

»» ABOUT TO TO FIBRE... WITH POWERS!

Quicker than quick switchover.
We know how important it is to keep your business up & running. Enjoy a fast, seamless transfer with SwitchXpress.

99.9% reliability.
No more waiting. No more hold-ups. Business without the buffering.

High power, low price.
Always cheaper than BT. Guaranteed. No compromise on quality.

Quick. To the rescue!
Here to help. Always. We quickly connect you to UK-based experts, not robots.

HERE TO HELP

Get in touch and we'll help fix any issues, fast!

Technical support

If you've turned it off and on again and you're still having technical problems, help is at hand:

e-mail: broadband@xlntelecom.co.uk
visit: www.xlntelecom.co.uk/faqs
call: 0808 178 5200

Note: Maximum speeds stated relate to our Fibre 80 package.

xln for small business

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SUPER POWERED»» BROADBAND.

XLN FIBRE. BUSINESS WITHOUT LIMITS!

Business grade Fibre Broadband router, wireless setup and troubleshooting guide.



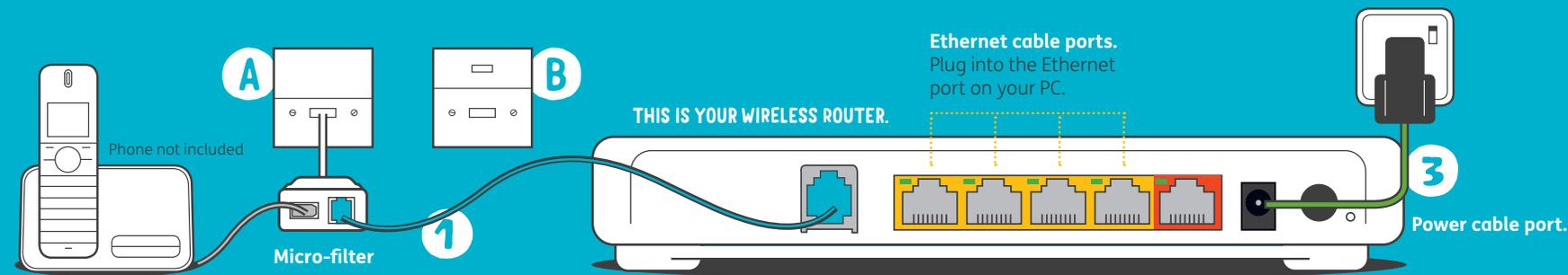
HOLD TIGHT YOU'RE FAST FORWARD 'BROADBAND SUPER

It's fast. Really fast.
Give your business a boost with speeds of up to 76Mb. Download & browse up to 5x faster than the UK average.

Upload at the speed of light.
Share files fast. With up to 20x faster upload speeds than standard broadband.

LET'S GET STARTED...

With no engineer required, all you need to do to get up and running is plug in your router and follow these simple steps;



1 If your socket looks like A:

You'll need to use the micro-filter we've supplied. Plug the micro-filter into **socket A**, then plug the broadband cable **(1)** into the micro-filter, and the DSL port on your router as shown.

If your socket looks like B:

Simply connect the broadband cable **(1)** from the upper port on your telephone socket to the DSL port on your router.

2 If you have been supplied a 2-part power supply, clip the pins to the power supply unit.

3 Plug the power supply into the mains and connect the other end into the back of the router, then press the power button and wait a few minutes for the router to power up and establish a connection.

4 If you require a wired connection to a PC or other device, you can now connect the Ethernet cable to a spare port at the back of the router. For wireless connections, see the next page.



FOUR SIMPLE TROUBLESHOOTING STEPS

Before you call broadband technical support, there are some simple checks you can make yourself which may resolve a slow, intermittent or no connection problem.

1 Unplug the wireless router from the power, wait 30 seconds and then plug them both back in. Allow 5 minutes before trying to connect again.

2 Restart your PC, laptop, tablet, smartphone or any other device which you are connecting to the router with.

3 If you are connecting wirelessly, check your wireless connectivity status and troubleshooting steps directly on your computer or mobile device.

4 If you have tried the previous 3 troubleshooting steps but still can't connect, you can reset your wireless router to the default settings that we preconfigured when we supplied it. But please be aware that your router will erase any non-standard settings.

To reset, use a paper-clip or something similar to push and hold the reset button for 10 seconds. The reset button is found on the back of the router. You'll then need to wait 5-10 minutes for your router to power back up.

