

How to activate your Ultrafast Gigaclear Broadband service

Once your installation is completed and you are connected at the cabinet to a live network, your broadband service is ready to be activated.

If you have a router installed you can activate your service yourself at a convenient time or if you would prefer, you can book an appointment for an advisor to talk you through the activation process.

To activate the service yourself

- Please ensure you have your router user guide to hand.
- Make sure your router is turned **off** at the mains.
- Refer to your user guide booklet and make a note of the Wireless network name (SSID) and security key (WPA key) that were given to you on a sticker with your router guide. Please retain this sticker for future reference.
- If you do not have your router user guide to hand:
 - Remove your router face plate (from the bottom, lift forward and up) and make a note of the Wireless network name (SSID) and security key (WPA key) that are printed on the rear.
 - Reattach the router face plate to the mid plate and make sure it is 'clicked' into position.
- Make sure your router is plugged into the mains and turn the router on and wait for 3 minutes.
- After 3 minutes the lights as detailed below should blink and after a few minutes solidly illuminate, indicating normal status.
- If your router needs a software upgrade it will do this automatically. If this is the case, the router will appear to work for 3 minutes and will then restart itself and download new router software. This process may take up to 10 minutes during which time the lights will flash and there will be no internet connectivity.



 **Power**

 **Optical Link**

This means the router is receiving light down the fibre, and generally this shows the fibre and fibre connections are in good shape.

 **Data Link**

This means the router has established a data connection to the street cabinet, you should be able to connect equipment and proceed to activating or using the service – Note occasionally when this is not lit, the solution is to check that the top part of the router is clipped in properly and has not been knocked loose. It is quite rare to get an Optical link, but not get a Data Link within a few minutes.

 **Internet Access**

This means the router can see the Internet. If you cannot get access to the internet, then it is usually an issue in the home, such as wiring or wireless.

 **CATV (Cable Television)**

Not used.

 **Telephone Symbol**

Not used.

 **WiFi**

This means the WiFi is connected.

- Once all the lights are stable you can now connect a device such as a PC, Laptop or Tablet to your router. This can be done either directly by an Ethernet cable or wirelessly if in range.
- Please ensure you have JavaScript enabled if you are connecting wirelessly.
- If connecting wirelessly, please refer to your computing device's user configuration guide for how to connect.
- You will then be asked to enter your security key (WPA key) which is printed on the label provided to you with your router.



Logging onto the Gigaclear Portal

- Once you are connected to the Gigaclear router, try to access the Internet – any site will do. On opening a browser such as Google Chrome or Windows Internet Explorer, you will be automatically redirected to the webpage in the picture above. You will be asked to confirm your details and address, and then the Gigaclear Activation Portal will appear.
- Please enter your customer number (CXXXXXX), verify your details are correct by ticking the acceptance box and then click activate.
- Your customer number can be found on your order confirmation or service activation e-mail.
- You should now be up and running ready to enjoy the Gigaclear ultrafast broadband service.

If you have any problems please do not hesitate to contact Gigaclear Customer Service on 01865 591131.