Welcome to your new Broadband Service

Standard Router Set-up Guide

UTILITY WAREHOUSE
The Discount Club

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Welcome to your new Broadband Service

Thank you for choosing Utility Warehouse to provide your Broadband Service. Please read this guide carefully as it will give you step-by-step instructions on how to connect to the internet.

Before you start

A stand has been provided with your router so that it sits in an upright position.

You will need to insert it into the guide holes on the back of the router and slide it upwards.

In order to obtain the best broadband connection possible you'll need to:

1. Locate your main telephone socket

The main telephone socket is usually in the hallway or the main living room of most properties. Connecting your broadband equipment to the main telephone socket in your property allows us to provide a stable broadband connection with the best speeds possible.

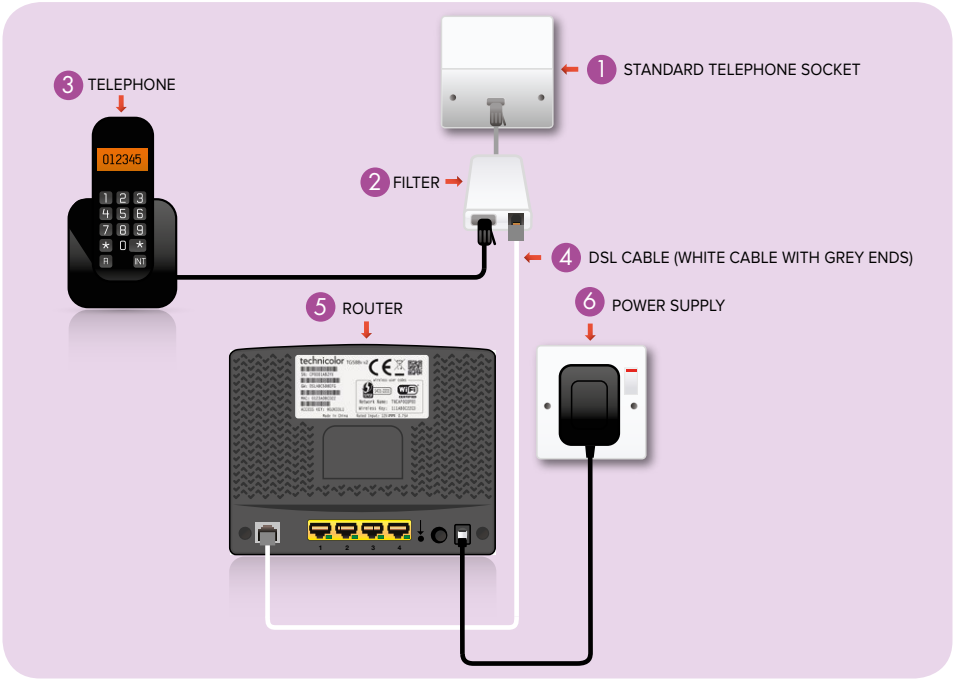
2. Identify your telephone socket

The type of telephone socket you have installed in your property will determine the correct set-up procedure for your broadband equipment. A standard telephone socket has one socket, whereas a pre-filtered telephone socket has two sockets.

Broadband Set-up (standard telephone socket)

Connecting the Router to your telephone line

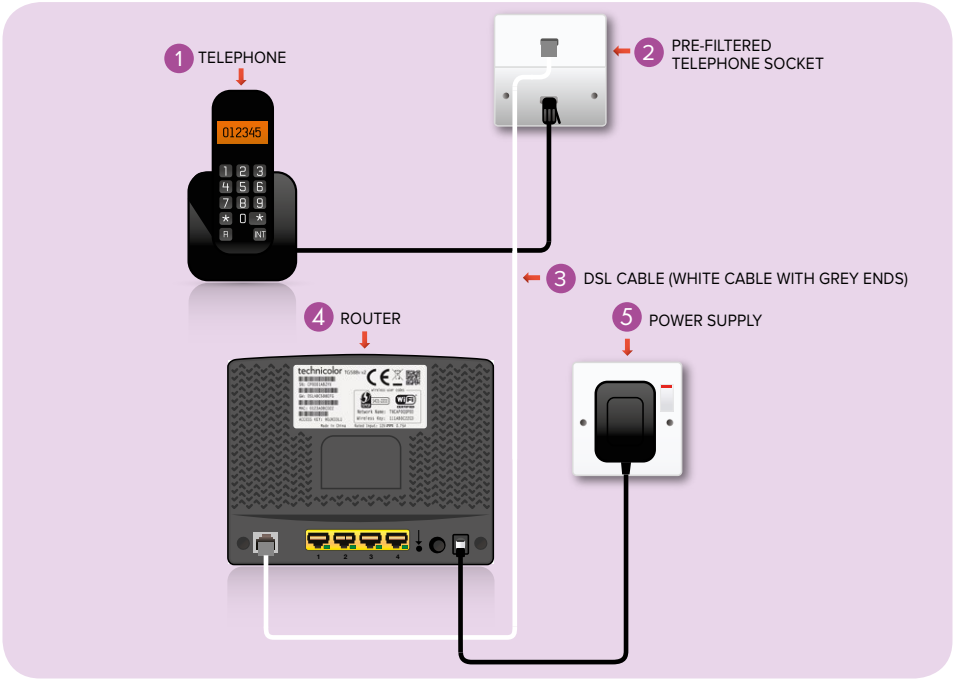
1. Disconnect all equipment from your main telephone socket 1 and connect the filter 2 provided.
2. Connect your telephone 3 into the socket on the filter labelled 'phone', and the DSL cable (white cable with grey ends) 4 into the socket labelled 'ADSL'.
3. Connect the other end of the DSL cable into the grey socket labelled 'DSL' on the back of the Router 5.
4. You must connect a filter to every telephone socket that is in use in your property. Remember to check sockets where satellite TV boxes and faxes are connected. You can order additional filters by visiting www.uwdc.co.uk/bbshop
5. Assemble the power supply 6 and connect it to the Router and turn on at the mains. Push the black on/off button on the back of the Router and a sequence of lights will come on. These lights show the status of your Router, and may take a minute or two to stabilise.
6. Please go to page 6 to set-up a wireless or wired connection to the internet.



Broadband Set-up (pre-filtered telephone socket)

Connecting the Router to your telephone line

1. Disconnect all filters from any telephone sockets in your property, as you do not require them with this type of pre-filtered telephone socket.
2. Connect your telephone 1 into the larger of the two sockets on your pre-filtered telephone socket 2, and the DSL cable (white cable with grey ends) 3 into the smaller of the two sockets.
3. Connect the other end of the DSL cable into the grey socket labelled 'DSL' on the back of the Router 4.
4. Assemble the power supply 5 and connect it to the Router and turn on at the mains. Push the black on/off button on the back of the Router and a sequence of lights will come on. These lights show the status of your Router, and may take a minute or two to stabilise.
5. Please go to page 6 to set-up a wireless or wired connection to the internet.



Wireless Connections

Firstly please ensure that wireless is enabled on your computer. If it is, a signal strength icon will be present on the screen and it will look like this if you are using Windows or like this if you are using a Mac.

In the event that wireless is not enabled please refer to your computer manual for instructions on how to enable it.

1. Click on the signal strength icon.
2. This will open a Wireless Network Connection window that will display all available wireless networks.
3. Click on your wireless network. Your network name is on the 'Wireless Settings' card that was included with your Router. It is also printed on the back of your Router.
4. If prompted press the WPS button located on the front of the Router to connect automatically. Alternatively enter the wireless key from your 'Wireless Settings' card (also on the back of your Router) when prompted and click 'OK' or 'Join' to be connected to your preferred wireless network.
5. You should now be able to access the internet.

Wired Connections

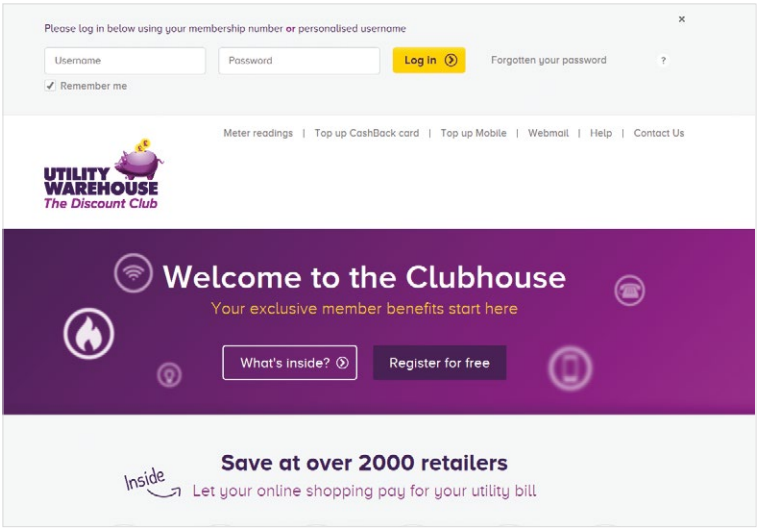
1. Plug one end of the Ethernet cable (the white cable with yellow ends) into any of the available yellow ports on the back of the Router.
2. Plug the other end into the port on your computer with this symbol on a PC or this symbol <...> on a Mac.
3. You should now be able to access the internet.

The Clubhouse

Benefits of our Broadband Service include:

- Ten email accounts

You can manage your services via the the Clubhouse. If you have not yet registered you can create an account by visiting www.uwdc.co.uk/clubhouse.



Log in

- Click on the ‘Log in’ button.
- In the ‘Username’ box type in your membership number or personalised username.
- In the ‘Password’ box type the password you chose when registering for the Clubhouse.
- Tick the box next to ‘Remember me’ if you wish to and then click on the ‘Log in’ button.

You are now logged into the Clubhouse which allows you to manage the services available to you.

Managing Your Email Accounts

About the service

Our email service allows you to create up to ten email accounts which you can access by logging into the Clubhouse. Click on ‘View your Phone & Broadband’.

Using the service

1. **Your email accounts**
   Scroll down to ‘Your email accounts’ here you will be able to manage your email accounts.
2. **Create email accounts**
   - Scroll down to the ‘Webmail’ section and locate ‘Need another email account? Set it up here’ and press the ‘Create’ button.
   - In the ‘Address’ box type in the name you wish to use (you do not need to type in @uwclub.net).
   - In the ‘Password’ box type the password you wish to use with this email address. In the ‘Confirm Password’ box please re-enter your chosen password.
   - Click on the ‘Set up’ button.
   - If the email address you have chosen is not available, you will be prompted to choose again.
3. **Accessing your Webmail**
   Now you are ready to use your email account. Scroll to ‘Webmail’ and click on ‘View’. Enter your email account details and click on the ‘Log in’ button.
4. **Setting up your devices**
   You can set up devices, like your PC or smartphone, to get your emails. You’ll need some mail settings, which you can find by searching for “email setup” here: www.uwdc.co.uk/help

Frequently Asked Questions

This section covers some of the most common questions about our Broadband Service.

1. **Is my connection to the internet not working due to a fault on my telephone line?**

   To check if your phone line is working correctly, pick up your telephone and listen for a dial tone or noise on the line.

   If there is no dial tone (ie. you are unable to make or receive a call), or if there is noise on the line, connect your handset to the main telephone socket in the premises. If there is now a dial tone and the line is clear of noise, reconnect your Router to the main telephone socket in accordance with the appropriate set-up instructions provided in this guide.

2. **Why is my broadband connection dropping or running slow**

   You may need to simply refresh your broadband connection. To do this push the black on/off button on the back of the Router. Once you have waited for 20 seconds push this button again and a sequence of lights will come on. These lights show the status of your Router, and may take a minute or two to stabilise. If these problems persist and you are connected wirelessly, we recommend that you connect using a wired connection as this will determine if problems exist with your wireless set-up. Information on how to set-up a wired connection can be found on page 6. If after this you are still experiencing these symptoms please refer to the additional set-up information provided below.

   If you are using a standard telephone socket

   These symptoms may also be caused by interference disrupting the signal between the Router and the connection with the telephone line. Try connecting the Router to the main telephone socket in the premises with the filter provided. If the issue persists, ensure that all other telephone sockets that are in use at the property have a filter connected. Please note that common causes of interference are unfiltered telephone sockets where you may have a satellite TV box or fax machine connected. If you are still experiencing these symptoms with your broadband service, please call our Technical Support team.

   If you are using a pre-filtered socket

   If you are using a pre-filtered socket and are experiencing these symptoms with your broadband service, please call our Technical Support team.

3. **How can I improve my wireless signal?**

   Place your Router in or near the room where you're most likely to use your broadband service wirelessly. Try to avoid putting the Router in a corner of the room, on the floor or under furniture (eg. desks, tables, cabinets).

Frequently Asked Questions

4. Why is my broadband not working wirelessly?

Your device may not be connected wirelessly to the Router. See page 6 for more details.

Alternatively the distance may be too great for the signal from your Router to reach the area where you are using your broadband. Try moving your device closer to the Router and attempt to reconnect. Also, other wireless equipment such as cordless handsets, baby monitors and alarm/heating systems may interfere with your signal. You can test to see if these are interfering by disconnecting them temporarily.

5. I have my own router and want to use this with Utility Warehouse. What do I have to do?

You will need to manually configure your router to work with our service. The information you may be prompted for when configuring your own router is below:

- Username and Password: This is printed on the letter that we sent welcoming you to our service. You can also access this information by logging into The Clubhouse.

Standard Broadband

- Connection Type: PPPoA
- Encapsulation: VC–MUX
- VPI/VCI Settings: 0/38
- DNS Settings: Auto or Primary: 62.24.128.17/Secondary 62.24.128.18

Ultra Broadband

- Connection Type: PPPoE
- VLAN Tag ID: 101
- DNS Settings: Auto or Primary: 62.24.128.17/Secondary 62.24.128.18

6. How do I reset my router?

Please note that resetting the router will result in all manually configured settings being lost.

If you are still experiencing issues you may need to reset the Router. To do this please push a sharp object (a pin or the nib of a ballpoint pen) into the ‘Reset’ button on the back of the Router and hold this for 10 seconds then let go. Once the reset has completed, the lights on the Router may take a minute or two to stabilise. If you are using a router supplied by the Utility Warehouse it will reconfigure itself automatically after approx 5 mins. Other Routers will require reconfiguring manually.

Contact Information

Residential customers

For Technical Support please call: 0333 777 0 555

Alternatively please send us an email: techsupport@utilitywarehouse.co.uk

Business Club customers

For Technical Support please call: 0344 815 0040

Alternatively please send us an email: techsupport@utilitywarehouse.co.uk

Technical Support are open from 8am to 8pm Monday to Friday and 9am to 4.30pm Saturday.

Calls to these numbers are free from a Utility Warehouse landline, or from any mobile as part of an inclusive call bundle; otherwise 03 numbers are charged at standard national rates.

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London NW9 5AB

UTILITY WAREHOUSE
The Discount Club

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