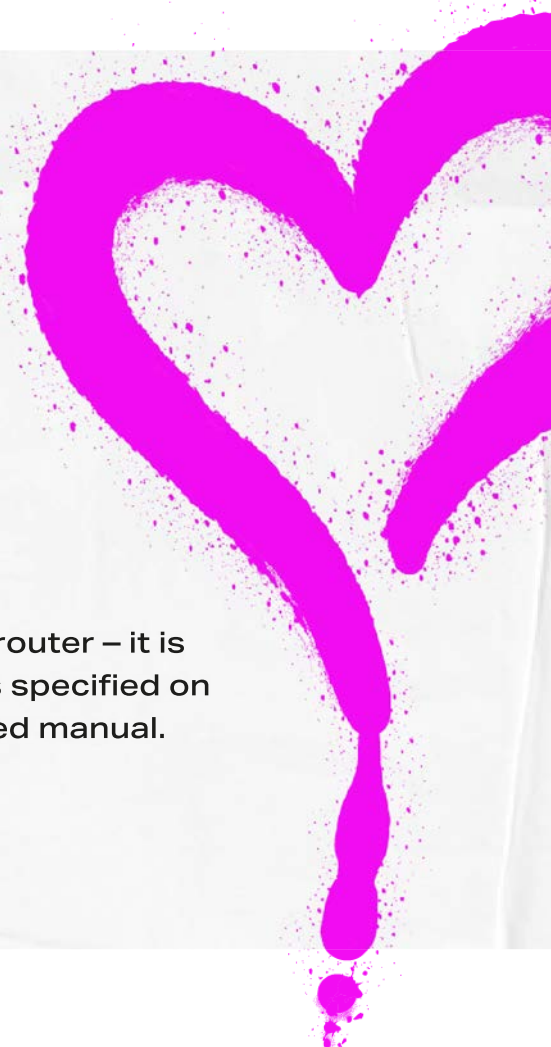
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3 DO IT YOURSELF
configuration router

CONNECT THE ROUTER TO YOUR
COMPUTER WITH AN RJ-45 CABLE
OR VIA WIFI, THEN:

A log on to the device using any
Internet browser.

B in the address bar, enter the IP of the router – it is
usually 192.168.0.1 or 192.168.1.1. It is specified on
the back of the device or in the supplied manual.

**NOTE: IF THE LOGIN DATA FROM THE MANUAL
DOES NOT WORK – YOU CAN RESTORE IT BY
RESETTING THE DEVICE. REMEMBER THAT YOU
DO THIS AT YOUR OWN RISK!**

4 WHAT'S NEXT?
you have completed the first stage of configuration, now check:

⟶ whether IP address fetching is automatic (sometimes also described as dynamic or DHCP),

⟶ whether the router has MAC address cloning disabled (a prerequisite).

⟶ the above settings should be the default, if not you can do it yourself by going to the WAN tab ("Quick setup"),

⟶ it is also a good idea to refer to the manual provided with the router.

ADVANCED SETTINGS:

|		
📶 WIRELESS	IPV6	📍 ADMINISTRATION
⌂ LAN	VPN	SYSTEM LOG
🌐 WAN	◇ FIREWALL	＋ NETWORK TOOLS

5 GRANDE FINALE
that is, access to the network

THE HARDEST PART IS OVER!
ALL YOU HAVE TO DO IS REGISTER
YOUR DEVICE AND EVERYTHING
SHOULD BE FINE! BUT LET'S NOT
GET AHEAD OF OURSELVES:

→ PLUG THE **RJ-45 CABEL** FROM THE
ETHERNET SOCKET ON THE WALL INTO
THE WAN PORT – THE INPUT PORT IS
ON THE BACK OF THE ROUTER,

→ OPEN YOUR BROWSER AND LOG IN TO
THE **CUSTOMER PANEL**.

TO ENTER THE PANEL:
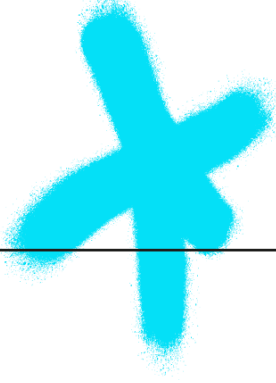
1. ENTER THE DATA PROVIDED IN YOUR AGREEMENT.

2. IN THE PANEL, CHOOSE >REGISTER THE DEVICE<.

3. ON THE LEFT, SELECT YOUR DEVICE FOR REGISTRATION.

4. CHOOSE >ACTIVATE THE DEVICE<

5. WAIT 10 MINUTES (REFRESH TIME AND ALLOCATION OF A NEW IP ADDRESS).

6. DONE!*

*AFTER REGISTRATION IS COMPLETE, YOU GET A MESSAGE ASKING YOU TO REBOOT THE ROUTER – ONCE YOU'VE DONE THAT, YOU SHOULD HAVE ACCESS TO THE NETWORK!

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6 REMEMBER ABOUT PAYMENTS!

N THE END, A HANDLING OF USEFUL INFORMATION ABOUT INVOICES AND PAYMENTS:

⟶ invoices are generated on the 2nd day of each month

⟶ sent automatically as an attachment to an e-mail;
and are also available in the Customer Panel ("Finance" tab),

⟶ the payment deadline is the 22nd day of each month,

⟶ the first invoice is collective, which includes the costs associated with the first month of using the service, activation and the next month. Your next payment will only cover the next month,

⟶ a payment reminder is sent by e-mail
– If it was provided when signing the contract,

⟶ you can pay by bank transfer bank, post office or Billtech. You cannot pay your bills with cash.

NOTE: THE ACCOUNT NUMBER FOR PAYMENTS IS INDIVIDUAL FOR EVERY CUSTOMER. YOU WILL FIND IT ON THE AGREEMENT OR INVOICES.

CUSTOMER SERVICE, CHATBOT

YOU WILL FIND OUR SERVICE OFFICE AT **UL. TADEUSZA KOŚCIUSZKI 117/2U** IN WROCŁAW (ENTRANCE FROM THE UL. KOŚCIUSZKI AND UL. PUŁASKI INTERSECTION).

WE ARE FOR YOU FROM MONDAY TO FRIDAY, **9:00-17:00.**

THERE IS ALSO A CHATBOT AT YOUR SERVICE, THAT ENABLES:

→ checking offers and promotions,
→ crash report,
→ checking your account balance and payments.

FIND OUR BOT ON MESSENGER AND ASK OR CALL THE HELPLINE.

YOU CAN TALK TO US FROM MONDAY TO FRIDAY BETWEEN **7:00-20:00**
OR ON SATURDAY FROM **9:00-13:00.**

ON THE WEBSITE: **WWW.MOICO.PL** , YOU WILL FIND **FAQ** – LIST OF QUESTIONS AND ANSWERS PREPARED BY US, WHICH CERTAINLY WILL BE HELPFUL!

THAT'S SO MUCH FROM US! #MOICOTEAM

MOICO

UL. KOŚCIUSZKI 117/2U
50-442 WROCŁAW
PHONE.: 600 600 101 | 71 718 61 20
E-MAIL.: ENJOY@MOICO.PL