CommunityFibre

POWERED BY LINKSYS

Linksys Velop
set up guide

Welcome to Community Fibre!

This is the start of your journey into **100% full fibre broadband**. We've put together a guide to help you get started.

If you ever run into trouble or have any questions, please note we have a FAQs section on our website which has been tailor-made to address the most common issues our customers may experience:

www.communityfibre.co.uk/help

Plus, you can always reach out to our friendly UK-based Customer Service team seven days a week, 365 days a year!

Contact number   0800 082 0770
Submit a request   www.communityfibre.co.uk/contact-us
Operating hours   Monday–Friday: 8am–10pm
                                         Weekends: 9am–7pm

First thing's first: Your Linksys Velop mesh router

Many providers offer WiFi extenders to boost poor WiFi signal which isn't as efficient as meshing routers, and with some, you have to manually switch between WiFi signals as you move around your home.

The Linksys Velop Mesh router with Intelligent Mesh™ technology is one of the best routers on the market. It's designed to create a flawless, full-strength WiFi experience. You can interconnect two or more routers that will work seamlessly together to provide complete WiFi coverage across your home. You'll still have one network and password, no matter how many routers you have and your devices switch seamlessly from one to the other to give you the best possible WiFi at all times.

Linksys Velop router: light definitions

1

Blue (blinking)	**Powering on**	Wait for the router to finish powering on.
Purple	**Ready for set up**	Open the Linksys app to complete set up. If you have an additional router, follow instructions in the app.
Purple (blinking)	**Set up in progress**	Wait for automatic set up to complete.
Blue	**Connected to the internet**	The router is online and WiFi is broadcasting.
Blinking White	**Router updating**	The router is currently updating or checking for updates.

Linksys Velop router: light definitions

2

Light not coming on?

Check under your router and make sure the power switch is in the ON position (shown below as OFF).

Off   On

Please note:

We recommend that you never press the reset button to revert to the factory settings unless instructed to do so by Community Fibre. This is because you will lose the info input by our Engineers at installation – as such, it would usually take us much longer to get you back up and running in the event you encounter a service issue.

● **Red**

No internet from modem

Not online. Follow these initial steps:

1. Ensure Ethernet cable is connected to LAN1 of the modem and Ethernet#1 of the Linksys Velop router.
2. Review lights on your modem (see page 6 of your separate modem guide).
3. Check cables for possible cuts/breaks/snags.

☀ **Red (blinking)**

Out of range

Routers are out of range from one another (only applied if you have an additional router). Main router: Ensure Ethernet cable to the modem is properly secured. Additional router: Out of range. Please move it closer to the main router.

● **Solid yellow**

Weak connection

(Only applied if you have an additional router). Your additional router is connected to the internet, but the signal is weak. Move it closer to the main router to improve signal.

Q1
Download the Linksys app:

1. Go to the app store for your device and search for **'Linksys'**. Look for this icon:

   Alternatively, scan the QR code:

2. You will be prompted to log in. Please tap the **Launch set up** link and not the blue "Log in" button.

   If you need help logging in you can view our guide here:

   www.communityfibre.co.uk/help
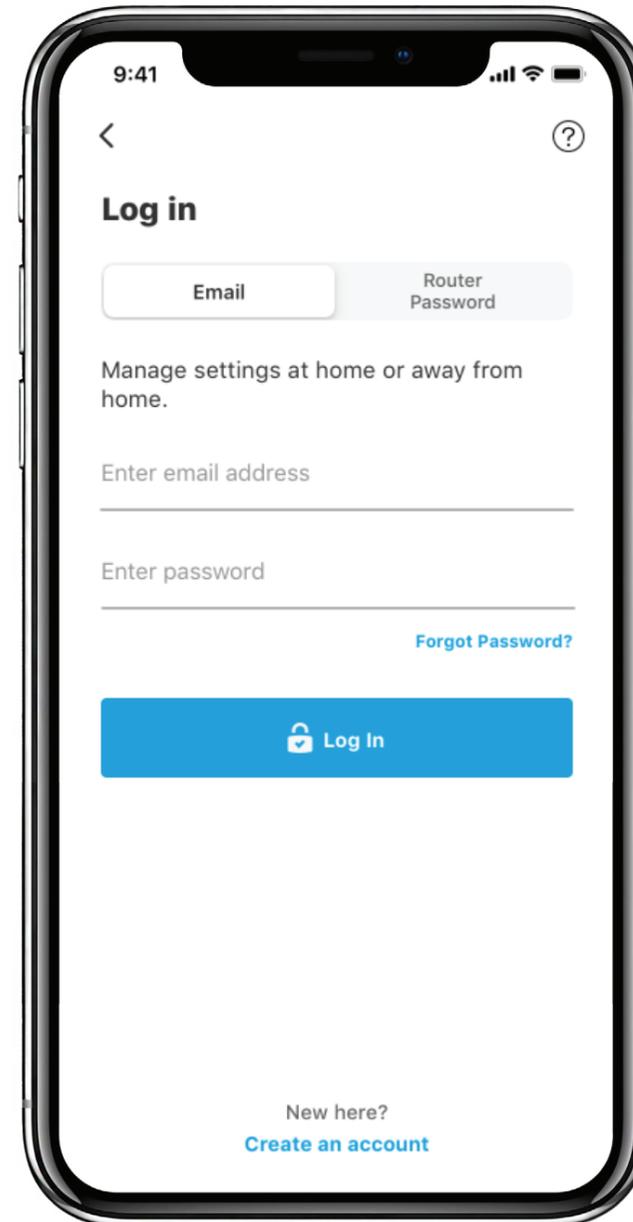
Please note: Your WiFi password will be located on the sticker in the underside of your main router.

Q2
Changing WiFi credentials: WiFi name & password

IMPORTANT: We recommend you keep your WiFi name & password the same as the credentials on your Velop router in case they are forgotten or you hard-reset your router.

Please note, changing your wireless settings (for example, your WiFi password) will cause your wireless devices to disconnect from the router. Please reconnect your wireless devices with the new settings.

1. Log in to the app– please see Q1.
2. Tap the Menu icon: ☰
3. Tap on Wi-Fi Settings.

4. To select the field you want to change (WiFi network name or password) simply tap it then tap **Save** once you are finished making changes.

Wait for the settings to be saved successfully, then enter your new password into all of your wireless devices.

Save
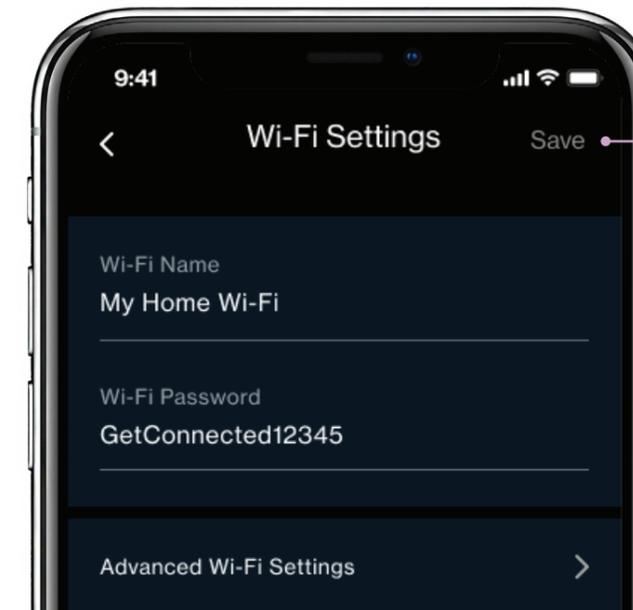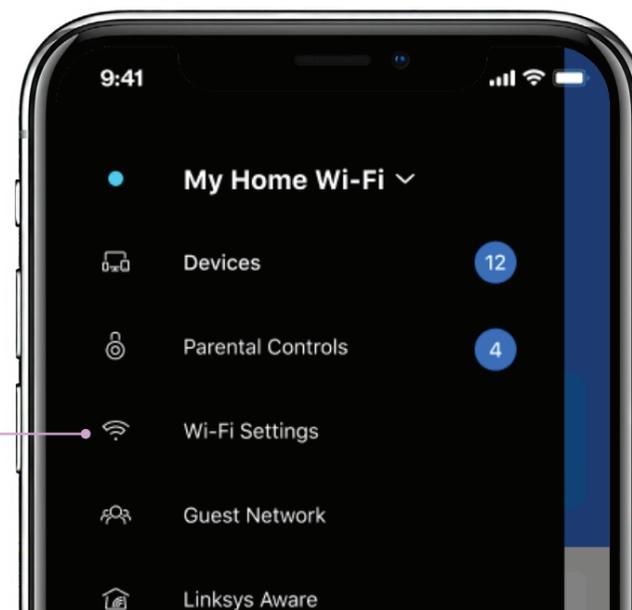
You should now have successfully changed your router's wireless settings using the Linksys app.

Q3
Performing a speed check

Speed check measures the download and upload speeds from your main Linksys router to our network via the internet.

1. Open the Linksys app on your mobile by tapping the icon:
2. You will be prompted to log in. Please see Q1.
3. The speed check is located under **Speed Check** on Android.
   For iOS your speed check is located in the dashboard section.
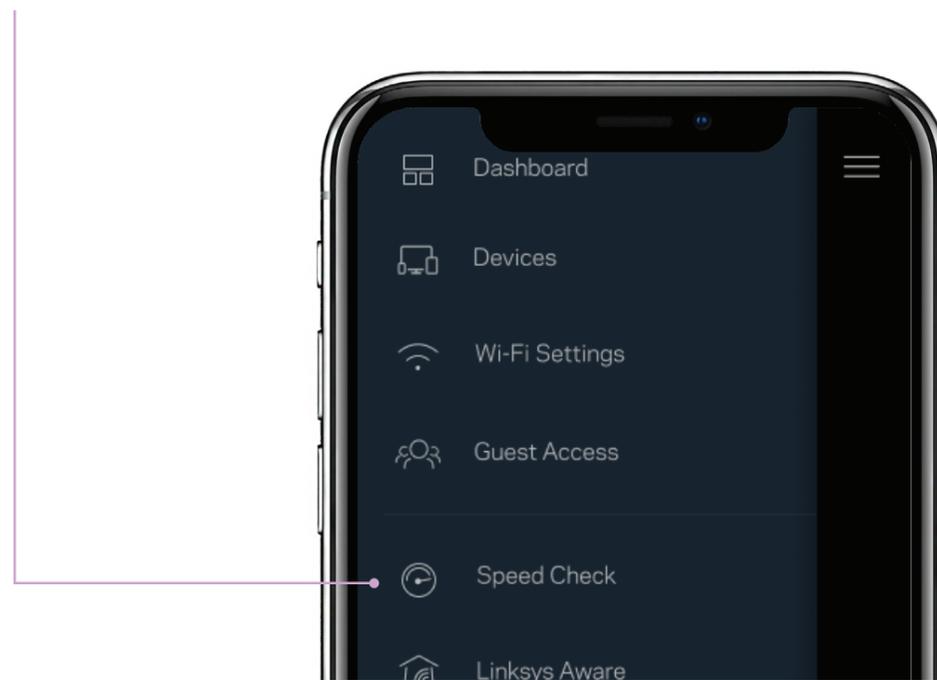
Download speed The rate at which data is transferred to your Velop system from the internet.

Upload speed How fast you can upload content to the internet.

Ping rate (latency) Measured in milliseconds (ms), ping rate is the amount of time it takes for data to travel from Community Fibre's servers to your primary Linksys Velop router.
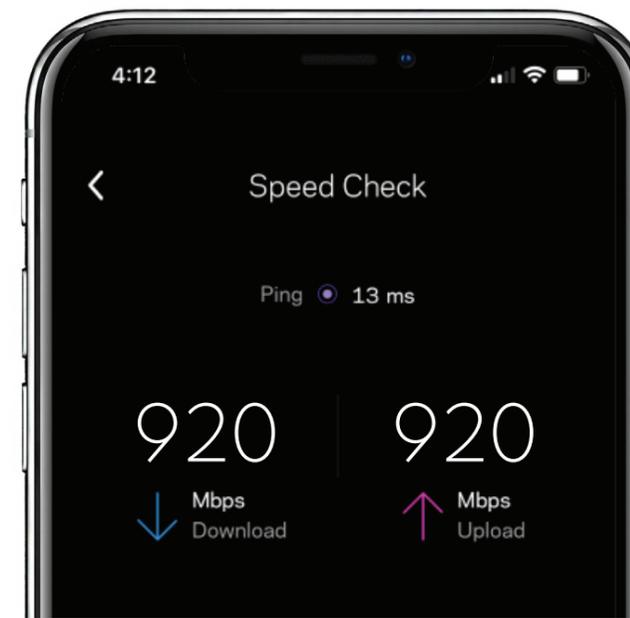
To view the expected WiFi speeds for your package please scan the QR code:

This speed test was run on the 1 Gbps (1,000 Mbps) package.

Installing additional Velop routers

1

Kindly note that additional routers are referenced to as '**_Nodes_**' in the app. This is an industry term for router.

1 Make sure that your primary router is connected to a power source and turned ON, showing a solid blue light on the top.
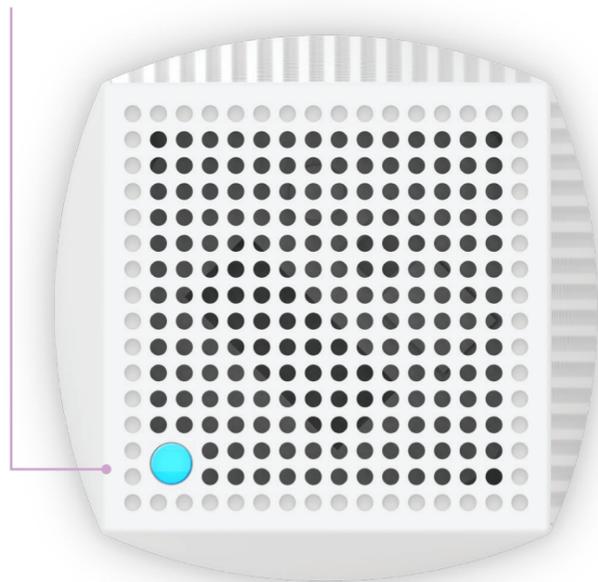
2 Open the Linksys app.

3 Log in (please see Q1).

4 Tap on **Set Up a New Product**

Notifications

Network Administration

Advanced Settings

Apple Home Integration

Set up a New Product

Account   Help
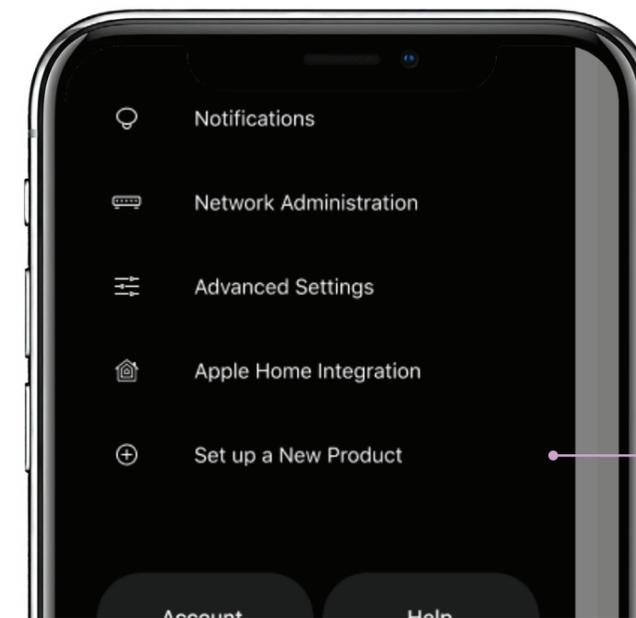
Installing additional Velop routers

2

5 Tap on **Add Nodes** to [your WiFi name].

Note: In the sample image below, the WiFi name is "My WiFi".
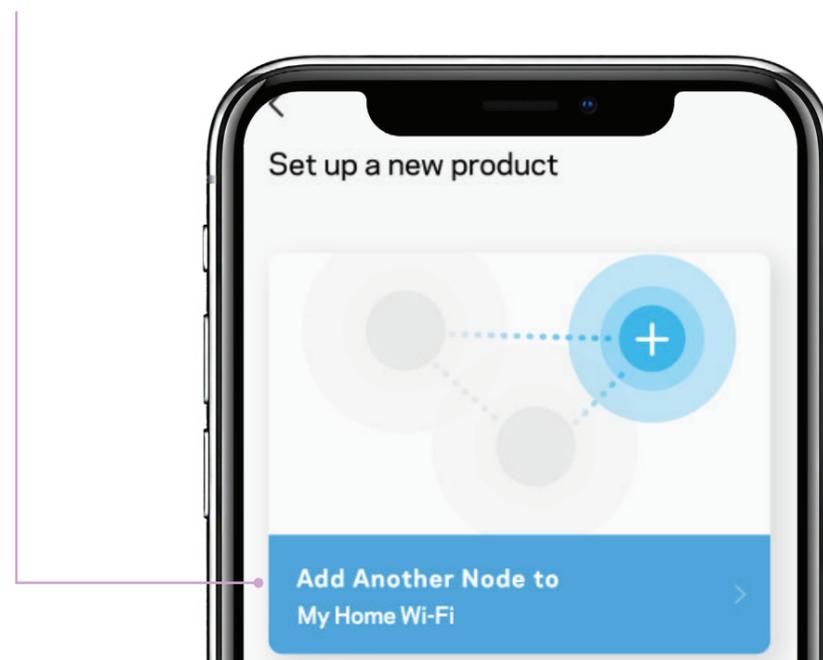
6 You will be prompted to turn ON your Bluetooth. Bluetooth is used for set up purposes only. For Android devices, tap YES to automatically turn ON Bluetooth. For iOS devices, you may need to turn on Bluetooth manually. Otherwise, proceed to the next step.

Note: For some Android devices, you may be prompted to turn ON the location access for Bluetooth set up purposes only. You will need to turn ON the location access to complete set up of an additional router.

Q4
Installing additional Velop routers

3

7 The app explains how to place additional routers. Tap **Next**.

How to place your node

A general rule of thumb is to place your nodes no further than two rooms away. Also limit the number of walls and obstacles between nodes.
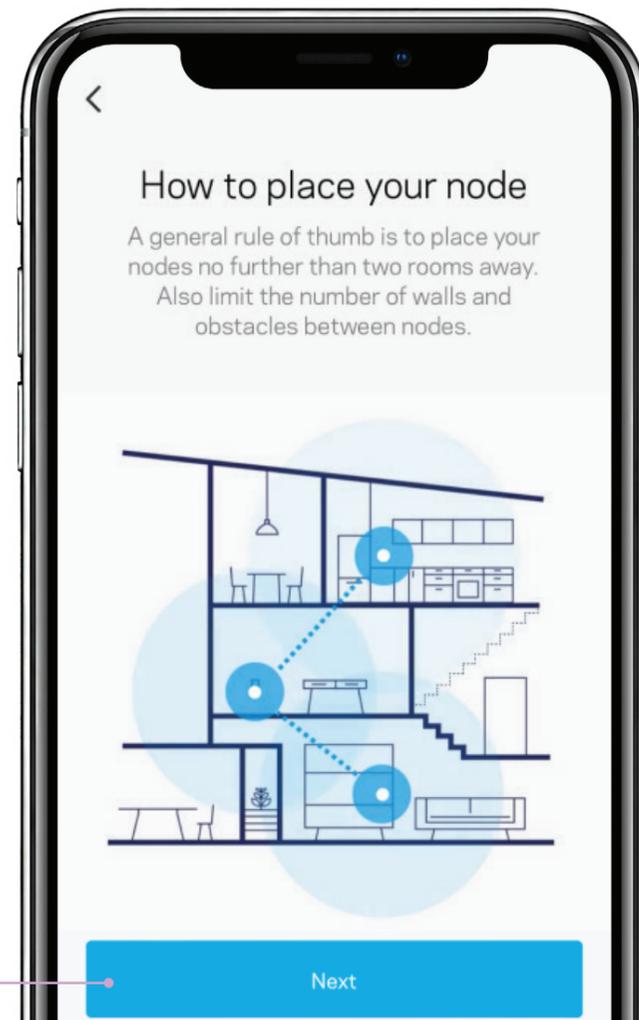
Next

8 Plug the router into a power outlet then tap **Next**.

9:41

Plug in a node

Use a power source near your modem or source of internet.

Next
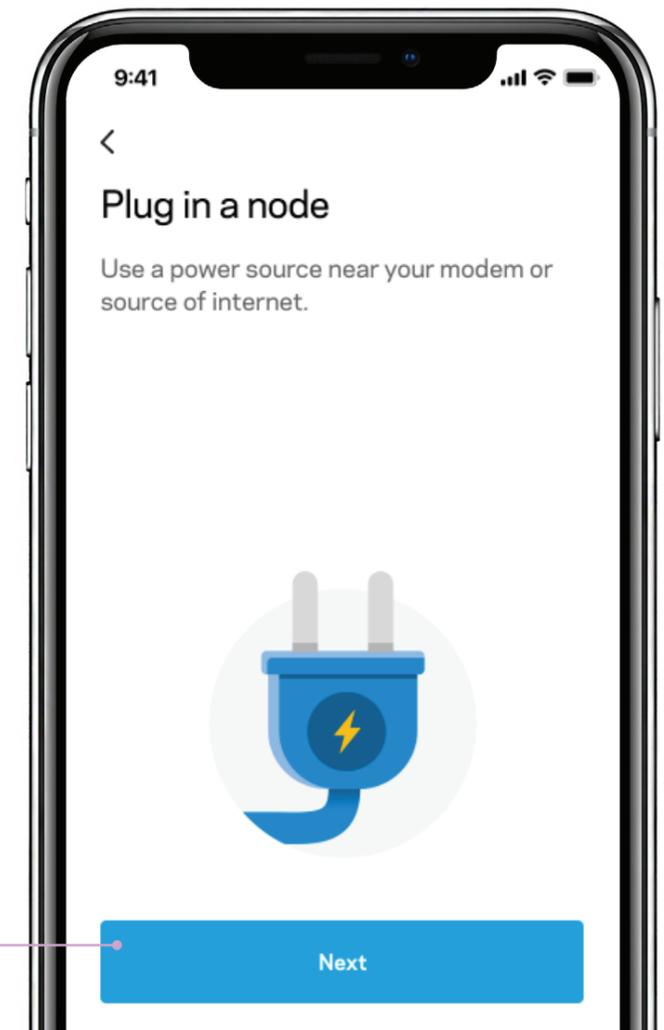
Q4
Installing additional Velop routers

4

9 The app will look for your router.

Waking up your node

Make sure that your node is plugged in and that your phone is near it.

Tip:
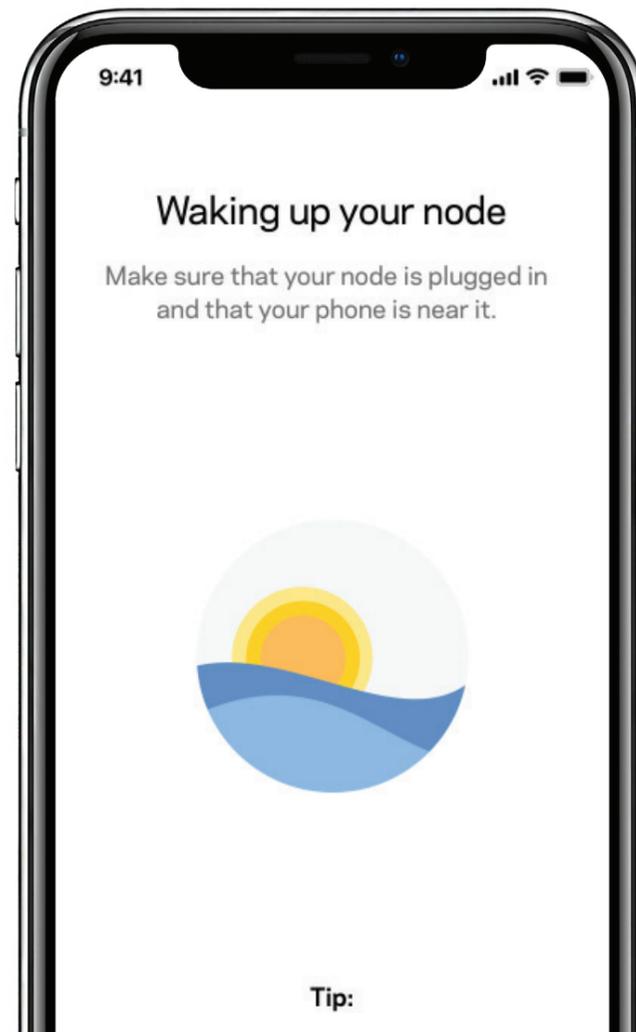
10 Wait for the light on top of your router to turn solid purple. It will blink blue while starting up.

Tap **The light is purple** .

Is the node that you're adding blinking purple?

The blinking light helps us make sure we're working with the right node.

Yes, It's Blinking Purple

No, It's Not Blinking Purple
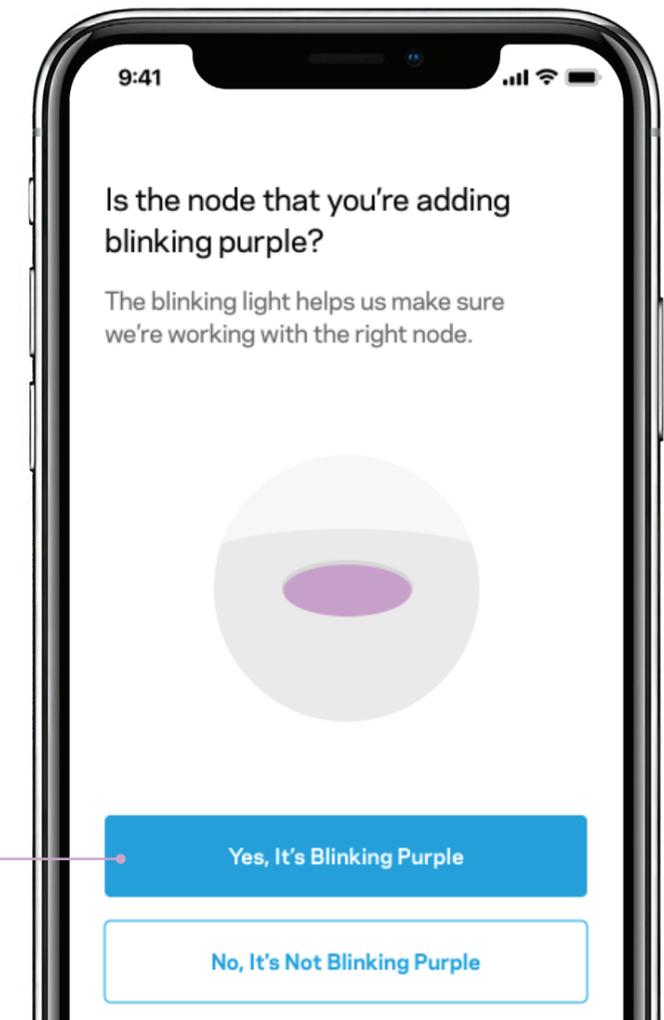
Q4
Installing additional Velop routers

5

11 The router is now being added to your Velop system.

Adding this node to your mesh WiFi system
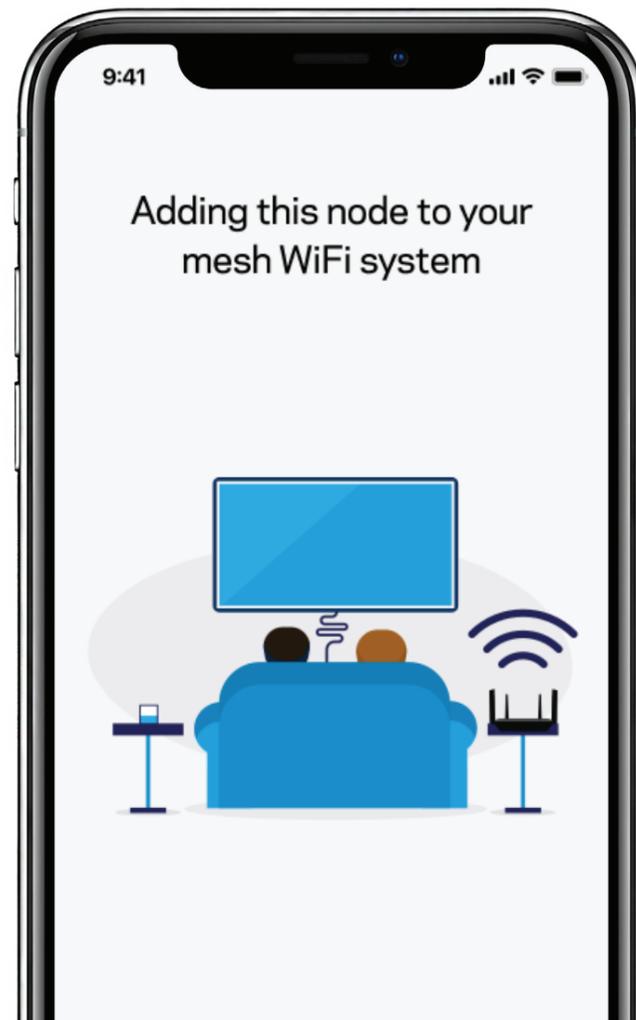
12 The app will let you know if you have placed the router in a good location.

If you are too close to other routers or too far away, the app will suggest moving it.

Tap **Next**.

Just right

Good work! Your new node is looking really good in this spot.
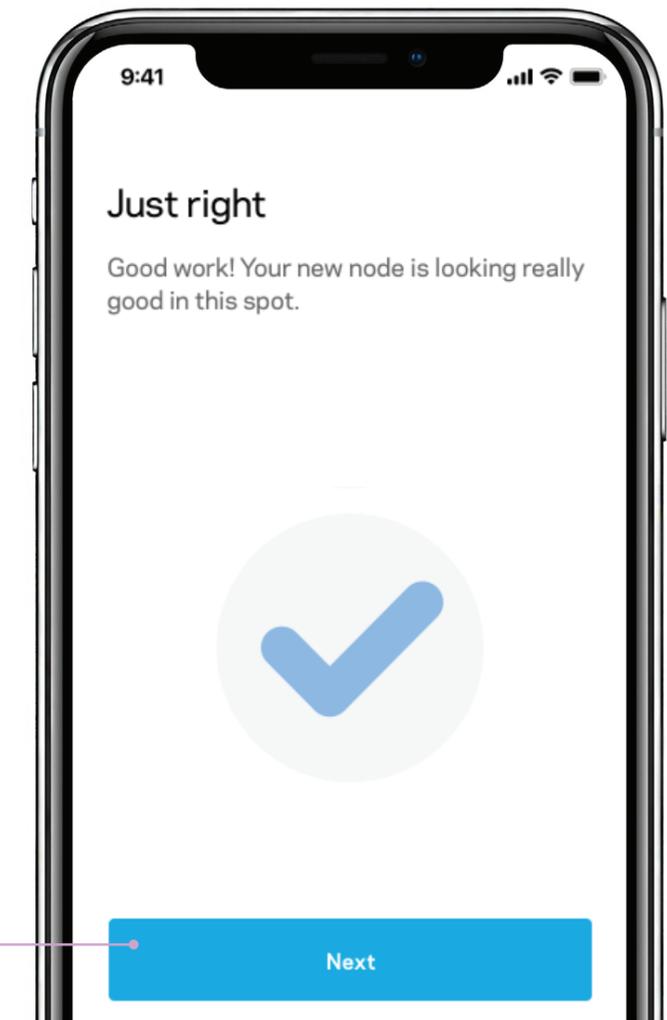
Next

Q4
Installing additional Velop routers

6

13 After placing your router in a good spot, give the router a name. Tap **Next**.

Where is this node?
This will help you tell your nodes apart when accessing settings.

Living Room ✓

Family Room

Dining Room

Master Bedroom

Guest Bedroom

Kitchen

Office

Garage

Name it something else

Next

That's it.
Tap **Next**.

9:41

Success!
You've set up a node!

Office

Living Room
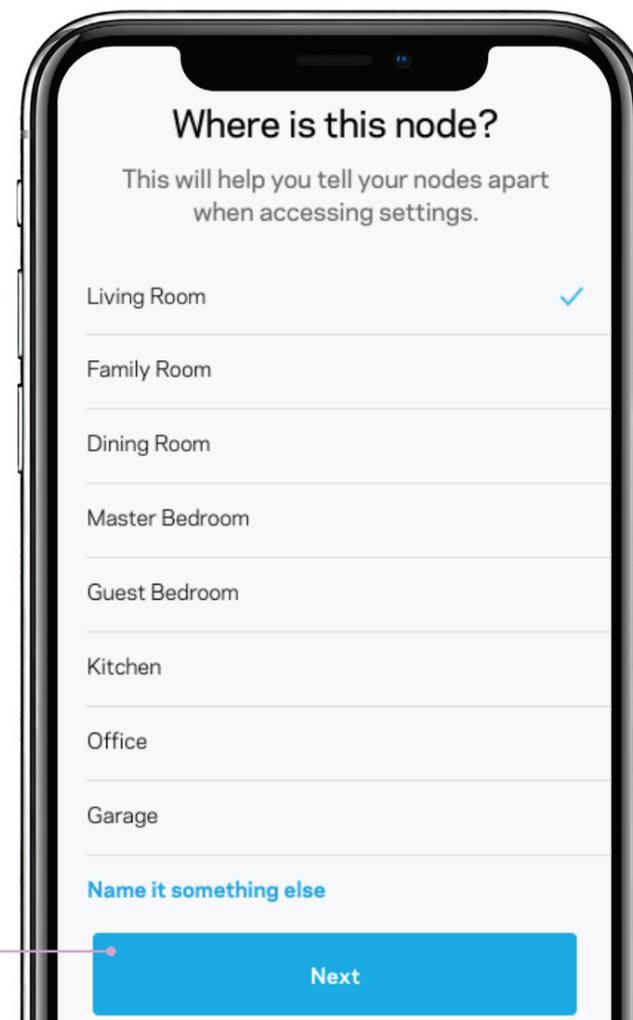
Next
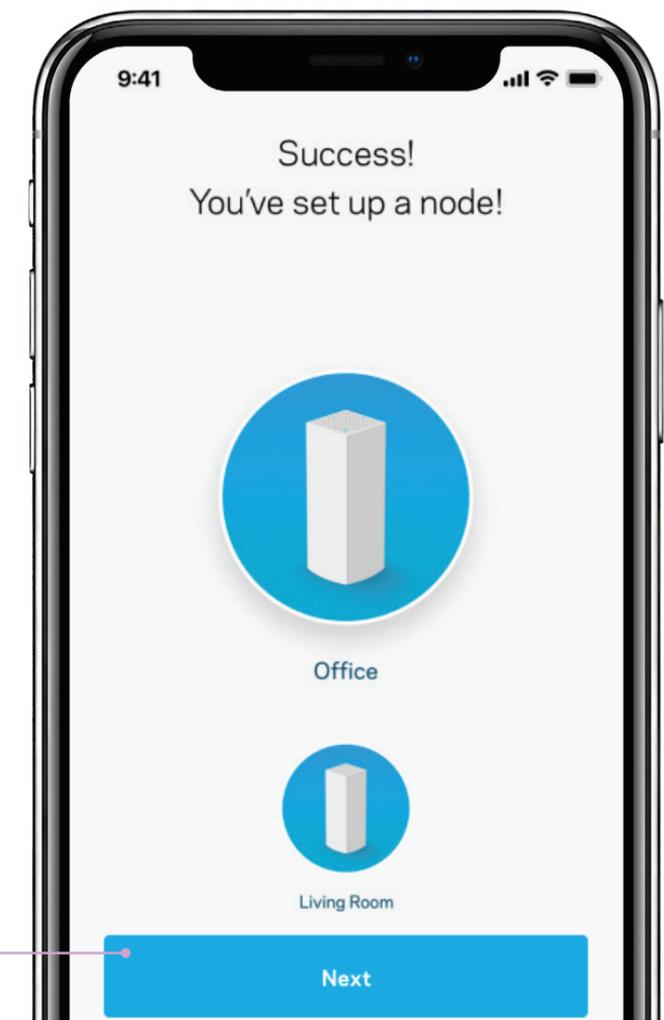
Q4
Installing additional Velop routers

7

Note:

After set up is complete, the router will go through a firmware check. If a new firmware update is available, it will update automatically. Otherwise, set up will continue and will prompt you to log in to the app dashboard.

You have now added a router to your existing Velop system.

If you encounter any issues during the above process, we recommend that you check our FAQs or call our UK–based Customer Service team on:

0800 082 0770 Monday–Friday: 8am–10pm, Weekends: 9am–7pm

Your WiFi is ready

Connect your devices to your new WiFi
"MyHomeWifi"

Go to Dashboard

![CommunityFibre logo] **Community*Fibre*** better internet for everyone

Trustpilot
Excellent ★★★★★