

## Broadband troubleshooting

If you have no broadband connection please complete the following troubleshooting steps:

Note: Status is indicated by the Internet light on your modem. There is no broadband connection if the DSL light is off or flashing. The DSL light can take up to 2 minutes to light up fully each time the modem is switched on.

- 1 Re-check setup steps to ensure that all cables are connected firmly to the correct ports.
- 2 Turn the modem off and back on again. Wait 2 minutes and then check if the Internet light changes to solid green.

## Wireless troubleshooting

If you are experiencing issues with wireless connectivity, please complete the following troubleshooting steps:

- 1 Your device may not be enabled for wireless access. Please consult your device documentation to ensure it is enabled for wireless access and this is switched on.
- 2 Check that you are connected to the correct wireless network. You can find your default wireless network name (SSID) printed on the label located on the rear of your modem.
- 3 Check that you are entering the correct wireless security key. All letters must be lower case; please use the number 0 (zero), and not the letter 'O'. You can find the default security key printed on the label located on the rear of your modem.
- 4 Your device could be either too close or too far away from the modem. Please move your modem or device to within 2 – 3 metres of each other and see if this improves your wireless connection.
- 5 Try a wired connection. Connect the Yellow Gig Ethernet cable into your modem's Blue GbE Ethernet port and to your device's network port.

Please visit our support site [www.eir.ie/bbsupport](http://www.eir.ie/bbsupport) for more information and advice.

Please note that this site is also optimised for smartphones, if you cannot connect via eir Broadband.

If your wireless signal is weak in parts of your house, our range of HomePlugs can help. For more information, please visit: [www.eir.ie/homeplug](http://www.eir.ie/homeplug)

## Getting started

With your eir Fibre Modem

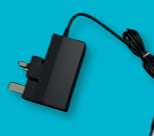


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[eir.ie/broadband](http://eir.ie/broadband)

### Box contents

- A eir Fibre Modem
- B Power Adapter
- C Yellow Gig Ethernet Cable
- D Grey DSL Cable



### Useful information

Welcome to broadband [www.eir.ie/newcustomer](http://www.eir.ie/newcustomer)  
Broadband help and support [www.eir.ie/bbsupport](http://www.eir.ie/bbsupport)

As an eir customer, you have exclusive FREE access to eir StudyHub – free online tutorials for Junior and Leaving Cert students including Project Maths and much much more. Plus free Norton Security for 3 months – giving you peace of mind that you and your family are protected online.

## Getting set up

- 1 Connect the grey DSL cable **D** to the grey DSL port on the modem and to the port on the left side of the main phone socket.
- 2 Connect the power adaptor **B** to the modem's power port, plug into a power outlet and switch the modem on.
- 3 Connect to your device (Wired Connection). Connect the Yellow Gig Ethernet cable **C** into any one of the four Yellow Gig Ethernet ports on the modem and to your device.
- 4 Your modem should now be connected as shown below. Your modem is configured to automatically connect to the eir Broadband service and this may take up to 2 minutes.
- 5 Connect to your device (Wireless Connection). Once the Power Adapter **B** is plugged into a power outlet, on your wireless device search for available wireless networks.
- 6 Select your eir Wireless Network Name (SSID), which is located on the label on the rear of your modem. Enter your Wireless Security Key, also located on the label on the rear of your modem.
- 7 Please note if your device is dual band, you will see both eir 2.4GHz and 5GHz wireless network options. If your device is not dual band, you will only see the eir 2.4GHz wireless network. Select your relevant eir Wireless Network.

## Key features

- Latest 802.11ac Dual Band WiFi Technology
- Superfast wireless connection to all your WiFi devices
- Extended coverage in your home
- Easy set-up
- Latest wireless encrypted security
- High speed local media sharing
- 2 USB ports
- ECO friendly
- Plus easy to use Parental Control

## Parental control

Control access to the internet for all devices in the home, allowing you decide:

- Which devices can access your home internet
- The time when internet access is allowed (and not allowed!)
- What sites are blocked for each device

**Step 1:** Open a web browser (e.g. Internet Explorer, Google Chrome, Firefox)

**Step 2:** Type <http://mymodem.home> into the address bar and press **Enter**

**Step 3:** Enter **Admin** as the username and your WiFi password

**Step 4:** Select the **Parental Control** icon on the Home Page screen

**Step 5:** Select each device that has connected to your modem and use the menu to control the access times and any site you want to block

