Full Fibre Guide:
Let’s get you up and running.
Safety first

⚠️ Warning

• Please read this set-up guide and the ‘Important safety and product information’ leaflet, that came with your Sky Broadband Hub, before installation. It’s important to keep them both so you can refer back to them in the future.

• Please read the ‘Audiocodes Mediant 500 Li Hardware Installation Manual’ before installing or using your Voice Hub.

• If you’re uncertain about any part of the installation process, speak to your account manager.

What’s in the box

• Set-up guide
• Sky Broadband Hub (BR203sUK)
• Voice Hub (Audiocodes Mediant 500 Li 8 Port ATA)
• 2 blue Ethernet cables and 1 phone adaptor *

* 17024 - Cat5e Ethernet cable
   17023 - Adaptor Lead RJ11 Plug - BT431 socket

Supplied by Comtec Cable Accessories Ltd, Cardinal Way, Cardinal Distribution Park, Godmanchester, Huntingdon, England. PE29 2XJ
Your activation date

Your hub won’t start working until the activation date we shared with you by email – it can be any time up to midnight on that date.

What’s in your Sky Broadband Hub box

These are the only items that you’ll require from your Sky Broadband Hub box.

- Sky Broadband Hub
- Important paperwork and Connect card
- Power supply

Warning
Please read the ‘Important safety and product information’ leaflet before installing or using your Sky Broadband Hub.

What’s in the cable box

We’ve sent you two blue Ethernet cables. You’ll need one to set up your Sky Broadband Hub. Keep the second one and the phone adaptor for your Voice Hub.

- 2 x blue Ethernet cables
- Phone adaptor

(If anything’s missing, let us know)
Your Sky Broadband Hub

Find your Optical Network Terminal

Look for a box similar to this installed at your premises.

It’s your Optical Network Terminal, or ONT, and should be mounted on your wall. It might not look exactly like this one.

Make sure it’s switched on and the Power and PON lights are green.

If you don’t have an ONT box, an Openreach engineer will install one and they’ll connect your Sky Broadband Hub while they’re there. You’ll still need to connect your Voice Hub – see page 8.
Connect your Sky Broadband Hub

(if you already have an ONT box)

1. Take the blue cable from the box
   Plug one end of the Ethernet cable into the fourth yellow Ethernet port (the one with WAN above it).

2. A. If your ONT has one port
   Plug the other end of the Ethernet cable into the ONT.
   B. If your ONT has more than one port
   Plug the other end of the Ethernet cable into the port which you told us you wanted to use for Sky Connect. The numbered port light should go green.

3. Power connection
   Take the power supply from the box.
   Plug the blue end into the blue port on the back of your Sky Broadband Hub.
   Then plug the other end into the mains socket and switch on.
   The power, internet and WiFi lights on the front of your hub should go green after a few minutes (the voice light is not in use and will stay dark).

Need more help setting up? Speak to your account manager.
Connecting your devices

Now your Sky Broadband Hub is set up, you need to connect all your devices to your broadband.

Every device is different. But here’s how you usually connect to WiFi with a password:

1. Click or tap the WiFi icon.
2. Choose your network from the list and type in your password (it’s on the back of your hub or on the Connect card that came in the box).

Or, connect with WPS instead, if your device has a WPS (Wi-Fi Protected Setup™) button:

3. Turn on WPS on your device.
4. Hold the WPS button on the side of your hub for a few seconds, until it starts flashing amber.

If it works, the WPS light will go green. If it goes amber or red, it hasn’t worked. Go back to step 1 and try again.

For more detailed instructions go to businessconnect.sky.com/connectdevices

Settings

Log in to your Sky Broadband hub using a device that’s connected to your WiFi to change your settings (like your WiFi name or password).

1. Type 192.168.0.1 into a browser address bar.
2. The username is admin and the password is your WiFi password (unless you’ve changed it).

Changing your WiFi name or password will disconnect all your devices from your WiFi, so you’ll need to re-connect them. For more info, go to businessconnect.sky.com/wifipassword

Resetting your hub

It’s easy to reset your hub if you need to.

Hold Reset on the back of your hub until the power light flashes green (about 10 seconds).

Don’t unplug or switch off your hub while it resets. The power light will go green when it’s done.

Get in touch

It’s easy to get in touch.

• Contact us on 03337 597 590, choose Full Fibre from the voice menu and ask for your account manager.
What’s in your Voice Hub box

Important paperwork
Audiocodes Mediant 500 Li 8 Port ATA Hardware Installation Manual and Regulatory Information

What’s in the cable box

Required for the Voice Hub set-up

Blue Ethernet cable
Phone adaptor

Your Voice Hub

Voice Hub

Power supply

Status lights

Power port
Blue WAN port
Phone ports
Yellow LAN port (not in use)

Warning
Please read the ‘Audiocodes Mediant 500 Li Hardware Installation Manual’ before installing or using your Voice Hub.
Connect your Voice Hub

Before you continue, make sure you’ve completed the set-up of your Sky Broadband Hub.

1. **Find a location for your Voice Hub**
   Place your Voice Hub near your Sky Broadband Hub. Don’t put one hub on top of the other – they need to sit side by side for best WiFi performance.
   If you want to put your hubs in separate locations, please contact us for an engineer appointment.

2. **Take the blue Ethernet cable**
   Plug one end into the blue WAN port on the back of the Voice Hub.
   Plug the other end into one of the free yellow Ethernet ports on the back of the Sky Broadband Hub.

3. **Take the power supply**
   Assemble the 3-pin adaptor to the power supply.
   Plug the power supply into the power port on the back of the Voice Hub. Then plug the other end into the mains socket and switch on.
Selecting which phone ports to use

Depending which package you have.

If you have 1 line: only use the phone port on the far left
If you have 2-4 lines: only use the phone ports on the left-hand side

The **Power, Status** and **GE** lights on the front of the Voice Hub should go green (this may take 5-10 minutes).

Remember, your phone service only works via the internet. If your internet fails, you won’t be able to connect your phone direct to the wall socket.

⚠️ **Warning**
If there’s a power cut or fault with your broadband, you can’t make calls including calls to emergency services (999 and 112). Make sure you have another way to make emergency calls e.g. a mobile phone.
5 Plugging in your phone

If your phone lead has an RJ11 plug, you can plug it directly into the phone ports.

Note:
IP phones won’t work with the Voice Hub, please don’t try to plug them in.

If your phone lead has a BT plug, you’ll need to use the phone adaptor supplied. For multiline services, your engineer can provide additional adaptors if required.

Quick check

- Check the activation date for your Sky Broadband Hub, your hub won’t work until that date
- The power, internet and WiFi lights on your Sky Broadband Hub should turn green
- The Power, Status and GE lights on your Voice Hub should turn green
- Check that your WiFi devices can access the internet
- Check that you have a dial tone on all your connected phones

Your Sky Broadband Hub and Voice Hub should now be up and running.

Help

It’s easy to get in touch with us if you have a problem with your set-up or wish to discuss your package from Sky Connect:

- Go to businessconnect.sky.com/contactus

Manage your call features online

Once you’re all set up it’s easy to manage your call features online to organise call forwarding, call barring, set up your call waiting and more (account signatory only).

- Go to businessconnect.sky.com/myaccount