



# Your New Router

## Setup Guide for the ZyXEL VMG1312-T20B



Dear Customer,

Thank you for choosing Glow Telecom as your broadband carrier.

Your **Zyxel VMG1312-T20B Wireless N VDSL2 Gateway with USB** comes pre-configured by us. This means your username and password are set up for you. So, once your broadband is 'live' as all you have to do is connect the right cords and your router is ready to use.

### **Broadband Access**

The Username and Password for internet access has been pre-configured for you. Please see page 3 of this guide for where to find your password.

### **Pack Contents**



If you require any assistance, please contact the Technical Support team on 0203 006 9898, option 3. They will be able to assist you.



# Initial Setup Guide

## Phone Socket Connection

1. Remove any devices from your **Master phone socket (NTE)**, plug the **Grey RJ-11 cable** into the DSL socket of the **ADSL filter**
2. Connect the other end of the **RJ-11 cable** into the **grey DSL port** of your router
3. Plug the **ADSL filter** into the **Master phone socket (NTE)**

## Connect the Computer

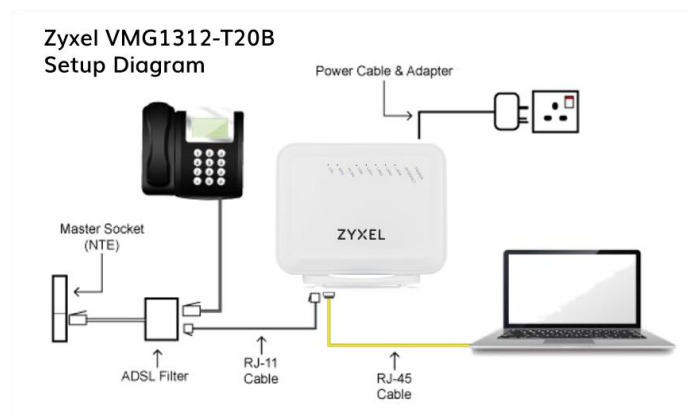
4. Using the supplied **yellow RJ-45 cable**, connect to **LAN 1** of your Zyxel Router to the network LAN connection socket of your computer.

## Connect the Router Power Source

5. Connect the Power Adapter to the nearest AC mains outlet and the cable from the supply to the power socket on your Zyxel Router. Switch on the router by pressing the power button.

## Check Router Status

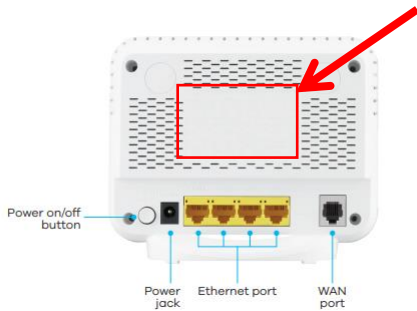
6. Once the DSL and internet lights are both solid green, please wait 5 minutes. That's it! You're ready to use the internet.



If you require any assistance, please contact the Technical Support team on 0203 006 9898, option 3. They will be able to assist you.

# How to find your Wi-Fi password (Wireless Key).

1. Your Wi-Fi password is located on the back of your router.



2. Your Wi-Fi name is (Circuit Reference) and Wi-Fi password (Wireless Key) can be found on the grey label on your router.



## Router Configuration Access

In some instances, you may need to access the router configuration portal to change your Wi-Fi name and/or password or carry out trouble shooting (your technical support team can assist you if you are experiencing any issues). You can find the admin details for your Router Configuration Portal below:

- **Username (User Name)** – As Per Label on Router
- **Password (Login Password)** – As Per Label on Router

If you require any assistance, please contact the Technical Support team on 0203 006 9898, option 3. They will be able to assist you.

