

TROUBLESHOOTING

i

Info

Orange - Starting up
Red - Internet / Voice error
Green - All OK

b

Broadband

Off - No connection
Green Flashing - Synchronising
Green - Broadband connected

@

Internet

Off - No broadband / disabled
Red flashing - Trying to connect
Green - Connected
Green Flashing - Data traffic

📞

Voice

Off - Not enabled
Red - Not registered
Green - Voice connected
Green flashing - Call ongoing

⚡

WPS

WPS Button - Press to start pairing
Orange - Pairing in progress
Red - Pairing failed
Green - Pairing complete

📶

Wi-Fi

Wi-Fi Button - Press and hold 3 seconds to enable / disable Wi-Fi
Off - Wi-Fi disabled
Green Flashing - Wi-Fi enabled, Data transfer

TROUBLESHOOTING

Broadband (Grey cable / socket)

If the light is off or continues flashing check your home wiring. If using DSL filters check that all telephony devices have a filter installed.

Also check that your Go Live date has been reached.

Power

If the light fails to show green, check that you are using the power supply provided with the Onecom Router gateway and that you have correctly pressed the power button.

Internet

If continually flashing red, check that your service activation date has been reached.

Then login to the gateway at **http://192.168.1.1** and check that the broadband username and password are correctly entered.

ONECOM SERVICE TEAM

If you need to get support from us, you can raise a case with the team via the details below.



portal.onecom.co.uk

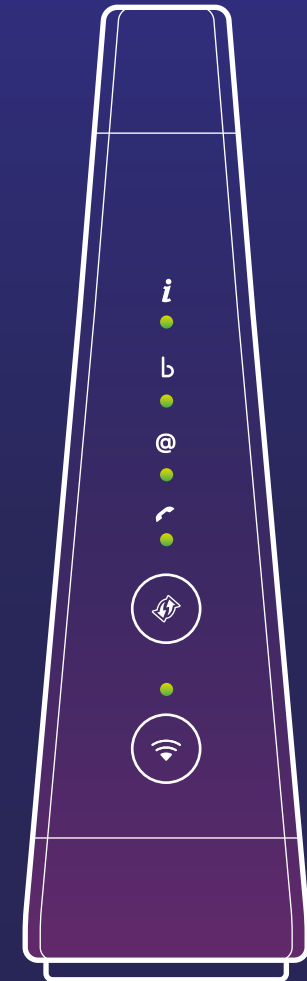


fixedlinefaults@onecom.co.uk



03300 888 999

onecom



Onecom Router

Wi-Fi 6 Dual-band Gateway

QUICK SETUP GUIDE

BOX CONTENTS



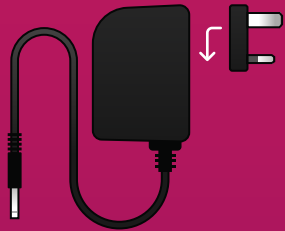
1x
Onecom
Router



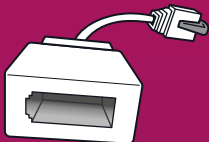
1x Ethernet cable with
yellow connectors



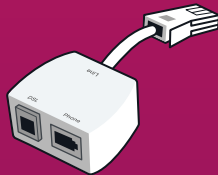
1x DSL cable



1x 2-part power supply adapter
Clip together the 2 parts of the PSU.



Telephony adapter



DSL Filters

GETTING STARTED

Thank you for choosing Onecom.
The Onecom Router is a dual band
broadband gateway that supports
Wi-Fi 6 (11 ax) on both 2.4GHz and 5GHz.

About Passwords

There are two passwords that are used with your
Broadband service and your Onecom Router
gateway. These are described below.

Gateway Admin Password

To access the advanced features of your Onecom Router,
login to the admin pages at <http://192.168.1.1>. The unique
password (or Access Key) can be found on the enclosed
card and on the label of the Onecom Router.

Wireless Password

If you are connecting using a wireless device, you
can connect either using WPS pairing or by manual
configuration using the wireless password.
The default wireless password is 16 characters.

If you decide to change this password, we recommend
a strong password of at least 16 characters.
Note: Knowledge, by others, of this password will
allow them to access your home network.

CONNECTING UP

BEFORE YOU START

Carefully read the Safety Instructions and Regulatory
Notices document included in your package before
continuing with the installation of your Onecom Router.

Your Onecom
Router gateway can
be used with either DSL
(ADSL/FTTC/SoGEA) or
Fibre (FTTP) or Broadband.

Depending on the
type of Broadband
service to which you have
subscribed, connect up
the Onecom Router as
shown. If your service
has been activated you
can now switch on
the Onecom Router.

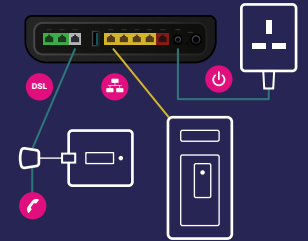
After powering up, the
Onecom Router will have
a solid green broadband
LED indicating that it has
correctly detected a
Broadband signal.

Your Onecom Router has
been configured so that it
automatically connects to
your broadband service.

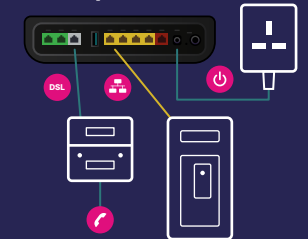
This automatic
configuration can take a
few minutes and you may
notice your router will
reboot a couple of times
before it's complete.

If you have subscribed
to Vox One, you will
need to use the supplied
telephone adapter to
connect your existing
telephone or deck handset.

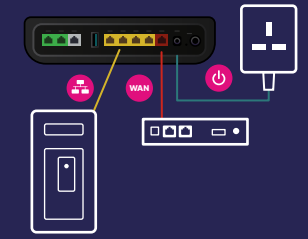
ADSL



FTTC / SOGEA



FTTP



VOICE

