Quick Set Up Guide

seethelight
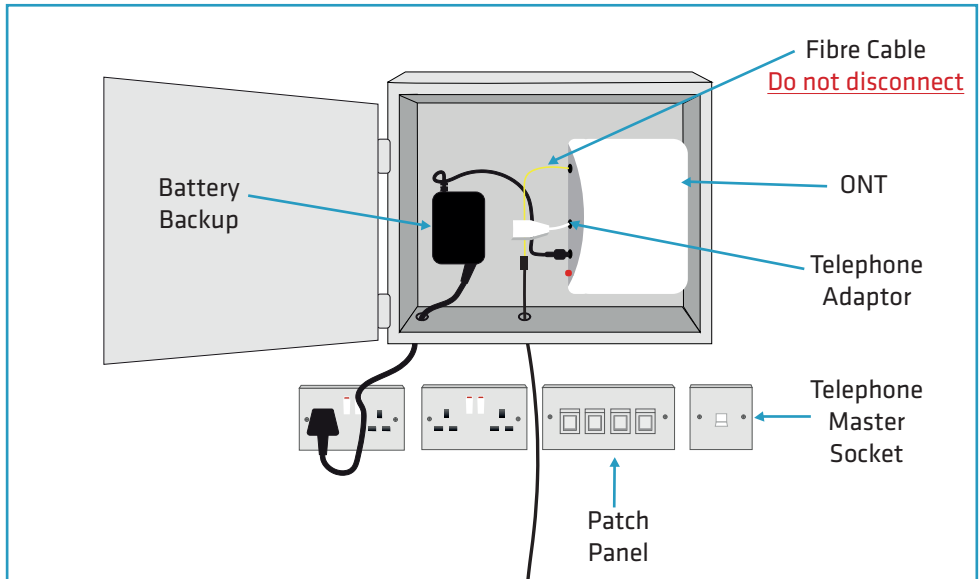
seethelight use fibre to bring you high-speed internet and telephone services - so we use some equipment that you may not be familiar with. This next section will give you a quick overview of this equipment. **Please note, exact layout of equipment may vary.**

Fibre Cable
Do not disconnect

ONT

Battery Backup

Telephone Adaptor

Telephone Master Socket

Patch Panel

Your internal wiring is the responsibility of the house owner/landlord. To resolve an internal wiring problem, please contact a qualified electrician. If a seethelight technician visits your premises and the issue is caused by an internal wiring fault, you may be charged a call-out fee.

ONT (Optical Network Terminal) - This is where the light that passes through the fibre optics on the seethelight network is converted into electrical signals for use by your telephone or computer.

Battery Backup - This useful piece of kit provides back up battery power, so if the mains power fails you will still be able to make telephone calls for up to eight hours.
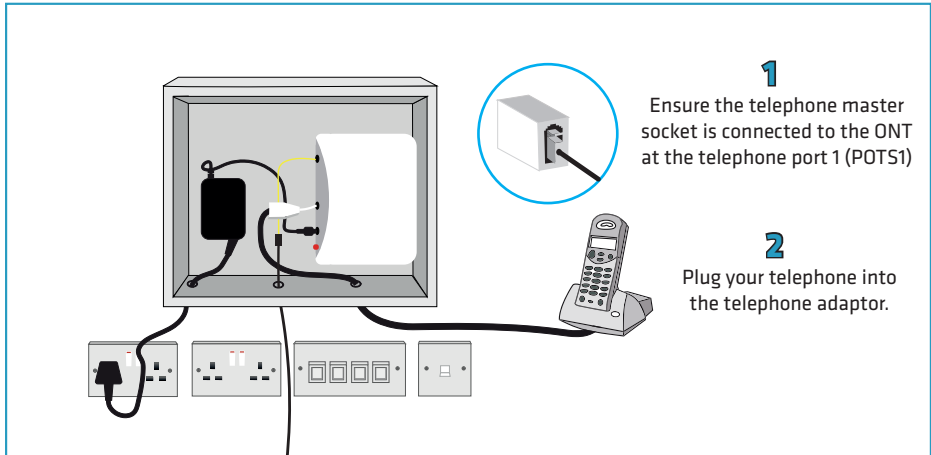
Patch Panel - This can be used to distribute data services throughout the home via internal cabling. Using the patch cables between the socket and the ONT, you can deliver services wherever they are needed in the home (not installed in all properties).

Telephone Master Socket - Is used to link your house's internal cabling and telephone sockets to the ONT.

Telephone Adaptor - Use this adaptor to connect a standard BT-style plug to your ONT's phone socket.
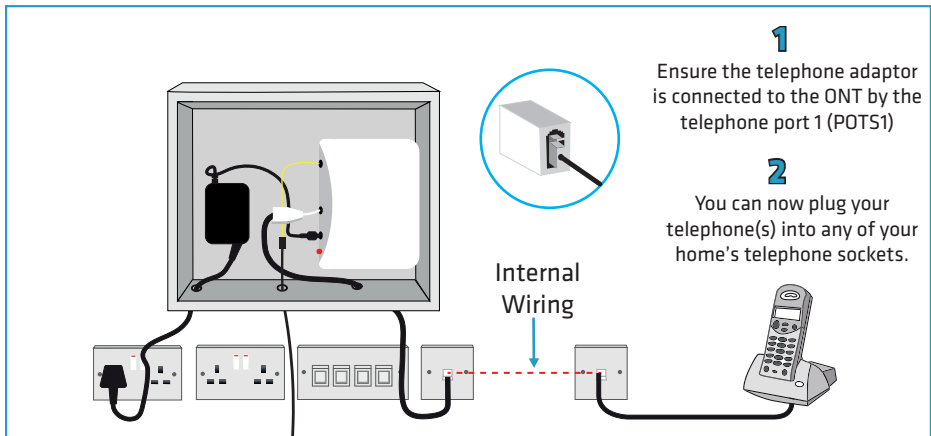
Setting up your phone - A connection direct to the ONT

This diagram shows a telephone connection direct to the ONT through the attached telephone adaptor. In the first instance, try connecting your phone directly into the ONT.

1
Ensure the telephone master socket is connected to the ONT at the telephone port 1 (POTS1)

2
Plug your telephone into the telephone adaptor.

Setting up your phone - A connection through a telephone socket

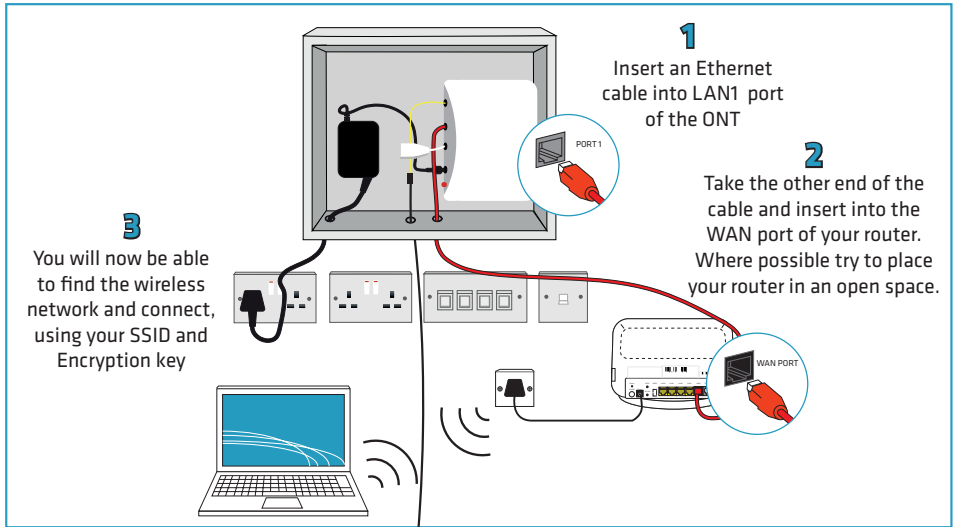This diagram shows a telephone connection using your house's internal wiring and telephone socket(s):

Internal Wiring

1
Ensure the telephone adaptor is connected to the ONT by the telephone port 1 (POTS1)

2
You can now plug your telephone(s) into any of your home's telephone sockets.
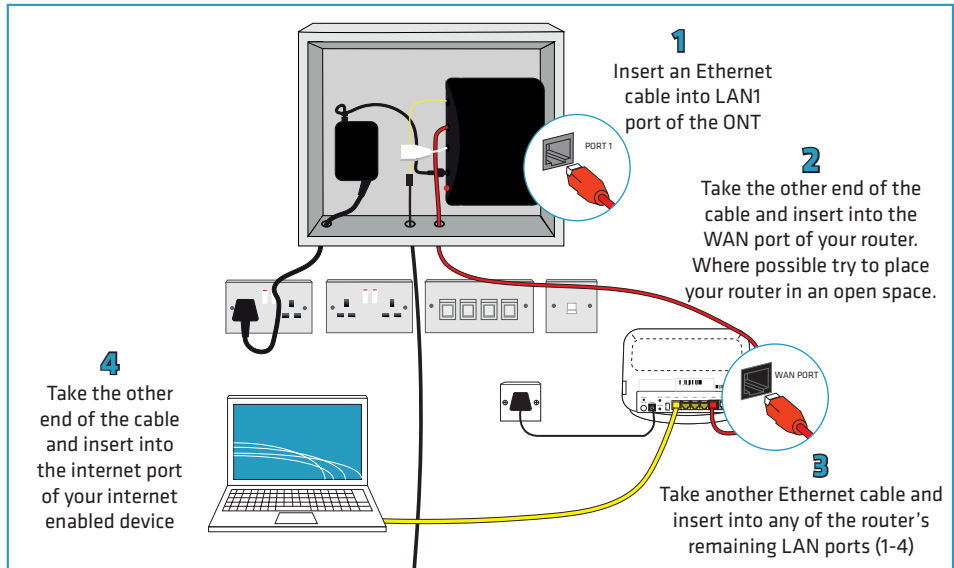
Need more help?

seethelight's 'Telephone User Guide' is available on our website for further reference.
www.seethelight.co.uk

Setting up your internet connection - A wireless connection

Details of your SSID and encryption key can be found on page 5.

1
Insert an Ethernet cable into LAN1 port of the ONT

PORT 1

2
Take the other end of the cable and insert into the WAN port of your router. Where possible try to place your router in an open space.

3
You will now be able to find the wireless network and connect, using your SSID and Encryption key

WAN PORT

Setting up your internet connection - A wired connection

1
Insert an Ethernet cable into LAN1 port of the ONT

PORT 1

2
Take the other end of the cable and insert into the WAN port of your router. Where possible try to place your router in an open space.

WAN PORT

4
Take the other end of the cable and insert into the internet port of your internet enabled device

3
Take another Ethernet cable and insert into any of the router's remaining LAN ports (1-4)

Please note the following:

- Avoid trip hazards by ensuring cables are not dragged across open floor spaces, door openings, stairs or walkways.

- Your router is pre-configured, so once you have completed these steps you are ready to get online.

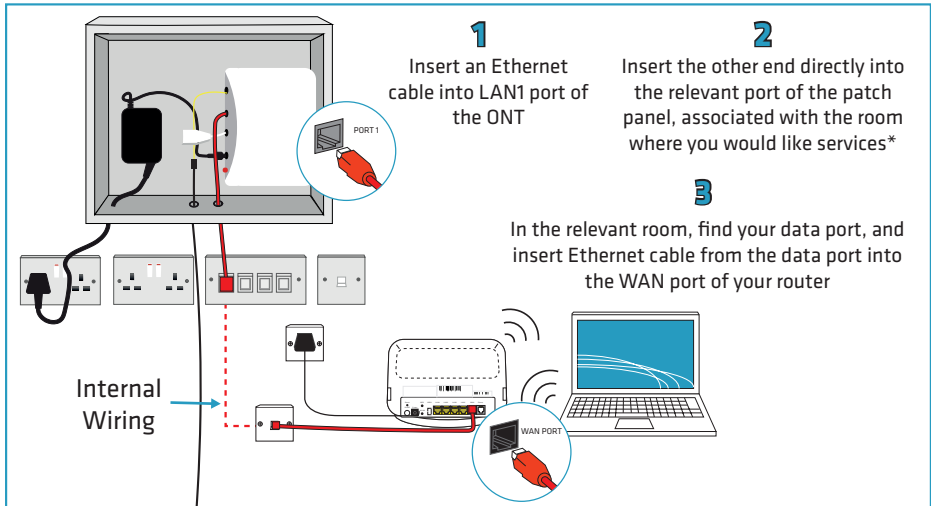- Router colour and model may vary.

Setting up your internet connection - A connection using internal wiring

By utilising your property's internal wiring (where installed) you may be able to increase wireless coverage by moving the router to a more central location, for example the living room.
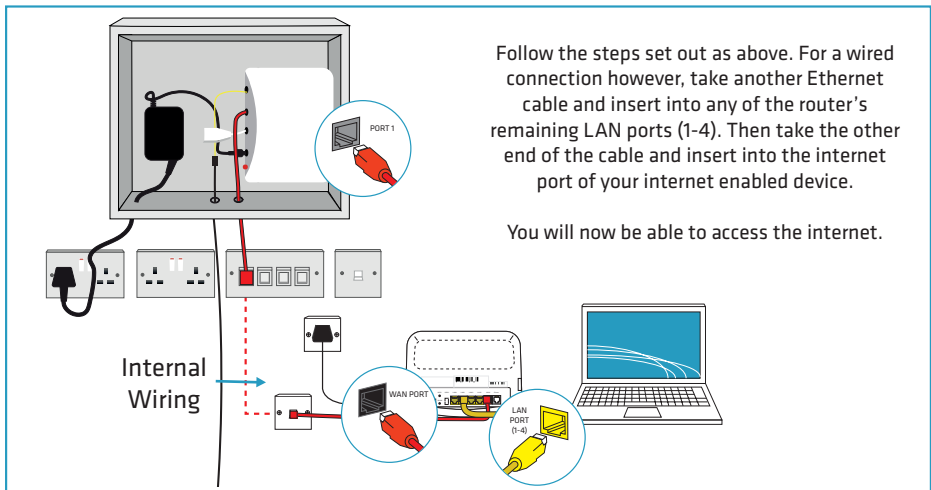
You can also connect to the internet using a wired connection, again by using your internal wiring. This allows you to move your router to a more convenient location, but still benefit from the speed of a wired connection.

Please note, not all homes have internal wiring and this is normally installed by the house builder during construction.

A wireless connection using internal wiring

1
Insert an Ethernet cable into LAN1 port of the ONT

2
Insert the other end directly into the relevant port of the patch panel, associated with the room where you would like services*

3
In the relevant room, find your data port, and insert Ethernet cable from the data port into the WAN port of your router

PORT 1

Internal Wiring

WAN PORT

A wired connection using internal wiring

Follow the steps set out as above. For a wired connection however, take another Ethernet cable and insert into any of the router's remaining LAN ports (1-4). Then take the other end of the cable and insert into the internet port of your internet enabled device.

You will now be able to access the internet.

PORT 1

Internal Wiring

WAN PORT

LAN PORT (1-4)

* If your patch panel is not labelled with rooms, try each port until there is a match.

Your Router - Router lights and wireless SSID and encryption key information

Below is information on what lights need to be illuminated for your router to work and the SSID and encryption key to connect wirelessly.

Please note: When connecting wirelessly, ensure you have selected the correct wireless network from the list and the password is entered correctly. The password is case sensitive.
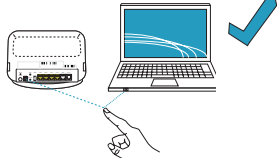
ZTE H298N Router
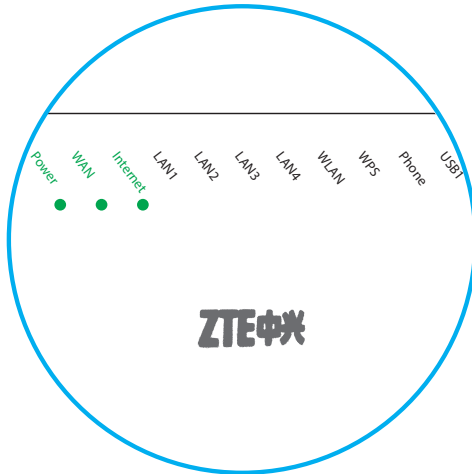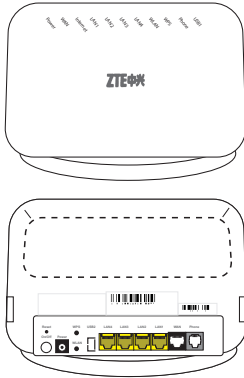
ZTE H298N
Username: admin
Password: quick

For your router to be working correctly, the below lights should always be green.
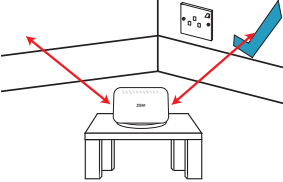
Power

WAN

Internet

Internet Technical Help - Connecting wirelessly to the internet
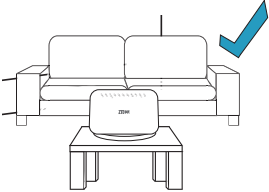
Like radio and television waves, wireless is subject to interference from electrical sources. If you have low signal strength, or keep losing connection, it could be because some objects are interfering with your router and causing 'noise'. Try these tips to get the best out of your wireless:
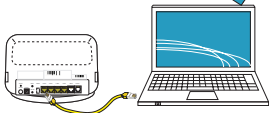
In the first instance, power off and on your internet enabled device and router to see if this helps. Some laptops have a wireless switch; make sure this is turned on.

Thick walls can reduce the range of your wireless connection. Place the router away from walls
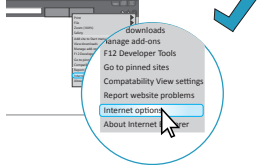
Move your router to a common area, such as a living room. Make sure your router isn't crowded, is in a central location and is not placed on the floor.
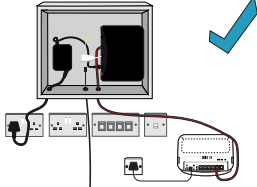
A wired connection is always going to be faster than wireless. For faster speeds, try connecting your PC and router with an Ethernet cable and leave Wi-Fi for your other devices.
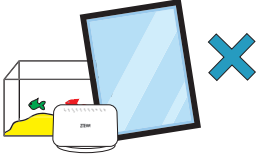
Ensure that your computer's anti-virus software and operating system is up to date and you regularly run a full virus scan.

Empty the browser cache - the process is different depending on the browser you are using. Use the internet options to clear your cache

Make sure the router and ONT are switched on and plugged in at the mains, as demonstrated above. Exact layout of equipment may vary.
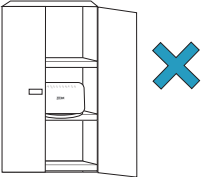
Keep your router away from reflective or shiny surfaces such as fish tanks, mirrors, windows and filing cabinets, as the signal can bounce of these objects.

Do not place your router next to metallic objects, microwaves, cordless phones or RF transmission devices as these send out radio signals which can interfere with your router,

Bluetooth equipped devices like mobile phones send out radio signals. which can interfere with your router. Try turning these off one at a time to see if it make a difference.

Do not place your router in an enclosed space, such as a cupboard. This can limit the signal. Your router needs space and should be in your line of sight.

Sometimes forgetting a Wi-Fi network on your phone can help. In Wi-Fi settings, select the network name you want to forget. Tap (i) and select "Forget this Network".

Using your equipment safely

You should follow the instructions in this setup guide to avoid equipment being set up incorrectly or in an unsafe manner. If you are concerned about the instructions in this guide or the safety of your equipment, please contact seethelight on 0800 331 7638 or contact us through out website at www.seethelight.co.uk/contact.php.

The equipment provided to you has been constructed to meet international safety standards. However, you must ensure you always take care when setting up your equipment.

Please read and adhere to our guidance notes below:

*   Never remove the cover of your router or ONT in your home.
*   Never touch, remove or tamper with the fibre cable connected to your ONT.
*   Do not try and repair any of your equipment if it is faulty, Instead please contact seethelight as soon as you suspect the equipment is faulty.
*   Never insert anything into holes or slots in the equipment apart from where instructed to in this guide and other guides produced by seethelight.
*   Do not store your router in hot, cold, damp or dusty environments.
*   Your router works best when it is in an open space. Place your router somewhere central and do not cover any of the router's ventilation holes and slots.

Configuring your router or changing its settings

If you would like to change any of your router's settings, such as changing the admin password, changing the router's channel or changing the encryption type and key, then you can do so by following the instructions below.

*   Launch your web browser.
*   In the address bar, type: http://192.168.1.254
*   Enter the username and password into the router's web page.

ZTE H298N
Username: admin
Password: quick

Contact us

At seethelight we value and encourage customer feedback on any aspect of our service. If you would like to get in touch with us, you can do so in the following ways:

Phone:

Customer / Technical Services - 0800 331 7638

Contact us form:

Please contact us using our contact form on the website at www.seethelight.co.uk/contact.php

Internet:

You can visit seethelight's 'Help' section on our website: **www.seethelight.co.uk**

There are many helpful guides on our website, where you can find more information on:

•   Telephone help, including setting up Voice services such as Voicemail and Call Divert.

•   Broadband help, including setting up your equipment, wireless help and troubleshooting

•   Billing and Accounts, including setting up an online account or changing your details.

By post:

seethelight, Driscoll 2, Ellen Street, Cardiff, CF10 4BP

Important notice:
If you are calling to report a broadband fault, we recommend that you are at home with your router and PC powered on.