



Shell
ENERGY
Broadband

Let's get started

A quick user guide for your **Wi-Fi 6 hub**

Full Fibre

Important **Before you get started:**

Wait until you've got our email saying your broadband is live and your hub is ready to set up. Your broadband could go live at any time up to midnight on your go live date so please be patient.

If you've moved to Shell Energy Broadband from another provider, carefully disconnect any old equipment, filters and cables from your old provider and put them to one side before setting up your new hub.

If this hub has been sent to you as a replacement for your existing model, follow the steps in this guide and plug this in right away (don't forget to return your old equipment to us for recycling).

Get connected in three simple steps



1

Locate your Openreach modem

If you have our Full Fibre broadband service, you'll have an Openreach modem (or ONT) installed by an engineer.

Your ONT might look different to the one pictured but, don't worry, they all do the same thing.

Make sure the ONT is connected to power and switched on.

2

Connect the red Ethernet cable

Plug one end of the red Ethernet cable into your hub's red port labelled WAN.

Then plug the other end into the Openreach ONT's port labelled PORT 1 or LAN 1 (the number of ports on the ONT can vary).

3

Plug in to the wall socket and power up

Now plug the power cable into your Wi-Fi hub and wall socket. Switch on the power at the socket to turn your hub on.

The light under your hub will flash orange as it boots up. This can take up to 10 minutes.

After a few minutes, the light under your hub will turn a solid blue. This means the set up is complete. Keep your hub switched on and connected on your activation day.

Connecting your devices



You'll find your Wi-Fi network name and password on the back of your Wi-Fi hub. Alternatively, scan the QR code with your device's camera.

How you connect can vary by device (check your device user instructions) but you'll generally need to follow these steps:

- 1 Select settings and turn on Wi-Fi
- 2 Select your Wi-Fi network name (it's on the back of your Wi-Fi hub)
- 3 Enter the password (also on the back of your Wi-Fi hub)
- 4 Click on 'join' or 'connect'

Want to use a wired connection?

Simply plug the black Ethernet cable (yellow ends) into your computer or laptop. Then plug the other end into any of the yellow Ethernet ports on the back of your hub.

How to get the best Wi-Fi

Keep your Wi-Fi hub upright, up high and facing into the room for the best signal

- ✓ Avoid leaving your hub on the floor or tucking it away behind your furniture, TV, or in a cabinet.
- ✓ Where possible, don't place it near other signal-blocking obstacles, like thick walls, near windows or a fish tank.
- ✓ Try to keep the hub away from electronic equipment like cordless phones, baby monitors, Christmas lights and microwaves as these can also interfere with and block your Wi-Fi signal.

Leave your Wi-Fi Hub on, especially for the first 2 weeks while we're optimising your broadband speeds

- ✓ Turning it on and off can slow down your connection

Boost your Wi-Fi range

- ✓ Our Wi-Fi booster connects with your hub to boost Wi-Fi signal to areas of your home that may otherwise be out of range. This means a stronger network, which uses the same name and password as your modem for ease of use. Find out more at shellenergy.co.uk/wifi-booster.
- ✓ Interested in more devices to boost your Wi-Fi performance? Check out our deals on the latest smart streaming and Wi-Fi products in the Shell Energy shop shop.shellenergy.co.uk/streaming-and-smart-wi-fi.

What's in the box

The items below should be included in the box.
Something missing? Call us on 0330 094 5801.



Shell Energy Broadband
Wi-Fi 6 hub



Power supply



Red Ethernet cable



Black Ethernet cable
You'll only need this if you plan
to connect to the hub using a
wired connection.

What your hub lights mean

The light underneath your hub will change colour
depending on the status of your connection:

Blue solid



Everything is working and you're
connected to the internet.

If it's the first time you've connected your
hub, wait a minute or two.

Blue flashing (Slow)



The Wi-Fi button has been pressed and
your Wi-Fi has been switched off.

Press the button again to switch your
Wi-Fi back on.

Blue flashing (Fast)



The Wireless Protected Setup (WPS) button
has been pressed and pairing is active.

If it's flashing blue, the hub is waiting for you
to press the WPS button on your computer or
device (you'll have up to 2 minutes to do so).
It'll go solid blue if the pairing is successful.

Blue flashing (Rapid)



Wireless Protected Setup (WPS)
pairing has failed.

Please check your hub and booster are close
to each other and repeat the pairing process.

Orange flashing



Your hub is booting up and getting started.

Allow at least 10 minutes for it to connect.
The light will turn solid blue when your hub
is ready.

Orange solid



There's a problem somewhere.

Turn your hub off and on again. If the light still
doesn't turn blue, use a paper clip to press
your hub's factory reset button. If this doesn't
fix your issue, please contact us.

Flashing white

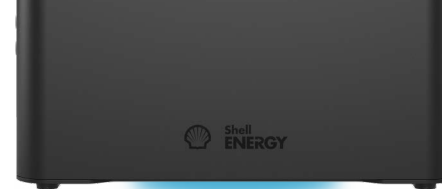


Your hub is updating its software.

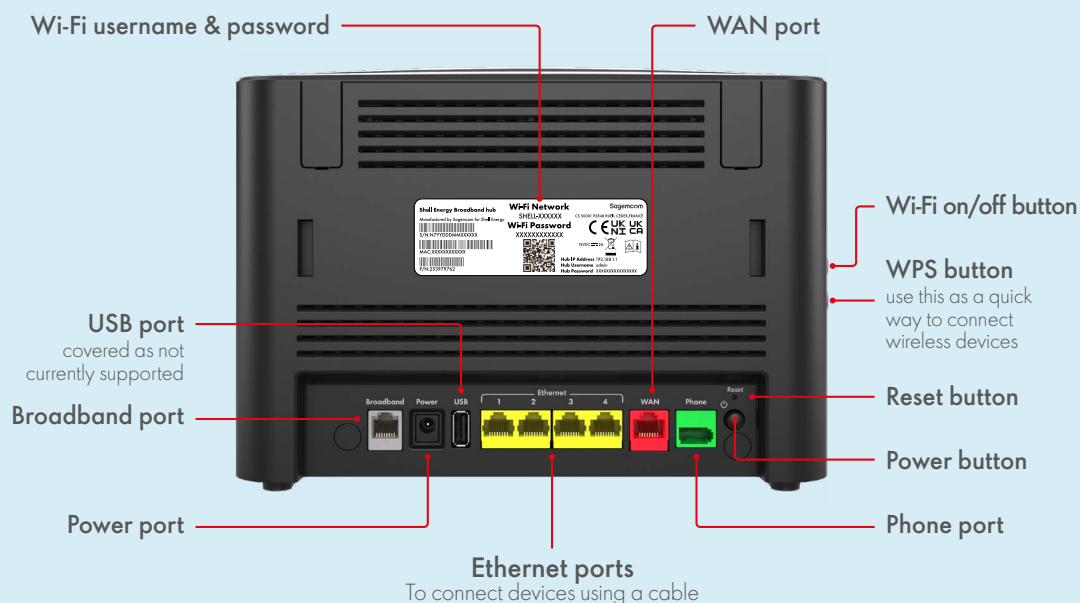
Please wait for at least 10 minutes for your
hub to finish the update. Don't switch your
hub off while it's updating.

No light

Check the hub is plugged in, switched on,
and connected correctly.



Get to know your Wi-Fi hub



Need some more help?

Scan the code or go to
shellenergy.co.uk/wifi-hub



If your go live date has passed but you still don't have
an internet connection, please do the following:

- Check all your cables are all securely connected - the Openreach ONT power cable should be plugged into the wall socket and switched on (the power light and PON light on the ONT will be green)
- Check the cable entering the ONT's optical port is firmly connected
- Check the red Ethernet cable is plugged into the ONT's PORT 1 and the other end is plugged into the red WAN port on the back of the hub
- Turn off your hub for 5 minutes, then turn it back on and wait for it to connect (this could take up to 20 minutes) - check for a solid blue light on the front of your hub

If the LOS light is on, or the PON light is off, there may be a problem with
your broadband. If you're still experiencing problems give our Technical
Support team a call on 0330 094 5801.