

GET INSTANT SUPPORT

GET OUR MOBILE APP

-  Manage connected devices
-  Check Wi-Fi performance
-  Join a secure video call with our team
-  Self diagnose and fix connection challenges



...AND MUCH MORE

Add SupportPlus to your package today!

WE ARE THE ONLY COMPANY TO OFFER:

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

“

Support that
NEVER SLEEPS”



Add to your package today by visiting
https://www.eclipsebroadband.co.uk/support_plus
*Terms & Conditions apply.



"Refer a friend, get one month FREE broadband - stay connected, together!"



For more details, please visit:
https://www.eclipsebroadband.co.uk/recommend_friend



Your Router guide

Watch the video guide



https://www.eclipsebroadband.co.uk/broadband_connection



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 of **unlimited energy**
-  Split the bill equally between household members

To arrange:



Call us on 0345 1224 111

Technical Support Team

Opening Hours:

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



Call us: 0345 1224 111
(Option 2,1)



E-mail us:
support@eclipsebroadband.co.uk

For more technical support question, please visit:
<https://www.eclipsebroadband.co.uk/support>

WHAT'S INCLUDED IN YOUR BOX?



Your broadband router



A microfilter
Unless UltrafastFibre



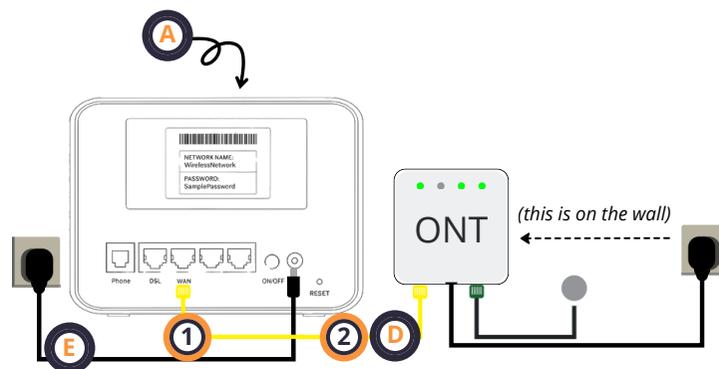
DSL cable
(grey)



Ethernet cable
(yellow or white
with yellow ends)



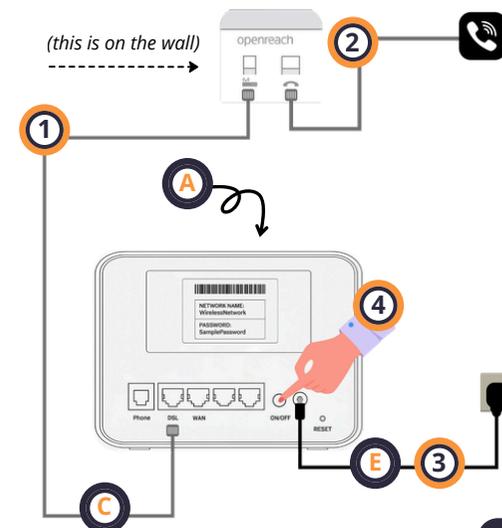
The power cable



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.



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

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.