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.
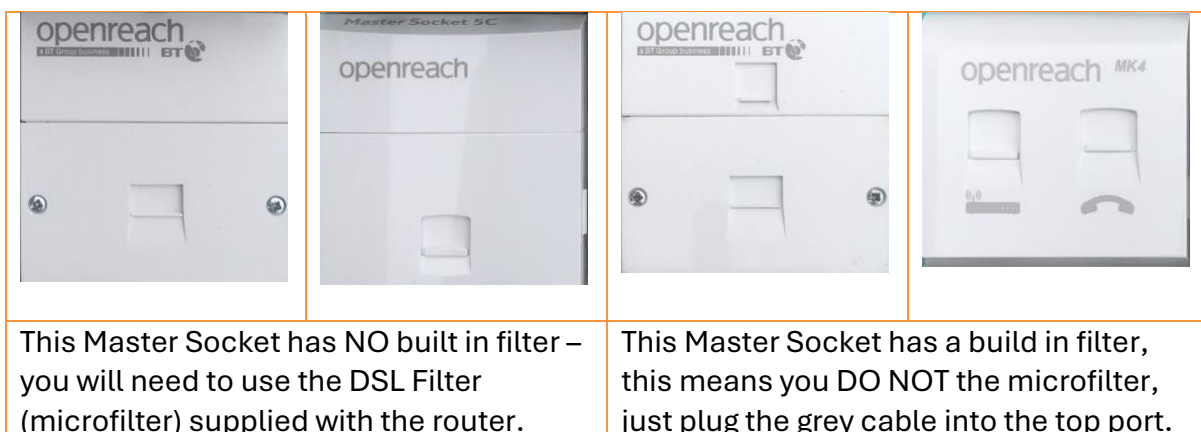
Finding and checking your ONT:

Power light: Check that the power light is green. Make sure the ONT is turned on at the mains, then check:
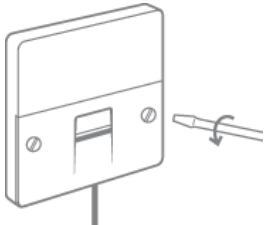
- The power cable is properly plugged in.
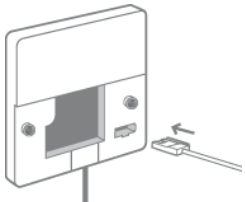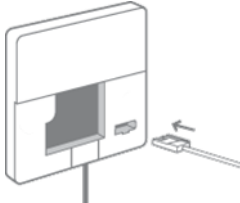- Reboot the ONT by turning it off for 30 seconds and turning it back on again.
- The ONT is switched on (if it has an ON/OFF switch).
- The wall socket or extension lead is working.
- The ONT is securely attached and undamaged.

ADSL/FTTC Broadband

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

| This Master Socket has NO built in filter – you will need to use the DSL Filter (microfilter) supplied with the router. | This Master Socket has a build in filter, this means you DO NOT the microfilter, just plug the grey cable into the top port. |

Setting up your test socket:

Getting into the test port	
Screws On The Front	Clips Either Side
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. 2. Plug in your Microfilter directly into the socket, with the DSL cable attached. 	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. 2. Plug in your Microfilter directly into the socket, with the DSL cable attached.
3. Your connection should now, look like the below. 	3. Your connection should now, look like the below.

Where to find your ONT or master socket:

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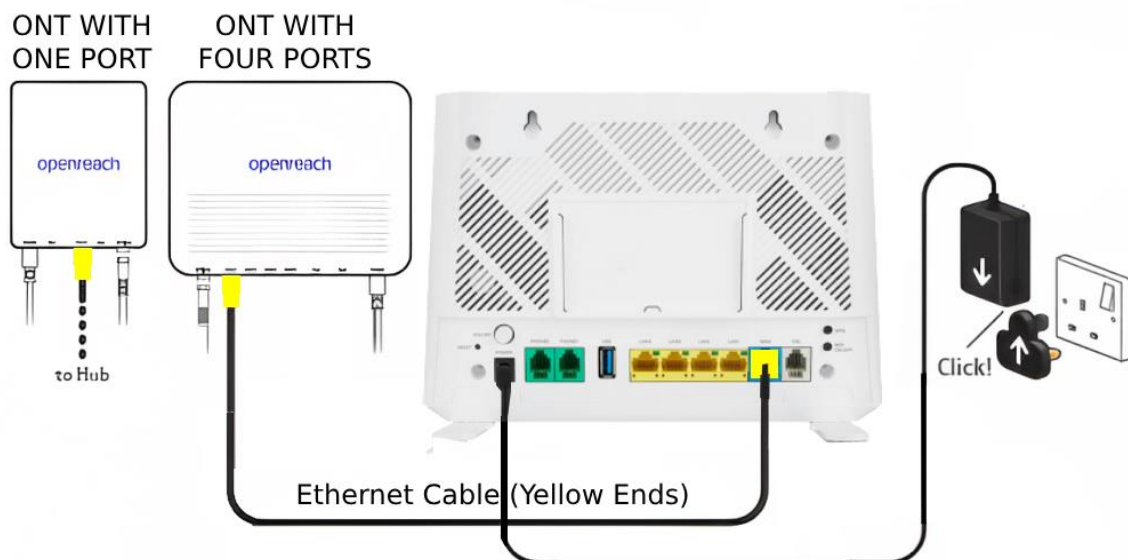- Home office
- Under the stairs

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.
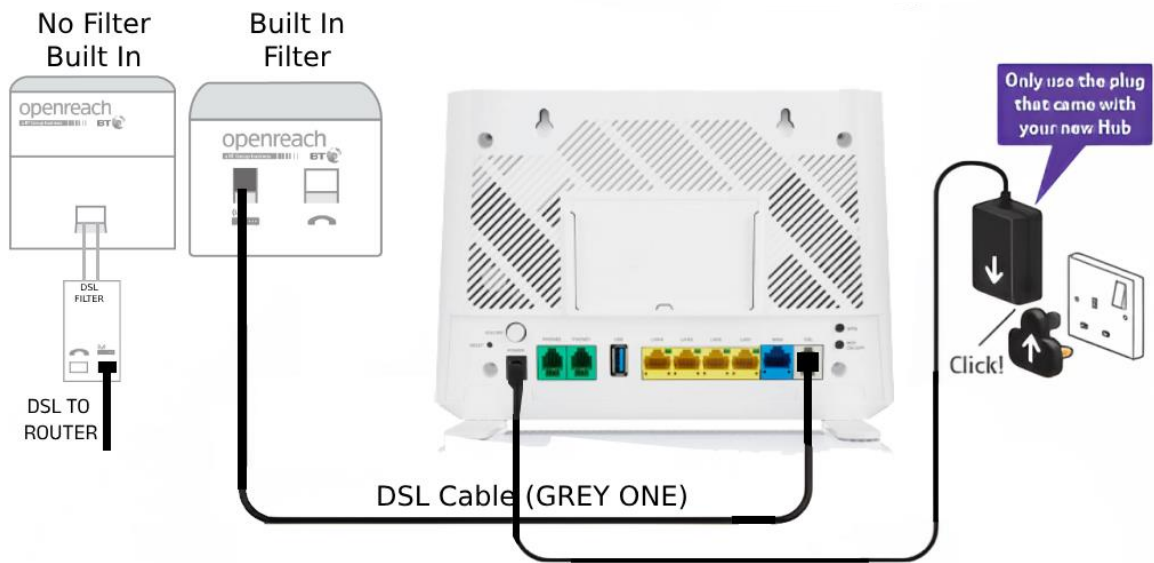
Getting Your Router Set Up

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)
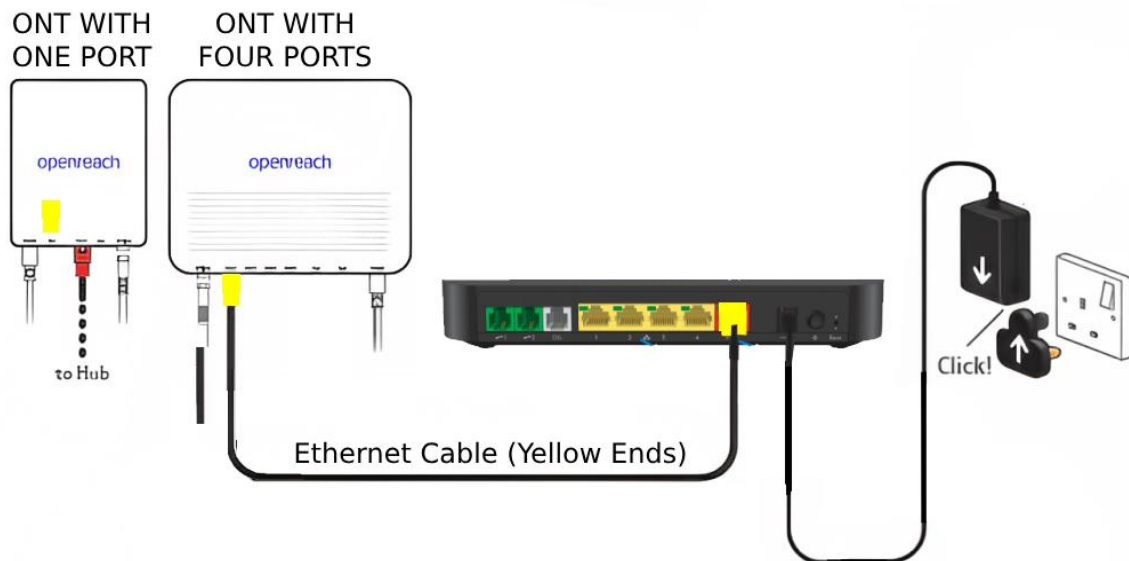- Technicolor Router with ONT (page 4)

Zyxel router with a ONT:

Zyxel router with a master switch:

No Filter
Built In

Built In
Filter

openreach

openreach

DSL
FILTER

DSL TO
ROUTER

Only use the plug
that came with
your new Hub

Click!

DSL Cable (GREY ONE)

Technicolor Router with ONT:

ONT WITH
ONE PORT

ONT WITH
FOUR PORTS

openreach

openreach

to Hub

Click!

Ethernet Cable (Yellow Ends)

Technicolor Router with master switch:

No Filter Built In

Built In Filter

Only use the plug that came with your new Hub

openreach BT

openreach BT

DSL FILTER

Click!

DSL TO ROUTER

DSL Cable (GREY ONE)
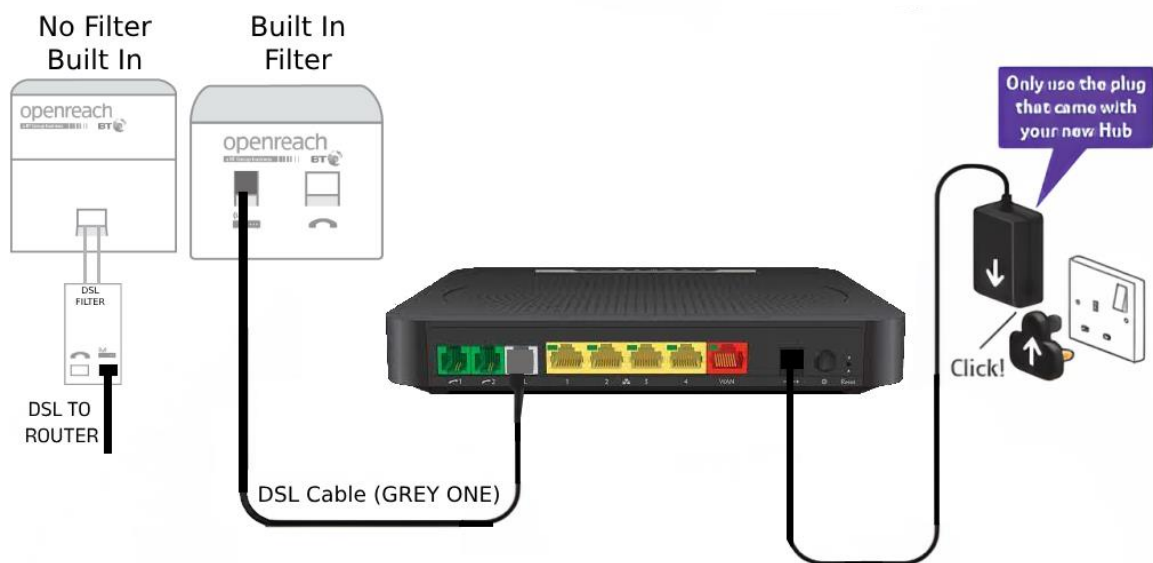
Still having issues?

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.