



Broadband User Guide

wildanet.com | 0800 0699906





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Your Router

Your router will have been installed by one of our local engineers, but as we all know, sometimes technology doesn't always behave.

We hope that this short guide will help you to sort out any problems if they arise.



1. Power

Make sure this is pushed all the way in.

2. WAN Port

An Ethernet cable should be plugged into this and the other end of the cable should be plugged into your Optical Network Terminal or ONT (the box on the wall).

3. LAN Port

You can use these to plug your devices directly into the router, instead of connecting via WiFi.

4. WPS Button

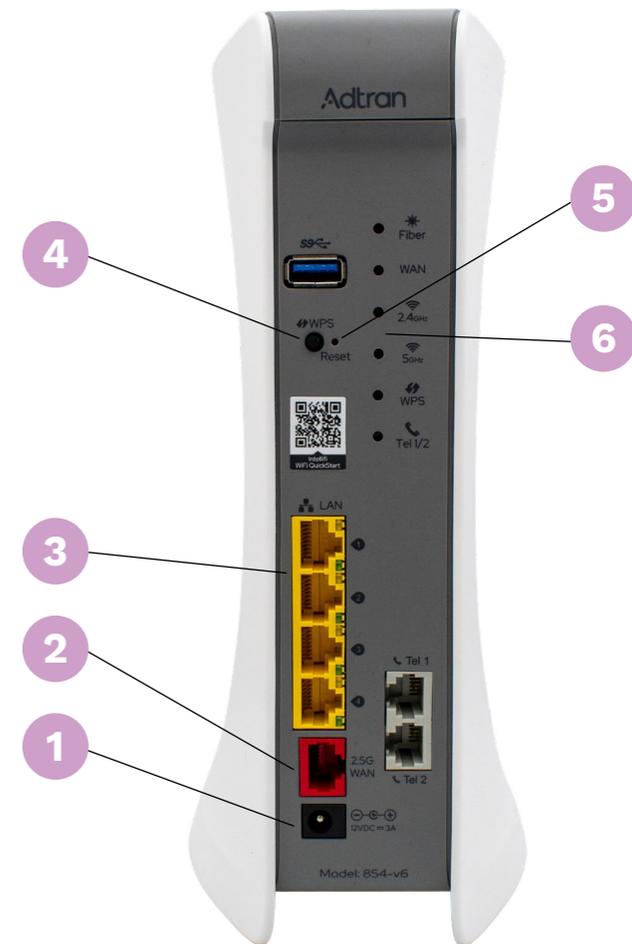
When connecting certain devices like Sky boxes or printers you can press the WPS button on the router and on your device. Using this means you won't have to enter a password.

5. Reset Button

We would advise **not** using the reset button because it removes the Wildanet settings. Please contact us if your router has been reset.

6. Lights

Normally, a steady or flashing green light means everything is working fine. We don't use the Fiber and Tele1/2 features, so these lights will always be off.



Please contact us
on **0800 0699906** or
hello@wildanet.com

Status Lights

A light on the front of your router shows you the status of your broadband service.

Customers with Parental Controls or Mesh WiFi refer to **Table 1**.

If you do not have Mesh WiFi or Parental Controls, please see **Table 2**.



What your router lights mean

Table 1: Wildanet Customers with Mesh WiFi or parental controls.

Light (LED) colour	What's happening	What to do
Solid blue	Power is on	Wait – it should take less than a minute
Pulsing green	Attempting to connect	Wait – it should take less than two minutes If you've waited five minutes, unplug the power from your router, wait 30 seconds and plug it back in again. If you're still having problems, please contact us.
Blinking green	Device naming in progress	Complete the device naming process in the HomePass™ app on your mobile phone.
Off	Internet is working	Check the connections to your devices
Pulsing white	Internet is down or internet is still connected but you have lost access to the Plume Cloud so your network can't be optimised.	Check to see if any of your devices can access the internet. If they can't, check your cables and your ONT. If your ONT is ok, unplug the power from your router, wait 30 seconds and plug it back in again. If you're still having problems, please contact us.
Blinking red	Recovery blink/TFTP	Please contact us on 0800 0699906 or hello@wildanet.com



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Table 2: Wildanet customers without Mesh WiFi or parental controls.

Light (LED) colour	What's happening	What to do
Solid blue	Your router is starting	Wait for this to finish – it should take less than a minute
Pulsing red	Wildanet is upgrading the firmware on your router	Wait for this to finish – it should only take a few minutes
Pulsing green	The router's operating system is booting up	Wait for this to finish – it should take about a minute
Solid white	Your broadband is working	Check the connections to your devices
Solid amber	No internet	<p>Check that the cable to the ONT is plugged into the WAN port on the back of your router. Check your ONT is working (see ONT table).</p> <p>If your ONT is ok, unplug the power from your router, wait 30 seconds and plug it back in again.</p> <p>If you're still having problems, please contact us.</p>



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Setup

Setting up your router and getting connected

1. Plug the end of the power adapter into the power port on the back panel of your router.
2. Plug the other end of the power adapter into your wall socket.
3. Your router doesn't have an on/off switch, so it will start to power up straight away. A blue light should appear on the front of your router when it's powering up.



Your ONT (the box on the wall)

ONT stands for Optical Network Terminal and it's the box that our engineer fitted to the wall during your installation.

This box is where the fibre optic cable connects to your home.

Your ONT is then connected to your router by an Ethernet cable.

On the front of the ONT box there are 4 lights on the top edge; each one shows you what's happening:

Label	Light	What's happening and what to do if there's a problem
10GE	Green or flashing green	Your ONT is connected to a router.
	Off	Your ONT is not connected to a router – check your cables and the router.
Alarm	Green or flashing green	The software on your ONT is being updated.
	Red	There may be a problem with your ONT. Please contact us if it's not working.
	Off	There are no alarms or system updates at the moment.
Optical	Solid green	Your ONT is connected to the internet.
	Red or flashing green light	There may be a problem with your internet connection. Please contact us if it's not working.
Power	Solid green	Your ONT is on.
	Flashing green	Your ONT is powering up. This should take less than two minutes, so best to wait for it to finish.
	Off	There is a problem with the power. Please check the power supply is plugged into a working power socket and the cable is pushed fully into the ONT.



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Setup



Underside of ONT

1. Optical Port

This is where the fibre optic cable that enters the building plugs into.

2. 10GE Port

Where the Ethernet cable connects to the WAN port of your router.

3. Reset Button

Please **do not** press this button. If you ever have any issues with your ONT contact us and we can get an engineer to look into it.

4. Power Port

This has a 12V plug that connects to your wall socket.

Resetting the ONT

If you ever need to reset the ONT please **do not** press the reset button.

Simply unplug the power cable, leave it for 30 seconds and then plug it back in again.

Troubleshooting

If you notice your service isn't working, there are a couple of things you can do and check before contacting us:

1. Check the power cable to the router and ONT are plugged in and you can see which lights are on or off.
2. On the back of your router check to see if the light next to the label 'WAN port' is lit up.
3. Check the Ethernet cable to make sure it isn't damaged and that it's plugged in all the way in both your router and the ONT.
4. Try turning off your ONT and router and switching them back on after 30 seconds. This can be done by either removing the power cables out of the back of the devices or turning them both off and on at the wall socket.

If this still doesn't restore service, please contact our customer service team on 0800 0699906.

To help us get your service back up and running as quickly as possible, it would be helpful to check which lights are lit up on both your router and ONT.

WiFi Performance



WiFi performance can be affected by lots of things: walls, boilers, large appliances, interference from microwave ovens, other wireless devices such as baby monitors, and even from your neighbour's WiFi.

The quality of the end device you're connecting to via WiFi also plays a big part; older devices may not work as well.

The further away from the router you are, the weaker the signal gets, so your WiFi speed may be affected. Try to put your router in the room where you use the internet the most.

To get the best WiFi signal keep your router out in the open. Don't be tempted to put it in a cupboard, behind the sofa or in a corner. Ideally, you want it somewhere relatively high up rather than on the floor.

We recommend that you keep your router away from other household appliances to avoid interference:

Appliance	Recommended minimum distance
Microwave	30 feet / 9 metres
Baby monitor – analogue	20 feet / 6 metres
Baby monitor – digital	40 feet / 12 metres
Cordless phone – analogue	20 feet / 6 metres
Cordless phone – digital	30 feet / 9 metres
Bluetooth® devices	20 feet / 6 metres

The kinds of materials near a router can also affect the quality of the signal. For example, placing the router on a metal surface or against a metal wall may cause problems. Signals can travel through wood, glass and plasterboard easily, but metal, brick and stone will block the signals.

Electrical interference from other cables can slow down the service, so try to keep your cables free and untangled.

Sometimes cables can become loose or may have been accidentally unplugged. Check that all the cables are securely connected and that they are in the right place.



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Need to **stretch** your WiFi further?

Ultimate WiFi SuperPods

If you're getting a good WiFi signal in the same room as your router but are struggling to get the speed over WiFi in other parts of your home, you might need our mesh WiFi solution - SuperPods.

Visit: www.wildanet.com/SuperPods



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