

## **TP-Link Router – User's guide-booklet**

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## Connect Your Devices

You can **connect your devices** to the router by one of two ways:

1. By WiFi – Find your network name (SSID) and password on the base of the router. Multiple SSIDs give you the option to have different wireless access for different applications and services.
2. Ethernet cable- For the fastest connection for things like streaming and gaming, plug the ethernet cable from the router (LAN port) into your device.











For more detailed instructions, continue to p.4

## Change Your Password

If you'd like to **change your password**, log into the router's web management page on <http://www.tplinkmodem.net> or <http://192.168.1.1> and go to **Basic > Wireless** to retrieve or reset your password.

If you've forgotten your web management page or password, restore your router to factory default settings. When the router is powered on, use a pin to press and hold the RESET button on the back panel of the router for about 5 seconds until all the LEDs turn on, then release the button.

## LED Indicators: What do the lights on the router mean?

LED	Status	What it means
 Power	On Off	Power is on! Power is off.
 GPON	On Flashing Off	Yes! The router is registered with Hey! Broadband. The router is trying to register with Hey! Broadband. The router is not yet registered with Hey! Broadband.
 LOS	On Flashing Off	The router is not able to transmit the optical signal. No optical signal is received or the received signal is too weak. Yes! The router is receiving the optical signal.
 Internet	On Flashing Off	Internet connection is available! The router is transmitting or receiving data. No internet connection.
 2.4GHz	On Flashing Off	The 2.4GHz wireless radio band is enabled. The router is sending or receiving data through the 2.4GHz band. The 2.4GHz wireless radio band is disabled.
 5GHz	On Flashing Off	The 5GHz wireless radio band is enabled. The router is sending or receiving data through the 2.4GHz band. The 5GHz wireless radio band is disabled.
 WPS	On/Off Flashing	Turns on when a WPS sync is established and automatically turns off about five minutes later. A wireless device is trying to connect to the network through the WPS. This may take up to two minutes.
 LAN	On Flashing Off	A device is connected to the LAN port but no data is being sent. The LAN port is sending or receiving data. No device is connected to the LAN port.
 Phone	On Flashing Off	The phone is off-hook. The phone is ringing. The phone is on-hook.
 USB	On Flashing Off	.

How to connect

## Ethernet

For this you will need the ethernet cable provided.

For the fastest connection for things like streaming and gaming, plug one end of the ethernet cable into an orange LAN port on the back of the router and the other end into your device.

## WiFi

How to connect your computer:sx

You can find the name of your WiFi network on the base of your new router. The name of your WiFi router network name, or (SSID) will be called something like TP-Link\_1234. (This router gives you the option of two SSID's- multiple SSID's give you the option to have different wireless access for different applications and services.) Of the two SSID's, choose one to connect to your computer. If you're familiar with connecting to WiFi networks you can use these details to connect now or follow the more detailed instructions below.

How to connect your tablet or mobile:

1. Connecting to WiFi is very similar on Android or on iOS. First, go to the settings area on your tablet or mobile. Then, select WiFi from the list of options.



2. All the nearby WiFi networks will be listed on your device. The one that you are looking for will be called something like TP-Link\_1234. Click on that network and you will be asked to enter your password. The information on network name and password can be found on the base/bottom of your new router.



Connect with a Windows computer

Depending on which version of Windows you have, finding your network will be a bit different. For Windows 10, 7, and Vista there is a network icon on the bottom right of your screen. It might look like:

For Windows 8, the network icon can be found in the settings area, which is on the Home screen and looks like:

Your WiFi network name will be something like TP-Link\_1234. Your WiFi Password can be found on the base of the router.

### Connect manually

If you'd like to connect manually with Windows, find the network on your computer and then click the connect button. Enter the WiFi password (which can be found on the base of the router) and click to confirm.

### Connect with WPS

If your computer supports WPS, you can use it to connect. Find the network on your computer, click the connect button and then press the WPS button on your router. The WPS should flash as it tries to connect for about two minutes. When it is connected WPS light will be on for about five minutes, then the light will automatically turn off.

### Connect with a Mac computer

On Mac OS, there is a WiFi icon at the top right of your screen where you can find a list of networks.



If there is no icon, you'll need to go to System Preferences > Network > Airport.

Your H!B network name will be something like TP-Link\_1234.

To connect manually with Mac OS, first find the network on your computer. Then click the network name, and enter the WiFi password (which can be found on the base of your router). Click OK to confirm.

If you are having any trouble setting up WiFi, connect your H!B router with an Ethernet cable provided in the router packaging. Simply connect your computer with one end of the Ethernet cable and the other end into one of the orange LAN ports on the back of the H!B router.

Other router features:

Web Management allows you to configure your router to your preferred settings.

In your web browser, enter the URL <http://www.tplinkmodem.net> or <http://192.168.1.1>

Parental Controls

- Manage when and how your devices access the internet

Security

- SPI firewalls protect your home network

USB Port- options

- 3G/4G connectivity- You now have the option to connect a 3G/4G USB mobile broadband modem to the router's USB port to get wireless internet access through 3G/4G mobile networks. The USB dongle can be configured as the primary internet connection, or as a backup to enhance network reliability.
- Share files- you can share files from the USB drive with devices on your home network
- Remote access- You can access the USB drive when you are away from home.
- Media server- You can play media from the USB drives on your computer and smart devices.
- Charge devices- You can top up the battery on your devices by connecting them with a USB cable.

## Router FAQs

### Q1. What can I do if I cannot access the web management page?

1. Make sure that the computer is properly connected to the router via the Ethernet cable.
2. Make sure the computer connected to the router is set to obtain an IP address automatically (see Q6 for instructions).
3. Make sure that <http://tplinkmodem.net> or <http://192.168.1.1> is correctly entered, or use another web browser and try again.
4. Disable then enable the network adapter being used.
5. Restore the router to its factory default setting and reconfigure the router by following instructions in this Quick Installation Guide.

### Q2. What can I do if I cannot access the internet?

1. Make sure that the cables are connected properly and securely to the router.
2. Check the GPON LED and make sure that it is lit and stable, indicating that the router is registered with the ISP. If not, make sure that the provided GPON SN and/or GPON Password are entered correctly in the web management page (<http://tplinkmodem.net> or <http://192.168.1.1>). Go to Advanced > Network > GPON Settings.
3. Disconnect and reconnect the fibre cable to the router. Wait for 2 minutes and try again.
4. Make sure that the computer connected to the router is set to obtain an IP address automatically. Refer to A6 for instructions.
5. Contact us (0330 822 2878) if the problem still exists.

### Q3. How do I restore my router to its factory default settings?

With the router powered on, use a pin to press and hold the RESET button on the back panel of the router for about five seconds until all the LEDs turn on, then release the button.

### Q4: What can I do if I forget my web management page or password?

Refer to Q3 to restore the router then set up a new password using 1-15 characters.

### Q5. What can I do if I forget my wireless network password?

1. The default Wireless Password is printed on the product label on the bottom side of the router.
2. If the default Wireless Password has been changed, log into the router's web management page (url <http://www.tplinkmodem.net> or <http://192.168.1.1>) and go to Basic > Wireless to retrieve or reset your password.


### Q6. How do I change my computer's setting to obtain an IP address automatically?

To change the computer's network settings, follow the steps below:


#### For MAC OSX

1. Click the Apple icon.
2. Go to System Preferences > Network.
3. Select Ethernet in the left panel.
4. Under Configure IPv4, select Using DHCP.
5. Click Apply.


#### For Windows 7/8/8.1/10

1. Right-click the Network icon . On the system tray and select Open Network and Sharing Centre > Change adapter settings.
2. Right-click the wired network connection (Local Area Connection or Ethernet by default) and select Properties.
3. Double-click Internet Protocol Version 4 (TCP/IPv4).
4. Select both Obtain an IP address automatically and Obtain DNS server address automatically, then click OK.
5. Click OK again to save your configuration.

#### For Windows XP

1. Right-click the Network icon (e.g. ) on the system tray and select Open Network Connections.
2. Right-click the wired network connection (Local Area Connection by default) and select Properties.
3. Double-click Internet Protocol (TCP/IP)
4. Select both Obtain an IP address automatically and Obtain DNS server address automatically, then click OK.
5. Click OK again to save your configuration.

#### Q6. Parental controls: how can I manage device access to the internet?

1. In your web browser, enter the URL <http://www.tplinkmodem.net> or <http://192.168.1.1> > *Basic > Parental Controls or Advanced > Parental Controls*
2. Switch "Parental Controls" to "On"
3. Add a device by clicking  Add
4. Click "View Existing Devices" and choose a device from device list.
5. Add a description to make it easier to identify, i.e., "Children's laptop"
6. Click the clock icon next to "internet access time" and select times allowing internet access to the device. Click "save"
7. Advanced settings allow you to "blacklist" based on keywords or "whitelist" by entering domain names. Switch "Content Restriction" to "On"

Install your Phone:

For this you'll need the phone cable provided.

Have you transferred your old number?

If you've decided to transfer your old number to us, please remember this may take up to 10 working days. In the meantime, continue using your old phone. When your old phone service ends (no dial-tone), you can simply connect your phone cable to your H!B router to make outgoing calls (see instructions below). We'll be in touch when the transfer is complete.

1. First, disconnect the cable from the back of your phone. Once you've removed the cable, replace it with the one we have provided.
2. Next, plug the other end of the new cable into one of the grey ports where it says "phone", on the back of your router.
3. It may take a couple of minutes for the phone to be recognised by the router. After a few minutes, check the phone for a dial tone, and make a test call to check everything is working.

Done! 😊

No dial tone? Make sure you use the new cable provided.

**Hey!Broadband Services**

Wish you had gone for a different deal with more data? Changing your data allowance is easy. Call us on 0330 822 2878.

We'd be happy to answer any questions you may have about billing too.

## FAQs

### What does your broadband deal include?

The deal includes full fibre internet connection and a Hey! Broadband router (includes RJ45 Ethernet Cable, Power Adapter, and Phone Cable).

### How fast is my internet going to be?

If you choose our **Megafast 250Mbps Deal**, you can download at a speed of 250 Megabits per second and upload at 50 Megabits per second. It will allow you to:

- Download an entire HD film in less than 4 minutes
- View 4K TV in its full, optimised picture quality
- Use multiple devices at the same time. One family member can play online games, another can watch HD TV, and two other members can watch two different HD films at the same time, without interruptions or decrease in image or sound quality

If you choose our **Gigafast 1000Mbps Deal**, our Gigafast speed is **1000 megabits per second symmetrical upload and download speed**. It is the fastest speed available in the UK today.

In addition to what you can do with the Megafast connection above, it will allow you to:

- Download an entire HD film in less than a minute
- Upload 1-hour Twitter or YouTube videos in HD in only 15 minutes if you create streaming content in your home (Uploading content over a 20 Mbps connection could take up to 12 hours)

### What's affecting my speed?

For the fastest speeds, we recommend connecting your device with the ethernet cable provided. Wireless connections (WiFi) will slow down speed, and interference from devices such as Bluetooth, microwaves, and even aquarium fish tanks in your house may interfere with your WiFi signals.

Several devices connecting to the same WiFi channel may also be a possible reason why your connection speed is slow. On your web management page (url <http://www.tplinkmodem.net> or 192.168.1.1) you can change the individual wireless channel within that band in order to find one with fewer connected devices (Advanced > Wireless > Channel).

If you use WiFi in a place with a large area, such as a large house or office, you may want to purchase an H!B signal extender. The signal extender extends the coverage area of the WiFi signal.

### How do I leave feedback?

If you'd like to leave some comments or suggestions, please send us a message at [info@heyb.co.uk](mailto:info@heyb.co.uk).

**Support**

How to contact us

Any questions? We're here to help!

See if your questions can be answered on our website: [heybroadband.co.uk](http://heybroadband.co.uk)

E-mail us at: [support@heyb.co.uk](mailto:support@heyb.co.uk)

Call us on 0330 822 2878