

UK33 DSL Wireless Router Installation Guide

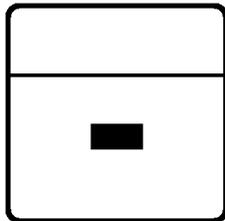
Please find enclosed your new Direct Save Telecom wireless router. This router has been configured for you and you do not need to do anything other than plug it in and connect it as described below.

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

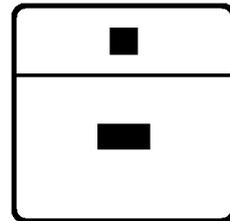
2) Connect the DSL lead into the corresponding connection on the micro filter. Your phone can connect to the other part of the DSL filter.

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.

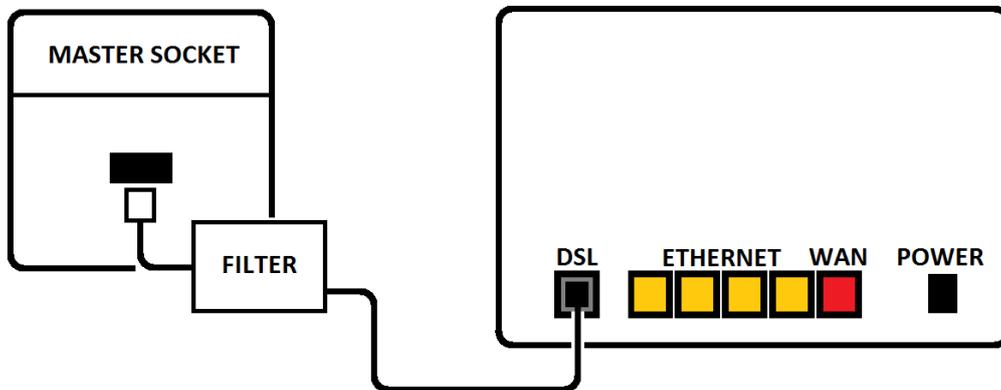
Standard Master Socket



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. Initially the power light will come on red and then go off. After 20 seconds the power light will come back on green and the router will begin to boot up. After a minute the DSL light should become solid, whilst the internet light may blink.

NOTE: If the DSL light does not come on after 1 minute, 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 two networks that begin DirectSave-XXXX. One will end with 2G and one will end with 5G. Both of them are yours to connect to.

NOTE: This is a “dual-band” router. The 2G network broadcasts at 2.4Ghz whilst the 5G broadcasts at 5Ghz.

When you connect to the network you will be asked to put in a security key. The wireless security key/password is 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 networks. It is possible to turn the wireless broadcasts off or on using the 2Ghz and 5Ghz buttons on the side of the router. The wireless lights should both be on when enabled. Pressing each button (not holding down) will re-enable the broadcast and the DirectSave-XXXX networks 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. If you find you encounter poor performance on the 2G network, you can try switching to the 5G network or vice versa.