

Vfast vFTTH Service Basic Trouble Shooting

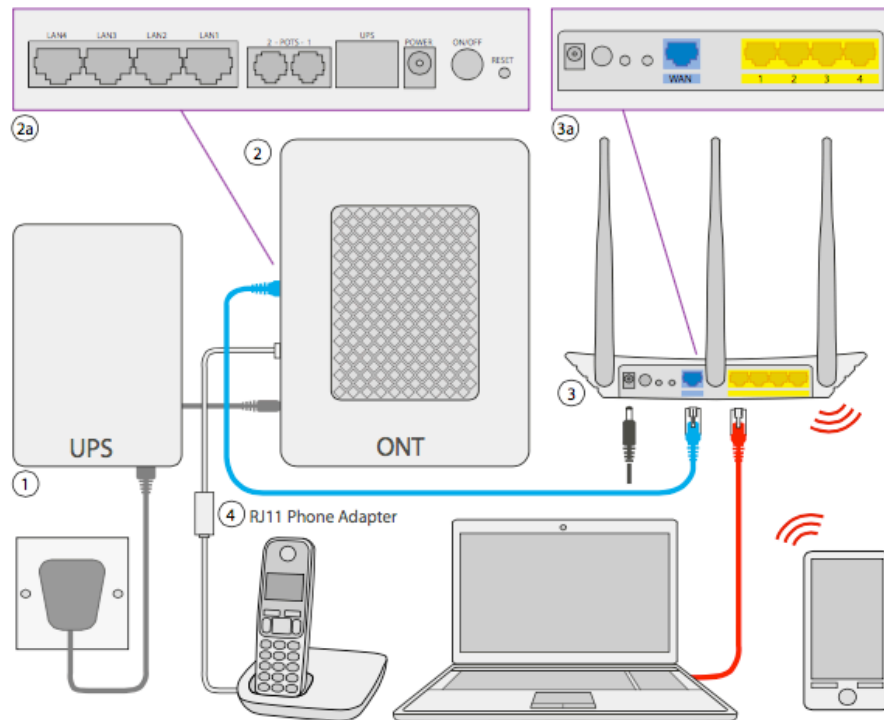


1. INTRODUCTION

If you experience problems with your internet connection, there are a few basic steps you can follow before calling our **Vfast** Support team.

2. Wireless Router and ONT box Setup

For **Vfast vFTTH** services using a wireless router:



Ensure that the UPS box (1) is plugged into the mains power and that the cable from the UPS is plugged into the ONT box (2). Press the On/Off button (2a) on the ONT box, LED lights will display to show that the power is enabled.

Plug an Ethernet cable into (2a) on the ONT box (If unsure which Lan port is live on the ONT box contact our support team) then plug the other end into the WAN port (3a) on the router (3).

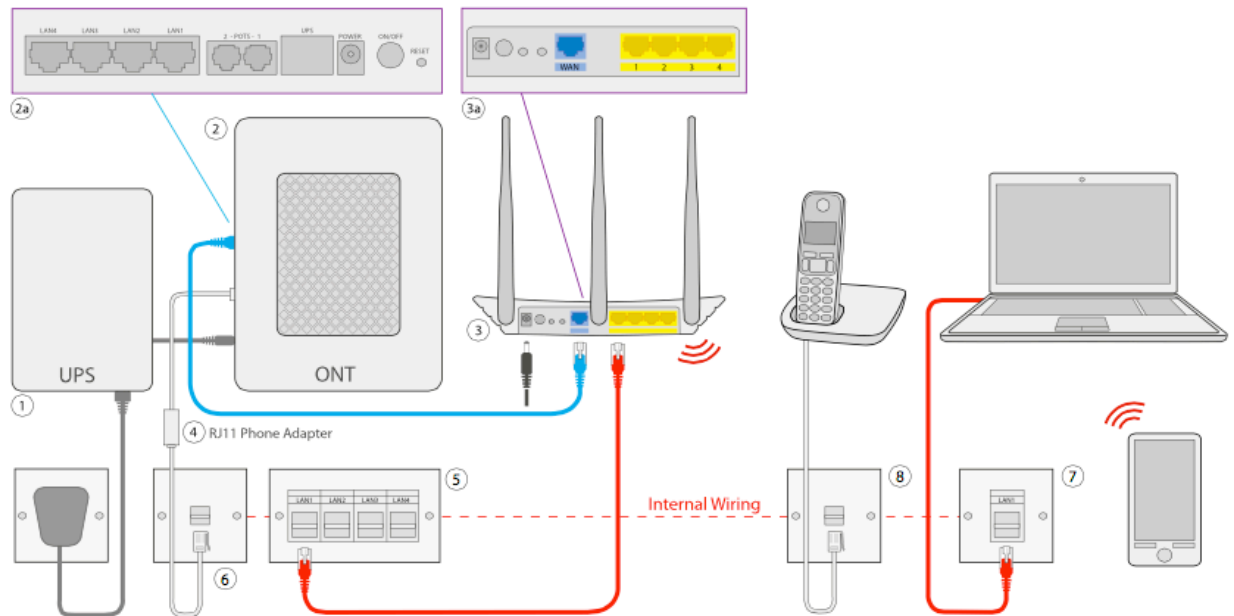
Ensure that the power lead is plugged into the router (3) and that the On/Off button is in-pressed, LED lights will display on the routers front panel.

Devices can be plugged into any of the four yellow LAN ports (3a) on the back of the router to receive an internet connection.

To connect devices to the router wirelessly select your wireless network name from the devices wifi list then enter your wifi password.

If you have signed up for one of our AirTalk phone packages. Plug the RJ11 Phone Adapter (4) into the POTS 1 port (2a) on the ONT box. Now plug your phone cord into the RJ11 Phone Adapter.

3. Internal Data Sockets



If your property has internal data sockets (5) you can use these to extend a wired connection to additional rooms. The initial setup is the same as the previous page. Once the ONT box and router are plugged in you can now connect an Ethernet cable into the yellow LAN ports (3a) on the router. Now connect the other end of the Ethernet cable into the data sockets (5). You will now be able to plug devices into the corresponding data socket (7) with a Ethernet cable.

It is also possible to use the phone line in the same way. Plug the RJ11 phone adapter (4) into the ONT box as describe on the previous page. You will then need a length of BT phone cable to plug into the RJ11 adapter. Now plug the other end into the phone socket (6). You can now plug your phone into any phone socket in the house (8).

4. Basic Troubleshooting

Quite often simply turning the router off and on again can re-establish a lost connection. To do this, disconnect the power to the router and wait 20 second before plugging it back in.

If your connection has not been restored within 60 seconds and all cabling is correctly plugged in, please contact Vfast support by calling 01227 668901 (opt2)

Remember do not press the reset button on your router unless advised to do so by one of our Vfast team. This will return the router settings to factory default and will prevent you from getting online.