

Important Notice – Ultra Broadband Customers Only

In order to complete your Ultra Broadband installation, your Technicolor Wireless Router needs to be reset to the factory default settings.

To reset your router, follow the steps below.

Please note that this section is to be completed after step 4 of the 'Ultra Broadband' instructions contained within the *Technicolor Router Configuration & Set-up Guide*. You will need a biro or ballpoint pen to hand.

1. On the back of the Technicolor Wireless Router you will see a small hole next to the power On/Off button with the word 'Reset' underneath (shown below in red box).



2. Place the tip of your biro or ballpoint pen into the 'reset' hole. Press down gently and hold for a period of 8-10 seconds.

3. The LED lights on the front of the Technicolor Wireless Router will turn off and the Power LED light will be present and green.

4. After approximately 60 seconds the other LED Lights on the Technicolor Wireless Router will turn on. Once all LED lights are on, you're ready to experience Ultra Broadband.

If the Power LED is orange, this means that you have held down the 'reset' button longer than required. Please turn off the Technicolor Wireless Router and repeat the above steps. If you are having difficulties with this process, please contact our Technical Support team on **0844 499 0414**, who will be happy to help.