

Premium router

Setup guide



Thanks for choosing UW as your broadband provider

We know you want to get online quickly but please take a few minutes to read this guide. It's full of useful information on how to setup your router and get the best possible service.

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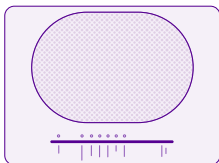
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Check

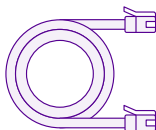
Your activation date

Please wait until we've activated your broadband before you setup your router.

You'll find your activation date in the letter that came with your broadband router box. Your service could go live anytime up to midnight on this date.

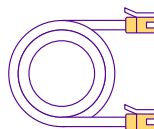


Router



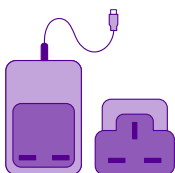
DSL Cable

(grey with grey ends)



Ethernet Cable

(white with yellow ends)



Power Supply



Wireless Settings Card



Microfilter

(if requested)

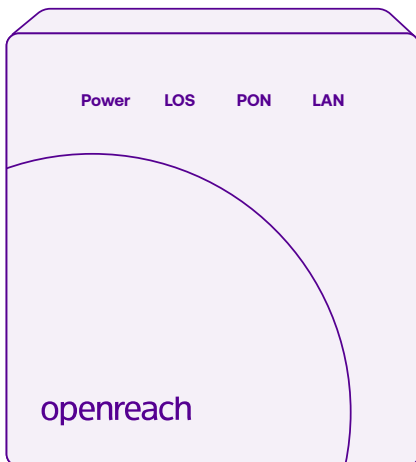
Find

Your master socket

Unplug any existing equipment from your master socket.

Connecting your router to the master socket will give you the best broadband speed.

The master socket is usually slightly larger than a normal phone socket and often has a horizontal line in the middle. It might also have a BT or Openreach logo.



Can't find your master socket?

Don't worry, you can connect your router to a convenient phone socket. Your broadband should still work but may not perform as well.

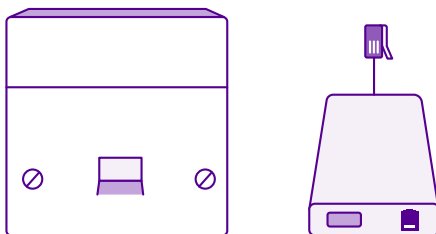
Tip

You can find the master socket by following the phone line that comes into your property from outside.

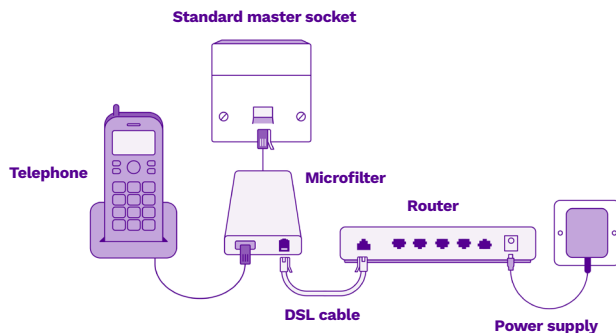


Plug in

If you have a **standard master socket** you'll need to use a microfilter for every socket in your property that has a device connected to it.



1. Insert the microfilter in the standard master socket.
2. Connect your telephone cable into the microfilter socket labelled 'phone' and the DSL cable into the socket labelled 'DSL'.
3. Connect the other end of the DSL cable into the grey socket labelled 'DSL' on the back of the router.
4. Assemble the power supply by sliding the plug into the slot on the power adaptor and connect it to the router.

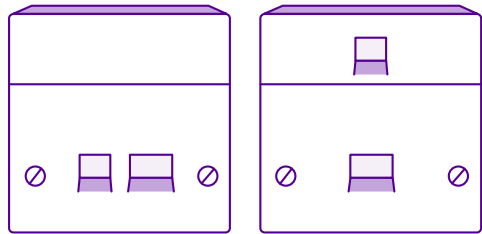


Turn on the main switch and push the black on/off button on the back of the router. A sequence of lights will come on and may take a minute or two to stabilise.

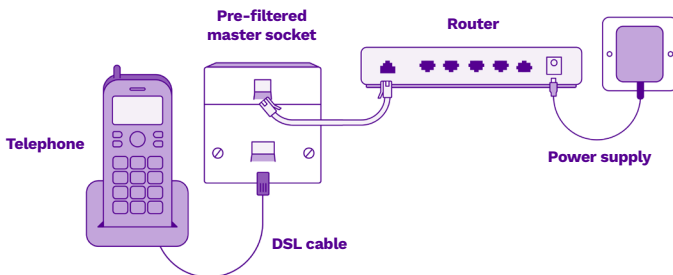
Remember

You'll need to connect a filter to every telephone socket that is in use in your property. You can order additional filters by calling us on **0333 777 0555**.

If you have a **pre-filtered master socket** you won't need to use microfilters in your property.



1. Connect your telephone cable into the larger of the two sockets on the pre-filtered master socket, and the DSL cable into the smaller socket.
2. Connect the other end of the DSL cable into the grey socket labelled 'DSL' on the back of the router.
3. Assemble the power supply by sliding the plug into the slot on the power adapter and connect it to the router.



Turn on the main switch and push the black on/off button on the back of the router.

A sequence of lights will come on and may take a minute or two to stabilise.

Connect

Wireless Connections

Go to your device settings and make sure your Wi-Fi is turned on.

1. You'll see all available wireless networks. Click on your wireless network (you can find your network name on the Wireless Settings Card).
2. Enter the wireless key from your Wireless Settings Card when prompted. Click 'Join' or 'Connect'.

How you connect to the internet varies from device to device. If you're unsure, please check the manufacturer's instructions.

If you have WPS (Wi-Fi Protected Setup) enabled on your device, you can connect automatically rather than searching for the network and typing in the wireless key. Just press the WPS button on the side of your router and then press the WPS button on your wireless device to connect to the internet.

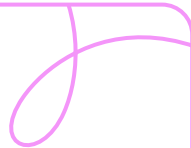
Wired Connections

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

1. Plug the other end into the port on your computer with this symbol  on a PC or this symbol <...> on a Mac.

Tip

Your network name and wireless key are also printed on the back of your router.



Help

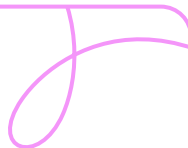
Having trouble connecting?

There are some simple steps you can take before calling us.

- Check that everything is connected properly. Refer to page 6 and 7 to see what your setup should look like.
- Check the power light on the router is on. If it's not, please make sure that your power supply is plugged in properly.
- Check that Wi-Fi is enabled on your device if you're connecting wirelessly.
- Check you've entered the details on your Wireless Settings Card correctly.
- Restart your equipment. Push the black on/off button on the back of the router. After 20 seconds, push the on/off button again. A sequence of lights will come on which may take a minute or two to stabilise. Now try connecting to the internet again.

Tip

Visit uw.link/router-set-up to watch a quick video walk-through of setting up a router.



Still need help?

If you've followed all the steps in this guide and are still experiencing difficulties, please call us on **0333 777 0555** or visit uw.co.uk/help

Broadband problems solved

	Status	What it means
Power	Green	The router is ready to use and Wi-Fi is enabled.
	Blue	The router is ready to use but Wi-Fi is disabled. To turn on Wi-Fi, briefly press the Wireless button on your router.
	Orange	The router is starting up. Leave the router until the power light turns green.
	Red	There's an error. If it remains red for more than a few minutes, simply turn off the router for a few moments and switch it back on.
	Off	Power is off. Double check the power cables and ensure the router is switched on using the black button on the back.
Broadband Signal	Green	Broadband connection is detected and active.
	Green - flashing	Broadband connection is detected and line is synchronising.
	Off	No broadband connection.
Internet	Green	Connected to the internet but there is no traffic.
	Green - flashing	Connected to the internet and traffic is present.
	Red - flashing	Trying to connect to the internet.
	Off	No internet connection.

We're here to help

If you have a query, or would like assistance in setting up your premium router, please email us at **techsupport@uw.co.uk**

Alternatively, call Technical Support experts on either **0333 777 0555** for residential customers, or **0344 815 0040** for business customers.

Monday to Friday: 8am – 8pm

Saturday: 9am – 4.30pm

Calls to these numbers are charged at standard national rates – or FREE when called from UW landlines and any mobile as part of an inclusive call bundle.

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UWPRSG1021

The logo for Utility Warehouse, featuring the letters 'UW' in a stylized, rounded font, followed by the words 'Utility Warehouse' in a sans-serif font.

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