

Your new router: Set-up guide

**Your router box contains
the following equipment.**

You won't need it all; the instructions inside
tell you what to use for your set-up.



Router



Router
power supply



Yellow Ethernet
(CAT5e) cable



Grey DSL
(RJ11) cable



Microfilter



RJ11
Adapter*



4G Broadband
Back-Up dongle*



* Not provided for all set-ups

Router set-up

Please use this set-up guide if your **Openreach modem (ONT)** looks like this:



1. Connect the router power supply to the router.



2. Take the yellow Ethernet cable and connect one end to your Openreach ONT. Connect the other end to the blue router port labelled WAN.

3. If you have been provided with an RJ11 adaptor, plug this into the green port labelled PHONE 1. Then connect this to your existing handset.



Final step: Check your power is plugged in at the socket, then **switch the router on** using the on/off switch located on the back.

Once you've **completed the steps above** your router will take around 5 – 10 minutes to connect.

Router set-up

Please use this set-up guide if your **Openreach master socket** looks like any of these:



1. Connect the router power supply to the router.



3. If you have been provided with an RJ11 adaptor, plug this into the green port labelled PHONE 1. Then connect this to your existing handset.



2a. If your Openreach socket looks like this:

Take the grey DSL cable and connect one end to the socket. Connect the other end to the grey router port labelled DSL.

2b. If your Openreach socket looks like this:

Take the microfilter and connect to the socket. Connect the grey DSL cable to the microfilter and then connect the other end to the grey router port labelled DSL.



Final step: Check your power is plugged in at the socket, then **switch the router on** using the on/off switch located on the back.

Once you've **completed the steps above** your router will take around 5 - 10 minutes to connect.

4G Broadband Back-Up router set-up

Please use this set-up guide if you opted for the **4G Broadband Back-Up** product:

1. Ensure that you have completed the router set-up for your broadband service and that the router is fully operational.



2. Take the sim card provided and insert it into the 4G Broadband Back-Up dongle. Once inserted, plug the dongle in to the USB slot on the back of your router.



3. Once you've **completed the steps above**, your router will take 5 - 10 minutes to configure the dongle. The LED colour guide below will help you to understand your dongle's status.

When the dongle starts to blink a blue light intermittently, this means your Wi-Fi's signal is now protected and your 4G Broadband Back-Up service is up and running.

LED colour	Status	Description
No Light	☐	There is no power to the device
Blue	☒ Solid Slow blinking Intermittent blinking	> The modem is ready to connect to the internet > The modem is searching for a 4G data network > The modem is connected to a 4G data network
Red	☐	Service error or SIM card error. Service unavailable
Yellow	☐	Re-insert the dongle into the router

Problem solving

If your router doesn't power up correctly on your first attempt, please **repeat all the steps** checking that all the **cables are fully connected**, and the **power socket is live**.

Still having problems
connecting?

We're on **WhatsApp**, just scan the QR code to get started or call us on:



0161 804 5657

Monday to Friday, 8am to 6pm