

## RTLQ3 DSL Wireless Router Installation Guide

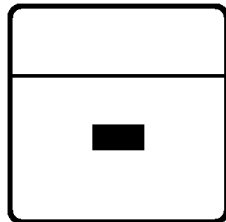
Please find enclosed your new Direct Save Telecom wireless router. This router has been configured for you and you do not need to do anything other than plug it in and connect it as described below.

**1)** Connect the DSL filter directly to your master telephone socket.

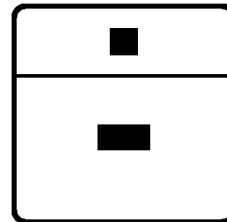
**2)** Connect the DSL lead into the corresponding connection on the micro filter. Your phone can connect to the other part of the DSL filter.

**NOTE:** Some newer telephone wall sockets have two connection points on them. If your socket has two holes that are different shapes you will likely not need to use the DSL filter.

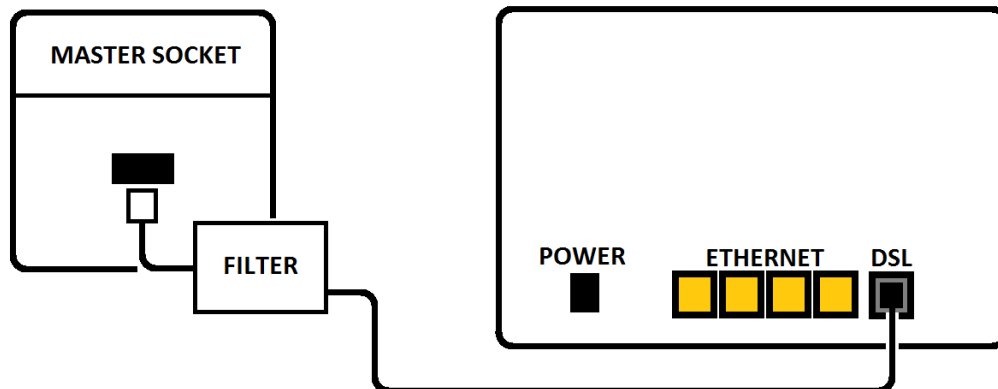
**Standard Master Socket**



**Filtered Master Socket**



**3)** Connect the other end of the DSL lead into the DSL socket on the back of the wireless router.



**4)** If you are using any other telephone sockets in your property to run additional phones or other equipment (alarm system, Sky TV box, fax) please ensure they also have a DSL filter attached (this is only required if you do not have the filtered master socket).

**5)** Connect the router to the mains supply using the supplied power adapter and switch it on. After a minute the DSL light should become solid, whilst the internet light may blink.

**NOTE:** If the DSL light does not come on, check that it is connected correctly as described above. If the internet light is red check that your service is live. You should have received paperwork and an email message to advise when the service is going live.

**6)** On your computer or mobile device, you should find the network DirectSave-XXXX. Verify the last part of the network name from **the sticker on the back of the router**. When you connect to the network you will be asked to put in a security key. The wireless security key/password is also on **the sticker on the back of the router**.

## Troubleshooting

**DO NOT PUT A PIN INSIDE THE UNLABELLED HOLE ON THE BACK OF YOUR ROUTER  
DOING SO MAY CAUSE DAMAGE TO THE UNIT**

**I have WIFI connection but can't load any web pages.** Check the lights on the router. If DSL is off or flashing check that you have connected it correctly by following the instructions overleaf. If the internet light is red your service may not have started yet. If your service is due to start today it can take up until midnight to become active.

If after the first day the DSL light still won't go solid, check the filter is working by trying a replacement. Any DSL filter will work, even one from a previous internet provider.

**I can't find my WIFI network.** It is possible to turn the wireless broadcasts off or on using the WLAN button on the back of the router. The WLAN (wireless) light should be on when enabled. Pressing the button for 2 seconds (not holding down for longer) will re-enable the broadcast and the DirectSave-XXXX network will begin broadcasting.

**My WIFI is slow.** Whilst we aim to offer you the best possible experience, a connection that travels through the air can sometimes encounter interference from surfaces and other electrical items in your home. Try to avoid placing the router close to large metal or electrical items and keep it in line of sight (where possible) to get the best performance.