

TalkTalk
Business

**BUSINESS GUEST
WI-FI SET UP
INSTRUCTIONS**

Accessing **Business Guest Wi-Fi** is as simple as activating the capability on your router and then generating a QR access code to share with guests.

This document will guide you through the process step-by-step or you can watch our instruction video if you prefer.

[Watch our set up video](#)



If you have any questions or experience any issues with your set up, please contact our team on:

- **0800 083 3003**
- **customerservices@talktalkbusiness.co.uk**

Activating Business Guest Wi-Fi on your router

To activate the **Business Guest Wi-Fi** capability, please follow these four simple steps:

- 1 Log in to router
- 2 Click **Guest Wi-Fi 2.4GHZ** cog
- 3 Click **On/Off button** to enable **Business Guest Wi-Fi**
- 4 Enter Wi-Fi name and password

[Watch our set up video](#)



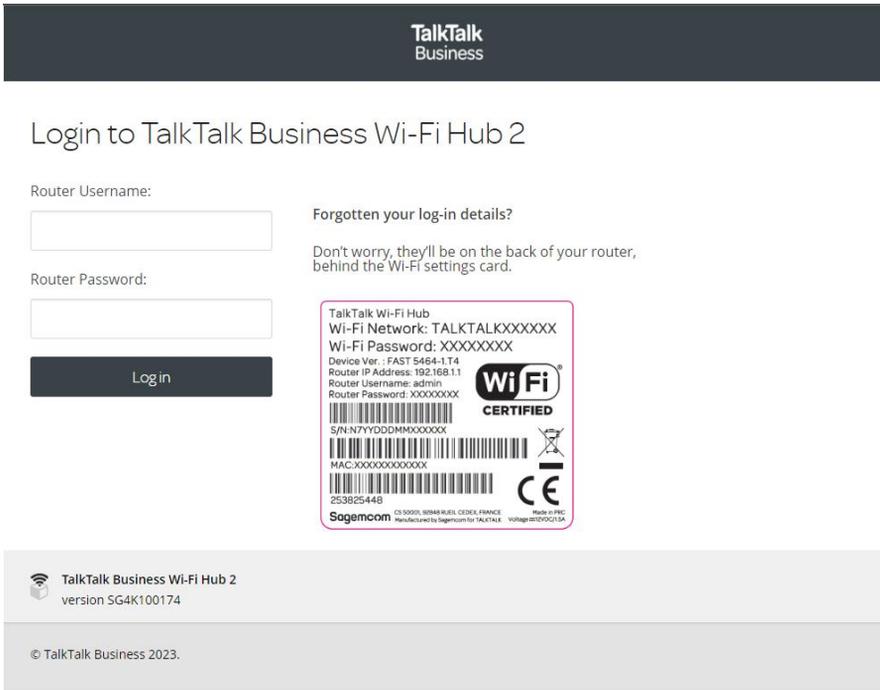
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1

LOG IN TO YOUR ROUTER

From a browser, type this IP address: 192.168.1.1



Use the login details printed on the stick on the back of the TalkTalk router (see outlined, left). The username will always be **admin**.

2

CLICK THE GUESTS WI-FI 2.4GHz COG

TalkTalk Business

Logout

Welcome to TalkTalk Business Wi-Fi Hub 2

Click to refresh

TalkTalk Business Wi-Fi Hub 2

Access control

Internet connectivity

Status: Not Connected

DS: 36.1 Mbit/s
US: 6.5 Mbit/s

Ethernet

TTCD-5CG0251XSD

Wi-Fi 2.4GHz

SSID Name: TALKTALKC367C6

There are no connected devices

Guests

SSID Name: TTB Guest WIFI

There are no connected devices

Wi-Fi 5GHz

SSID Name: TALKTALKC367C6

There are no connected devices

Guests

SSID Name: TALKTALKC367C6-GUE...

There are no connected devices

Voice Ports

There are no enabled lines

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▪ Click on the **Guests Wi-Fi 2.4GHz cog.**

• If you want to switch on **Business Guest Wi-Fi for 5GHz (optional)**, instructions can be found on page 8.

3

CLICK THE ON/OFF BUTTON TO ENABLE GUEST WI-FI

TalkTalk Business Logout

Wi-Fi 2.4GHz - Guest Access Internet: Disconnected

Basic Advanced MAC Filter

Basic

Enable 2.4GHz Wireless OFF

Status DOWN

Cancel Apply

- Turn on 2.4 GHz Guest Wi-Fi by clicking **Enable 2.4GHz Wireless**.
- To switch off your Guest Wi-Fi, just click back to 'OFF' and then press 'Apply'

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4

ENTER WI-FI NAME AND PASSWORD

There is no need to change any of default content in the other boxes.

Tip - remember to document your Wi-Fi name (SSID) and password. You will need this to generate your QR code in stage 2.

TalkTalk Business Logout

Wi-Fi 2.4GHz - Guest Access Internet: Disconnected

Basic Advanced MAC Filter

Basic

Enable 2.4GHz Wireless **ON**

Status **DOWN**

SSID TTB Guest WIFI Visible

Channel Selection 6

Security

Security WPA2 Personal

WPA2 requires a 8-63 character password. Only the following characters can be used: a-z, A-Z, 0-9 and !, #, \$, %, &, '*, -, /, =, ? @ [] ^ _ ` { | } ~ . () -

Password ***** Show Password

Confirm Password *****

Cancel Apply

Enter a Wi-Fi network name in the **SSID** field (e.g. 'Example Café WIFI2.4GHz').

Enter your password in the **Password** field and confirm in the field below. Be sure to change the 2.4 GHz password. This is what guests will need to enter to use **Business Guest Wi-Fi** on your network.

Click **Apply** to finalise settings

ACTIVATING 5GHz GUEST WI-FI (OPTIONAL)

If you wish to activate the optional 5GHz Guest Wi-Fi, simply click the 5GHz setup cog on the homepage and follow the same process for 2.4GHz set up outlined in **Step 2**.

The screenshot shows the TalkTalk Business Wi-Fi Hub 2 interface. At the top, there is a 'TalkTalk Business' header with a 'Logout' button. Below the header, a welcome message 'Welcome to TalkTalk Business Wi-Fi Hub 2' is displayed with a 'Click to refresh' button. The main content area is divided into several sections: 'TalkTalk Business Wi-Fi Hub 2' (with a gear icon), 'Access control' (with a shield icon), 'Internet connectivity' (with a globe icon), and a 'Status: Not Connected' section showing signal strength and speed (DS: 36.1 Mbit/s, US: 6.5 Mbit/s). Below these are three Wi-Fi network cards: 'Ethernet' (with a network icon and device ID TTCD-5CG0251XSD), 'Wi-Fi 2.4GHz' (with a Wi-Fi icon, SSID Name: TALKTALKC367C6, and 'There are no connected devices'), and 'Wi-Fi 5GHz' (with a Wi-Fi icon, SSID Name: TALKTALKC367C6, 'There are no connected devices', and a red gear icon for settings). Below the Wi-Fi 5GHz card is a 'Guests' section (with a Wi-Fi icon, SSID Name: TTB Guest WIFI, and 'There are no connected devices'). At the bottom, there is a 'Voice Ports' section (with a phone icon and 'There are no enabled lines'). The footer contains 'TalkTalk Business Wi-Fi Hub 2 version SG4K100174' and '© TalkTalk Business 2023'.

- Enable **5GHz Wireless**
- Update the SSID Wireless Network Name (usually with **_5GHz** at the end so you can identify it from 2.4GHz)
- Update **Password** fields and press **Apply**

GENERATING A FREE GUEST WI-FI QR CODE

Great! Now you've activated Business Guest Wi-Fi, the next stage is ensuring your customers and visitors can easily join your Guest Wi-Fi. We recommend printing and displaying a QR code, which can be generated for free using our QR code generator [here](#)

Things to note:

- Activating Guest Wi-Fi will share your bandwidth with your customers. If you're on a limited speed connection, we recommend that you consider how this will impact your own needs. If you would like to upgrade your speeds, please get in touch.
- If you ever want to switch off your Guest Wi-Fi, simply click 'off' as shown in step 3.
- Switching on Guest Wi-Fi means your private devices are secure and cannot be accessed through this Guest Wi-Fi connection.
- If you do not wish to display a QR code, you can simply display the Wi-Fi name (SSID) and password.
- If you update the password on the router for the Guest Wi-Fi, you will need to repeat the above steps to generate a new QR code.