Shell ENERGY Broadband

Let's get started

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

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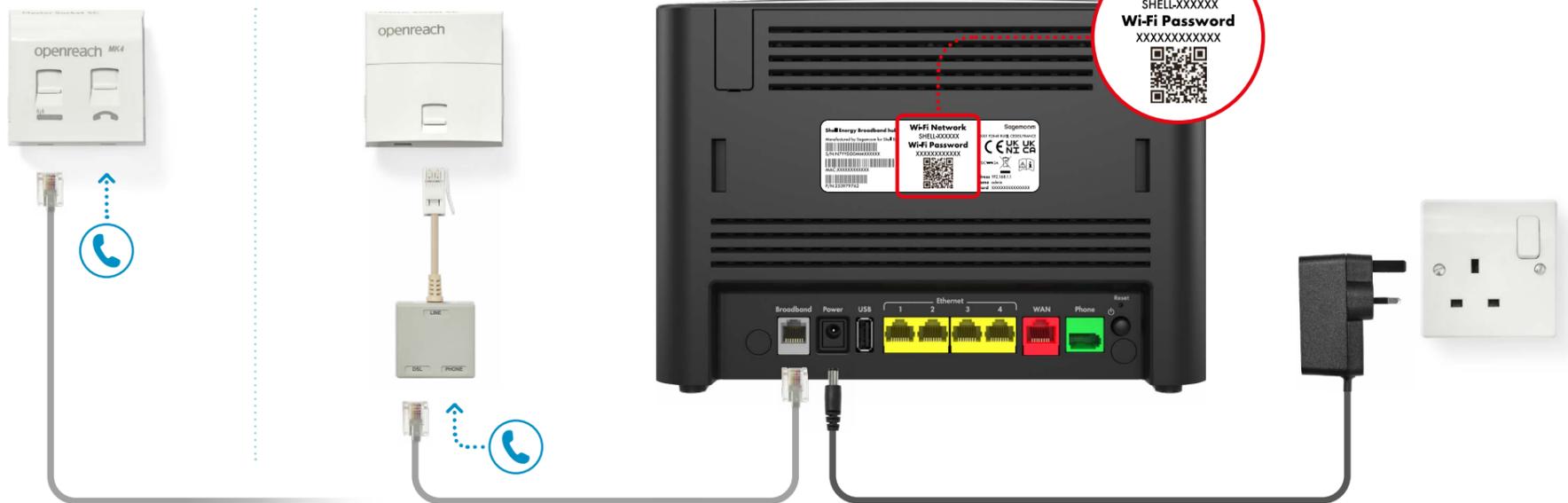
If this hub has been sent to you as a replacement for your existing model, follow the steps in this guide and plug this in right away (don't forget to return your old equipment to us for recycling).

Get connected in three simple steps

A | **Double master socket** or | **B** | **Single master socket**
No microfilter needed | | Use a microfilter

openreach

openreach

Wi-Fi Network
SHELL-XXXXXX
Wi-Fi Password
XXXXXXXXXXX

Wi-Fi Network
SHELL-XXXXXX
Wi-Fi Password
XXXXXXXXXXX

Broadband   Power   USB   Ethernet 1 2 3 4   WAN   Phone   Reset

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1

Locate your master phone socket

This is the main socket for the phone line in your home and will usually be quite large (sometimes with an Openreach logo). It's also the main phone socket where the phone line enters your home, usually found in the hallway or near the front door. **It's not a smaller extension socket.**

You must always plug your hub into your master phone socket. If you try plugging it into any extension sockets, your broadband may not work.

2

Connect the grey broadband cable

Take the **grey broadband cable** (the thinner of the two cables included) and plug one end into the **grey broadband port** on the back of your hub. Plug the other end into your master phone socket:

A **If you have a double master socket:**
If your master socket has a **double port**, you don't need to use a microfilter. Just plug the other end of the **grey broadband cable** into the smaller square port of your master phone socket.

B **If you have a single master socket:**
If your master socket only has a **single port**, you'll need to use the microfilter that comes with your hub. Plug the other end of the grey **broadband cable** into the microfilter, then plug the microfilter into your master socket.

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, when the light under your hub turns a **solid blue**, the set up is complete. Keep your hub switched on and connected on your activation day.

Followed these steps but having issues getting set up? Please visit our help page at **shellenergy.co.uk/wifi-hub**.

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 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

Grey broadband cable

Microfilter
You'll need to use this if you have a single master phone socket.

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.
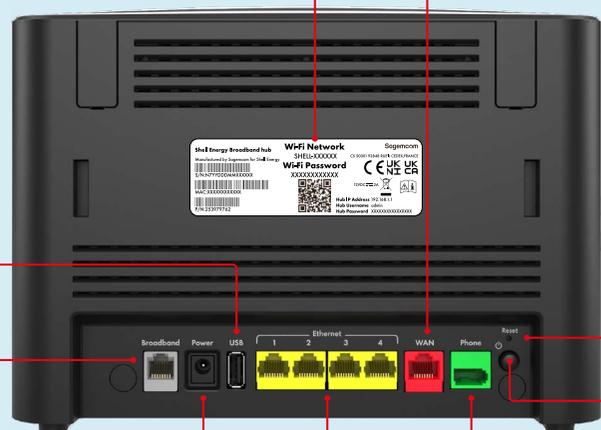
No light
Check the hub is plugged in, switched on, and connected correctly.

Get to know your Wi-Fi hub

- Wi-Fi username & password
- WAN port
- Wi-Fi on/off button
- WPS button — use this as a quick way to connect wireless devices
- Reset button
- Power button
- Phone port
- USB port — covered as not currently supported
- Broadband port
- Power port
- Ethernet ports — To connect devices using a cable

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 securely connected (you'll hear a click when they are fully pushed in)

- 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 you're still experiencing problems, give our Technical Support team a call on 0330 094 5801. Make sure you're near your hub with access to your computer or device when you call.