

QUICKGUIDE – Router First Setup Guide



Plug the RJ45 Ethernet cable from the small black box (POE) where it is marked **COMPUTER** into the routers Internet port.

*Please make sure that both the **CPE** and **Computer** connections are secure and the **red** power light is on.*

Router Supplied by Quickline

If you have purchased a router from Quickline, it will be fully configured and ready to use. Switch on the router then connect your PC/Laptop either via a cable or wirelessly depending on your preference and equipment.

If you have any problems getting online with a router supplied by ourselves please check the power lights are on for both the PoE and router and refer to the TROUBLESHOOTING GUIDE, if this does not work, please log a service call with Quickline on 08700 429 760 between 08:00 and 20:00 Mon - Sun, you will receive a call back from technical support during office hours of 09:00 - 17:00 Monday to Friday.

Own Router Equipment

If you have chosen to use your own router you will need to consult the manufacturer's instructions on how to configure its settings so that the connection type is set for PPPoE. The settings you will need are as follows:

- Quickline connection username
- Quickline connection password
- MTU size of 1450
- No further details are required and other fields such as Service Name should be left blank.
- The IP address will be issued by the provisioning server.

Please Note: To connect to the Quickline network using a router, you will need to use an Ethernet router as opposed to an ADSL router. If you have an ADSL router, this will not be compatible with your Quickline connection.

If you have any problems getting online with a router **NOT** supplied by Quickline please check the power lights are on for both the PoE and router and refer to the TROUBLESHOOTING GUIDE, if you continue to experience connection problems with your router, please contact the router manufacturers support department. *Please note; as you will understand it is not possible for Quickline to offer support for other people's hardware.*

The engineer will ensure you have a connection before leaving site after installation however, if you would like us to confirm that there are no issues with your Quickline connection please log a service call on 08700 429 760 and we will be happy to check this for you.

Please note; you can log your service call between 08:00 and 20:00 Mon - Sun and you will receive a call back from technical support as soon as possible during office hours of 09:00 - 17:00 Monday to Friday.