

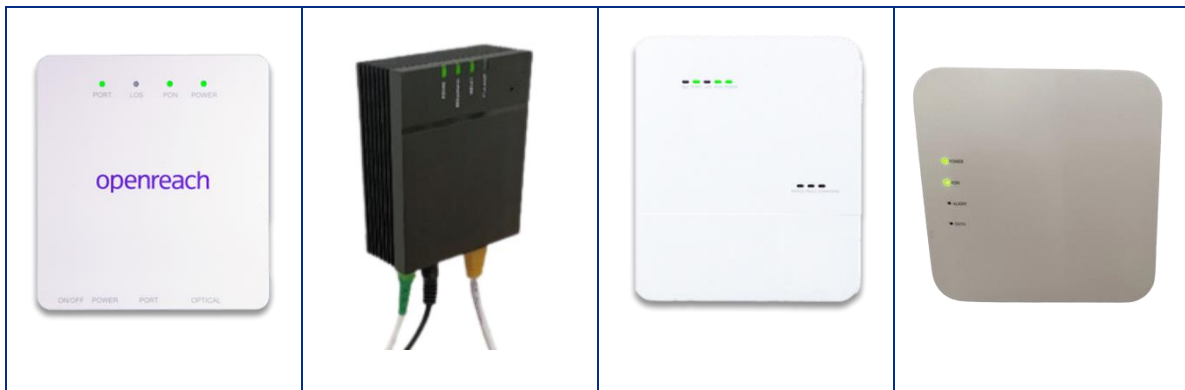
Troubleshooting Set Up Guide

We're here to help you get set up, just follow the steps below to get everything working smoothly.

Fibre to the Premises (FTTP)

You'll need a fibre box (ONT) in your home rather than a traditional master socket. If we've let you know that an engineer isn't needed, you should already have an ONT set up.

Finding and checking your ONT:

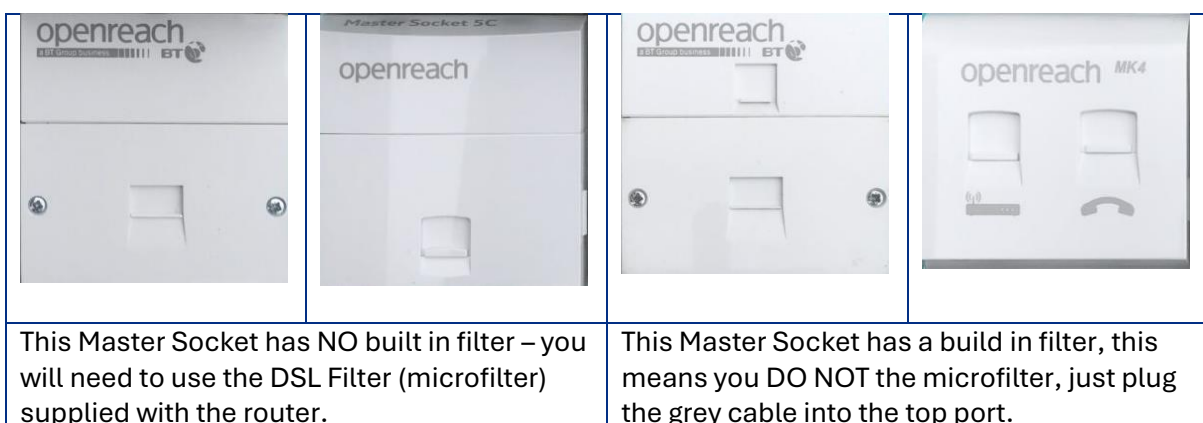


Power light: Check that the power light is green. Make sure the ONT is turned on at the mains, then check:



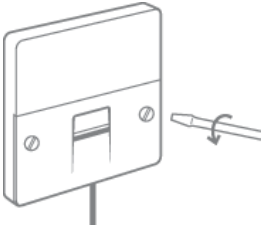
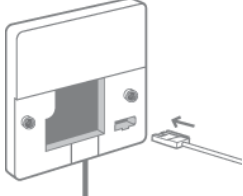
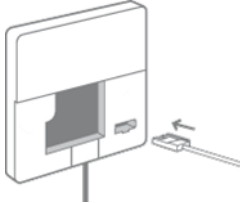


- The power cable is properly plugged in.
- Reboot the ONT by turning it off for 30 seconds and turning it back on again.
- The ONT is switched on (if it has an ON/OFF switch).
- The wall socket or extension lead is working.
- The ONT is securely attached and undamaged.

ADSL/FTTC Broadband

You'll need a **Master Socket** to set up your router.



Setting up your test socket:

Getting into the test port	
<p style="text-align: center;">Screws On The Front</p> 	<p style="text-align: center;">Clips Either Side</p> 
<p>1. Carefully unscrew the 2 small screws and the bottom half of the faceplate should slide out. On the right-hand side is a test socket. This connects you directly to the telephone line and bypasses any extension wiring you may have.</p>  <p>2. Plug in your Microfilter directly into the socket, with the DSL cable attached.</p> 	<p>1. Either side of the face plate there is a small clip, using a finger each side push the clip in, and slowly pull the face plate towards you.</p> <p>2. Plug in your Microfilter directly into the socket, with the DSL cable attached.</p> 
<p>3. Your connection should now, look like the below.</p> 	<p>3. Your connection should now, look like the below.</p> 

Where to find your ONT or Master Socket:

- Utility cupboard
- Living room
- Home office
- Under the stairs

Can't find it?

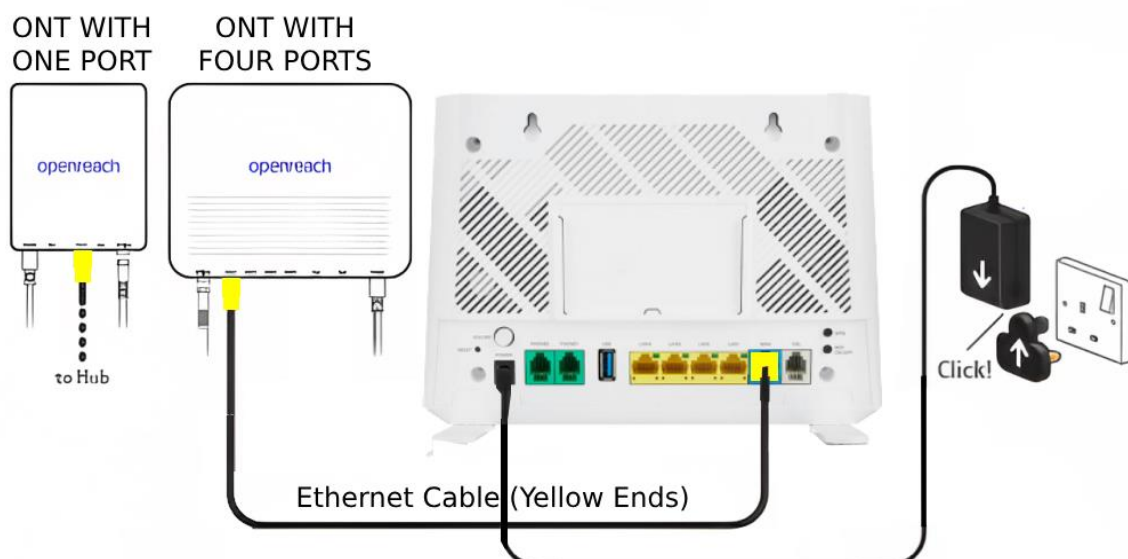
If you're having trouble finding your Master Socket, ask your landlord, letting agent, or building manager. Still no luck? Let us know and we'll help sort it out, including organising an installation if necessary.

Getting Your Router Set Up

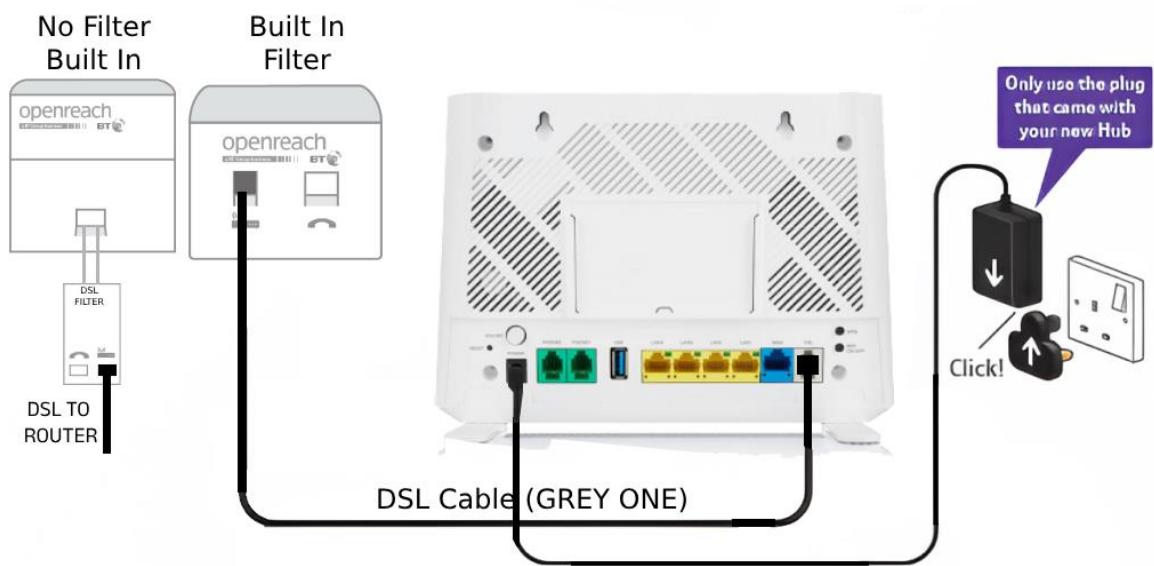
Once you've found your ONT or Master Socket plug in your router as shown in the instructions.

- Zyxel router with a ONT (page 3)
- Zyxel router with a master switch (page 4)
- Technicolor Router with master switch (page 5)
- Technicolor Router with ONT (page 4)

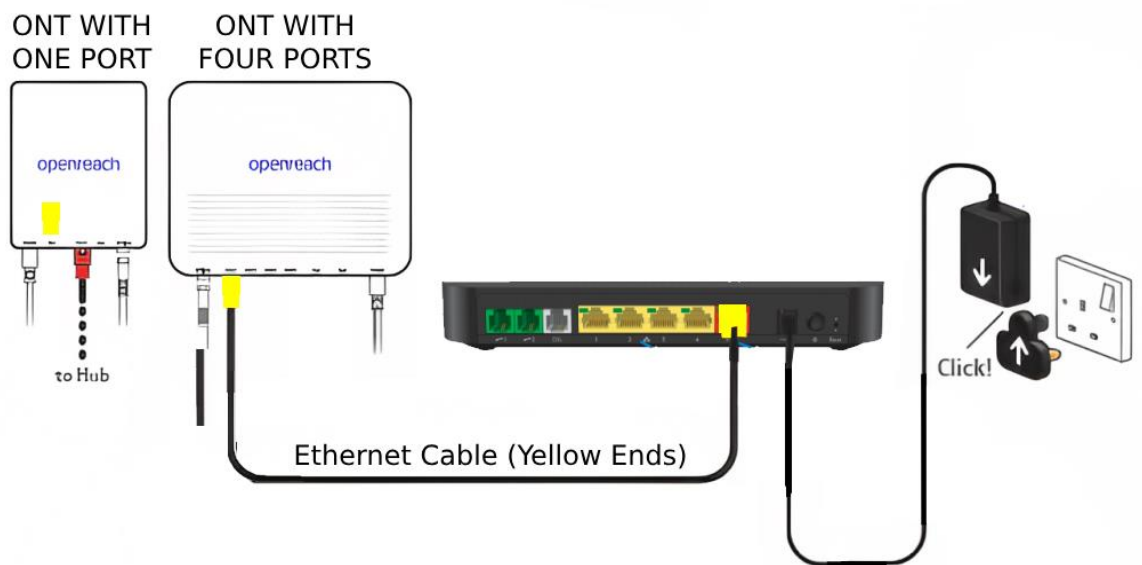
Zyxel router with a ONT:



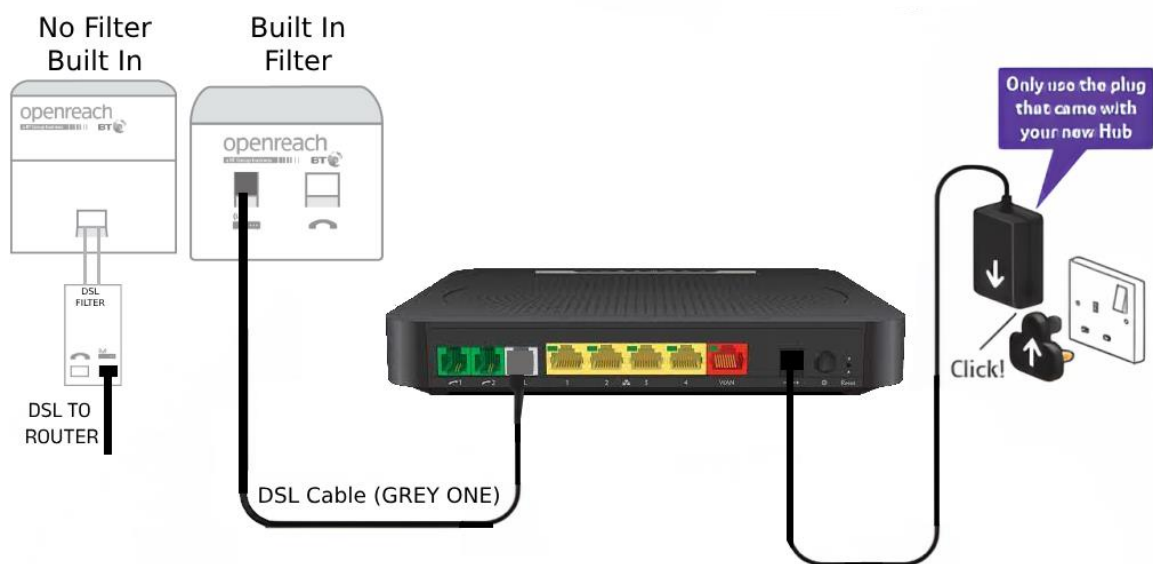
Zyxel router with a master switch:



Technicolor Router with ONT:



Technicolor Router with master switch:



Still having issues?

If everything's connected as above and it's gone midnight on your go live date, just reply to our email with a photo of your router and how it's connected to the ONT or Master Socket, and we'll get you live.