

## HOW TO SET UP YOUR PHONE

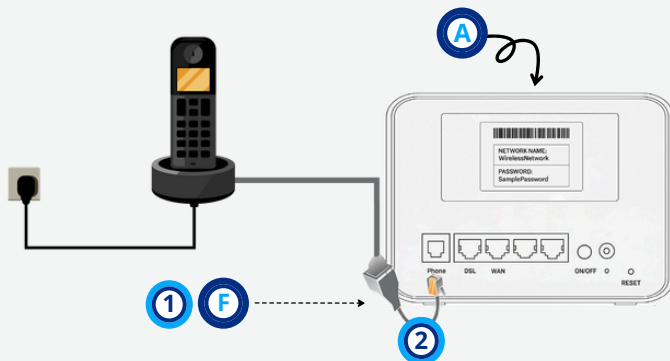
Begin with the router setup (see overleaf), then move on to this step.

### Option 1: Standard connection

- 1 Plug your phone cable into the "Phone 1" port on the back of your router (A) (usually green and on the far left). If there are multiple ports, always use the first one.

### Option 2: Using a handset with a BT Phone Socket

- 1 Plug your phone cable into the VoIP adapter cable (F).
- 2 Plug the adapter into the "Phone 1" port on the back of your router (A) (usually green port on the far left).



“ Support that NEVER SLEEPS ”

## Add SupportPlus to your package today!

WE ARE THE ONLY COMPANY TO OFFER:

- ✓ 24/7 CUSTOMER TECHNICAL SUPPORT
- ✓ FULLY UK BASED CALL CENTRES
- ✓ NO ENGINEER CHARGES\*
- ✓ ONLY £3.50 PER MONTH

Add to your package today! Call us on: 01482 680080



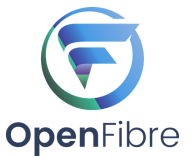
### Did you know...

you can get one month of FREE broadband if you switch **energy** through us?

- Skip the next price increase
- Get a fixed monthly rate and use unlimited energy
- Split the bill equally between household members

### To arrange:

- ☎ Call us on 01482 680080



# Your Router guide

## Watch the video guide



<https://www.youtube.com/watch?v=k9CNVxb14Mw>

## Technical Support Team

### Opening Hours:

Mon - Thursday 9am - 5.30pm | Friday 9am - 5pm  
Saturday & Bank Holidays 9am - 1pm

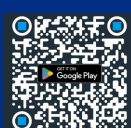


Call us: 01482 680080 (Option 2,1)

GET INSTANT SUPPORT

GET OUR MOBILE APP

DOWNLOAD ANDROID



DOWNLO AD IOS



## WHAT'S INCLUDED IN YOUR BOX?



Your broadband router



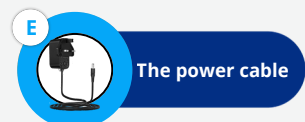
A microfilter  
Unless UltrafastFibre



DSL cable  
(grey)



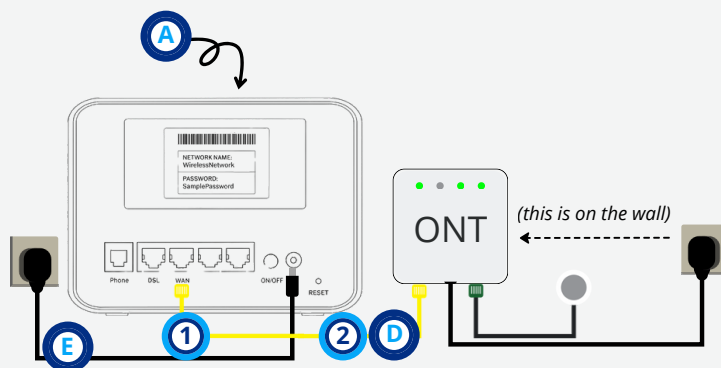
Ethernet cable  
(yellow or white  
with yellow ends)



The power cable



Voip adapter



Picture 1

## Option 2: Connecting to ADSL, FTTC, SOGEA (Picture 2)

- 1 Connect one end of the grey DSL cable (C) into the Master socket (it should say Openreach). Connect the other end of the cable into the grey (DSL) port on the back of your router (A).
- 2 If you are using a house phone, connect this to the Openreach master socket as well. If you've ordered a digital calls package (VoIP) please follow the guide we've emailed you.
- 3 Plug the power cable (E) into your router and the mains.
- 4 Press the router 'on' button. The power light will come on with others following depending on your connection type. Please allow 10 minutes for the router to fully power up for the first time.

## HOW TO SET UP YOUR ROUTER

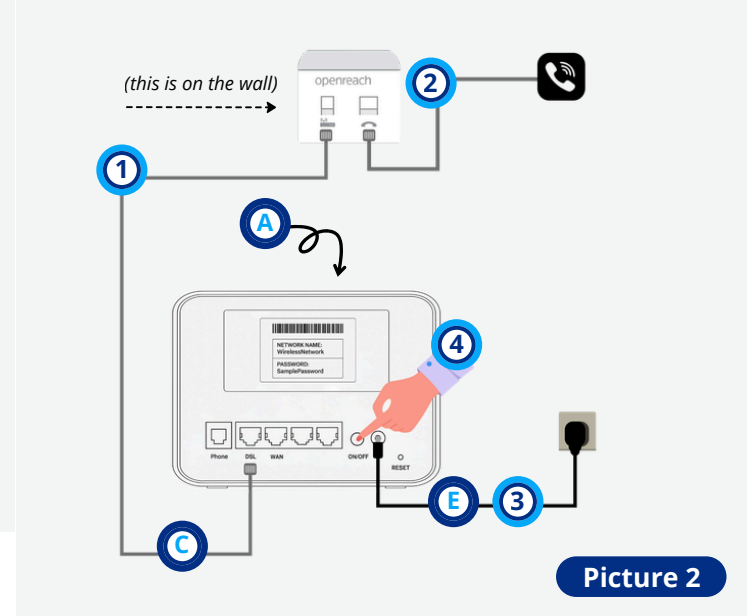
You can find out which connection type you have on your welcome email from us.

Your new broadband connection will be either:

- FTTP
- FTTC
- SOGEA
- ADSL

## Option 1: Connecting to FTTP (Picture 1)

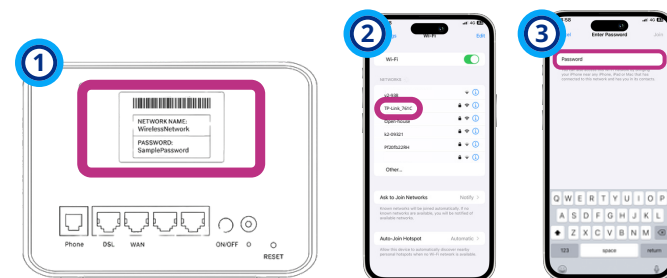
- 1 Plug the Ethernet cable (D) into the port labelled WAN.
- 2 Plug the other end of the Ethernet cable (D) into port 1 on the box attached to the wall.



Picture 2

## Connecting to WiFi (Picture 3)

- 1 Find the Network name and wireless password (located on the sticker on your router).
- 2 Search for available wireless networks on your chosen device and select the one that matches the router sticker.
- 3 When prompted for the password, enter the password on the sticker and connect.



Picture 3