

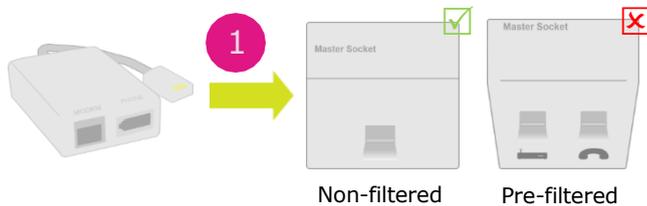


# Your Co-op Broadband

Help & Support – Connecting your router

## Getting started

- Find a suitable and secure location for the router where it will not be disturbed during operation.
- For maximum signal strength elevate the router and avoid placing near sources of electrical or physical interference.
- The power cable should be able to reach a power supply socket and the router must have enough open space around it for ventilation.
- The cables should be able to reach both the NTE/ ONT and any peripheral devices/ network connections to be accessed by ethernet

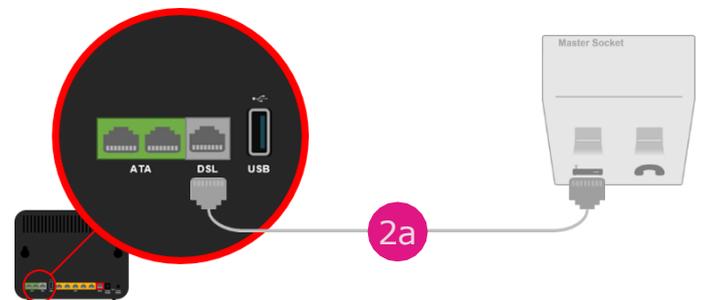


## Step 1

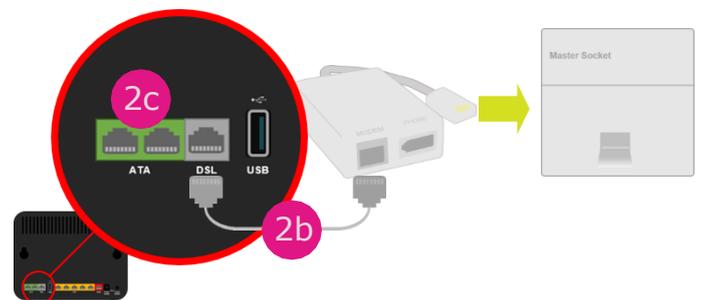
If setting up ADSL/ FTTC/ SOGEA broadband, ensure that your master socket either has a pre-attached DSL filter or attach one (1). Only attach a DSL filter to a non-filtered socket. Attaching a DSL filter to a pre-filtered socket may interfere with your broadband connection.

## Step 2

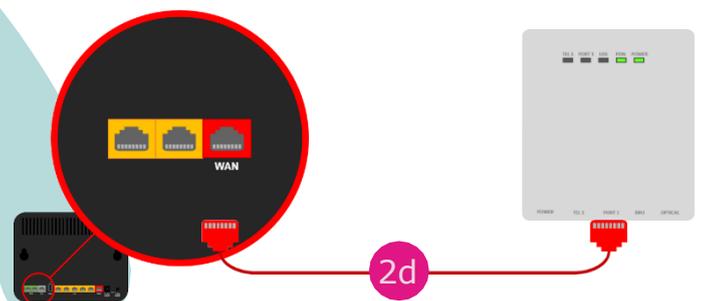
**Broadband/Superfast:** Plug the **grey DSL/ RJ11 cable** into the **grey router DSL port (2a)** and the other end into the router port on your DSL filter (either pre-filtered or using an attached DSL filter). If connecting an analogue phone handset, plug into the phone socket on the DSL filter.

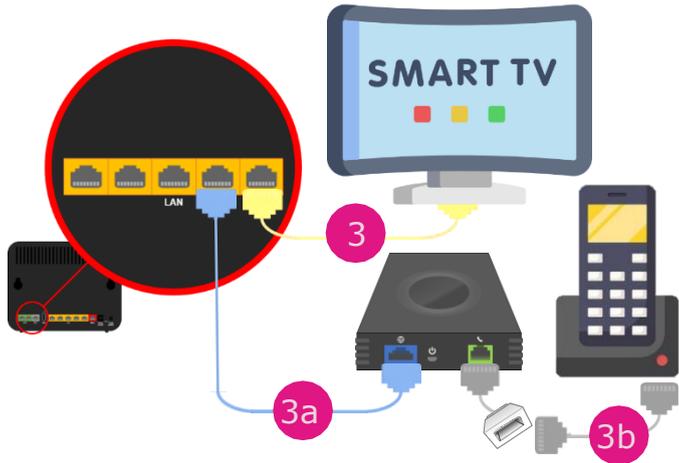


**IP Superfast/SoGEA:** Plug the **grey DSL/ RJ11 cable** into the **grey router DSL port (2b)** and the other end into the router port on your DSL filter (either pre-filtered or using an attached DSL filter). If connecting a phone handset, follow the information in **step 4**. **DO NOT** plug any phone handsets into the DSL filter adapter or the face plate at the wall as these will not work and may interfere with your broadband.



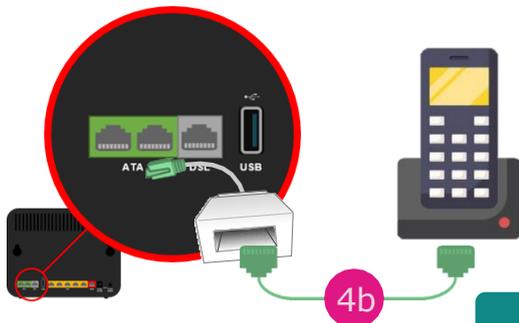
**Ultrafast:** Plug the **red ethernet cable** into the **red WAN port** and the other end into your "Port 1" socket on your ONT (2d). If connecting a phone handset follow the information in **step 4**





### Step 3 (wired devices and Voice ATA's)

**Connecting wired devices:** If you wish to connect any devices directly to your LAN router, such as a PC/Laptop, Smart TV or Gaming device, plug one end of the **yellow Ethernet cable** into any of the **yellow LAN ports (1-5)** on the and the other end into your equipment **(3)**. If you are using a voice ATA plug one end of the **Blue cable** into a spare **yellow LAN port** and the other to the **Blue Internet port (3a)** of the ATA then plug your phone directly into the ATA's **Green phone port (3b)** via the telephone adapter included.

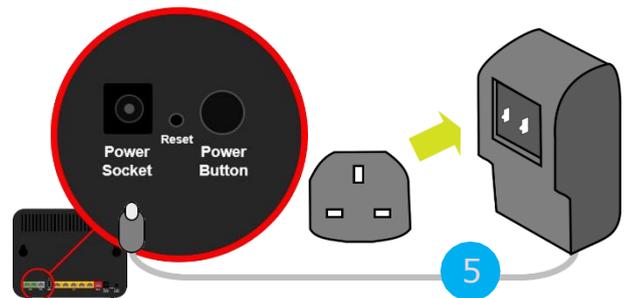


### Step 4 (IP Voice routers only)

**Your IP Voice:** If using a traditional analogue or digital phone with our IP Voice service, plug the **green end of the telephone adapter** (supplied in the box) into one of the **green ATA ports (4a)**. Then using a compatible connection cable (supplied with phone) plug the handset/base station into the other end of the telephone adapter **(4b)**,

### Step 5

**Power supply:** If you have received a 2-part power supply clip the components together. Plug the power supply into the router **(5)**. If you have taken a **battery backup**, then use this device instead of the standard power adapter (see page 4). Plug the mains supply socket in and then switch the mains supply to 'on'.



Power

- Green:** Working successfully
- Red:** Updating firmware/error
- Off:** No power

Broadband

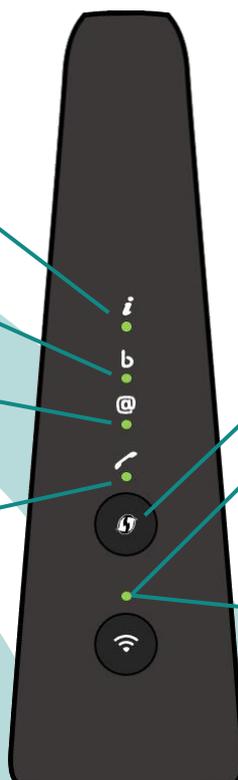
- Solid green:** Synchronised
- Flashing green:** Not in Sync

Internet

- Solid green:** Connected, no data in use
- Flashing green:** Transmitting data
- Red:** Not connected to the internet
- Off:** No connection available/disabled

Telephony/IP Voice

- Solid green:** Connected
- Flashing green:** In use
- Off:** No device/service connected



### Step 6a (DGA4134)

**Connecting:** Press the power button on the back of the router and wait for the lights to stabilise and go green (note: depending on your service, some lights may not illuminate).

WPS Button

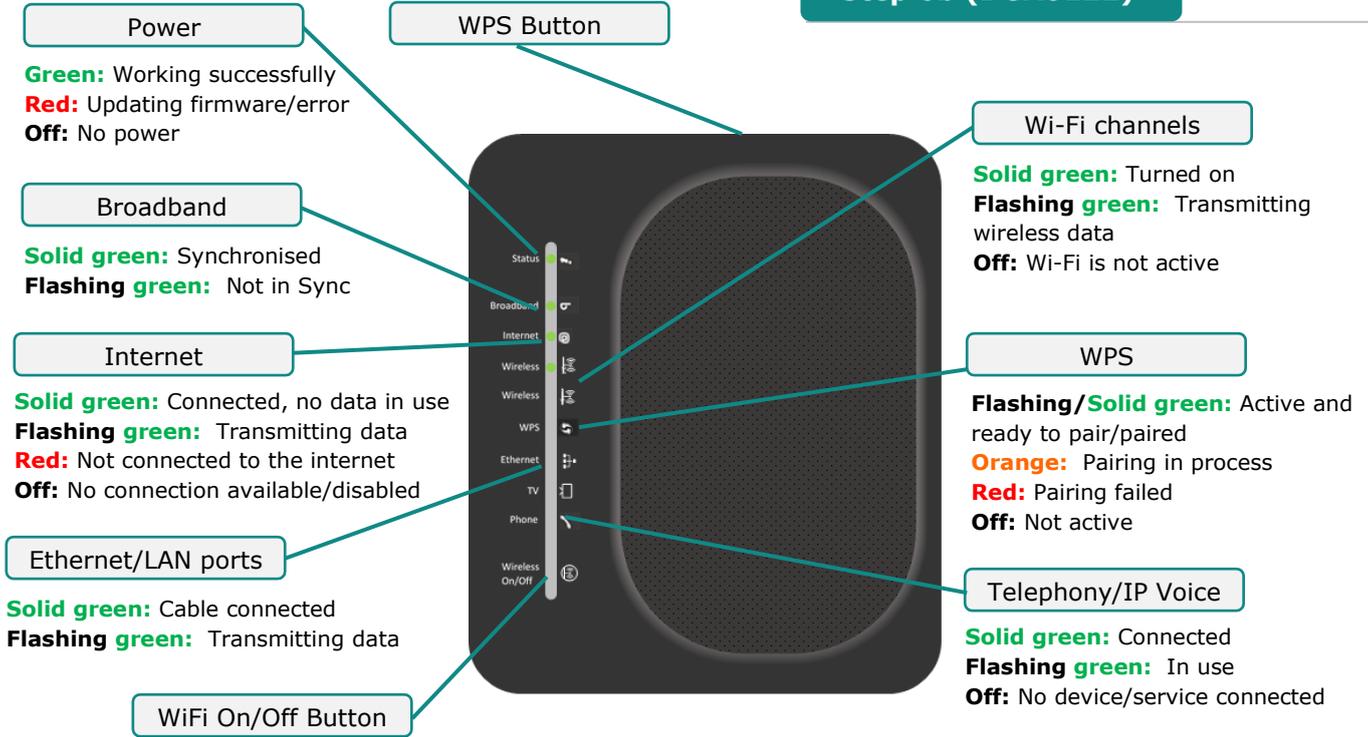
WPS

- Flashing/Solid green:** Active and ready to pair/paired
- Orange:** Pairing in process
- Red:** Pairing failed
- Off:** Not active

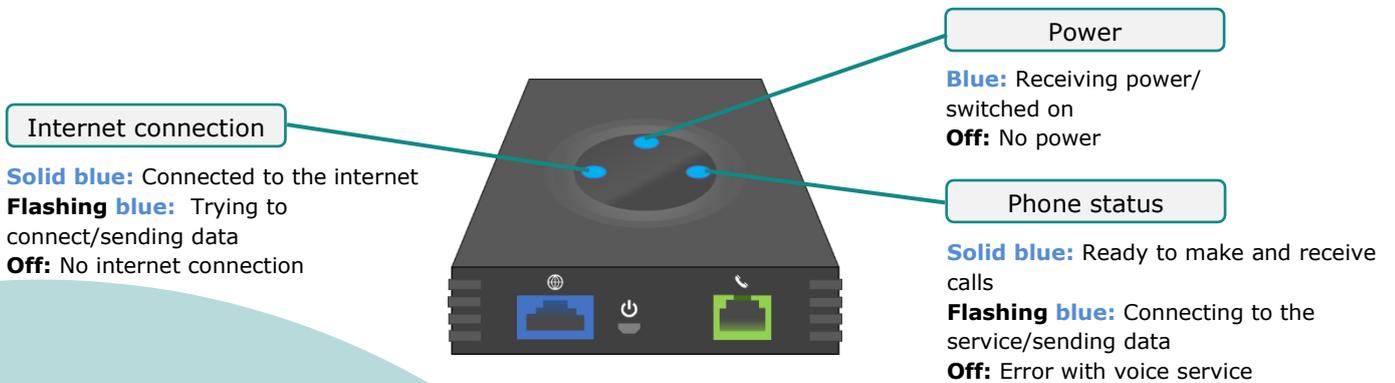
Wi-Fi

- Solid green:** Turned on
- Flashing green:** Transmitting wireless data
- Off:** Wi-Fi is not active, press and hold the Wi-Fi button for 3 seconds to turn on

## Step 6b (DGA0122)



## Step 6c (ATA Device)



### Important information

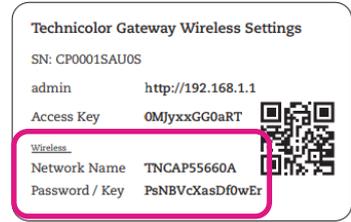
If you are using our IP Voice it is important to note that by doing so you are making and receiving your calls using your internet connect; as such, should there be any disruption to power or anything which will cause your router or ATA to go offline you will lose the ability to make or receive telephone calls including those to Emergency services.

A battery backup unit will protect you from short term loss of power if you are prone to long term outages or feel this will not meet your requirements we suggest ensuring you have access to an alternative method of communication such as a mobile phone.



## Connecting devices to your Wi-Fi

In your router box, you will have received a wireless “Keep me” card, with your **Wi-Fi details** printed on it. Keep this card somewhere safe for adding additional devices to the network.



### Mobile devices (Android & Apple)



1. Tap the settings icon on the home screen
2. Select Wi-Fi from the available settings and ensure the Wi-Fi is on. Next select your Wi-Fi network from the list shown (the name of your network is on the back of your router and your “Keep me card”)
3. When prompted, enter your Password/ Key as shown on the “Keep me” card, then select “Join” or “Connect”.

### Windows 10



1. From the desktop, click on the wireless icon in the task bar in the bottom right hand side of the screen.
2. Select your wireless network from the drop-down list 3: Click “connect” on the network you selected
3. You will then be asked for the network key. Enter your Password/ Key as shown on the “Keep me” card and click next.
4. After a few moments your wireless icon should change to reflect the connection

### Mac OS

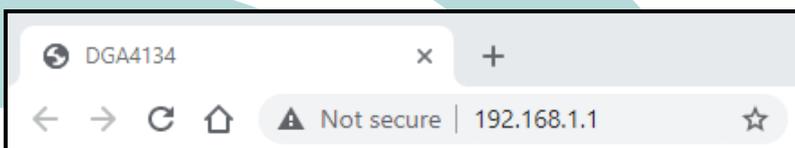


1. From the desktop, click the Wi-Fi icon in the menu bar in the top right-hand side of the screen
2. Select your wireless network from the drop-down list
3. You will be asked for the password. Enter your Password/ Key as shown on the “Keep me” card and click join.
4. After a few moments your wireless icon should become bold in color to reflect the connection.

## Changing your Wi-Fi details

For security, you may wish to change your Wi-Fi name (SSID) or password. These details can be easily amended via the routers administration web interface (GUI).

### Step 1

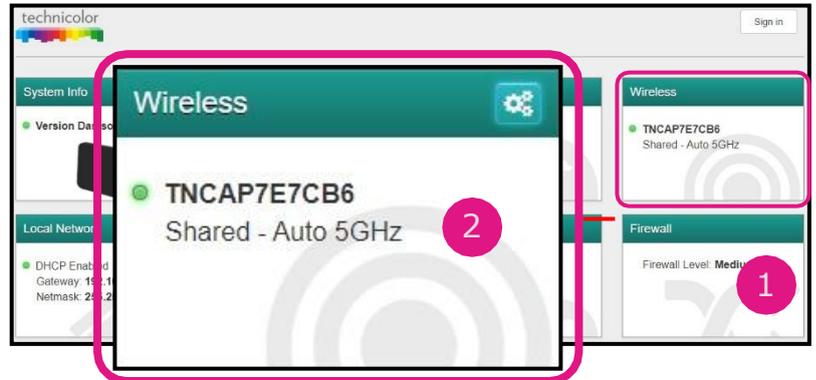


Using a web browser enter the address **http://192.168.1.1** (this is the default IP address) on a computer or device that is currently connected to your router (either wired or wirelessly).

## Step 2

The router GUI (graphics user interface) appears. By default, you are logged in as guest and the option in the top right-hand side of the screen will say "Sign in". If this option already shows you are signed in as "admin", you will not be required to enter a password during this process (see step 3).

Hover your mouse over the "Wireless" pane (1) on the GUI home screen. You will notice a settings icon appears in the top right of the pane (2). Click on this.



Sign in

Show Password

## Step 3 (optional)

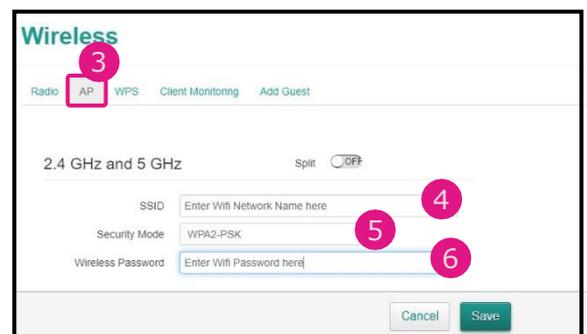
If you are already signed in as the Admin you will not need to complete this step. Enter the admin user name and password. The default for these are:

**Username:** admin  
**Password:** <router serial number>

## Step 4

Once the wireless pane is opened, ensure you have the "AP" tab selected (3)

- In the SSID name box (4), type the network name that you want to use for this device (if you do not want to use the default one).
- In the Security Mode list (5) under Access Point, select the security mode that you want to use for this access point. We recommend using WPA2-PSK.
- In the Wireless Password box (6), type the password that you want to use for this device. The key must consist of 8 to 63 alphanumeric characters. We recommend that the key also include uppercase and lowercase letters and numbers.



Click **Save** and now reconnect any wireless devices using the new settings