

## Where to place devices

- Connect your router to the master socket with the cable provided. Remember to plug your router into a power socket too.
- If you want to place your router in a different location (away from your master socket) we recommend you use a high quality extension cable such as Category 5e or 6 cable to connect it.
- Avoid interference by keeping your router away from household appliances like microwave ovens, fridges, food mixers and Bluetooth devices. You should also avoid placing your router in crowded areas, inside or behind furniture. And remember, the closer your portable devices are to your router, without anything in the way, the better your Wi-Fi performance should be.

## Connecting devices

- So that you enjoy the best experience, we recommend using a Category 5e, 6 or Ethernet cable to connect your TV set-top boxes, games consoles, streaming video devices and desktop computers to your router. And always connect to your in-home Wi-Fi for mobile devices. Be aware that powerline devices may cause interference with your Ultrafast service, potentially slowing down your broadband speed.

## Wi-Fi signal

- We know hard wiring isn't always desirable, so using wireless devices in areas where your Wi-Fi signal is strongest will optimise your online experience. You can check whether your in-home Wi-Fi is giving you the best service by using a simple and powerful app from Ofcom (<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/ofcom-wi-fi-checker>). If you have an Android smartphone or tablet, the app can be downloaded from the Google Play Store. If you have an iOS device, such as an iPhone or iPad, the app can be downloaded from the Apple App Store.

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# Ultrafast fibre

Get the most from  
your broadband service  
with this quick and easy set-up guide



Thank you for choosing G.fast technology to power your Ultrafast broadband connection. Now you can download music, stream films, watch catch up TV, play games and much more – all online at the same time.

To maximise the speed and reliability of your service, we strongly recommend you read and follow each step in this set-up guide.

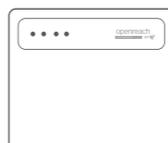
## Glossary

### Router



You can use your router to connect computers and devices to the internet using wired or wireless connections. Your router automatically shares the internet across separate computers and devices (e.g. games consoles, TV services).

### Openreach modem



This is a G.fast modem supplied and managed by Openreach. It connects to the router supplied by your service provider. The modem connects to the mains power supply and to the master socket using the DSL cable. The modem can be fixed on a surface or a wall but we strongly recommend that you mount it on a wall to keep it properly ventilated. Please don't place it on carpet.

### Wireless broadband

Wireless broadband, also known as Wi-Fi, is an easy way to connect your computers, games consoles and other devices (including some mobile phones and printers) to your router. It's handy because it means you can access broadband around your home – without having cables everywhere. But if you're using a device near your router permanently, you may wish to use an Ethernet cable, as it'll give you the best possible speed.

### Master socket



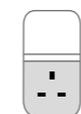
A telephone line installation will have a single 'master' socket located within a home or business premises. This socket is the demarcation point between the customer owned and maintained on-premises wiring, and the telephone network.

### Microfilter



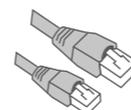
Where the same connection is being used to carry telephone conversations and broadband internet access – a filter is used to split the voice and broadband service.

### Powerline adaptor



Used for home networking, typically where you need to connect a device located a distance from the router. Rather than using radio waves, as with Wi-Fi, a powerline adapter uses your home's mains wiring to send data around your house.

### Ethernet cable

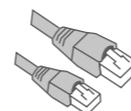


Can be used to connect computers, games consoles and other devices to your router. Although a wireless connection gives you more flexibility to position your devices around your home, it can occasionally suffer from interference, which can affect your internet browsing. An Ethernet cable is generally not affected by interference so will give you a faster, more reliable connection. We therefore recommend using a wired connection wherever possible between your router and connected devices.

### Extension wiring

If you're installing your G.fast broadband service without the help of an engineer and want to place your modem or router away from the master socket, we recommend using Cat5e/Cat6, or Unscreened Twisted Pair (UTP) cable.

### Category 5e, 6 & 7 wiring



Commonly referred to as cat 5/6/7, is a screened and twisted multi pair cable for carrying signals. This type of cable is used in structured cabling for computer networks such as Ethernet.

## Tips for using your Ultrafast service

### Power

- This is an 'always on' service so we recommend you leave your modem and router powered at all times. This keeps your devices connected to and updated with the latest firmware without you having to do a thing.

### Hardware

- Whenever possible, plug gaming consoles, streaming video devices and desktop computers into your router using an Ethernet cable. This frees up Wi-Fi bandwidth for other devices.
- Use the correct Ethernet wiring standard or patch cables to improve your speed. If you don't use the correct wiring or patch cable your link may work but you may be limited to 100Mbps when you could get more.

