

Setup Guide

Zyxel DX3301 router





If you have an appointment with a broadband engineer, they'll set up your broadband equipment for you. You only need to use this guide when we've sent you a replacement broadband router to install yourself.

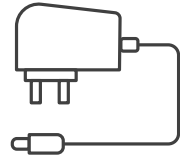
Please note: Do not factory reset your broadband router at any stage, or you'll lose the information needed to connect to the internet.

Setup your broadband router

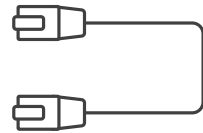
1

Locate your broadband entry point.

Unplug the existing cables from your equipment, including power cables.



Power cable



Ethernet

a) For wireless broadband

locate the **Power over Ethernet (PoE) adapter**, near where the cable enters your property.



b) For full fibre broadband

locate the **Optical Network Terminal** – near where the cable enters your property.

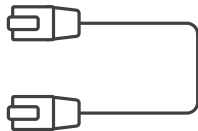


2

Unpack your router equipment.

3

Plug the supplied ethernet cable into the **blue WAN port** on the back of your broadband router.



Ethernet Cable



4

Plug in the other end into your broadband entry point.

a) For wireless broadband

plug it into the **LAN port** on the Power over Ethernet (PoE) adapter.



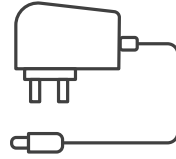
b) For full fibre broadband

plug it into the **WAN port** on the Optical Network Terminal.



5

Plug your broadband router into the power using the supplied power cable.



Power cable

7

Press the **power button** on the back of the broadband router to turn it on.



8

Wait for the broadband router to startup, no configuration is required. Once the internet light is **green**, you're ready to go.



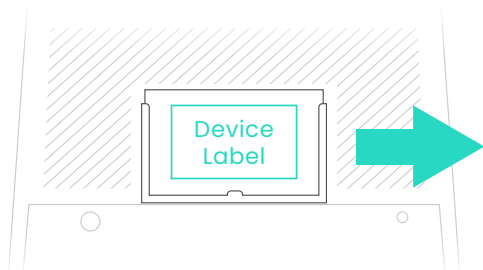
9

Connect any wired devices into the **yellow LAN ports** on the back of your broadband router.



10

Connect any wireless devices using the network username and password on the back of your router.



ZYXEL

SSID: Voneus_XXXX
Wireless key: XXXXXXXX
Username: admin
Login Password: XXXXXXXX



If your broadband isn't working or you're experiencing any technical issues you can chat to our technical support team.



Technical Support:

- **0333 880 4141 (option 2)**
- **helpdesk@voneus.com**

For any other queries you can call our main number **0333 880 4141 (option 5)** and we'll direct you to the right team.

You can also email **broadband@voneus.com** or visit **voneus.com** for further information.

Router – status lights table

LED light	Light colour	Status	Description
Internet 	Green	On	Internet is ready.
		Blinking	The Zyxel Device is transmitting/receiving data.
	Red	On	The Zyxel Device attempted to get an IP address, but failed.
	Off		The internet is not ready.
Power 	Green	On	Power is on.
		Blinking	The Zyxel Device is starting up.
	Red	On	There is a malfunction.
		Blinking	The Zyxel Device is upgrading firmware.