



QUICK START GUIDE

Bright Box 1 wireless router by EE

BB1RV0.2

Support

We hope you like your new EE router. This guide should have you all set for EE Broadband. If you're still having problems then give us a call and we'll give you a hand.

Go online

my.ee.co.uk
ee.co.uk/brightbox
ee.co.uk/help
ee.co.uk/education
ee.co.uk/safety

Or call us on

0800 079 8586*
or call 150 from your EE, T-Mobile or Orange mobile phone.#

Business customer?

As a business customer you have access to our dedicated Business Customer Services team 24 hours a day, every day. Contact your company IT Administrator to obtain EE support.

Before you start...

What's in the box



For a wired connection you'll need...

- A device with a network socket
- An Ethernet cable for each device you want to connect (up to 4) - you'll find one in the box

For a wireless connection you'll need...

- A device with an inbuilt or plug in wireless adaptor

Keep MEE card

Your wireless network name and password are on the 'KEEP MEE' card, connecting handsets, tablets, laptops, games consoles and other devices to your home network is straight forward, keep it in a safe place and you'll always have the information you need.

Quick reference guide

Important

Your broadband must be ready - we'll send you a text and email when it is.

Step 1:

Setting up your broadband.

Step 2:

Connect and turn on your router.

Step 3:

Getting connected.

Connect your first device and set up your parental controls. If you don't need these controls, simply select the option I DON'T NEED PARENTAL CONTROLS.

If you are an existing customer and you would like parental controls, please visit <http://ee.co.uk/nortonfamily>

Step 4:

Setting up your parental controls.

You're ready to go...

Connect your remaining devices. You're now up and running. Follow step 3 'Getting Connected' to pair your remaining devices to the router and you're good to go.

1

Setting up your broadband

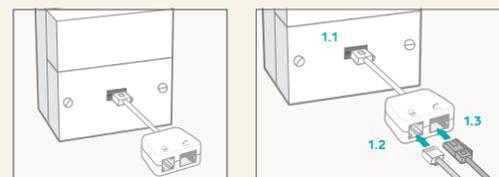
Disconnecting your old equipment

If you've already got a broadband modem or router connected to your line, unplug the power supply and all other cables and put them to one side for now. It's best to use the broadband filter provided in the box, especially to connect your new router. You can leave existing filters connected to other telephone sockets.

ENGINEER INSTALLATION?

If you've asked for EE to send an engineer to install your line, **don't do anything until this has happened.**

What socket do you currently have?



Is your existing set up a single socket with microfilter?

1.1

Connect the broadband filter to the telephone socket.

1.2

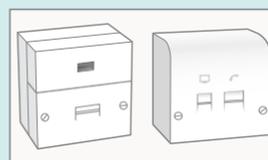
Connect the grey broadband cable to the broadband filter.

1.3

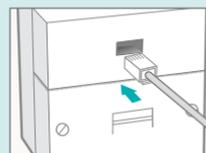
Connect a telephone cable to the other available socket.

Connect filters to all other telephone sockets in use.

OR



Is your existing set up a dual socket with no microfilter?



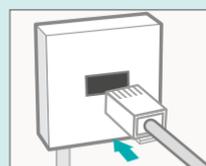
Option 1

Connect the grey broadband cable to the top socket.



Option 2

Connect the grey broadband cable to the left hand socket.



Using a data extension kit?

If you are using a data extension kit Connect the grey broadband cable to the socket.

Top tip

If you can, connect your router to the main phone socket for better broadband speeds.

2

Connect and turn on your router



a. Plug the other end of the grey broadband cable into the grey socket on your router.



b. Connect the two parts of the power supply together.



c. Plug the power cable into the router.



d. Connect the power supply into a plug socket and turn it on.



e. You can now switch on your router. The power light goes solid green.

Check it over

Everything should now look like this, the power light will go green and the broadband light will go green shortly afterwards.



Or if you have a dual socket it should look like this:



Continue to step 3 to connect your devices.

* Calls to 0800 079 8586 from an EE Home Phone are free of charge. Charges from mobiles and other networks will vary.

Calls to 150 from EE, T-Mobile or Orange mobile phones are charged as per your price plan. Please see ee.co.uk for more information.

3

Getting connected



Wireless...

Your wireless network name and wireless password can be found on the 'KEEP MEE' card or on the bottom of the router.

Connect using a wireless connection

Connecting wirelessly to your EE router is really easy. If you're using a wireless adaptor, make sure it's installed correctly and turned on.

To connect to your wireless network:

Look for your wireless network name in the list of networks.

Windows	Click the network icon in your device's notification area. If you're using Windows Vista you'll need to choose 'connect to network'
Apple Mac	Click the 'AirPort' icon in the menu bar
Other devices	The list can usually be found in the settings menu next to 'wireless', 'manage connections', or 'networks'

Join the wireless network

Choose 'connect', or 'join' wireless network and when you're prompted type in your password. Great, your Bright Box Wireless Router should now be connected to your device. You now need to select your parental controls by going to STEP 4.

Need further help?

Please visit ee.co.uk/help

Or wired?



Plug one end of the black Ethernet cable into any of the yellow Ethernet sockets on the back of your EE Bright Box.

Plug the other end into the Ethernet socket on your device (your laptop or PC for example).

You'll hear a click when the Ethernet cable is connected.

Great, your Bright Box Wireless Router should now be connected to your device. You now need to select your parental controls by going to STEP 4.

If you can't connect or are having problems, repeat all of the steps again and check that all plugs are connected properly.

If this doesn't work you can contact us via the options shown on the support page and we'll help get you up and running.

4

Parental controls

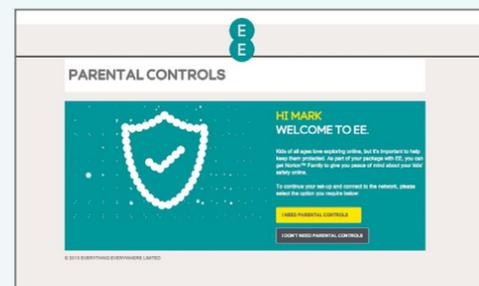
Parental controls prevent age inappropriate content being accessed on your devices. Our Security software offers you peace of mind about child safety online.

Important

You must select your parental controls settings before you can browse the web.

If you DO want parental controls

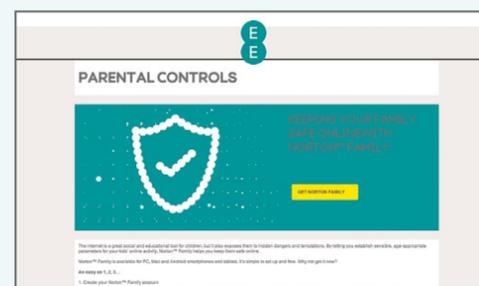
Connect your first device to the router (either wireless or wired) and open your internet browser i.e. Firefox, Safari, Chrome or Internet Explorer. **At this stage only connect 1 device.**



Select 'I need parental controls' and you'll see this message for a couple of minutes. **Please don't close this window.**



When you've made the connection, choose 'Get Norton Family' and you'll be redirected to the Norton Family homepage.



Here you can sign up, download and allocate users.

You only need to sign up at this stage, you can come back later and complete the download and user allocation process.



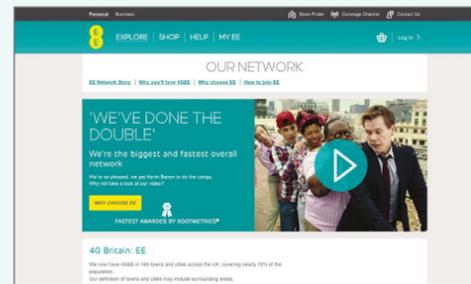
You're now up and running. Follow STEP 3, 'Getting Connected' to connect your remaining devices to the router and you're good to go.

If you DO NOT want parental controls

Select 'I do not need parental controls' and you'll see this message for a couple of minutes. **DON'T close this window until the process is complete.**



You're now up and running. Follow STEP 3, 'Getting Connected' to connect your remaining devices to the router and you're good to go.



Antivirus software

Ready to download **Norton™ Antivirus Software?** It's inclusive for 12-months.

Visit ee.co.uk/youraccount and log in when you're connected to the EE Broadband network and install the software on up to 3 PCs.

Your Bright Box wireless router

	STATUS		DESCRIPTION
Power	Solid green	🟢	The router is on.
	Off	🔌	The router is not receiving power/switched off.
	Red	🔴	The router is powering up, rebooting or is faulty.
Broadband	Solid green	🌐	The router is functioning correctly, and is connected to broadband.
	Flashing orange	🟡	The router is synchronising with broadband.
	Red	🔴	Check that the grey broadband cable is connected to the DSL port
Internet	Solid/flashing green	🌐	Internet is connected and traffic is being sent between the router and the Internet.
	Flashing orange	🟡	Internet connection is trying to be established.
	Off	🔄	The Internet connection process hasn't begun. Check that the grey broadband cable is connected to the DSL port.
Wireless	Red	🔴	The Internet connection is down.
	Solid/flashing green	📶	Wireless is enabled.
	Flashing green	🟢	Data is being sent via wireless.
Intelligent Wireless	Off	📶	Wireless has been disabled.
	On	📶	A successful WPS connection has been made.
	Fast flashing	🟡	The WPS function is running.
	Slow flashing	🟡	Intelligent wireless is searching for a new wireless channel.
Off	📶	WPS or Intelligent Wireless are not running.	

Did you know?

Intelligent wireless

Improves your wireless broadband signal in the home. Computers, TV's and all your lovely gizmos give off signals that can affect your wireless connection. It's a good thing that your router is all set up to help you avoid these signals and give you better performance.

To improve your wireless signal at home, press the 'intelligent wireless' button on the top of the router. All your devices will be moved automatically.

