Community *Fibre*

POWERED BY **LINKSYS**

Linksys Velop setup guide

v1 | **May 2020**

Welcome :)

Welcome to Community Fibre!

This is the start of your journey into 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 FAQ section on our website which has been taylor-made to address the most common issues our customers may experience:

https://communityfibre.co.uk/faq-help

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

Contact number   0800 082 0770
Email address   hello@communityfibre.co.uk
Operating hours   06:00-22:00

First thing's first : your equipment

The router you have installed is called a Linksys Velop®.
It is a state-of-the-art piece of kit! As such, it has plenty of bells and whistles – such as its own App. You can use the App to customise your home network and tweak it to your liking.

The first thing to do is to download the Linksys app to your preferred device:

App Download

Go to the App store for your device and search for *"Linksys"*. Look for this icon: or scan:

*Please kindly note that, unless otherwise stated, the following guide has been constructed using an **Android** device. The appearance of the App may differ slightly than the images shown here, but the functionality remains the same.*

Linksys Velop® : Router light definitions

1

☀	Blinking blue	**Powering on**
		Wait for the node to finish powering on.
●	Solid purple	**Ready for Setup**
		Main router: Open the App to complete setup.
		Additional router: Follow instructions in the App.
☀	Blinking purple	**Setup in progress**
		Wait for automatic setup to complete.
●	Solid blue	**Connected to the Internet**
		Router is online. WiFi is broadcasting.
☀	Blinking White	**Router updating**
		The router is currently updating
		or checking for updates.

Linksys Velop® : Router light definitions

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Light not coming on?

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

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.

● **Solid red**

No Internet from modem

Not online. Please follow these initial steps.

1. Ensure router is connected on LAN1 on both the modem and the Linksys Velop®.
2. Review lights on your modem (see seperate guide for light definitions of the installed modem).
3. Check cables for possible tears/breaks/snags.

☀ **Blinking red**

Out of range

Routers are out of range from one another. Main router: ensure ethernet cable to the modem is properly secured. Additional router: out of range. Please move closer to the main router.

● **Solid yellow**

Weak connection

Your additional router is connected to the internet, but the signal is weak. Move it closer to the main router to improve signal.

Q1
How to Login into the App :

1. On a mobile device connected to your existing network, tap the Linksys app icon.

2. You will be prompted to Log in. Please tap the **Log in with Router Password** link and not the blue "Log in" button.
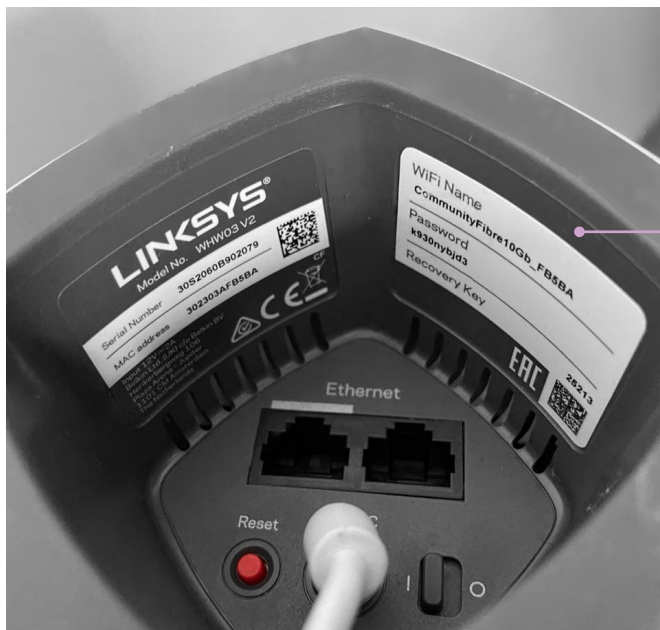
Note: Your Router Password will be located on the sticker in the underside of your main router.

Log In

New here? Create an Account

Email Address

Password

Forgot Password?

🔒 Log in

OR

Log in with Router Password
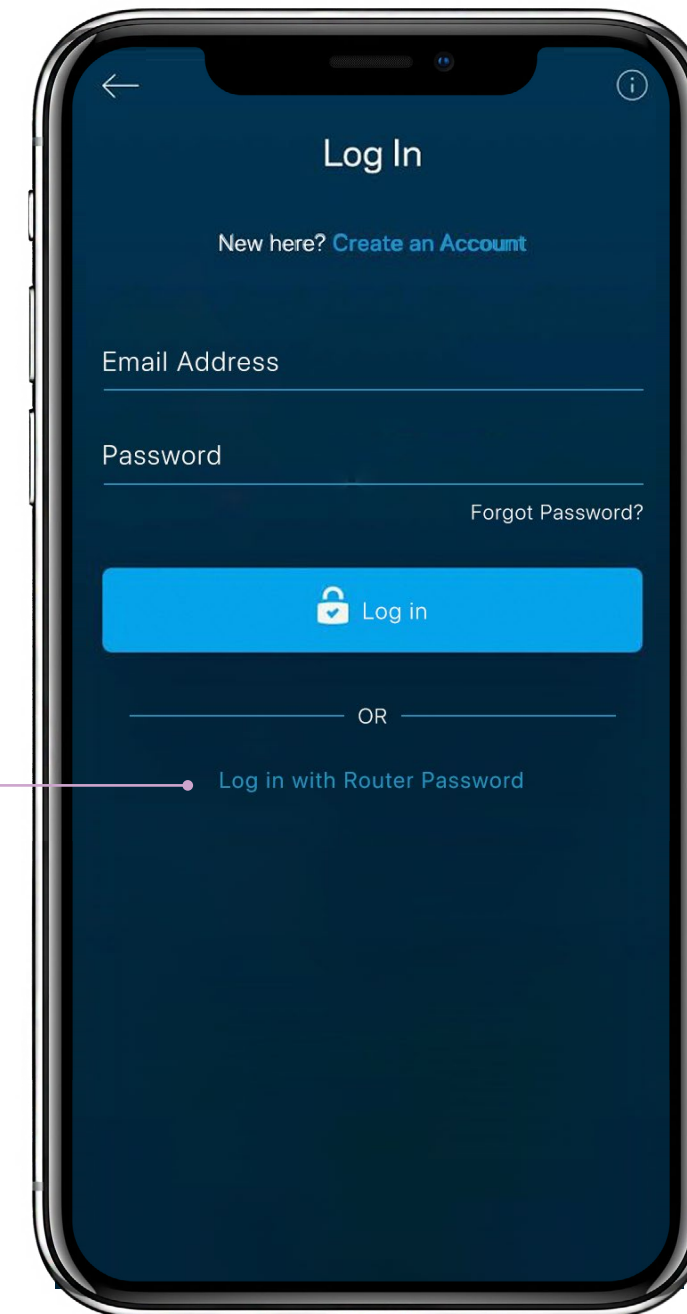
Q2
Changing WiFi Credentials :
WiFi name & password

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

Also 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. Login 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 editing 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 (from the Internet) and upload (to the Internet) speeds from your main Linksys router to our network.

1. Open the Linksys App on your mobile by tapping the icon.
2. You will be prompted to Log in. Please see Q1
3. Tap Speed Check. The speed check will automatically begin.
.
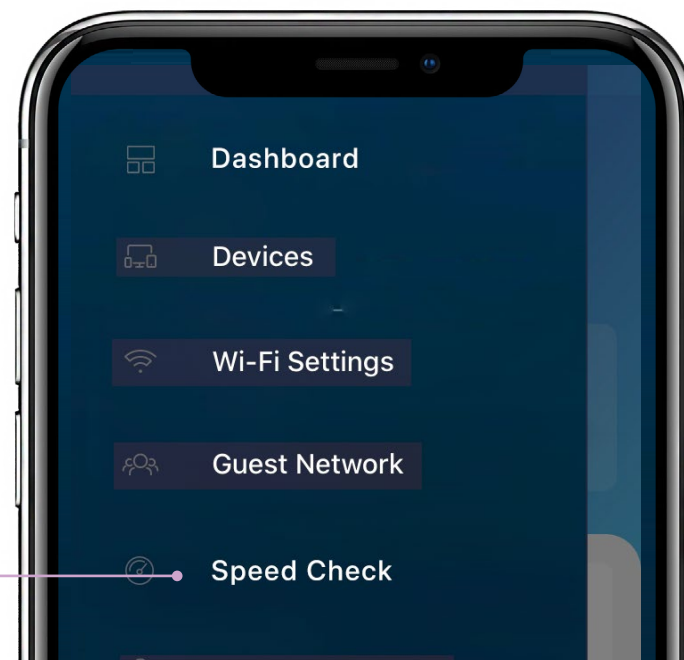
Download Speed   The rate at which data is transferred to your Velop system from the Internet.

Upload Speed   How fast you can upload content to the Internet.

Ping (latency)   Measured in milliseconds (ms), is the amount of time it takes for data to travel from Community Fibre's servers to your primary Linksys Velop.
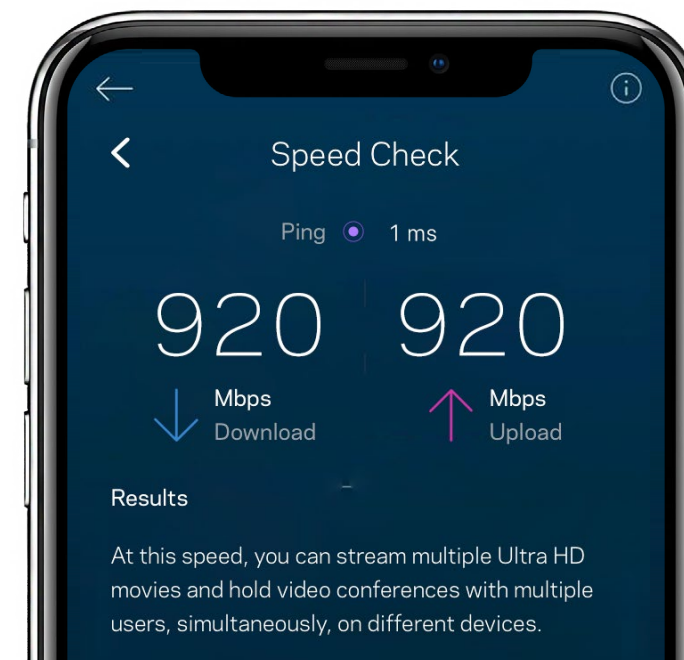
Results

Gives a description of what activities your Internet speed will allow you to do based on the speed test.

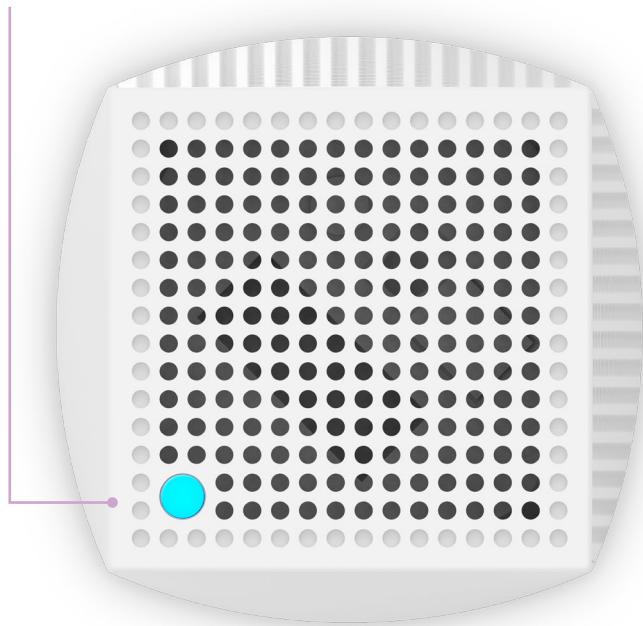*This speed test was run on the Gigafast package (1 Gbps)*

Q4
Installing additional Velop® routers

1

Kindly note that additional routers are referenced 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)
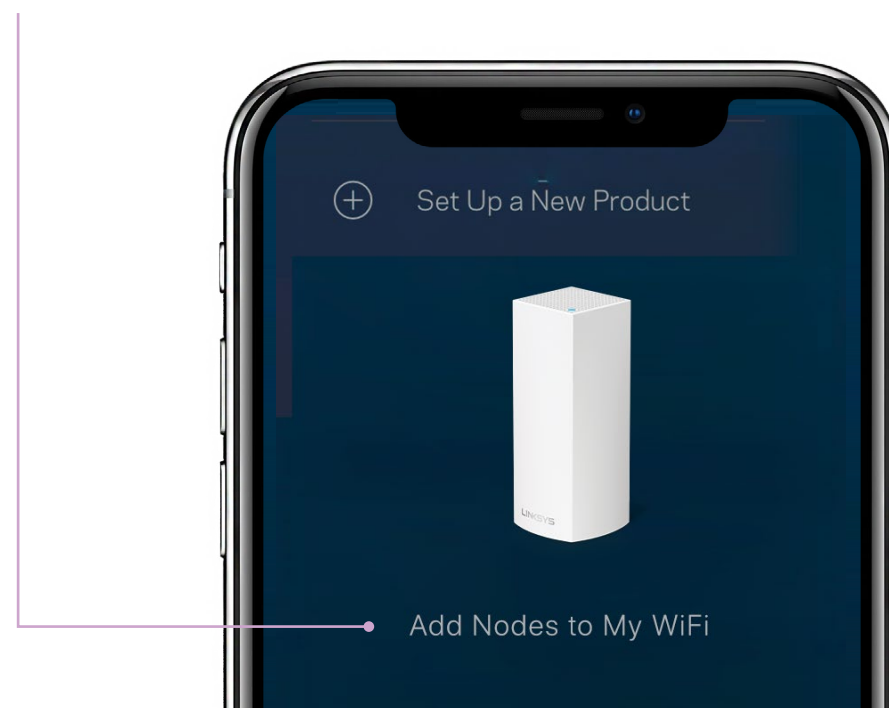
4 Tap on Set Up a New Product.

Installing additional Velop® routers

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

Note: In the sample image below, the WiFi name is "My WiFi"

Set Up a New Product

Add Nodes to My WiFi

6 You will be prompted to turn ON your Bluetooth®. Bluetooth is used for setup 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.
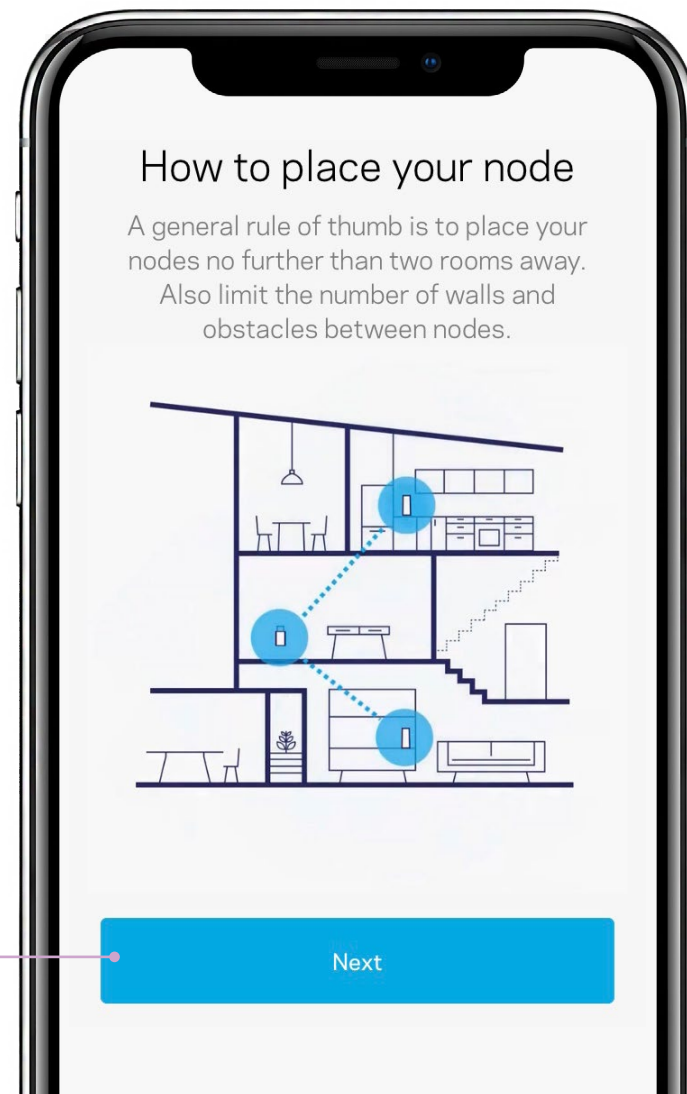
NOTE: For some Android devices, you may be prompted to turn ON the location access for Bluetooth setup purposes only. You will need to turn ON the location access to complete setup of an additional router.
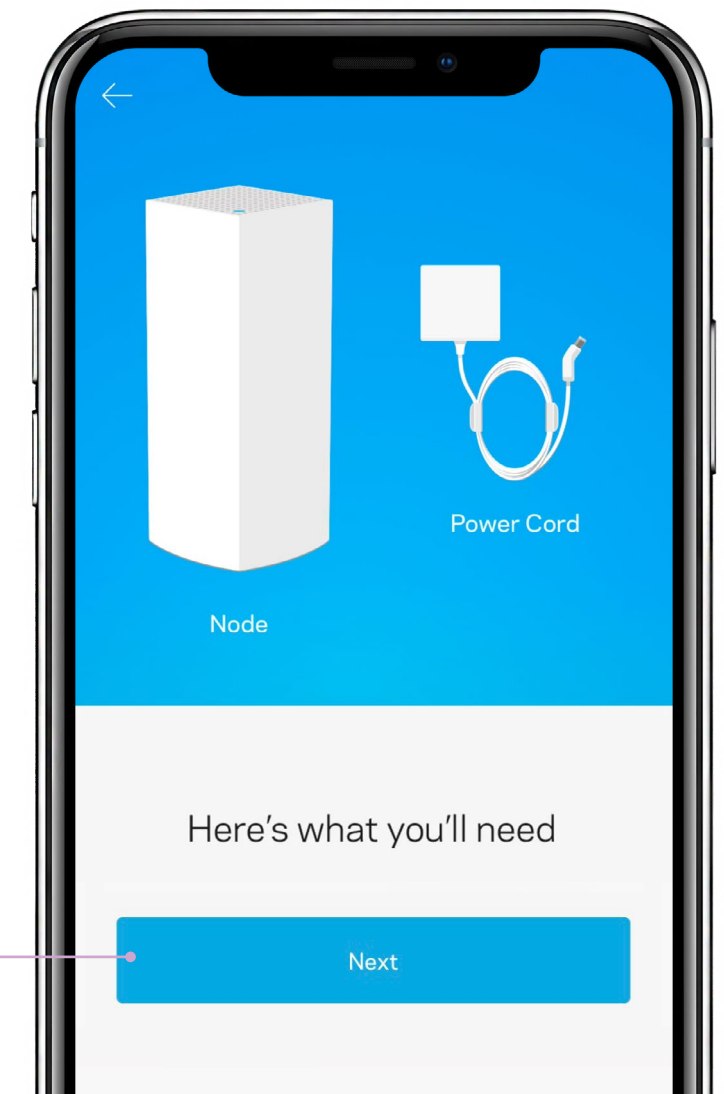
Installing additional Velop® routers

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 Gather all the items shown on the screen.
Tap **Next** once ready.

Node

Power Cord

Here's what you'll need

Next

Q4
Installing additional Velop® routers

4

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

Plug in a node

Plug a node into a power source near your modem.
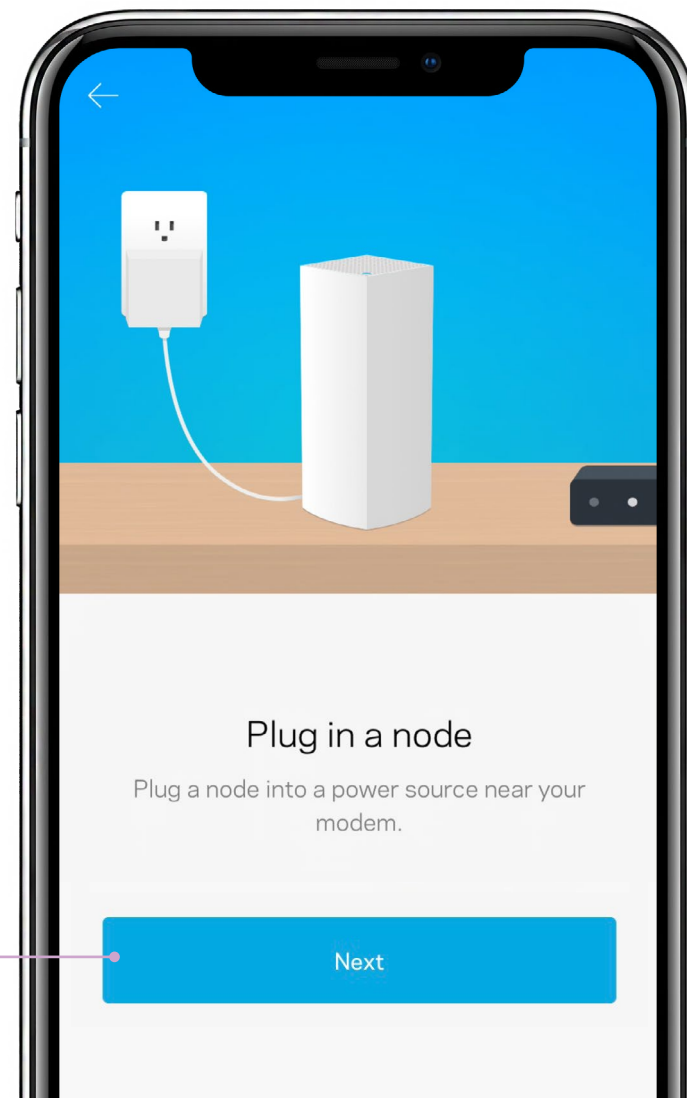
Next

10 Wait for the light on top of your router to turn solid purple. It will blink blue while starting up.
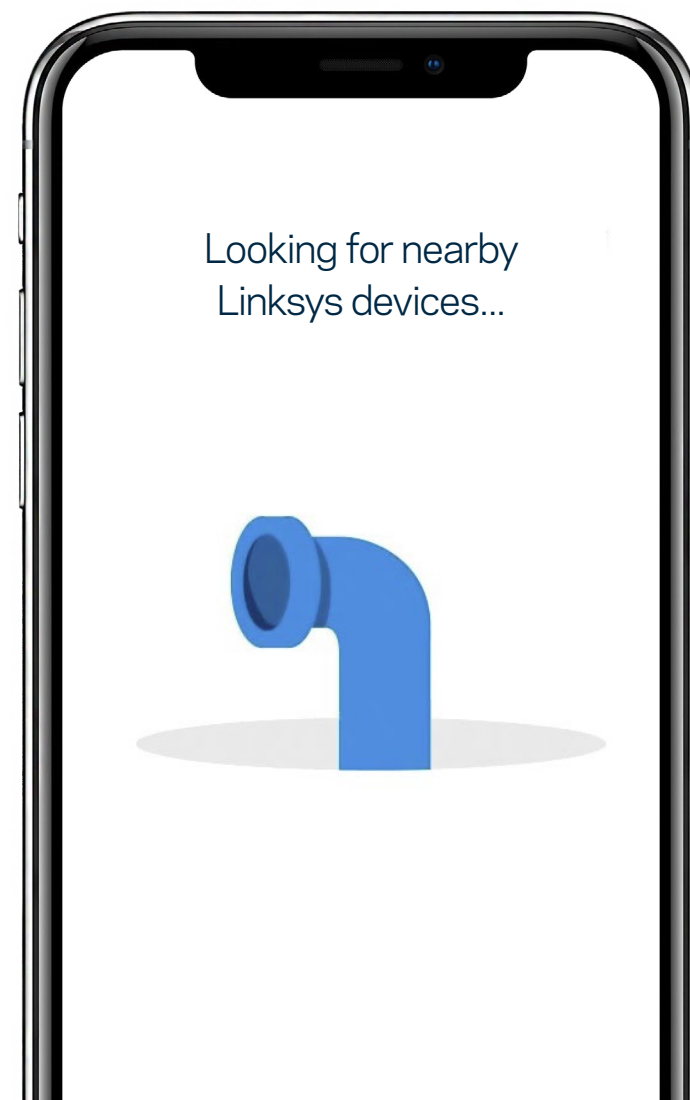
Tap **The light is purple**.

Wait for the light to turn solid purple

Your node light blinks blue during startup. It turns purple when the node is ready for setup.

It's not turning purple.

The light is purple
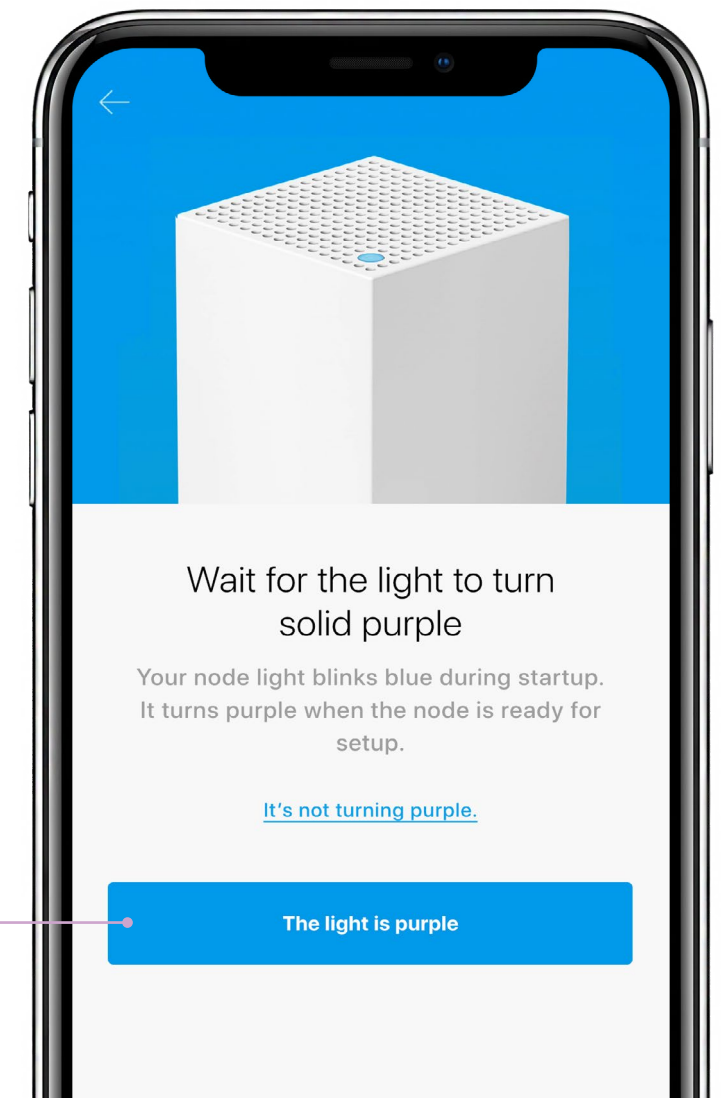
Q4
Installing additional Velop® routers

5

11 The App will look for your router.

Looking for nearby Linksys devices...

12 Once your router has been found, tap **Next**.

Found a node!

Blinking purple means it's ready

It's not blinking purple

Next

Installing additional Velop® routers

6

13 The router is now being added to your Velop® system.

Adding this node to your Velop system

Feel free to walk away, but leave your phone near the node you're setting up.

Your node is connecting to your other nodes

This could take a few minutes
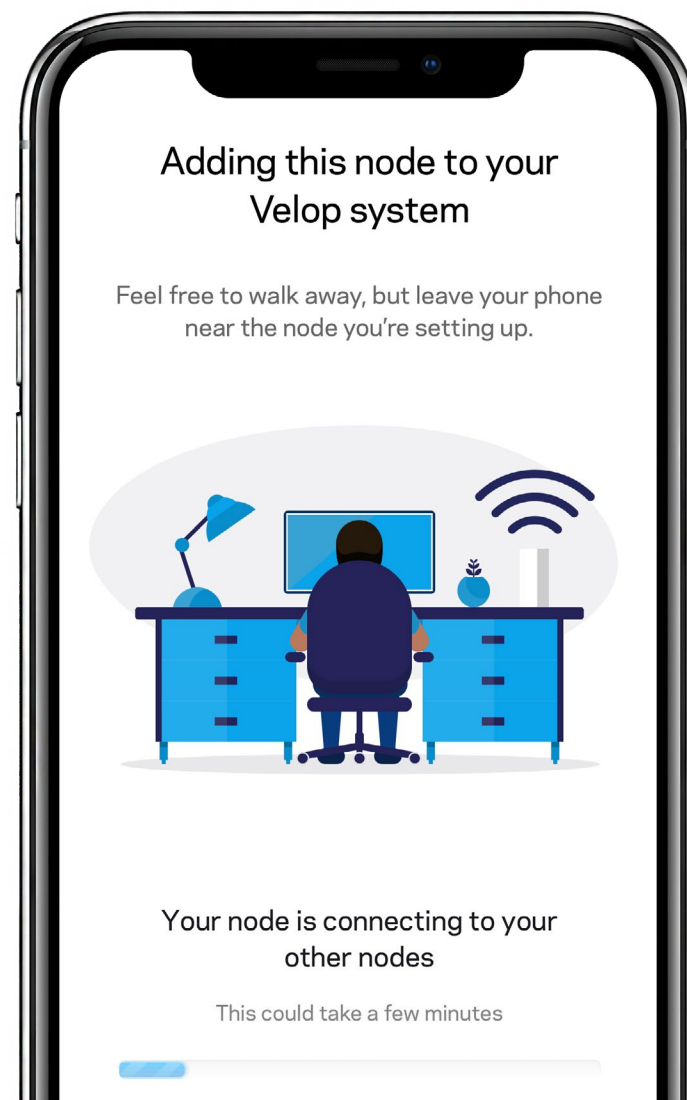
14 The App will let you know if you have placed the router in a good location.

If you are too close to other routers or too far away, the App will suggest moving it.
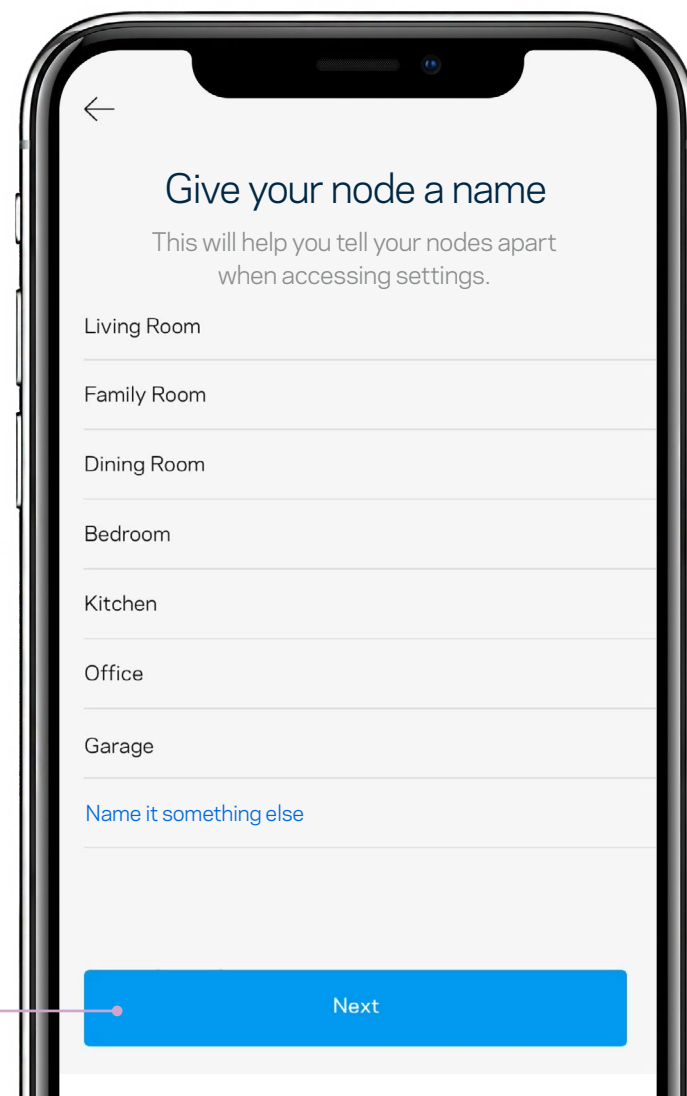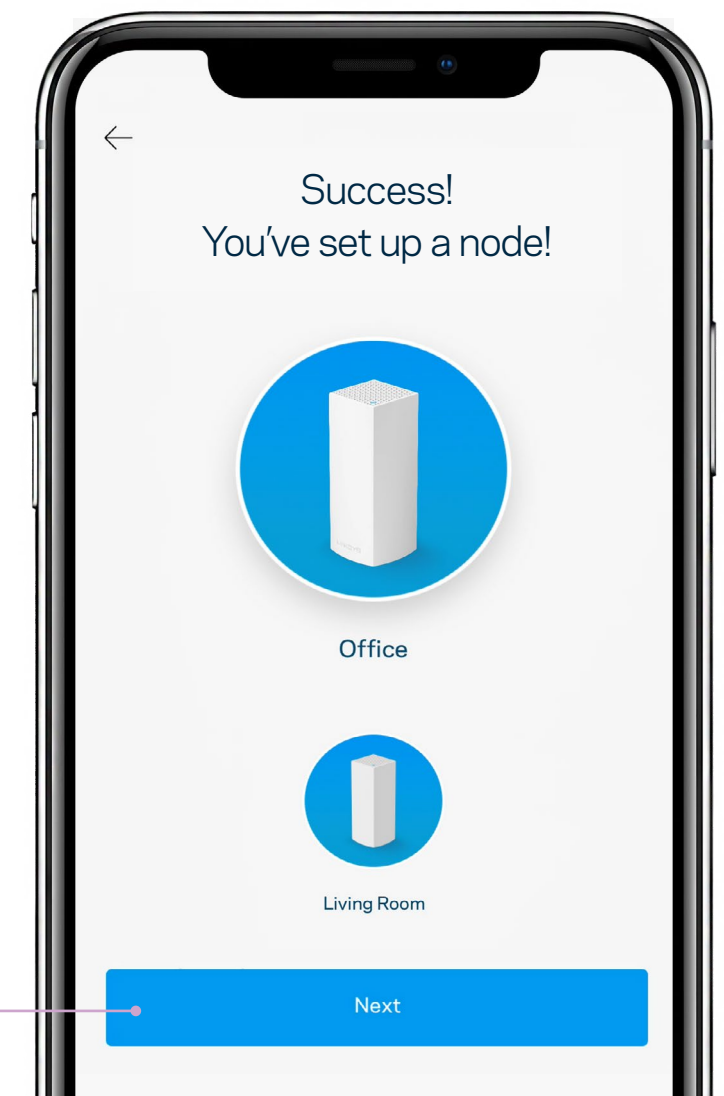
Tap **Next**.

Just right!

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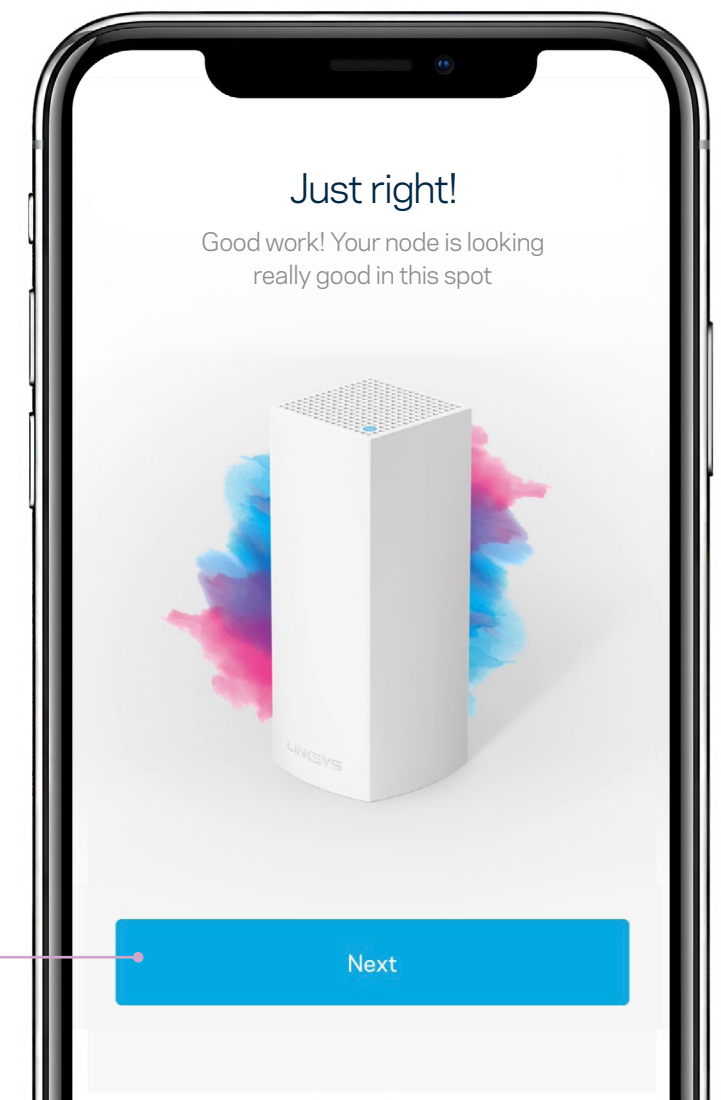
Next

Q4
Installing additional Velop® routers

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

Give your node a name

This will help you tell your nodes apart when accessing settings.

Living Room

Family Room

Dining Room

Bedroom

Kitchen

Office

Garage

Name it something else

Next

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

Success!
You've set up a node!

Office

Living Room

Next

Q4
Installing additional Velop® routers

8

NOTE:

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

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

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

0800 082 0770 from 06:00–22:00, 7 days a week, 365 days a year.

Your Wi-Fi is ready

Connect your devices to your new Wi-Fi "MyHomeWifi"

Go to Dashboard