

Your router guide Important information enclosed

Superfast Fibre Plus Superfast Fibre Fast Broadband

Keep me



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When to plug in your router

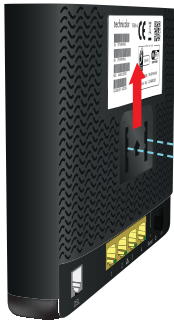
If you ordered Fast Broadband or Superfast Fibre/Superfast Fibre Plus, but currently don't have fibre broadband from your existing provider then plug this router in once your current service stops working (the point when you are unable to access the internet and the internet light on your current router will be red).

If you ordered Superfast Fibre/Superfast Fibre Plus and you currently have fibre broadband from your existing provider, please leave your existing router plugged in during the day. Our router should be plugged in at the end of the day or when you receive an email stating 'Your broadband service is ready' (whichever is sooner).

If you're having a new line installed or do not have an existing broadband service then plug our router in on the day of your installation (if socket available) or when the engineer visits.

Please note, your service can go live at any time up to midnight.

What you'll find in your box:



Stand

The stand clips onto the back of the router.



Router

Your broadband connection will pass through this electronic device so that it's channelled onto the internet correctly.

'Keep Me' card

Use this to connect wirelessly.



Microfilter

This small white box allows you to use your phone at the same time as your broadband. It separates your broadband signal from your voice signal.



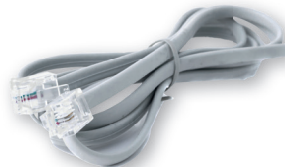
Ethernet cable

You use this port to connect your computer to your network, if you need a wired connection.



Power supply 2 parts

If you're supplied with a two part power supply unit, clip the two parts together before connecting to the AC mains power socket.

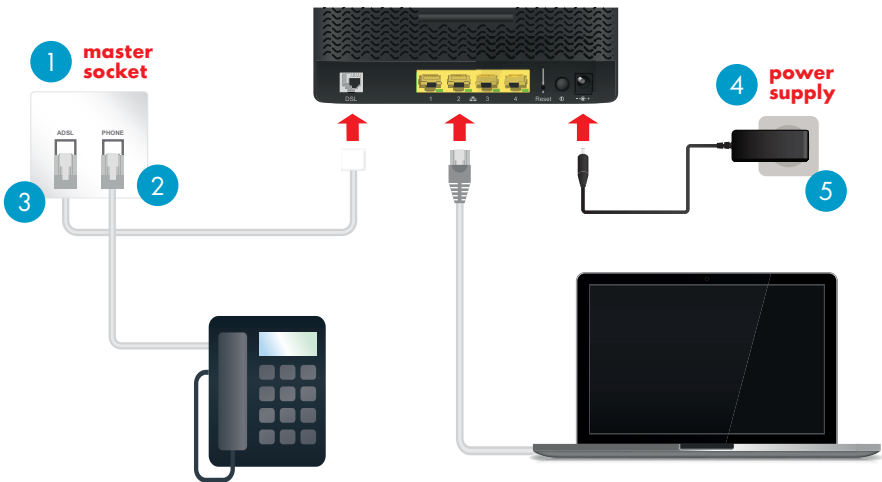


RJ11/DSL

This cable carries your broadband signal from the phone socket into the DSL port on the router.

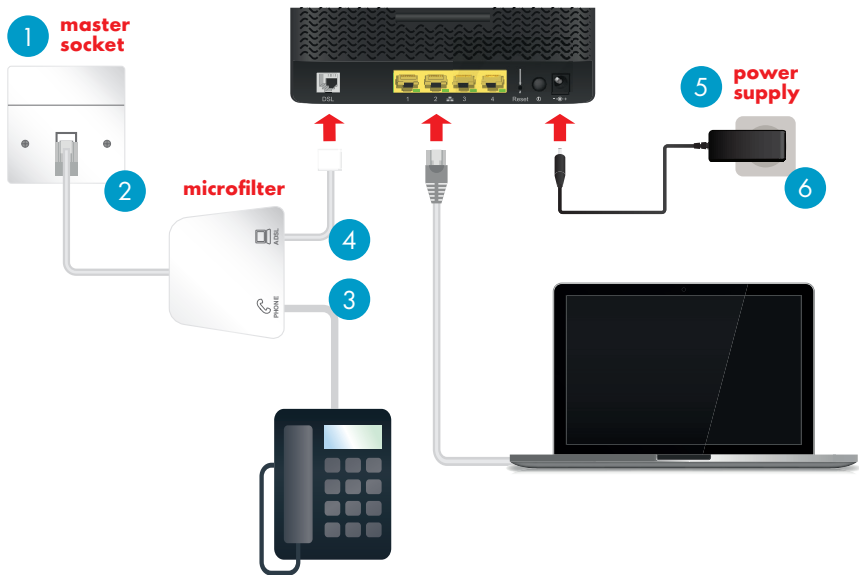
How to setup your router

How you connect your router depends on whether you have a single or double master socket in your home. Please follow the instructions that apply to you:



Double master socket

- 1 Disconnect everything from your double master socket, you won't need a microfilter.
- 2 Connect your phone cable to the phone port on the master socket.
- 3 Connect one end of the RJ11/DSL cable to the data port on the master socket, and the other end to the port on the back of the router labelled, 'DSL'.
- 4 Ensure the two part power supply unit is assembled correctly before connecting to the mains.
- 5 Turn on the mains and push the power button on the back of your router.
 - LED lights will start flickering whilst the router powers up. The colour and stability of the lights show the status of the router and will take time to stabilise.
 - When the broadband and internet lights are solid green, setup is complete.



Single master socket

- 1 Disconnect everything from your phone line at the master socket.
- 2 Connect your microfilter into the master socket *Please note, all phone sockets in use will need a microfilter, including Satellite TV boxes, connected alarm systems and emergency call diallers.
- 3 Connect your phone cable to the phone socket on your microfilter.
- 4 Connect one end of the RJ11/DSL cable to the data port on the microfilter, and the other end to the port on the back of the router labelled, 'DSL'.
- 5 Ensure the two part power supply unit is assembled correctly before connecting to the mains.
- 6 Turn on the mains and push the power button on the back of your router.
 - LED lights will start flickering whilst the router powers up. The colour and stability of the lights show the status of the router and will take time to stabilise.
 - When the broadband and internet lights are solid green, setup is complete.

*Please note - All phone sockets that are in use will need a microfilter, including sockets for Sky boxes

Getting connected

Connecting to your wireless network

What you'll need: 'Keep Me' card

Both your wireless 'Keep Me' card and a label on the reverse side of your router will include the name of your wireless network and WiFi Password.

- 1 Make sure that the wireless connection is enabled on your PC, smartphone or tablet.
- 2 Select the Shell Energy Network, this starts with the letters **SHELL**. This is shown on your 'Keep Me' card as Network Name.
- 3 When prompted enter your WiFi Password shown on your 'Keep Me' card. Then select join.
- 4 You'll be online in a few moments.

Connecting to your wired network

What you'll need: Ethernet cable

This could increase the speed and stability of your internet connection. To get connected, follow these steps:

- 1 Plug one end of your Ethernet cable (with the yellow ends) into any of the yellow ports on the back of your router.
- 2 Plug the other end of your Ethernet cable into the port on your computer.
- 3 You'll be online in a few moments.

Connecting an iPhone or an iPad device

- 1 Tap the settings icon on your home screen.
- 2 Ensure Wi-Fi is switched on and select your Shell Energy Wireless Network, this starts with the letters **SHELL**.
- 3 When prompted enter your WiFi Password shown on your 'Keep Me' card. Then select join.

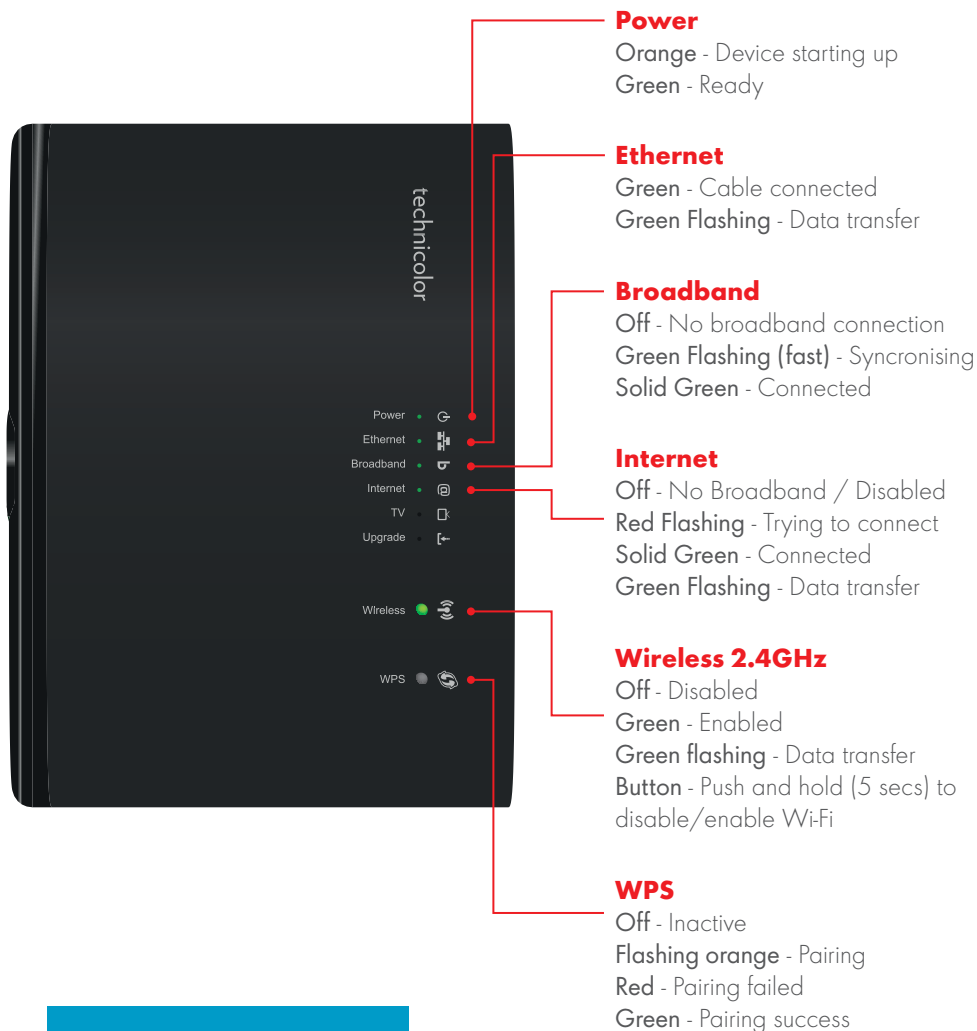


Connecting an Android device

- 1 Tap Apps on your home screen then tap the settings icon.
- 2 Ensure Wi-Fi is switched on and select your Shell Energy Wireless Network, this starts with the letters **SHELL**.
- 3 When prompted enter your WiFi Password shown on your 'Keep Me' card. Then select join.



Router information



For optimal performance, we recommend that you plug your router into the master socket and away from any electrical items that could cause interference.

How to resolve a problem with your broadband connection

No connection or your connection keeps dropping

1

Restart your equipment

Switch off your router for 30 seconds, then power it back up again. You should also switch off your PC, Mac, smartphone or tablet then switch it back on again.

2

Check your Wi-Fi connection

- Check that the wireless icon on your PC, Mac, smartphone or tablet indicates connection.
- If the connection is weak, or regularly drops out, try moving your device closer to the router.
- If you have an Ethernet cable available, try connecting a desktop or laptop computer to your broadband router using the cable and then re-test the connection. This will help to rule out a wireless issue as the cause of the problem.

3

Connect to the test socket

- Locate the BT master socket – the socket where the line enters your premises from outside.
- Detach the faceplate by unscrewing the screws.
- If you have a single-port socket, another socket is revealed behind the faceplate. Connect your phone directly to this socket in the same way you would normally connect to the front of the faceplate.

Still having issues?
Visit our YouTube
channel for more
guidance.



- If you have a two-port socket (with separate ports for broadband and telephone connections), after removing the faceplate you must also remove the plastic filter section beneath. Gently pull on this section to expose the rear test socket where you can connect your phone.
- Once your telephone is connected, lift the handset and listen for dial tone. If there is no dial tone, or if you hear a noise like crackling, popping or humming, contact us.
- If there are no noticeable issues with the telephone service, connect your broadband router to the test socket (using a standard micro filter) to see if this resolves your broadband connectivity issues. If it does, this could indicate a fault with, or damage to, your internal telephone wiring, particularly if you use your router on an extension.



How to improve your Wi-Fi

- Wireless set-up has a major impact on the broadband speed you'll get.
- It's recommended to plug your router into the master-socket and connect your devices as close to the router as possible to get the best possible wireless performance.
- Turn off Wi-Fi on your device (or put it in aeroplane mode for a few seconds), then switch the Wi-Fi back on. Also try restarting your devices once in a while to help you get the best connection.
- Your broadband speed is shared with every device using your router. If four devices are using the internet at the same time, they'll get roughly a quarter of the available speed each. You should check if you need all these devices connected to your broadband, and disconnect them if not.

Help with broadband speed issues

1 Restart your equipment

Switch off your router for 30 seconds, then power it back up again Switch off your PC, Mac, smartphone or tablet then switch it back on again.

Run a speed test - Go to <http://www.supportal-test.co.uk/> and follow the instruction and enter your phone number when the test is complete.

2 Reduce Wi-Fi congestion

Find everything that's connected to the internet in your house and take them offline, leaving only the device you're completing this test on. Run another speed test and see if it's improved your broadband performance. If your speed is slower or the same as last time, then continue to the next step.

3 Plug your router into your master socket

Run another speed test and compare the download speed with the previous one.

If your broadband speed has improved, then you probably had your router plugged into an extension socket.

4 Try a wired connection

Plug one end of the Ethernet cable into any of the yellow ports in the back of your router then plug the other end into the Ethernet port on your device. Wait until you have an internet connection again.

Run a speed test and compare the download speed with the previous one.

If your speed has gone up using a wired connection, then wireless interference could be the problem. Try to keep your router free from obstructions and away from other electronic devices. You may also want to invest in some powerline adapters to help extend your Wi-Fi signal in your home.

5 Check your microfilters

The microfilter stops your phone signal from interfering with your broadband signal and vice versa.

If you have a pre-filtered master socket (with two ports built in) you won't need to use microfilters, and you can skip this section.

If you have a standard master socket, with one port on the front, it's essential that you use microfilters and set them up correctly as per below:

Don't use two microfilters by plugging them into each other. Make sure you've plugged a microfilter into every socket that you're using in your home.

Don't plug a microfilter into an empty socket - only plug them into the sockets you're using.

If you don't have enough microfilters for all the sockets you're using, unplug some devices and leave them unplugged until you can get some more.

6 Connect to the test socket

- Connect your router directly into your test socket.
- Run a speed test and compare the download speed with the previous one.
- If your speed improves then it is likely to be an internal wiring issue.

