



brsk\*

# Quick Start Guide

# Welcome to the **BetterNet**

Thank you for choosing to experience the internet the way it should be.

To demonstrate our appreciation, we're simply going to deliver on our promise to give you fast, affordable and reliable full fibre broadband, backed by excellent service every step of the way. **Deal?**

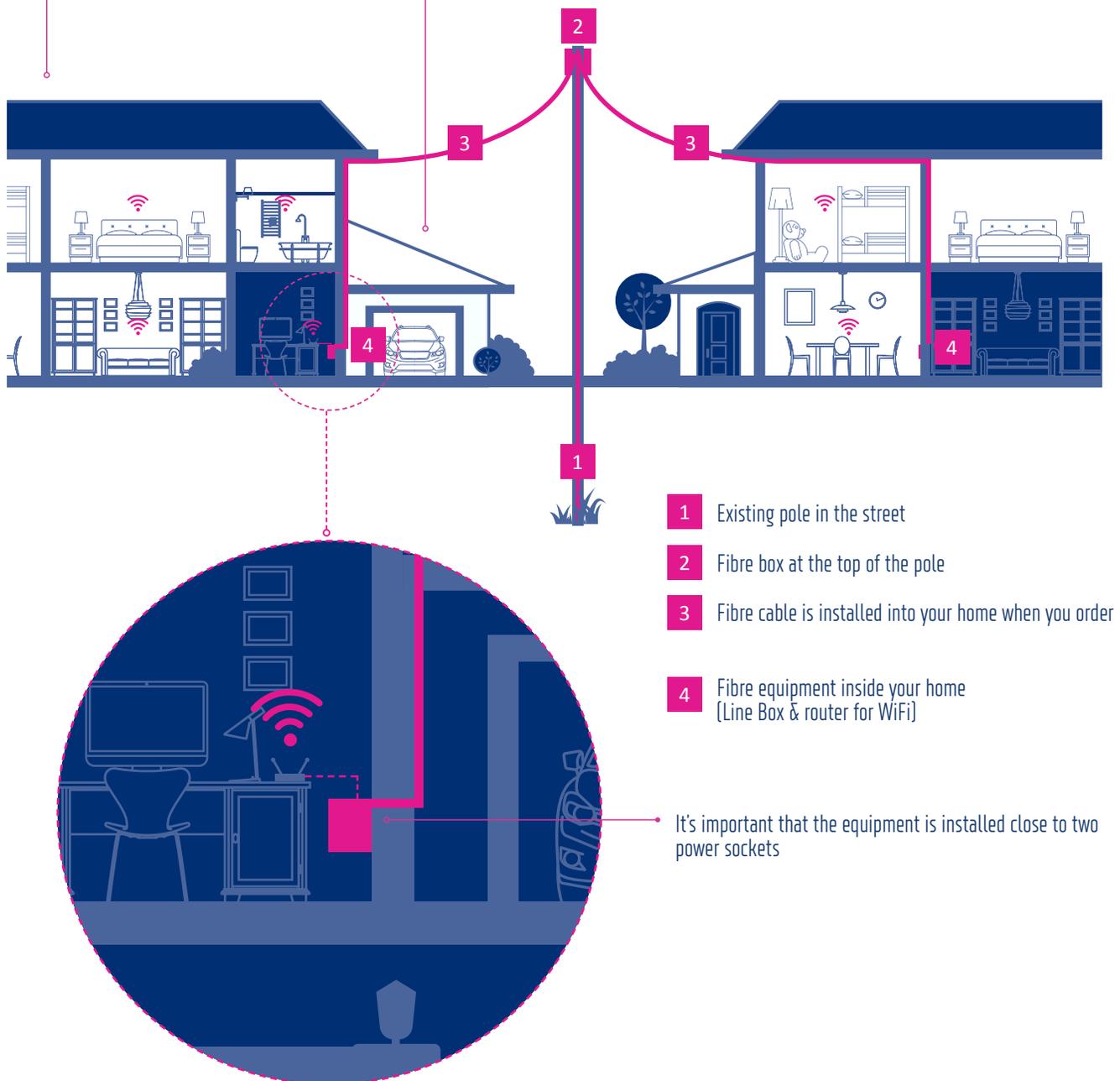
- Team brsk

# What to expect on the day of your home installation?

On the day of your installation, our fibre engineer will install a fibre cable from the nearest telephone pole or underground chamber, into your home.

Our engineer will run the cable inside your home to a central point where the fibre equipment will be installed. The equipment is made up of two white boxes that will be mounted against the wall. The equipment includes our Line Box and a WiFi router (which provides your home with a WiFi connection).

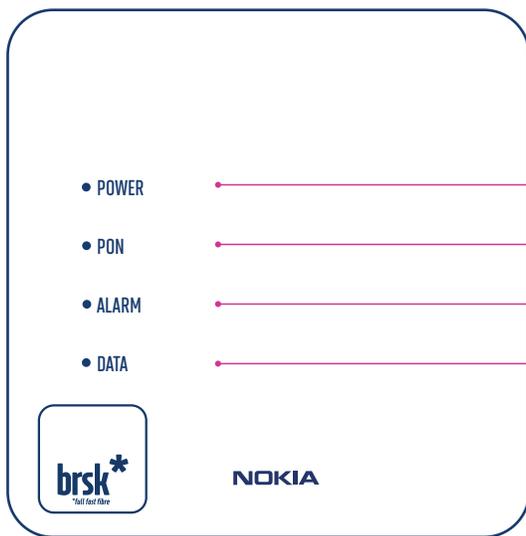
We recommend that you choose to install the equipment in a central place inside your home to give your home the best WiFi coverage.



# brsk Fibre Equipment

## 1. The Line Box

This converts the fibre signal into something your router can understand.



### Top view

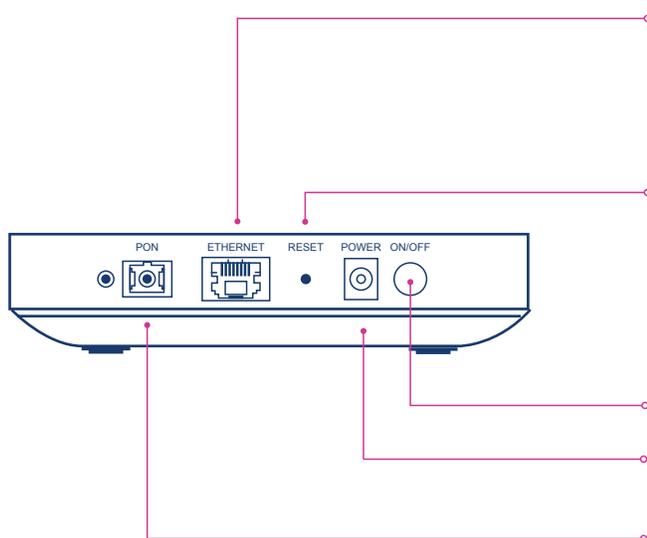
**Power** - Green is good, if you see red or the light stays off then contact support.

**PON** - Solid green means your device is communicating properly, anything else is bad.

**Alarm** - This should be off, if it's red that means there is a problem. Contact support if the light is red.

**Data** - This should be green, it will flash when data is being transmitted.

### Line Box physical ports & buttons



**Ethernet Port** - This is for the Ethernet cable which should connect directly to your WiFi router in almost all cases - you might know this as a LAN cable.



**Reset Button** - Please don't hold it for longer than 10 seconds or you will factory reset your Line Box!

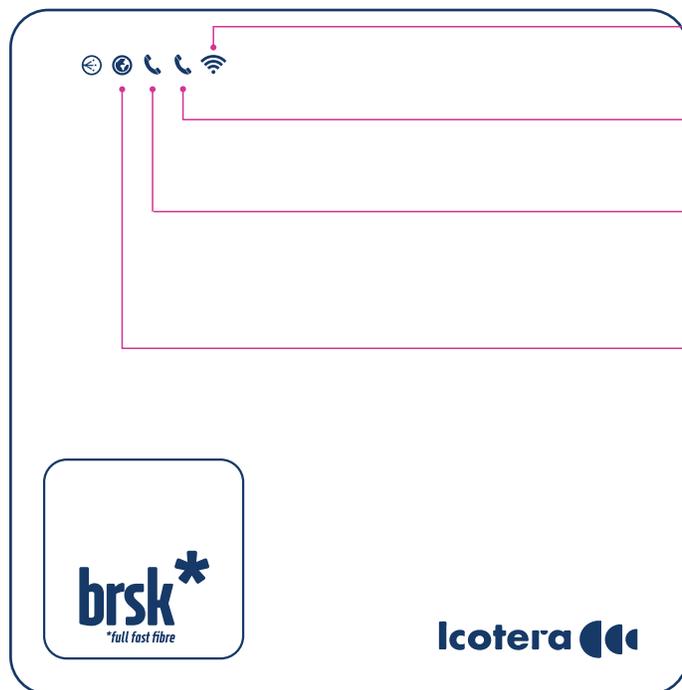
**On / Off Button** - This turns the Line Box on or off.

**Power Port** - This is where the power cable connects to.

**PON Port** - This is where your fibre optic cable will connect into. If this cable is damaged or broken, we will need to send an engineer to repair it.

## 2. The WiFi Router

### Top view



**WiFi** - Should be solid green, anything else may indicate a problem.

**VOIP 1** - Should be solid green if a phone is connected.

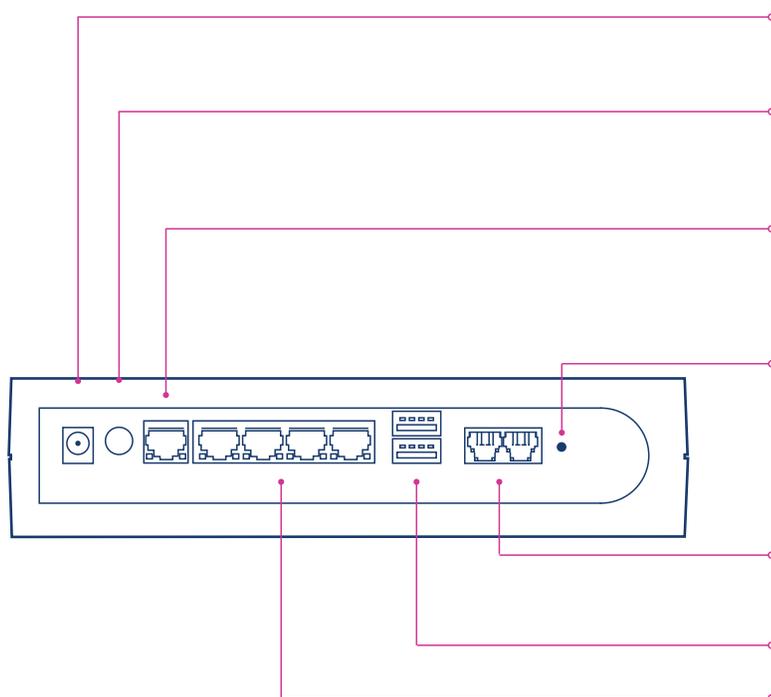
**VOIP 2** - Should be solid green if a phone is connected.



These VOIP connections are only used if you subscribe to our **BetterPhone** service. Often this will only use the **VOIP 1** socket. These lights will come on when a phone service is configured and logged in.

**WAN** - This should be solid green, which means you have an internet connection established.

### The WiFi router ports & buttons



**Power** - Plug your brsk provided power cable in here.

**On/Off** - Turn your router on or off using this button. Use this button if you want to restart the router.

**WAN Port** - This connects to your Line Box using an Ethernet cable for Internet access.



**Reset Button** - Please don't hold it for longer than 10 seconds or you will factory reset your WiFi Router!

**VoIP Ports** - These are for connecting phones using an RJ11 connector.

**USB Ports** - We don't use these

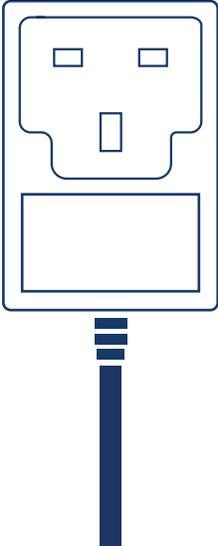
**LAN Ports** - These allow you to connect devices, like your computer, to your router over a wired connection using a LAN or Ethernet cable which is faster than using WiFi.

### 3. Power cables x2

One of these will plug into your WiFi router, the other will plug into your Line Box. You can identify which power cable is for which device based on the shape of the plug. Please use the correct power cable for the intended device, as it's easy to mix these up.



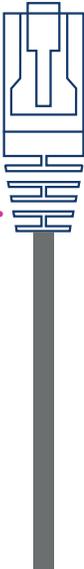
LINE BOX PLUG



WIFI ROUTER PLUG

### 4. Ethernet cable x1

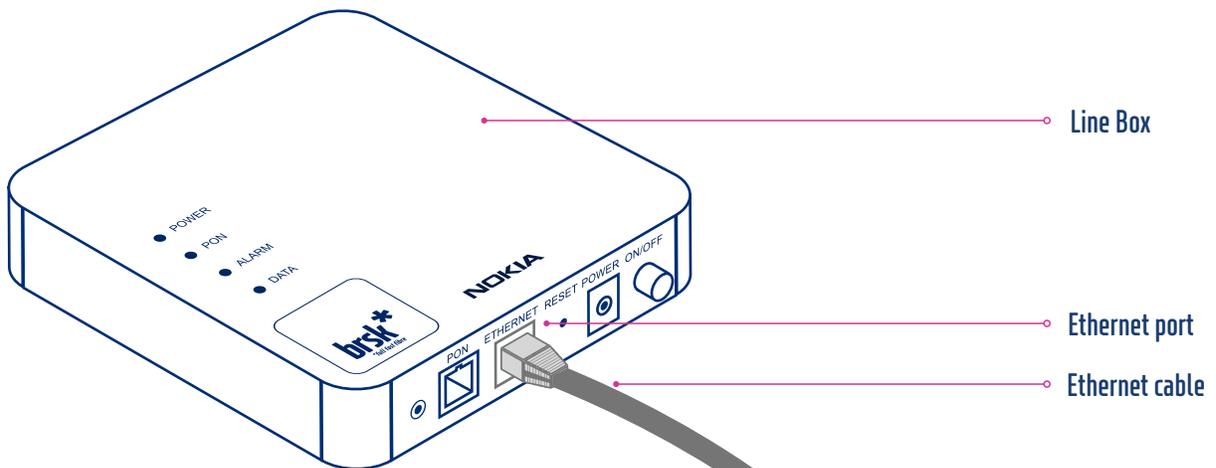
This will connect between your router's WAN port and your Line Box's Ethernet port.



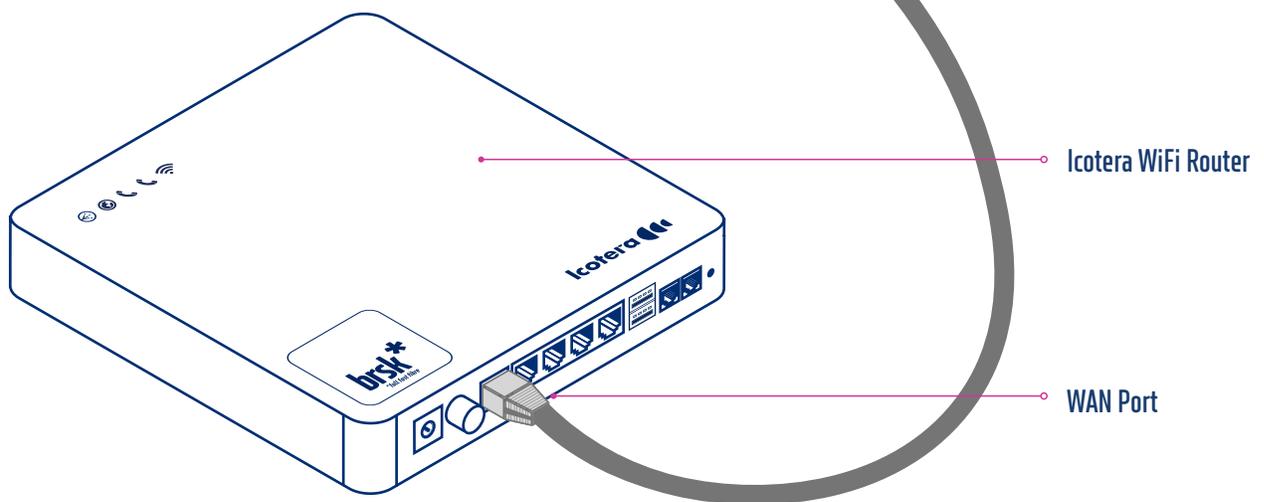
# Set up your equipment

The WiFi router connects to the Line Box via the Ethernet cable.  
Our technician will connect the devices for you when completing the home installation.

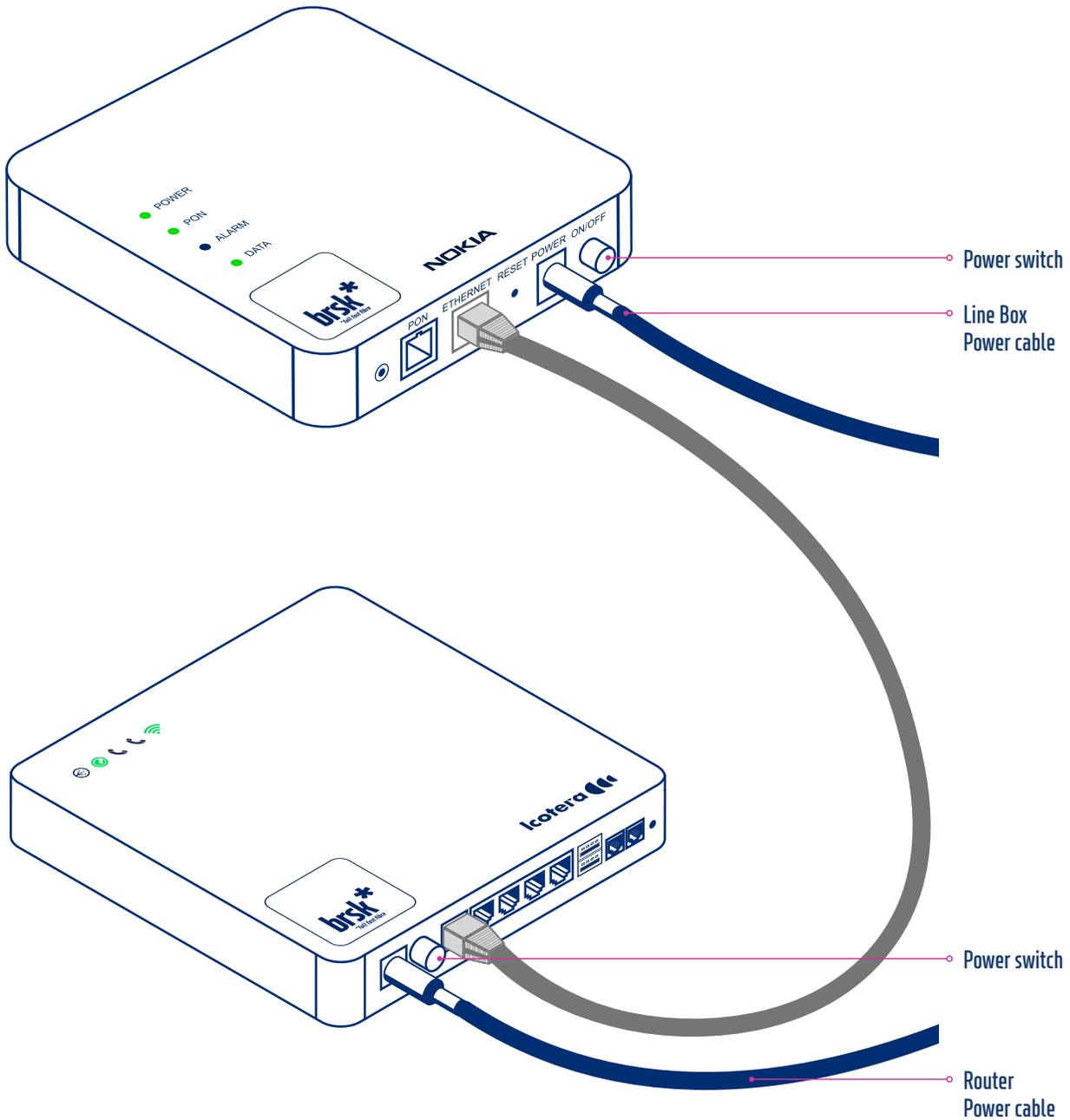
- 1 Plug the Ethernet cable into the "ETHERNET" port on the Line Box.



- 2 Plug the other side of the Ethernet cable into the "WAN" port on the WiFi Router.



- 3 Plug in the power cables and power up both the Line Box and the WiFi router. The power switches can be found on the side of each device.



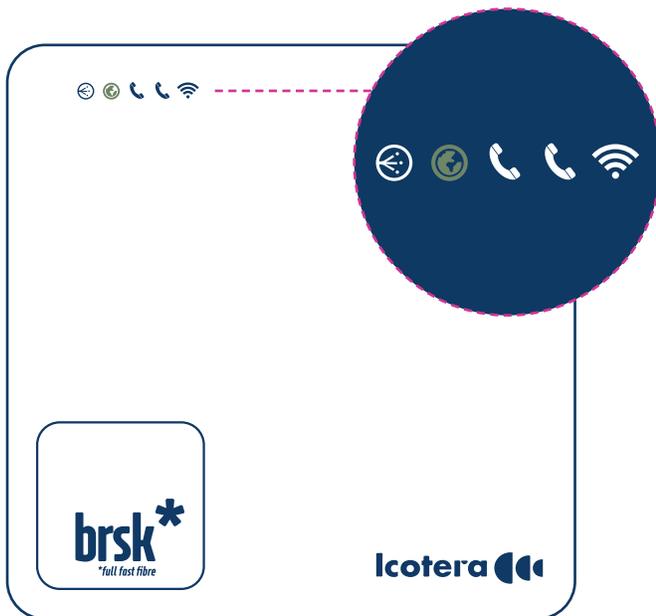
- 4 The green "data" light on the Line Box and the green "WAN" light on the WiFi router (green world map icon) means your service is live and you will be able to connect to the internet.

# Connect your devices (Phones, desktop & TVs)

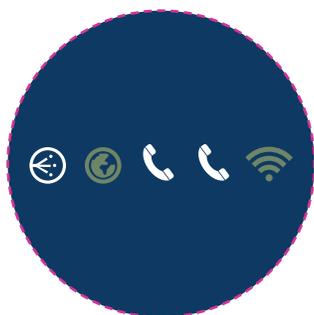
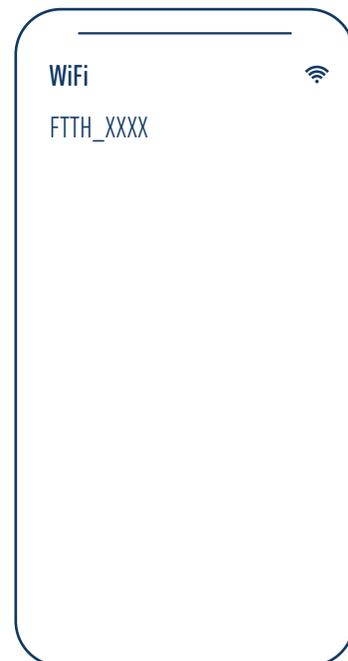
Now it's time to connect all of your devices to your new WiFi network.

If connecting with a mobile device, you might find it easier to scan the QR code on the back of the WiFi router and follow the steps to connect. Take note, the QR code is set to the default password, if you have changed your WiFi password, then connecting via the QR code won't work.

- 1 Check that the WAN (World Icon) light is green on your WiFi router



- 2 On your device, search for your new WiFi connection called "FTTH\_XXXX" and use the WPA2 Key at the back of the WiFi router for the WiFi password.



- 3 The WiFi icon will turn green once your device has successfully connected.

You can also plug your device directly into the WiFi router by using another Ethernet cable (not supplied by brsk). You must use one of the LAN ports on the back of the WiFi router. We recommend a cabled connection with a CAT 6 Ethernet cable for best performance.

# Advanced WiFi Management

Our WiFi router comes with advanced features that give you more control and allow you to manage your home network directly from your smartphone.

To make use of these features, download the free Icotera app to your mobile phone by scanning one of the QR codes featured to the right.

Once installed, you can log into the app with the same login details as your new WiFi home network found on the back of your WiFi router.

The Icotera WiFi app will allow you to:

You can download the free Icotera WiFi app by scanning one of the following QR codes.



APPLE

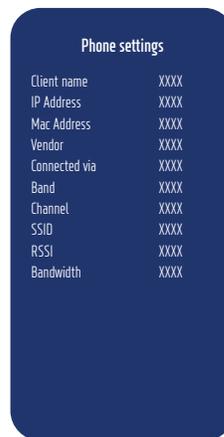


ANDROID



- 1 Set-up your in-home wireless network name (SSID) and change it to something of your choosing

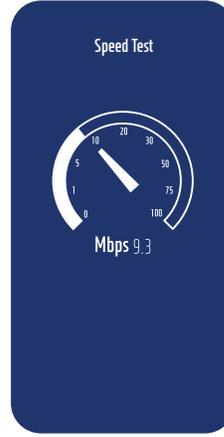
View settings that let you modify SSIDs and view the names of connected devices



- 2 See all connected brsk equipment while providing access to WiFi optimisation options for these devices



- 3 Share your WiFi details



- 4 Run a speed test

# Run a speed test

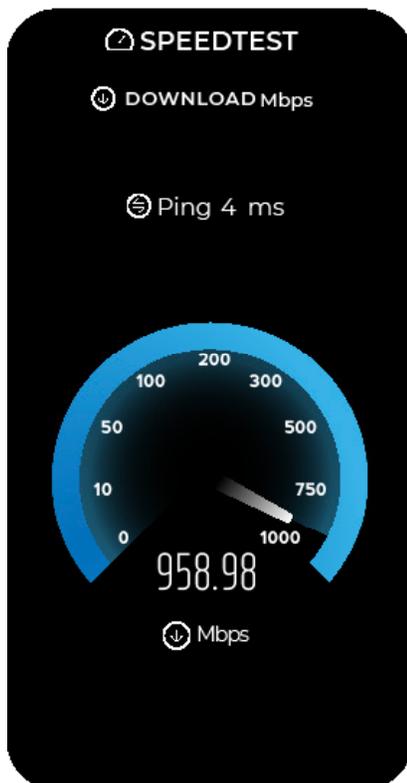
Remember, your WiFi speed is never going to give you the best performance that your broadband connection can truly offer. The quality of your WiFi is affected by a number of factors including the distance between your device and the router, your home environment and the number of devices connected to the network. If you're using old equipment and devices, some of these may not have the technology to make full use of the speeds available.

Running a speed test in a browser is an unreliable way to get a true download speed as they can't correctly assess full fibre gigabit speeds, they're not quick enough. Instead, download the [speedtest.net](https://www.speedtest.net) app for the devices you want to test, and run your tests there to get more reliable results.

To get the best possible speed from your broadband, you will need to connect your device directly to your router using an Ethernet cable. This Ethernet cable should be **Cat 5e Ethernet** or above in cable specification, if the cable has the words **cat5e**, **cat6** or **cat6a** on it, it should support gigabit speeds.

But there's more you can do, you can explore other options under the Improve your home WiFi section please refer to the Help Centre <https://help.brsk.co.uk/en/>

If you'd like to test the speed of your connection, the [speedtest.net](https://www.speedtest.net) apps are a great place to start.



## Check your speed

Test your new **wired** speed using the [speedtest.net](https://www.speedtest.net) app

# Troubleshooting

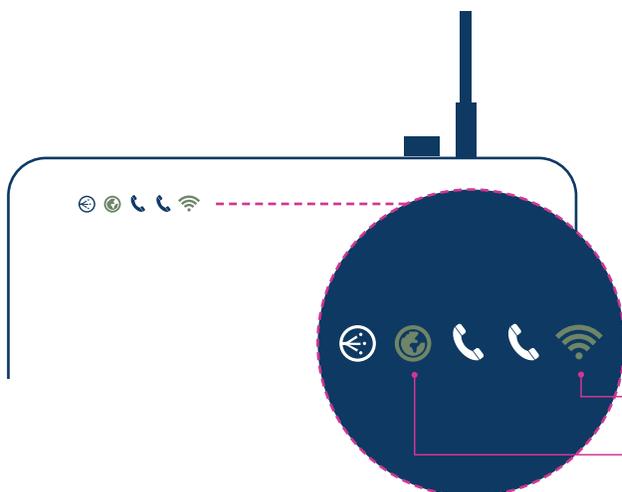
## If you don't have any service

- 1 Check both devices have power
- 2 Check the Ethernet port on the Line Box is connected to the WAN port on the router
- 3 Check the lights on the devices



### LINE BOX

- 4 Power should be green
- 5 PON should be green
- 6 Alarm should be off
- 7 Data will flash green with use



### ROUTER

- 8 WAN/globe should be green
- 9 Wireless should be green

- 10 If there's still no service, restart both devices and wait a few minutes until the lights settle. The wireless light on the router may flash yellow for a few minutes while the router reconfigures itself - wait until it goes green.

- 11** If you still don't have service, contact Support and inform them of the pattern of the lights on both devices - if you are able to take a photo of both the Line Box and router lights for Support, that can really help. Contact us via [support@brsk.co.uk](mailto:support@brsk.co.uk) or 02039 255 291

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## If you have service but are experiencing performance issues or intermittent problems

**1** Make a note of the following

- The devices it affects e.g. is it only phones or all devices in the home
- The locations it happens in e.g. only upstairs and mainly in the rear bedroom
- What you are trying to do when you see the problem e.g. watch Netflix, have a meeting on Zoom
- The times you notice it e.g. only in the evenings around 6pm

**2** Download the [speedtest.net](https://www.speedtest.net) app for the devices in question and run it in the location you have the problem as soon as you experience it

It's important to use the installable speedtest.net apps rather than simply running a test in your web browser; on full fibre, the browser can struggle to process data quickly enough on some devices, so installable apps tend to give more reliable results.

**3** Send the information from your speed tests to [support@brsk.co.uk](mailto:support@brsk.co.uk).

Please provide screenshots and as much context to the problem as possible.

**4** If you have another type of issue, contact Support via [support@brsk.co.uk](mailto:support@brsk.co.uk) or 02039 255 299.

## Need Help?

Our team is available to support you.

 [support@brsk.co.uk](mailto:support@brsk.co.uk)

 <https://help.brsk.co.uk/en/>

 02039 255 299.

**brsk** 

Last updated 10 October 2023 - check that your copy of the User Guide is up-to-date, find the most recent version at the link below:

<https://cdn.brsk.co.uk/documents/quick-start-user-guide.pdf>