

# BROADBAND SETUP GUIDE

## Welcome to Timico

Thank you for your recent order.

The following information will help you get connected to Timico's broadband service.

## Your Pack Contents

1. Timico Router (TG589vac)
2. Power Supply
3. Ethernet Cable
4. Internet Cable
5. DSL Microfilter

Your router has been **pre-configured** for internet connectivity, all you need to do now is connect it.

You may require to update the default configuration for use on your local network.

**Web address:** <http://192.168.1.1/>

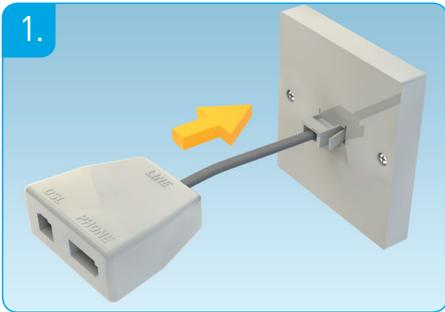
**Username:** admin

**Password:** Serial number in CAPS



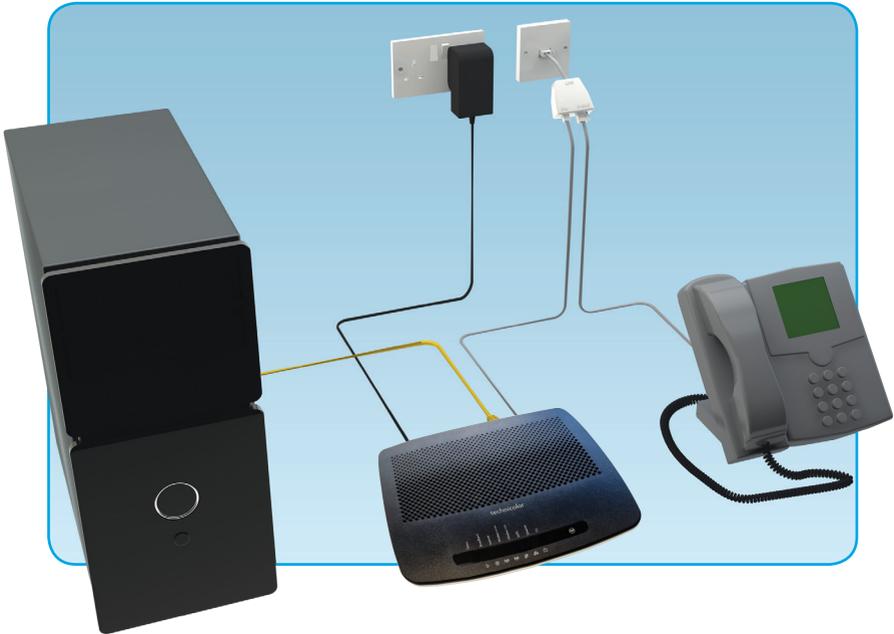
## Setup Instructions:

1. Unplug your telephone from your master phone socket and plug in the supplied DSL microfilter. Every telephone socket on your premises should be fitted with a microfilter.
2. Plug the Internet cable (usually grey) into the microfilter socket labelled DSL. The other end of the Internet cable needs to be connected to the DSL socket on the back of the router. The other socket on your microfilter is for your telephone cable to be plugged into.
3. Using the supplied Ethernet cable (usually yellow) connect it to socket 1 of your Timico router and the other end to the network socket on your computer (not required for wireless setup).
4. Connect the power supply lead into the power socket on your Timico router then plug into the nearest mains socket. Switch on the router by pressing the power button on the back of the router.



# Setup Complete

You should now be connected as shown here:



You should now see the **Status** light turn **Orange** for around 1 minute. After that the **Status** light will turn **Red** whilst the **Broadband** light turns **Solid Green**. The **Internet** light will first turn **Red**, until authenticated when it will also turn **Flashing Green**. The **Status** light should now be a **Solid Green**. Both **Wireless** lights should be **Solid Green** and the **Ethernet** light **Flashing Green** (if connected via the yellow Ethernet cable). If they do not please check your setup or call our Technical support team on: **0844 488 9889**.

## Wireless Setup:

Wireless details can be found on the underside of the device and should now be discoverable to wireless devices. On some devices you may be asked for a PIN when connecting. If so, please select 'Connect using a security key instead'.

Looking for a guide on how to add wireless devices?

Visit our website: [www.timico.co.uk/support](http://www.timico.co.uk/support) for our wireless setup guides and a range of other useful information.

**Tip:** Remember to configure other wireless devices (such as printers) to these new details.

# Router Lights

**Status Light** - This should be green. If there is no light or it is orange or red please check your connection to the mains or disconnect the mains lead, wait 1-2 minutes then re-connect.

**Broadband Light** - This should be solid green and denotes that there is a broadband connection. If flashing or not illuminated please check your connections then switch the router off, disconnect the main, wait 1-2 minutes and re-connect.

**Internet Light** - This should be solid or flashing green. If solid green it shows an active internet connection. Flashing green means that data is being exchanged. If red or not illuminated please check your connections then switch the router off, disconnect the mains, wait 1-2 minutes then re-connect.

**Wireless 2.4Ghz & 5 Lights** - These should both be solid green. This denotes that the router is giving out a wireless signal for wifi devices to connect to. If not illuminated it could mean that the WiFi has been disabled or is malfunctioning. Please switch the router off, disconnect the mains, wait 1-2 minutes then re-connect.

**Ethernet Light** - This should be solid or flashing green if you connect an Ethernet cable between the router and your device (PC/Mac/Laptop). If the light is not illuminated and you have a cable connected, try swapping the cable for another one and if possible check with another device.

**WPS & TV Lights** - Please ignore these lights.



## Troubleshooting

If you are having broadband issues, there are a few initial checks that you can do before calling our Technical Support team.

- Check your telephone line to ensure this has a dial tone and no noise
- Switch off your router, unplugging all leads and leaving the power off for at least 1-2 minutes. Then turn your router back on to see if the connection restores itself

**Please do not press the reset button as this will erase all the router settings**

- Plug your router, with the micro filter, into the BT master socket (if available) and disconnect any other extensions, including other telephones, fax machines, alarms or digital set-top box to see if the issue is still the same
- If possible, try another microfilter
- If you are using wireless, see if the issue is the same using a wired connection directly to the router
- Check to see if the issue is affecting any other connected devices

If you are still experiencing problems then please browse the FAQs on our website or contact our Technical Support team on: **08444 889 889** or email: [support@timico.co.uk](mailto:support@timico.co.uk).

**timico**<sup>®</sup>  
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