Getting to know your router

Phone line

WAN/LAN Enthernet port with LED support

LAN Enthernet ports with LED support

USB port

Reset button

Power In

On/Off button

Power

Broadband

WAN

Wi-Fi

Voice

WPS button
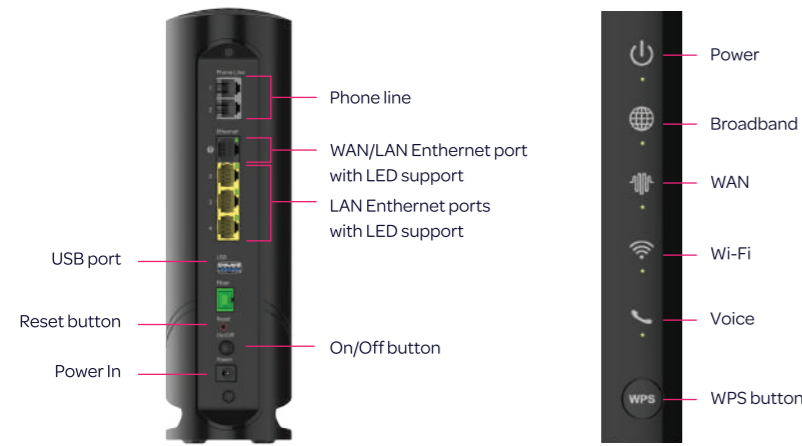
What do the colors of the LED light on my Arris router mean?

Power	● **Solid Green:** The device is powered. ✿ **Flashing Green:** The device is booting. ● **Solid Red:** Boot failure. ✿ **Flashing Red:** Detecting Factory Reset (press and hold the recessed Reset Switch for 10 or more seconds to trigger the factory reset). **Off:** No power
Broadband	● **Solid Green:** Broadband connected. ● **Solid Red:** No IP address or authentication failed.
WAN	● **Solid Green:** WAN connection is active. ✿ **Flashing Green:** Aquiring connection. ● **Solid Red:** No broadband WAN connection on the line.
Wi-Fi	● **Solid Green:** Wireless enabled (either radio). ✿ **Flashing Yellow:** WiFi Protected Setup (WPS) is active. **- Slow Flashing:** = less than 3 sec WPS push for the configured radio SSID (2.4 GHz or 5GHz) user pairing. ✿ **Flashing Red:** WiFi Protected Setup (WPS) timeout or conflict. ● **Solid Red:** Wireless network failure. **Off:** Wireless disabled (both radios).
Voice	● **Solid Green:** All phone lines are registered and active. ✿ **Flashing Green:** A phone line is ringing or off-hook. ● **Solid Red:** All provisioned phone lines are provisioned but not SIP registered. **Off** = No phone services have been provisioned, or the gateway power is off.
LAN/WAN Enthernet LEDS on rear panel RJ-45 ports	● **Solid Green:** Port is active. **Off:** Port is not active. ✿ **Flashing Green:** Traffic is passing on the line.

Need to speak to us? We're always here to help!

Whatever you need our team of friendly UK-based experts are always ready to help.

Online:
youfibre.com

Chat:
youfibre.com/contact

Call:
0800 270 0100

Need a Static IP? No problem!

If you're a gamer, have a home security set-up, work remotely using a VPN, or use external devices and websites that need to remember your IP address, then we recommend getting a Static IP. This costs just £5 per month and adds additional accessibility to your broadband.

★Trustpilot ★★★★★ Rated Excellent

Installation and set-up guide
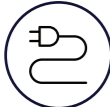
Welcome to YouFibre!

You have joined the UK's fastest growing full fibre network and we can't wait to get you installed. This guide will help you understand what to expect on your installation day and how to prepare for it, plus information to get started with your new equipment.

Installation Step-by-Step Guide

1 You will receive the box containing your equipment prior to your installation date.

2 On the agreed installation date, your YouFibre expert engineer will arrive to install your service.

3 Your YouFibre expert engineer will assess the installation requirements at your property before beginning. There will likely be a need to drill through your wall. Your engineer will recommend the best place for this.

4 Connect your new router using the appropriate cables provided. Press the On/Off button on the back of the router. The Power indicator will initially flash green to indicate that the router is booting and then solid green to indicate it is operational. Use the cable provided to connect your new YouFibre box on the wall to your router by plugging it into the WAN/LAN ethernet port. A solid green WAN light on the front of your router indicates that your connection is active

5 Depending on your package, follow the steps to install YouMesh and/or YouPhone .

6 Connect your devices to the internet.

7 Enjoy ultrafast broadband from YouFibre!

FAQ's

How do I access the management interface for my router?

Open a web browser on any device connected to your network and type the following address in the address bar: http://192.168.1.254. You will be presented with a menu screen. If you attempt to make changes to any of the router settings, you will be asked for the Device Access Code. This can be found on the product label on the base of the router.

How do I change the name and password of my WiFi network?

In the management interface (see above) there will be a WiFi menu option. This will allow you to make changes to your SSID (network name) and/or password. Select apply when complete to save changes.

How do I reset my router?

We generally recommend deploying simpler steps – such as power cycling your router by unplugging its power cable, waiting 30 seconds and then plugging it back in – before attempting a reset. If you do need to reset your router, you can do so by pushing the reset button on the back of your router. Before resetting, please ensure your router has been powered on for at least 45 seconds.

For more FAQ's about YouPhone please visit youfibre.com/support

YouPhone
Your home phone. But better.

To connect your YouPhone service, simply connect one end of the phone cable provided to Phone Line Port 1 on the back of your router and the other end to your phone equipment.

If you don't already have YouPhone as part of your package, contact us on 0800 270 0100 to add it to your package today.

YouMesh
WiFi in every room, or your money back!

How to add YouMesh to your network:

1. Locate your YouMesh approximately 5-15m from your router, preferably with a clear line of sight. If there are thick walls in between you will need to move closer. Try and place your YouMesh near to the area of the house with poor coverage, but not in that poor coverage area.

2. Connect the YouMesh to power using the provided power supply.

3. Press the WPS button on your router, then press the WPS button on the YouMesh. The LED on the router flashes green quickly when it has paired successfully.

4. Next, the LED will change colour to indicate the quality of the link between the YouMesh and the router. Ensure the LED is green, if not move the YouMesh closer to the router.

STATE		LED COLOR
Power	Starting up	🟢 fast blinking green
	Up; not connected to network	🟢 slow blinking green
Wireless (wireless connection to network)	In good position	🟢 solid green
	Far from router/gateway	🟡 solid yellow
	Too far from router/gateway	🔴 solid red
WPS	WPS process ongoing	🟡 blinking yellow
	WPS pairing unsuccessful	🔴 fast blinking red; 10 seconds
	WPS pairing successful	🟢 fast blinking green; 10 seconds

No YouMesh & Need Better WiFi Coverage?

If your WiFi network isn't quite reaching every room, YouMesh is a great solution that you can add to your package for only £7 per month, guaranteeing reliable and consistent speeds in each room of your home.

Contact us on 0800 270 0100 to add YouMesh to your package today.