LED	Status	Indication
⏻ (Power)	On	The system has started up successfully
	Flashing	The system is starting up or the firmware is being upgraded. Do not disconnect or power off your router
	Off	Power is off.
⮌ (DSL)	On	DSL synchronization is complete
	Flashing	DSL synchronization is in progress
	Off	DSL synchronization failed
⚙ (Internet)	On	Internet service is available
	Off	The router's WAN port is unplugged
⤵ (2.4GHz Wireless)	On	The 2.4GHz wireless band is enabled
	Flashing	The router is transmitting or receiving data via 2.4GHz band
	Off	The 2.4GHz wireless band is disabled
⤵ (5GHz Wireless)	On	The 5GHz wireless band is enabled
	Flashing	The router is transmitting or receiving data via 5GHz band
	Off	The 5GHz wireless band is disabled
↻ (WPS)	On/Off	Turns on when a WPS synchronization is established and automatically turns off about 5 minutes later
	Flashing	A wireless device is trying to connect to the network via WPS. This process may take up to 2 minutes
▯ (WAN)	On	A device is connected to the WAN port
	Flashing	The WAN port is sending or receiving data
	Off	No device is connected to the WAN port
▯ (LAN)	On	A device is connected to the LAN port
	Flashing	The LAN port is sending or receiving data
	Off	No device is connected to the LAN port
☏ (PHONE)	On	The SIP account is registered successfully
	Flashing Slowly	The phone is on-hook and there are voice messages
	Flashing Quickly	The phone is ringing
	Off	No SIP account is registered

TROUBLESHOOTING

DSL / WAN

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.

If the light is flashing then the gateway is processing an update, check back in 30 minutes

Internet

If the light is off, 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

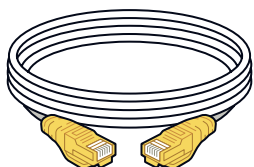**03300 888 999**

onecom

Onecom Router

Wi-Fi 6 Dual-band Gateway

QUICK SETUP GUIDE
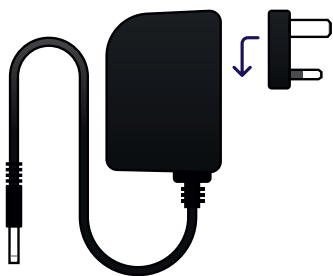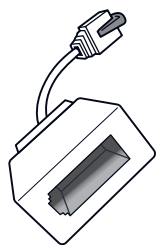
BOX CONTENTS

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.

1x Phone adapter

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.

Device Label

onecom
SSID: ONECOM_XXXX
Wireless key: XXXXXXXX
Username: admin
Login Password: XXXXXXX

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.
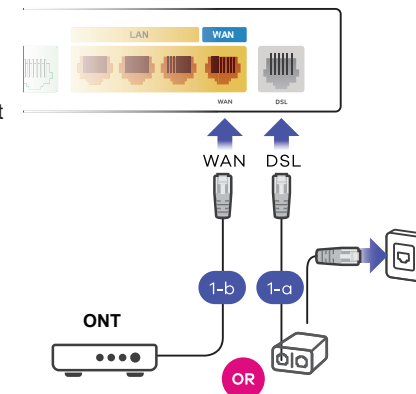Note: Knowledge, by others, of this password will allow them to access your home network.

WiFi
ONECOM_XXXX
Connect

CONNECTING UP

Step 1 - Hardware Connections

1-a Use the gray phone cable to connect the DSL port to a DSL splitter or directly to the telephone wall outlet.

1-b Use an Ethernet cable to connect the WAN port to a ONT.

WAN DSL
1-b 1-a
ONT
OR

Step 2 - WiFi Connection

2 Connect a computer to the LAN port using the yellow Ethernet cable **(optional)**.

Step 3

Connect the power cable to the Onecom device and press the power button.

Step 4

If Vox One is taken, connect your analogue phone using the adapter provided **(optional)**.

POWER ON
POWER
LAN
3 4 2
OR