

fab spider
we communicate

Let's get you connected

Your set up guide to a
faster internet experience



www.fabspider.com

What's in the box?



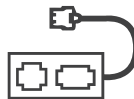
Router



Power Supply



Ethernet Cable
(yellow ends)



Microfilter

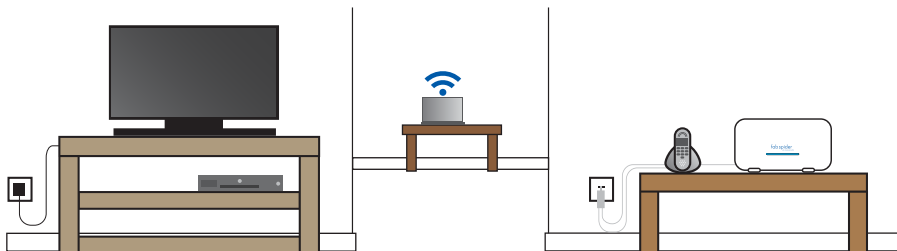


Internet Cable
(white)

Before you begin

Before you set up your router please wait until we've activated your broadband . We'll let you know by email and phone. Also, your router will be configured when it arrives.

Choosing your router's position



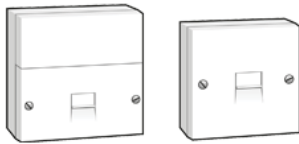
Where you set your router up can make a big difference to how well your broadband works. Here's a few points to consider.

- If you can, connect your router to the master phone socket.
- Don't place your router on top of electrical equipment or near other sources of heat. Also try to avoid putting it under a desk, on a carpet or behind large objects.
- Set up your router close to where you'll be using broadband the most. Thick walls, concrete floors and large metal surfaces can weaken the signal. We can provide and install Wi-Fi Access Points if required. Call 01422 822 122 for more information.
- Leave your router switched on all the time. If you can, connect it to an unused power socket and make sure it won't be switched off with other electrical devices. We recommend labelling the socket "do not unplug".

Get connected

Step 1a: Connecting to single phone socket

If you have a socket like this, you will need to use the included microfilter as shown.



Single socket
NTE5/Non-NTE5



Step 1b: Connecting to double phone socket

If you have a double phone socket, connect your router directly to the socket without using the microfilter.

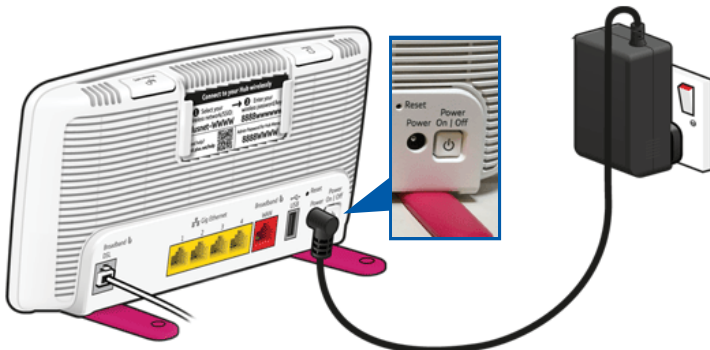


Double socket
SSFP



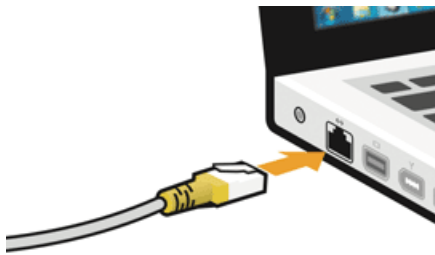
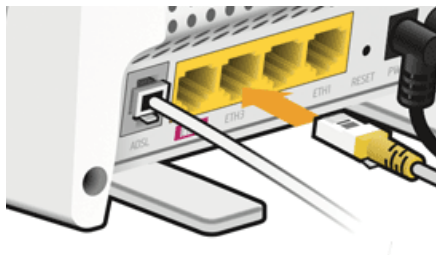
Step 2: Plug in and turn on your router

Plug the power cable into the back of your router and the other end into a power socket. Make sure the socket is switched on. Press the white power button on the back of the router to switch it on. It will click and remain slightly depressed. Wait for the light to turn blue.



Step 3: Connect your computer using a cable

Plug one end of the Ethernet cable (yellow ends) into any of the yellow sockets. (marked 1-4) on the back of the router. Plug the other end of the Ethernet cable (yellow ends) into your computer's Ethernet socket. This is a small socket on the back or side of your computer that's usually marked LAN, Ethernet,  or . Check your computer manual if you're not sure.



Step 4: Get online

Put this guide down and leave it for 5 minutes. Don't try to use the internet while you're waiting (even if the light turns blue), as your router might still be setting itself up.



After 5 minutes open your computer's web browser. You should see your home page. To make sure everything's working, go to www.google.co.uk and search for something. If you get results, that's it, you're on the internet.

If you don't see your homepage after opening your browser, or your router light is anything but blue, go to the last page.

Connect to your Wi-Fi network

	Apple IOS	Android	Windows 7	Windows 8/10	Mac OS X
1. Go to settings			n/a		n/a
2. Click Wi-Fi					
3. Make sure Wi-Fi is on	Wi-Fi		n/a	on	Wi-Fi: On
4. Find your Hub's name in the list of available networks and click on it					
5. Enter your wireless password and click join.					

Get the best Wi-Fi performance in your building

The shorter the distance and the fewer floors and walls between your wireless device and router, the better your connection. Furniture and electrical appliances can affect Wi-Fi signals. If you've got problems connecting with Wi-Fi, move the router and devices closer together.

We can provide and install Wi-Fi Access Points around the building which means you will have a strong connection where ever you are in the building. For more information and costings call 01422 822 122.

If your having trouble connecting to Wi-Fi...

- Did you connect the Ethernet cable (yellow ends)? Remember to unplug it when switching to W-Fi.
- Double check the Wi-Fi password entered. It needs to be entered exactly as shown (all letters are lower case). Might be worth re-typing to just make sure. Call Fab Spider 01422 822 122 if you need the password re-confirming.
- If you're using a laptop and can't see any networks, make sure Wi-Fi is switched on. There'll be a switch, key press or software to do this. Check your laptop's manual for more information.

What are my router lights telling me?

If your connection is down try these steps before calling us on 01422 822 122.

Router	What's Happening	What to do
	your router is starting up.	Wait a couple of minutes for your router to start. The light will stay blue for more than 20 seconds when it's ready.
	your router is working fine.	If you can't get online, please check your device or computer settings with the manufacturer
	Power is off or there is a problem with your power supply.	Check that the power switch on the back of your router is on, the power cable's plugged in correctly at the mains and that power is on. if there is still no light call on 01422 822 122.
	This shows that there is a problem somewhere.	Log into your router manager and check if the internet status is disconnected - if it is click connect. If the light is still orange and no other lights are on call us on 01422 822 122
	This shows that there is a problem somewhere.	Press the restart button and release when the power light turns orange. Your router will restart and the power light will glow steady blue. If it's still red, DO NOT reset your router. Call Fab Spider on 01422 822 122.
Broadband	What's Happening	What to do
	You're connected to broadband but your account might not be switched on	Wait until after midnight on the day we switch on your broadband. If you've still got an orange light next day, call us on 01422 822 122
	You've tried to log in with the wrong username and password	DO NOT Reset your router to factory setting. Call Fab Spider on 01422 822 122.
	There's a problem with your broadband line	Check all cables are plugged in correctly and it's after midnight on the day we switch on your broadband. If cables are ok and you've still got a red light the next day call us on 01422 822 122
Wireless	What's Happening	What to do
	You've switched off wireless security for one or both wireless channels	Turn on your security - in the wireless tab in your router manager at 192.168.1.254
	Your router is in WPS automatic connection mode	Click the button to connect (on your computer) without entering a pass key. The router will return to normal mode after a few seconds.

Connection troubleshooting

Please make sure that your broadband service is ready before you continue. We'll send you an email or call you to confirm this.

If your connection is down try these steps before calling Fab Spider on 01422 822 122.

What to do	How to do it
First check that your phone line is working...	Pick up or plug in a phone and check for a dial tone. If you don't hear a dial tone, or the line is noisy, there may be a fault on your phone line. Let us know and try connecting to broadband again when it's fixed.
If you have a single socket, check your microfilters and other equipment...	1. Check that every device connected to your phone line (eg. Sky boxes, answerphones, alarms) is using a microfilter. See page 4 for help with this. 2. If checking microfilters hasn't fixed the problem, unplug everything from your phone line (on all floors), leaving only your router connected and try again. 3. If the problem continues, connect the router to your master phone socket (it's usually the one closest to where the line enters your building) and try again.
If the broadband light is still flashing after trying the above...	If steps 2 or 3 fixed the problem, then either an extension or one of the devices connected to your line is the cause of the problem. You can find out which by plugging your devices back in one at a time. Call our office on 01422 822 122 to report a fault. We're available Mon - Thu 9am to 5pm, Fri 9am to 4pm. Email support@fabpsider.com out of working hours.

How to find more help

If you can't find what you're looking for call our support team on 01422 822 122

Mon to Thur 9am to 5pm, Fri 9am to 4pm.

Email support@fabpsider.com for out of hours help.

www.fabpsider.com

Unify your business communications

As a business communications provider we provide more than just business grade broadband. Have all your business communication needs under one umbrella with Fab Spider. Reliable and efficient telecommunications, a modern and well-designed website with domain name, web hosting and professional emails, ideal IT support solutions suited to your business, as well as expert tech support that can ensure you are making the most of your systems.



3CX Business Phone Systems

Communicate your way with a 3CX cloud phone system. Keep your employees connected across multiple sites with a scalable cloud based phone system. Our cloud phone system gives you flexibility and streamlines your business communications. Whether your employees are working in the office or remotely from home – use the phone system remotely and get access to all the features.



Bespoke Websites

We build websites that build your business. There has never been a better time or more important time to invest in a bespoke business website. Increase your exposure, attract new customers and showcase your products and services. Give your business credibility and let everyone know you're an actual business. We listen, find out what you want to achieve and plan how we get you there.



Print and Branding

Get all your company stationary on-brand and looking great to increase leads and brand re-call. Your business cards, letterheads and compliments slips say more than you think about your business – a talking point – a conversation starter – an additional way to promote your service or product. Our aim is to take your brand and think how best to reflect this in your business stationary.