

UK33 FTTH Wireless Router Installation Guide

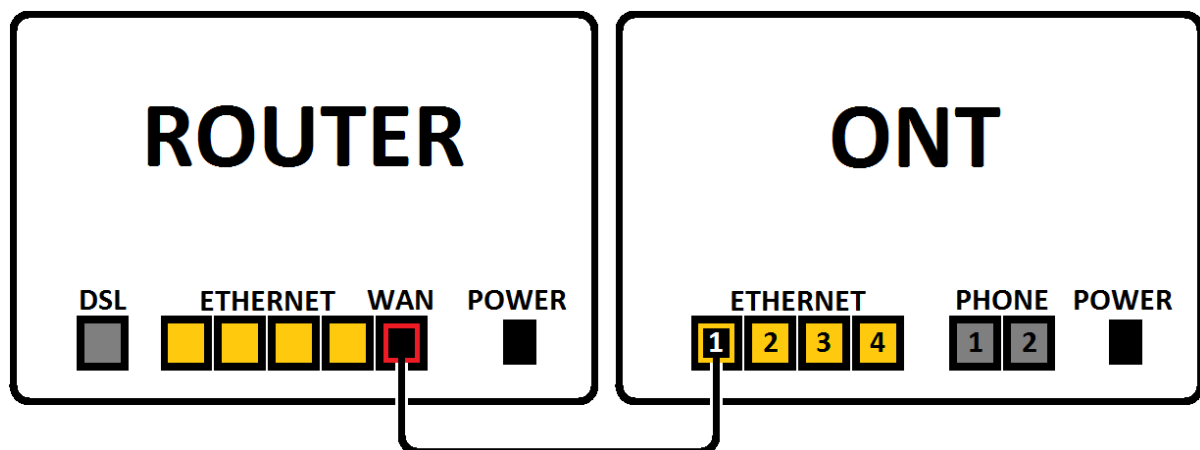
Please find enclosed your new Direct Save Telecom wireless router. This router has been configured for you and you do not need to do anything other than plug it in and connect it as described below.

The type of connection you have is called Fibre To The Home (FTTH). This type of infrastructure does not use a standard phone line for broadband service.

1) Find the ONT. This is where the fibre terminates and should already be present in your property. The ONT is a box that looks a lot like a router and is usually located in the utility cupboard. Often it will be inside a white plastic housing and is branded ZTE, Alcatel or Icotera.

2) You will need to connect your router to the ONT. Your internet service is configured to **ethernet port 1 (LAN1)**. If there's already a cable connected to LAN1 you can remove it and connect the yellow LAN cable supplied with the router.

The other end of the LAN cable connects to the **red WAN port** on your router as shown below.



3) 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.

4) 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. WAN and Internet should both be lit. Check that you have linked your router and ONT correctly. Check that the ONT is powered on.

Troubleshooting (Continued)

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.

NOTE: Your property may be equipped with ethernet wiring into some of the rooms, which gives you the functionality of being able to move the router into a different location. Moving the router may improve wireless range and performance.

Close to where the ONT is located there may be a row of ethernet sockets. Each one of these will correspond to a different room. Take the router to where you want it to be and connect it to the ethernet socket in that room. Then go back to the ONT and connect the ONT to the first available ethernet socket in the row. Applying a process of elimination will allow you to find the correct socket that corresponds to where the router is located.

