glide

Hate bills. Love Glide.

Broadband setup guide

Setup guide

Contents   **Page**

1. Check your activation date

Congratulations on choosing Glide broadband!

This guide is here to make sure you get online as quickly as possible.

• Check your activation date. You should receive your router on or shortly before your activation date.

• Please check your activation date on your welcome letter.

• Your router won't work before your broadband activation date so we recommend waiting until then before following this guide.

2. Check your box contents

Please note that it can take until midnight on your activation date before your connection goes active. If you are missing any of the items below please contact us on 0333 666 5555.
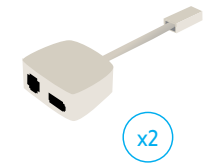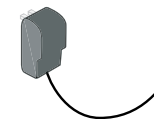

Router

Ethernet cable

Modem cable

x2

Filters

Power supply

'Keep me safe!' cards

Welcome letter

Support sticker

Need help?
Call us on 0333 666 5555

3. Location is everything

If we haven't scheduled an engineer visit for you this page won't apply, please move to step 4.

Follow these top tips to make sure you get the best service possible:

1. If an engineer is installing your service, make sure they install the master socket in a central location.
2. Your router needs to be as close to the centre of your property as possible. Try to avoid narrow hallways, bedrooms and cupboards.
3. It needs to be away from anything large and metal. Avoid locating your router on or near kitchen appliances, radiators or TVs.
4. Keep it elevated from the floor. Your router works better when it is at least 1 meter above the floor. You can rest it on a table or shelf, but avoid hiding it under your bed.

4. Find your socket and get ready

The wrong socket can mean no broadband or really unreliable broadband. It is the most important part of setting up your service.

1. First check that your telephone socket has one of the following logos on it.

If your socket has no logo or a different logo than those displayed above, check the rest of your property to find the telephone socket with the right logo on it.

Master socket   Blank socket   Extension socket   Blank socket   Extension socket
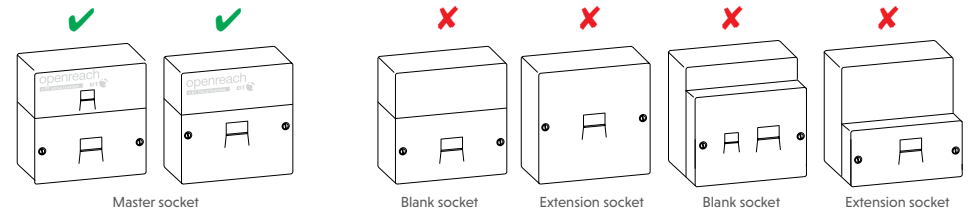
2. Once you have found your master telephone socket, please remove any old filters or extension cables that may have been plugged in by previous users. Only use the filters or cabling provided by Glide.

5. Sockets

DSL

Connect the modem cable to this socket. This is where your router receives its internet so make sure the plastic tab on the connector is facing up and you can hear a click when you insert the cable, to make sure it's nice and snug.

USB ports x2

You can connect your flash storage devices to your router to use as local shared storage devices.

Gigabit ethernet x5

For wired connections to your internet, simply connect an ethernet cable to 1 of the 5 available gigabit ethernet sockets.

DSL   1 Reset   1   2   3   4   WAN   — + ⏻

Power socket

Plug your Glide supplied 12V power adaptor into this socket to give your router its power.

Reset button

If your router isn't working as it should be, you can reset it when the power is turned on by pressing and holding down the reset button until the status light turns orange. Once the status light has turned orange, release the reset button and wait at least 10 minutes for the status light to return to green before attempting to connect to your router again.

Power button

You can turn your router off and on by pressing this button. We recommend leaving your router turned on at all times. When you turn your router on, please wait at least 10 minutes for it to start working again.

6. Plug everything in

1. Once you have found your master telephone socket please mark it with the Glide support sticker we have supplied in your box. This will help you locate it in future and keep our details handy if you ever need to contact us.

openreach
BT
glide   0333 666 5555
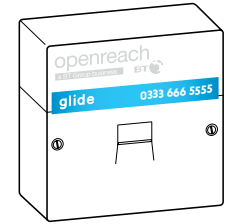
2. Please follow the diagram below. The cabling setup must match the socket you have or the router will not work.

Either

openreach
BT

Master socket   Filter   RJ11 Network Cable   Router

Or

openreach
BT
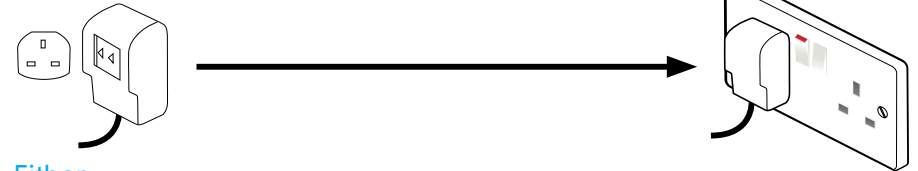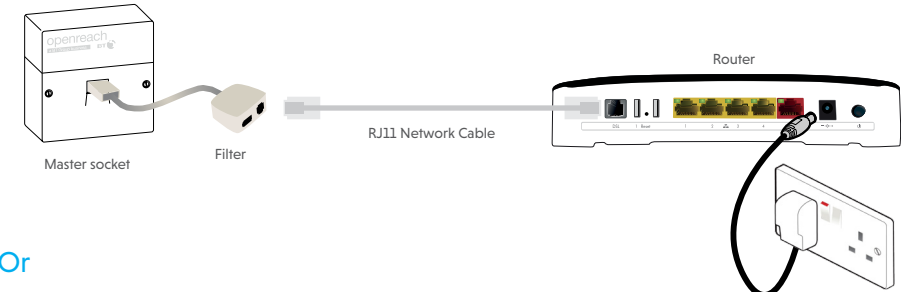
Master socket   RJ11 Network Cable   Router
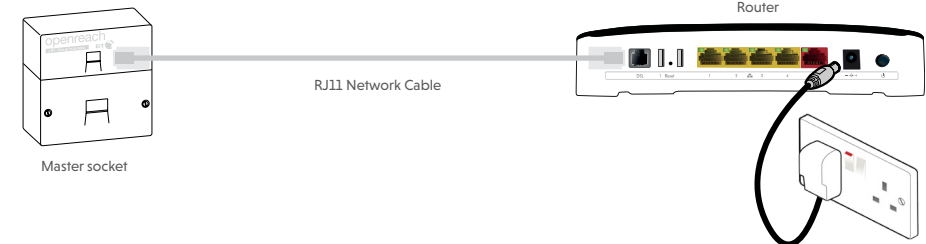
3. Once you have connected your router and turned on the power socket, your router needs 10 minutes to start working. Your broadband will be ready to use when the status light on your router turns green.

7. Getting to know your router

Wi-Fi Button

Green - Wireless internet is available

Off - Wi-Fi is off, press the button for 30 seconds then release to turn the Wi-Fi function on.

Broadband

This indicates if your router is connected to our network

Off - No signal, check your telephone socket is the master telephone socket

Flashing -Signal but no connection, check your cabling for loose connections or faulty wiring.

Solid green - Your router is connected to our network as it should be, check the status light.

Status

This indicates if your internet service is working.

Green - Internet access

Red - No Internet access

Off - No Internet access

For support getting online, see section 12.

Ethernet

Off - you have no devices connected to the router by ethernet

Solid/flashing green - You are using one of the 5 available ethernet sockets to connect one or more devices by ethernet

WPS

Connect to your router faster and securely without a wireless password. This feature is only available with compatible devices. Check your own device to make sure it is compatible. Instructions on using this feature can be found in section 10 of this guide.

Wireless 2.4 Ghz

Connect to this network for better performance over longer distances.

Wireless 5 Ghz

Connect to this network on 5G compatible devices for faster speeds over shorter distances.

Off - Press the wireless button on the top of the router for 30 seconds then release it to turn your wireless on.

Flashing/solid green - Your router is broadcasting, connect to your wireless network using the wireless login details provided on the back of the router.

Internet

This indicates if you can access the internet. If your broadband light is green but your internet light is not, you will need to check your cabling setup before calling our support team.

Red - Your router needs its unique username and password. If you pin hole reset the router it should collect these automatically (see section 5).

Flashing/solid green - Internet access.

TV   Ethernet   WPS   Wireless 5 GHz   Wireless 2.4 GHz   Internet   Broadband   Status

8. Your wireless password

You will need your wireless password to connect to your Glide network with a wireless enabled device.

If you are close to your router, we recommend connecting to the 5G wireless network for fastest speeds. At longer distances, we recommend connecting to the 2G network.
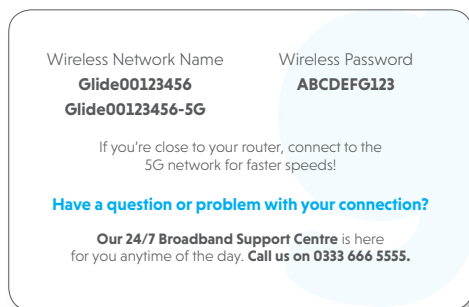
If you can't see your wireless network name on your wireless enabled device, ensure that the wireless light on your router is lit. If not, push the Wi-Fi button for 30 seconds then release.

You can find your network name and password on:

• Your 'Keep me safe!' card (pictured below).

• Your welcome letter.

• The bottom of your Glide router next to the wireless key.

   The password is made up of capital letters and numbers. You must type the password in CAPITALS.

Wireless Network Name | Wireless Password
Glide00123456 | **ABCDEFG123**
Glide00123456-5G

If you're close to your router, connect to the 5G network for faster speeds!

Have a question or problem with your connection?

Our 24/7 Broadband Support Centre is here for you anytime of the day. **Call us on 0333 666 5555.**

(We'll show you how to connect on Windows and Mac computers on the next few pages.)

9. Getting connected

The indicator lights on the top of your router next to "Wireless 2.4 GHz" and "Wireless 5 GHz" should be lit.
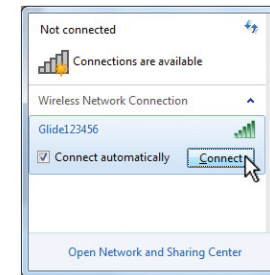
2.4G   5G

If these wireless lights are off, please go back to step 8.

Windows 7

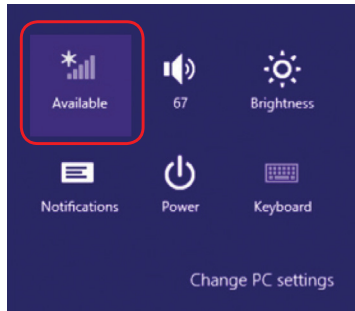Click on this icon to search for your Glide wireless network

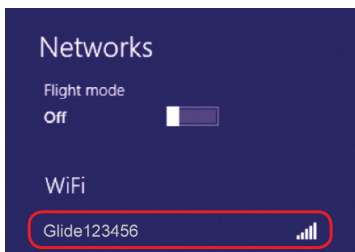Search for your Glide network, click it and then click "Connect"

Enter your wireless password and select "OK" or press and hold the WPS button on the side of your router for a few seconds

Windows 8 and Windows 10

Click on the wireless icon from the panel on the Charms bar

Search for your Glide network, click it and then click "Connect"

Enter your wireless password and select "OK" or press and hold the WPS button on the side of your router for a few seconds

Mac

Click on this icon to search for your Glide wireless network

Search for your Glide network and click it

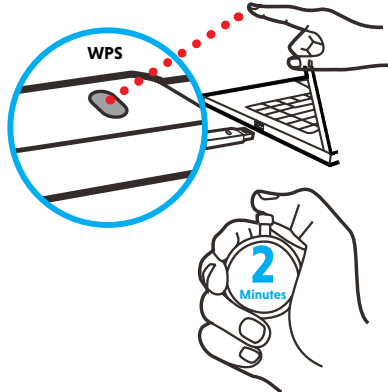Enter your wireless password and select "Join"

10. Wi-Fi Protected Setup

Wi-Fi Protected Setup (WPS) lets you connect to your Glide network securely without typing in a wireless password.

1. Check your wireless device is WPS compatible. This information can be found in your device user manual.

2.

Press the WPS button on the side of your router until the WPS light on the top of your router starts flashing orange.

2.4G   5G

3.

Press the WPS button on your device within 2 minutes. The devices should pair and allow you to access the internet from the router.

11. Getting the most out of your router

Many devices

You can now connect to the internet with a range of different devices but not all are created equal.

If you are able to connect to your router over ethernet cable, we recommend that you do this.

PCs and laptops usually have better wireless performance than tablets, phones, game consoles, smart TVs or streaming TV boxes.
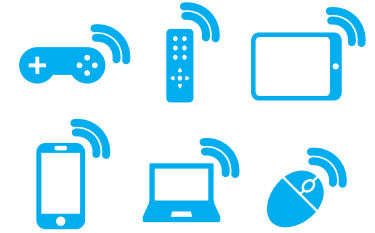
Sharing the load

You can now add a large number of devices to your network. The speed of your service is shared across all of your devices. To ensure everyone receives a great service, please consider your housemates when using the internet.
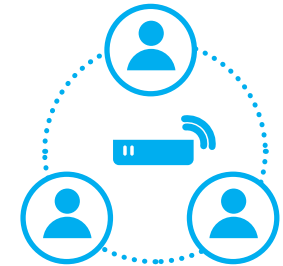
12. Frequently asked questions

This page provides a list of questions we frequently get asked.

My activation date is today, when will my service go live?

Your broadband will go live any time up to midnight on your activation date. As the work is completed by engineers at the telephone exchange or your cabinet, we won't be able to give you a more exact time. Please leave your router plugged in. Your internet service will be accessible when the status light on your router turns green.

How will I know when my internet service is working once I have connected my router and turned it on?

The status light on your router should be green. If the status light is off or orange, you may need to restart your router to get online.

What if one of the items in my box is missing?

Give us a call on 0333 666 5555 to order a replacement.

How do I find my telephone number?

Your telephone number is available on your welcome letter.

Can I make and receive telephone calls from my landline?

If you've signed up with Glide directly, you can make and receive telephone calls from your landline. Calls incur additional charges. All you need to do to get started is to plug a landline telephone into your telephone socket.

Please see glide.co.uk/tariffs/calls for our call prices.

If your landlord has signed up to Glide, you can't make outbound telephone calls.

When do I start paying for my service?

We only charge you for your service from your activation date.

13. Help and support

The first things to check are:

*   Have I plugged everything in correctly to the master BT telephone socket?
*   Have I checked my activation date?
*   Do I get a dial tone when my landline telephone is plugged into my master telephone socket?
*   Is the status light on my router green?
*   Is the internet light on my router green?

If connecting wirelessly please also check:

*   Does the wireless network name you see match what is printed on your keep me card? If you just see "Glide-2G" you may need to leave your router for 10 minutes to allow it to finish setting up. You'll be ready to connect when your network name matches the name printed on your keep me card.
*   Is the wireless on my computer turned on?
*   Have I entered my wireless password correctly using capital letters?

Still not working?

We're here to help so please call us on **0333 666 5555** or visit us online at **glide.co.uk**

Please ensure you're at home in front of your computer with access to your router when you call us.

14. Return your router

If you ever decide to leave Glide, you'll need to return your router to us.

Please return your router to:

Glide Returns
1 First Avenue
Maybrook Business Park
Birmingham
B76 1BA

We will charge for any routers not returned to us, so please remember to return it.

We can provide a returns bag for you, so you don't have to pay any postage.
To request a returns bag, please e-mail us at **glide@glide.co.uk**

Please put your router in its box and then put the box into the returns bag. You'll then need to take the bag to your local Post Office. The postage is already paid for but please retain your proof of postage and keep it safe.

If you have received a router as a replacement for a faulty router, to avoid being charged please return the faulty router to us within 14 days of receiving the replacement. If the router isn't working because of accidental or deliberate damage a charge will still apply.

15. Safety instructions

Your Glide router has been manufactured to meet international safety standards but you must take care if you want it to perform properly and safely.

Warnings and conditions

Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock.

To avoid risk:

- Do not attempt to repair or disassemble your Glide router

- For repairs, please contact us on **0333 666 5555**

- Make sure that all electrical connections are properly made

- Do not connect your Glide router to the mains supply until you have properly connected all other leads

- Your Glide router is intended for use in moderate climates. Do not store your Glide router in hot, cold, damp or dusty places

- Do not cover any ventilation slots. Ensure that ventilation slots do not become impeded with items such as newspapers, tablecloths, curtains or similar items

- Do not place your Glide router close to sources of heat such as a heater or direct sunlight

- The maximum temperature should not exceed 40°C (104°F)

- Do not put anything on your Glide router that might drip or spill into it such as vases

- Never use this product near water such as near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool

- Never place naked flame sources, such as lit candles, on top of your Glide router

- Unplug your Glide router from the wall socket before cleaning

- Do not overload mains supply outlets and extension cords

- Avoid using your Glide router during an electrical storm

- Do not use your Glide router to report a gas leak in the vicinity of the leak

- Unplug your Glide router from the mains supply if the power supply or router are damaged or frayed and report it to us on **0333 666 5555**

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HATE
BiLLS
LOVE
GLiDE

glide.co.uk

glide@glide.co.uk

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