

Welcome to John Lewis Broadband

Getting started with your wireless router

ZyXEL VMG8924



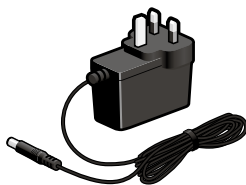
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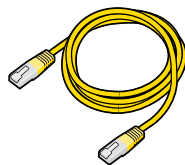
What's in the box?



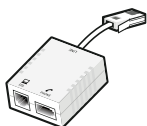
Your Router



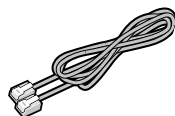
Power Supply



Ethernet Cable (Yellow)



Microfilter



Internet Cable (Grey)

Before you begin

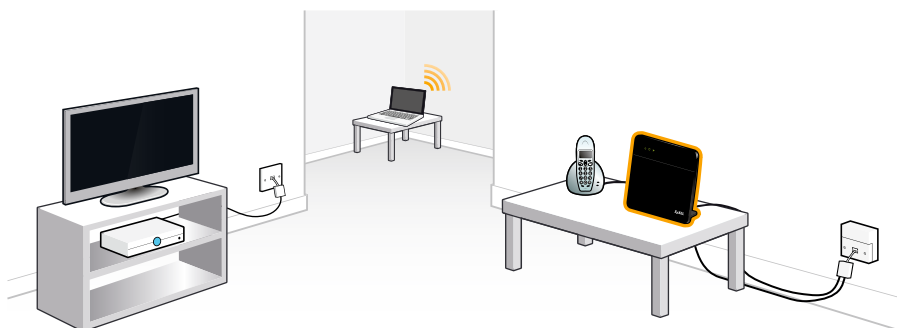


If you're new to John Lewis Broadband, please wait until we've activated your broadband before you set up your router. We'll let you know by email and text (if we have your mobile number).

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

Before you get started, please read through this booklet to familiarise yourself with what you'll need to do. As well as helping you set up your router, you'll find answers to common questions about broadband, and troubleshooting information to help with any problems.

Choosing your router's new home



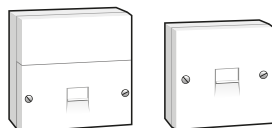
Where you set your router up can make a big difference to how well your broadband service works. Here's a few points to consider:

- Your connection will perform better if you can connect your router to the master phone socket (it's usually the one closest to where the phone line enters your home).
- Your router can get too warm if air can't flow around it. **Please don't place your router on top of electrical equipment or near other sources of heat.** Also try to avoid putting it under a desk, on a carpet/other fabric or behind large objects.
- Using Wi-Fi? Try to set up your router close to where you'll be using broadband the most. Thick walls, concrete floors and large metal surfaces can weaken the signal – avoid these if you can.
- Your broadband will work better if you leave your router switched on all the time (including when you're not using it, see **page 12**). If you can, connect it to an unused power socket and make sure that it won't be switched off with other electrical devices.

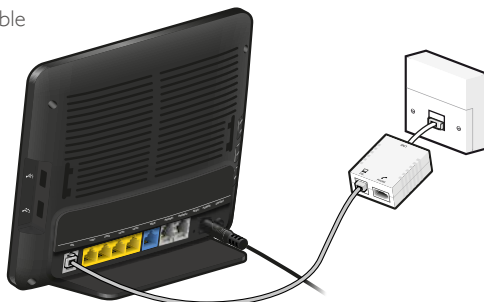
Get connected

Step 1a – Connecting to single phone socket

If you have a socket like this, you will need to use the included microfilter as shown. If you have a double socket, skip to Step 1b.



Single socket
NTE5/Non-NTE5

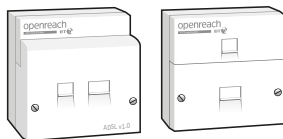


- If you're using an extension cable, only connect a microfilter on one end, not both.
- Avoid 'double filtering' – don't connect one microfilter to another.
- You can connect two or more telephone devices to one microfilter if you have a splitter.
- Not got enough microfilters? Leave something unplugged until you can get more.
- Not using one of your phone sockets? No need to connect a microfilter.

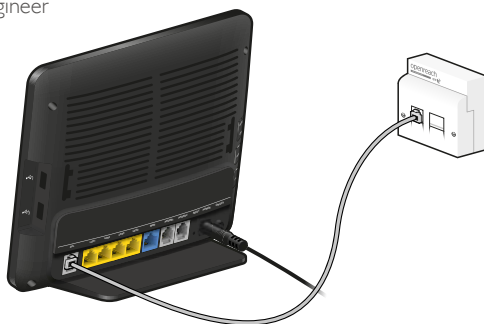
Step 1b – Connect to double phone socket

If you have a double phone socket, connect your Hub directly to the socket without using the microfilter.

If you've had fibre broadband installed by an engineer previously, you should have this kind of socket.

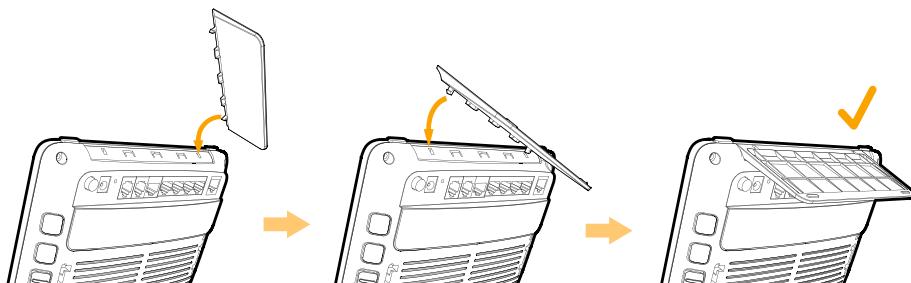


Double socket
SSFP

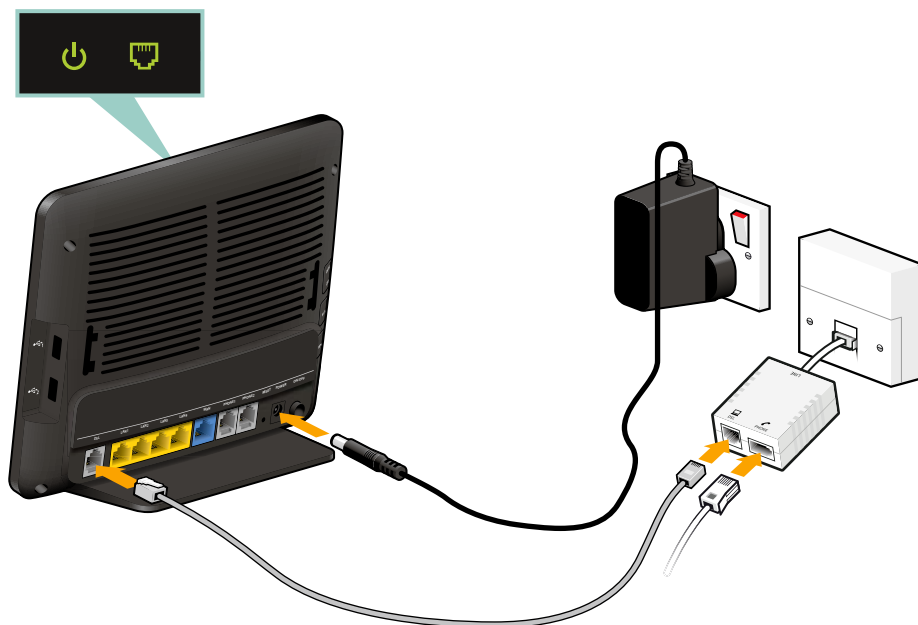


Step 2 – Set up your router

- Connect the stand to the bottom of the router and make sure it's steady when you stand it up.



- Plug the power cable into the back of your router and the other end into a power socket.
- Plug the grey Internet cable into the **DSL** socket on your router. Plug the other end of the cable into the **DSL** socket of the microfilter that's connected to your phone socket.
- Press the black power button (marked **ON/OFF**) on the back of your router to switch it on. Wait for the **Power** and **Broadband** lights to come on. See page 10 if the Broadband light doesn't come on.





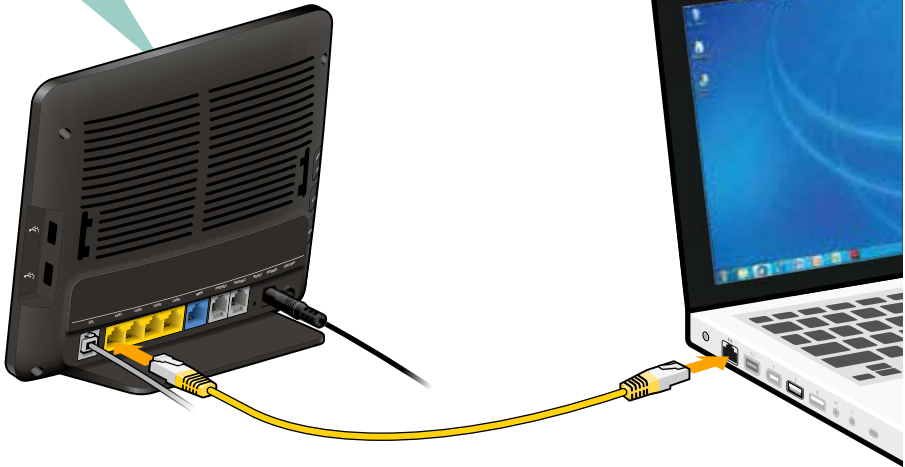
Step 3 – Connect your computer



When setting up for the first time, connecting with the Ethernet cable is a quick way to check that everything is working as it should. Once you've connected to the Internet, you can then switch to using Wi-Fi.

If this isn't convenient or you'd prefer to use Wi-Fi right away, turn to page 8 and follow the instructions there, but please make sure you return to page 7 once Wi-Fi is connected.

- Plug one end of the Ethernet cable (yellow ends) into any of the yellow sockets (marked **LAN 1 – LAN 4**) on the back of your router.
- Plug the other end of the Ethernet cable (yellow ends) into your computer's Ethernet socket. This is a small socket on the back or side of your computer that's usually marked LAN, Ethernet,  or . Check your computer manual if you're not sure.
- On the front of the router, the **LAN** light will turn green and start flashing as data is transferred.



Step 4 – Get online

This is the easy part...

Put this guide down, make yourself a drink and **come back in 15 minutes**.

Don't try to use the Internet while you're waiting (even if the **Internet** light turns green), as your router might still be setting itself up.



15 minutes later...

Welcome back – you're nearly there.

Open your computer's web browser (e.g. Internet Explorer, Firefox or Safari). You should see your home page (you can change this to John Lewis Broadband later if you like).

To make sure everything's working, go to www.google.co.uk and search for something. If you get results, that's it, you're on the Internet.



If you don't see your home page after opening your browser, or your Internet light is red, go to page 10.

Wi-Fi



Your router is ready for Wi-Fi use out of the box. The steps shown below should work with any computer or device that supports Wi-Fi connection.

How to connect to your Wi-Fi Network



If you're setting up your router for the first time, please make sure you go back and follow the steps on page 7 once Wi-Fi is connected.

1. Open the Wi-Fi menu

- **Windows devices:** Click the Wi-Fi icon on the taskbar at the bottom of your desktop.
- **OS X devices:** Click the Wi-Fi icon on the toolbar at the top of your screen.
- **Mobile devices:** Find 'Wi-Fi' in the settings menu and make sure it's switched on.

2. Select your Wi-Fi Network from the list of networks

- If you're not sure what your Wi-Fi Network is called, you'll find it printed on the back of your router.

3. Enter your Wi-Fi Password

- The Wi-Fi Password is also printed on the back of your router. Type it in exactly as shown and click 'Connect' (or 'Join' if you're using an Apple device).

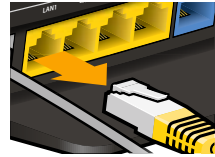
If your device supports Wi-Fi Protected Setup (WPS)

To connect using WPS, follow the instructions for your device and when prompted, press the WPS button on the left side of your router. The **Wi-Fi** and **WPS** lights will flash orange to indicate that your router is ready to connect. They'll stop flashing once your device has connected.



If you're having trouble connecting...

- If you've already connected with the Ethernet cable (yellow), remember to unplug it when switching to Wi-Fi.



- Make sure you enter the Wi-Fi Password **exactly** as shown. Check the back of your router if you need a reminder.



- If you can't find your Wi-Fi Network on the list, check the **Wi-Fi** light on your router. If it's off, press the Wi-Fi button on the side of your router (to switch Wi-Fi on) and try again.



- If you're using a laptop and can't see any networks, make sure Wi-Fi is switched on. There'll be a switch, keypress or software to do this. Check your laptop's manual for more information.



How to get the best speed over Wi-Fi

To get the best Wi-Fi speed, you should connect with a computer or device that supports Wireless AC. Many new devices support wireless AC as standard.

Most devices tend to support Wireless N which may restrict your wireless speeds to 40-50Mbps depending on the circumstances. Older devices tend to support Wireless G which limits speeds even further. To use wireless AC with older equipment you'll need to install Wireless AC compatible adapters on each computer you connect with.

If you need more help with Wi-Fi

Want to know how to connect your games console or need more help with your Windows or Apple computers? Check out www.johnlewisbroadband.com/support

Connection troubleshooting



If you're a new customer, please make sure that your broadband service is ready before you continue. We'll send you an email to confirm this (and a text message if we've got your mobile number).

If you're having problems connecting, look at the lights on the front of your router and follow the appropriate instructions.

If the broadband light is not lit

There's a problem with your broadband signal. Please follow the steps below.

What to do	How to do it
First, check that your phone line is working...	<p>Pick up or plug in a phone and check for a dial tone.</p> <p>If you don't hear a dial tone, or the line is noisy, there may be a fault on your phone line. Contact your phone provider and try connecting to broadband again when it's fixed.</p>
If your phone line is OK, check your broadband equipment...	<ul style="list-style-type: none">• Check that every device connected to your phone line (e.g. Sky® boxes, answerphones, alarms) is using a microfilter. See page 4 for help with this.• If checking microfilters hasn't fixed the problem, unplug everything from your phone line (on all floors), leaving only your router connected and try again.• If the problem continues, connect the router to your master phone socket (it's usually the one closest to where the line enters your home) and try again. <p>If steps 2 or 3 fixed the problem, then either an extension or one of the devices connected to your line is the cause of the problem. You can find out which by plugging your devices back in one at a time.</p>
If the broadband light still is not lit after trying the above...	<p>Call our Support Team on 0800 022 3300 to report a fault.</p>

If the Internet light is red

Your router can't connect to our network. Turn it off for 15 minutes and try again. If this doesn't fix the problem, follow the factory reset instructions on [page 13](#) and try again.

If the **Internet** light is still red after trying the above, call our Support Team on **0800 022 3300** to report a fault.

If the Broadband light is lit and the Internet light is green

Your router is connected to the Internet but your computer or device is not connected to the router. Check and follow the connection instructions on [page 6](#) (for wired connections) or [page 8](#) (for Wi-Fi connections) to solve this.

If you can only access the 'Broadband Setup' page



- If you're setting up for the first time (or following a factory reset), close your web browser and try again in 15 minutes.
- If you're still seeing the 'Broadband Setup' page, enter your **Account Username** and **Password** (see the next page if you're not sure what these are).
- Check your Provider in the drop-down list and change it if you need to.
- Click **Go** - after a few minutes you'll see a large green tick, which means you're connected to the Internet.

Frequently asked questions

Should I leave my router switched on all the time?

Yes. Leaving your router on will make sure you get the best speed and performance from your service.

Don't switch it off at night! Regularly switching off your router can make it look like your service is disconnecting. If this happens, equipment in your telephone exchange will mark your line as unstable and temporarily reduce your speed to improve stability.

Speed reductions are never permanent, but it can take up to 3 days before your speed returns to normal.

Where can I find my Account Username and Password?

You chose these when you ordered your broadband service. Your **Account Username** is used to log into our website along with your **password** (containing at least 8 characters).

Your 'Welcome to John Lewis Broadband' email confirms your **Account Username** and you can get a password reminder at www.johnlewisbroadband.com/account/forgot-password

Where can I find my Broadband Username and Password?



You'll only need to use these when setting up your router manually or if you choose to install a different router.

Your Broadband Username is made up of two parts separated by an @ symbol. See below replacing 'username' with your own Account Username.

username@john-lewis.com

Please note, if you've switched from Greenbee Telecoms or Waitrose.com broadband, please see the table below for your Broadband Username:

Provider	Broadband Username
Greenbee Telecoms	username@greenbee.net
Waitrose.com	username@waitrose-broadband.com

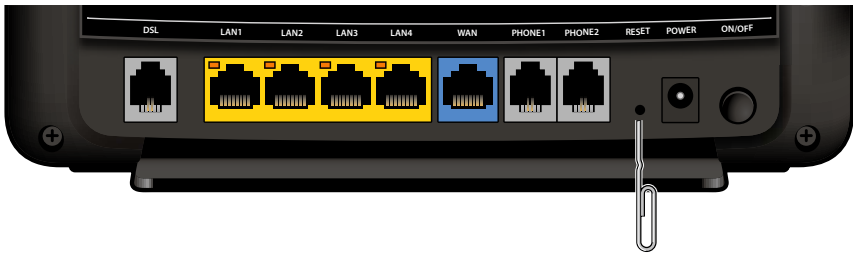
How do I access my router settings?

- Open your web browser and go to **192.168.1.1**

























- You'll be prompted with a login box and you'll need to enter the username: **admin** and the password: **1234**

How do I factory Reset my router?



- Press a paperclip or pointed object into the **Reset** pin hole on the back of your router and keep it pressed in for **20 seconds**.
- Release the **Reset** button and wait until the **Broadband** light is lit. This may take a couple of minutes.
- Your router is now restored to factory settings – follow this guide from **page 5** to get connected again.

What are my router's lights telling me?

Light	Colour / State	What does it mean?
Power 	Off 	No power. Check the cables and make sure you've switched your router on at the back and at the wall socket.
	Red 	Router failed to start, please power off from the wall socket then power back on and try again.
	Green 	The router is on.
Broadband 	Off 	Broadband signal not detected, see page 10 .
	Green 	ADSL Broadband signal detected.
	Orange 	VDSL (Fibre) signal detected.
Internet 	Off 	Connection not attempted yet.
	Red 	Connection to Internet failed. Please see page 11 .
	Green 	Your router is connected to the Internet.
	Flashing 	Data transferring over Internet connection.
Wi-Fi 	Off 	Wi-Fi is switched off.
	Green 	Wi-Fi is on.
	Flashing Green 	Data is transferring over Wi-Fi
	Flashing Orange 	WPS is searching for a device to connect.
LAN 	Off 	Ethernet socket not connected to a device.
	Green 	Ethernet socket connected to a device.
	Flashing 	Data transferring over Ethernet connection.

How to find more help

If you're able to get online you'll find lots of help on our website.

Go www.johnlewisbroadband.com/support to browse our support pages by subject.

You'll find answers to common questions about our products & features and detailed troubleshooting guides to help you solve problems.

If you're still experiencing difficulties, or have any questions please call us on **0800 022 3300**.

