

Welcome to John Lewis Broadband

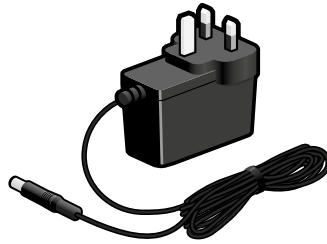
It's time to set up your router and get online



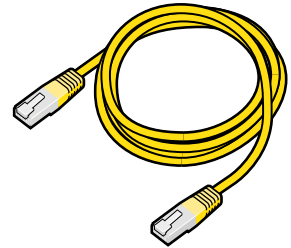
What's in your box?



Your router



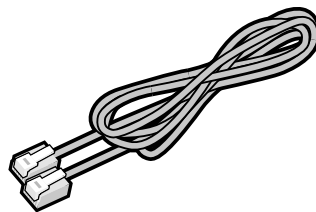
Power supply



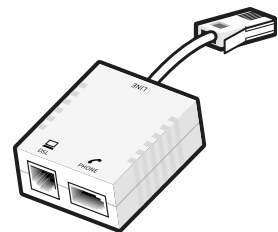
Ethernet cable



Router stand



Internet cable



Microfilter

Before you start...



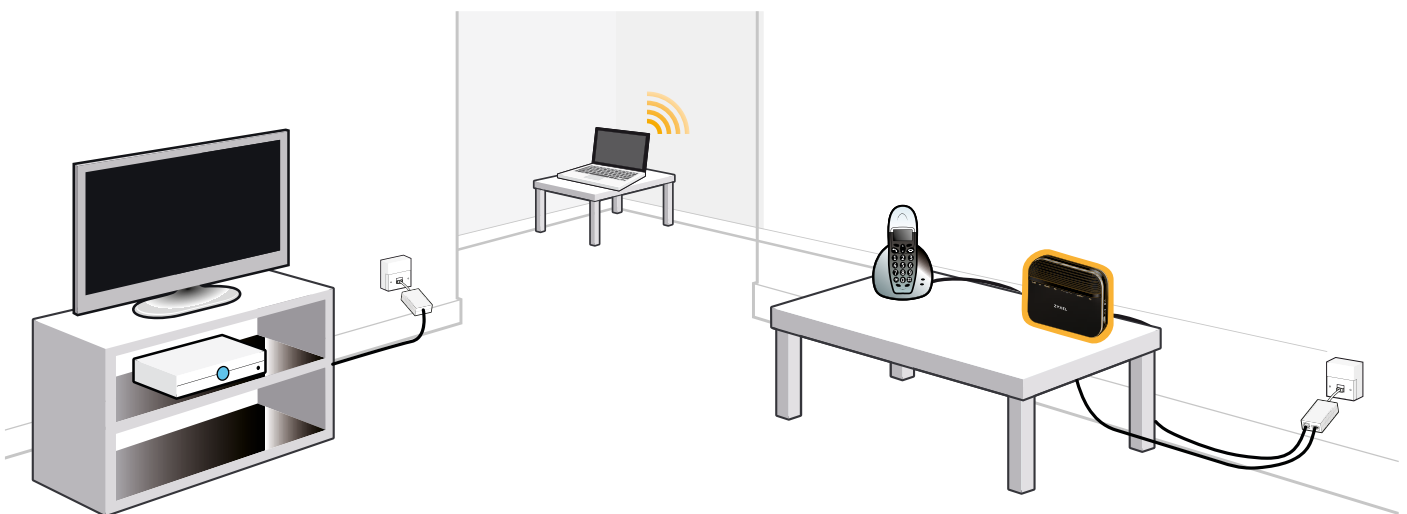
If you're new to John Lewis Broadband, you should wait until your broadband is activated before doing anything with your router. We'll let you know when it's ready by email and text (if we have your number).

If this is a replacement router for an existing John Lewis Broadband service, you can head straight to page 5.

Finding a home for your router

Your router's home can really affect its performance. The below tips should help it perform at its best.

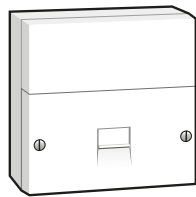
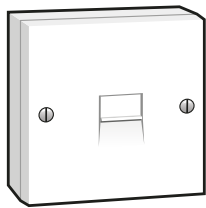
- Connect the stand to the back of your router. The bracket holes should be facing up.
- Place the router on a smooth, level surface.
- Connect your router to your master phone socket. You'll usually find this in your hallway or living room.
- Don't put your router on top of other electrical equipment or any heat sources. This could cause it to overheat.
- Don't put it under a desk, on a carpet or behind large objects. This could stop air flowing around it, which could also cause it to get too hot.
- Try to set it up close to where you'll be using broadband the most. Thick walls, concrete and large metal surfaces could interfere with your signal.
- Leave your router on. If possible, connect it to a spare power socket so you don't have to switch it off.



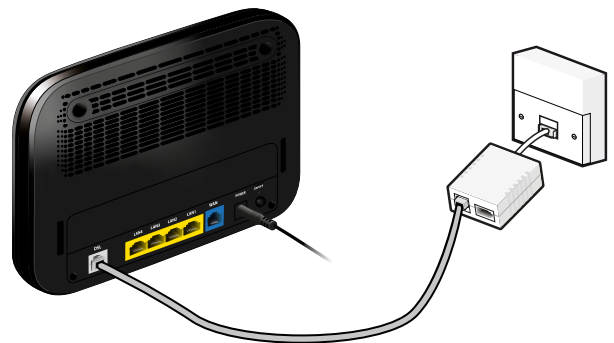
Getting connected

Connecting to a single phone socket

If your socket looks like the image below, you'll need to use the microfilter that's included in your pack.



Single socket
NTE5/Non-NTE5

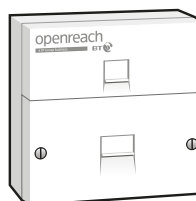
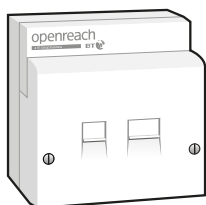


There are a few things you should know before using a microfilter:

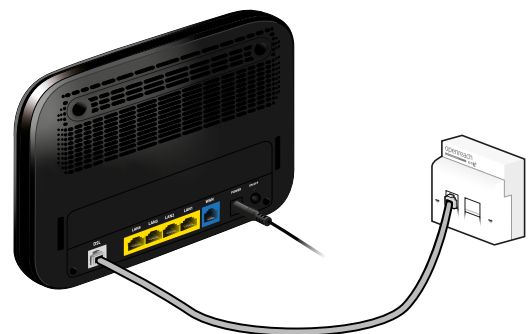
- Try not to use an extension cable. If you must, only connect the microfilter to one end.
- Don't connect two microfilters together.
- You can connect two or more phones to one microfilter, but only if you use a splitter.

Connecting to a double phone socket

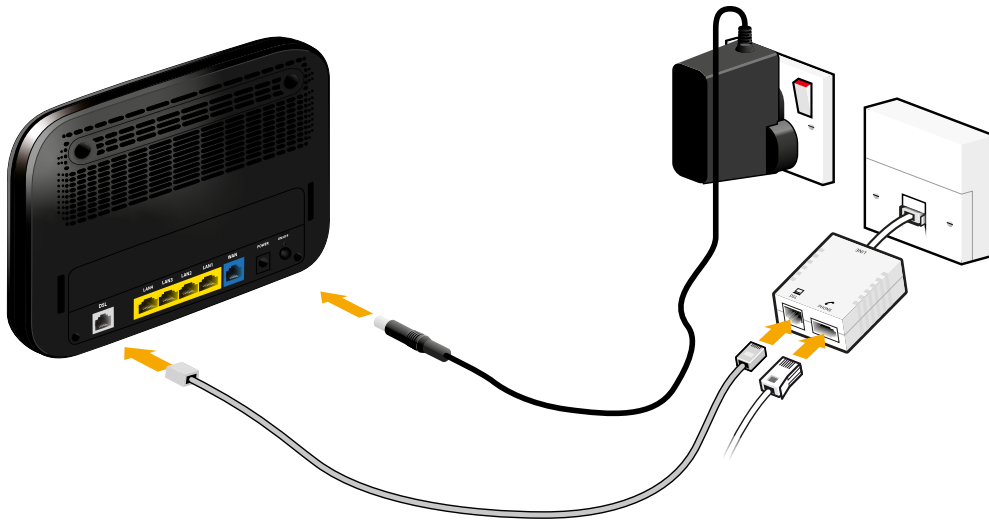
If your socket looks like this image, you can connect directly to it without using a microfilter.



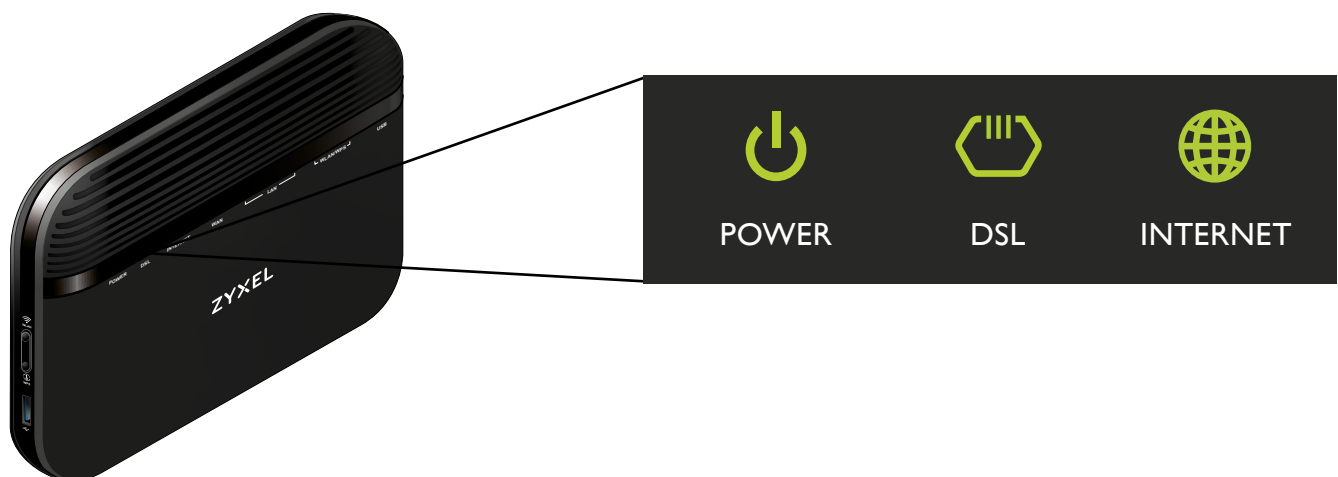
Double socket
SSFP



Setting your router up



1. Plug the power cable into the back of your router. It fits in the hole on the far right.
2. Get the grey internet cable and put it in the socket on the far left of your router. Plug the other end into your microfilter or double phone socket.
3. Connect the power cable to a plug and turn it on. Press the power button on the back of your router.
4. If you've done everything right, the Internet light should come on after a couple of minutes. If it doesn't, go to page 8.



Connect your devices



After you've turned your router on, you'll need to wait up to 15 minutes for things to sort themselves out.

Don't try and use the internet during this time, even if the internet light is green. Just sit back and wait.

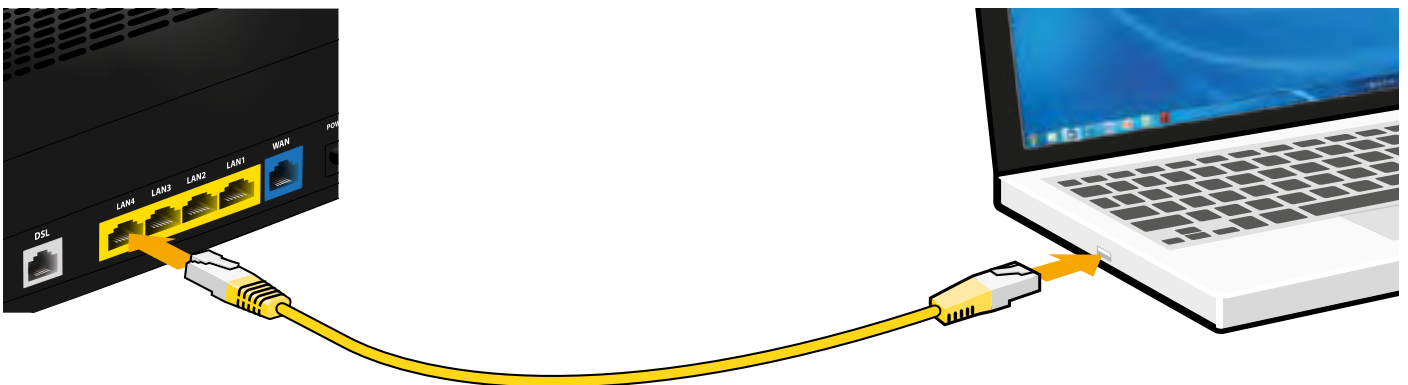
After 15 minutes is over, you should be good to go.

Wired connections

Plug one end of your yellow Ethernet cable into one of the yellow sockets on the back of your router.

Plug the other end into your device's Ethernet port. On computers, you'll usually find this on the back or the side, often marked 'LAN'.

You should see one of the LAN lights on the front of the router turn green.



Wireless connections

Click the WiFi icon on your computer, or find it in the settings of your mobile device.

Select your WiFi network from the list of available options. You'll see what yours is called on the back of your router.

Enter your Wireless Key. You'll find this on the back of your router.

To connect devices using WPS, follow their specific instructions and hold down the WPS button when prompted. The WLAN and WPS lights will flash orange, then stop when your device is connected.



Connection problems



Double check that all cables are secured in the right ports on the back of the router.



Make sure you've entered the Wireless Key exactly as shown.



If your WiFi network isn't showing up, check the WLAN and WPS lights on your router. If one or both are off, press the WLAN button on the side of your router and try again.



If no networks are showing up, check that your device has WiFi turned on.

Connection problems

If your DSL light is flashing or off...

Check your phone line is working by plugging in a landline phone and listening for a dialling tone.

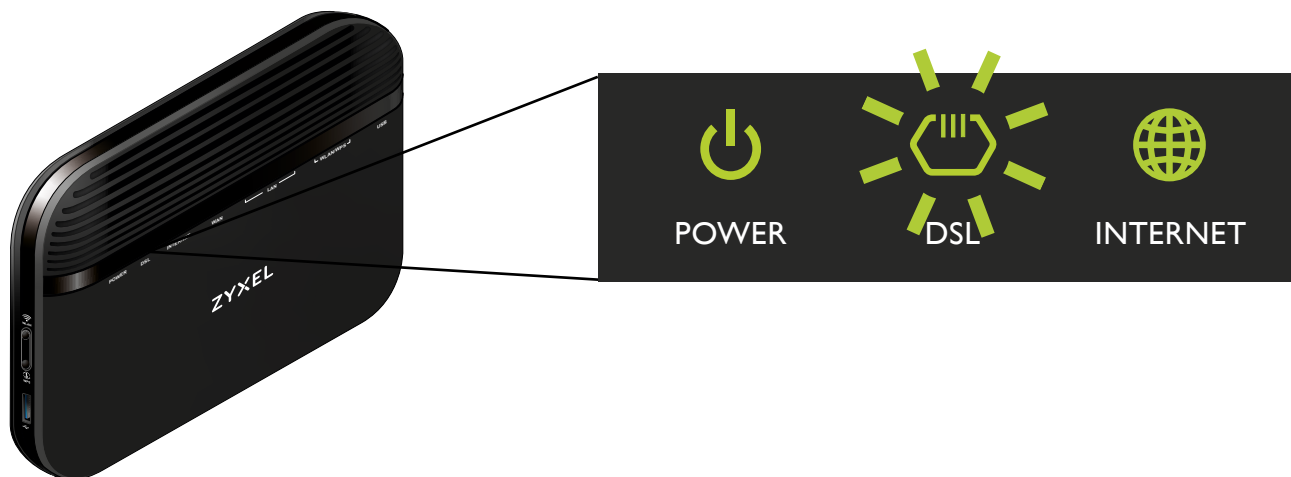
If you can't hear one, or the line sounds noisy, there may be a fault on your line. Contact your provider.

If your phone line is fine, check you're using microfilters on devices such as TV boxes and phones, and on single phone sockets.








Also check that your router is connected to the master socket, as this is where the signal will be at its strongest.

If that doesn't work, unplug everything apart from your router from your phone line. Try again.

If none of the above fixes your problem, call our support team on 0800 022 3300 and we'll do our best to help.



What do the lights mean?

Light	State	Meaning
 Power	Green	The router is connected and ready to use.
	Green Flashing	The router is running tests.
	Red	The router has discovered a problem or is malfunctioning.
	Red Flashing	The router is uploading firmware.
	Off	The router is not receiving power. Check it's plugged in correctly.
 DSL	Green	The VDSL line is running correctly.
	Green Flashing Slow	The router is searching for a VDSL connection.
	Green Flashing Fast	The VDSL line is being prepared to use.
	Amber	The ADSL line is running correctly.
	Amber Flashing Slow	The router is searching for an ADSL connection.
	Amber Flashing Fast	The ADSL line is being prepared for use.
	Off	The DSL line is down.
 Internet	Green	The router is connected to the internet.
	Green Flashing	Data is being transferred through your router.
	Off	There is no internet connection. Check your cables are connected.
	Red	The router has failed to connect to the internet.
 WAN	Green	The router has made a successful Ethernet connection to the WAN.
	Green Flashing	The router is transferring information through the WAN.
	Off	There is no Ethernet connection to the WAN.
 LAN	Green	The router has connected via an Ethernet cable to the LAN.
	Green Flashing	The router is transferring information through the LAN.
	Off	There is no Ethernet connection through the LAN.
 WLAN / WPS	Green	The wireless network is up and running.
	Green Flashing	The router is transferring information wirelessly.
	Amber Flashing	The router is connecting wirelessly.
	Off	The wireless network is not activated.
 USB	Green	The router recognises a USB connection through the USB1 slot.
	Green Flashing	The router is sending/receiving data to/from the USB device connected to it.
	Off	The router does not detect a USB connection through the USB1 slot.

Frequently asked questions

Should your router stay on all the time?

Yes. Leaving your router on will ensure it performs at its best. If you switch it off regularly, it will look like it's experiencing problems and your line could be marked as unstable. This might temporarily reduce your speed.

Where is your WiFi name and Wireless Key?

You'll find both of these on the back of your router. You can change your password by logging into your router.

How do you log into your router?

Open a web browser and go to 192.168.1.1.
Enter the username admin and the login password you'll find on your router label.

How can do you factory reset your router?

Press a safety pin into the reset hole on the back of your router. Hold it in for 20 seconds. Wait until all the lights on the front of the router are lit up, then release it. Your router has now been restored to its factory settings.

What is your broadband username and password?

You'll find your username in your 'Welcome to John Lewis Broadband' email. It will look something like this: username@john-lewis.com.

You can get a password reminder at johnlewisbroadband.com/account/forgot-password.

If you've switched from Greenbee Telecoms or Waitrose.com, your username will look like this:

username@greenbee.net

username@waitrose-broadband.com

For more help, please visit johnlewisbroadband.com/support. Here you'll find answers to frequently asked questions on a range of subjects.

If you're experiencing problems, call our support team on 0800 022 3300.