



hyperoptic Business Router Connection User Guide

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hyperoptic Business Router Connection



Product Information

Specifications

- Product Name: Hyperoptic Fiber Installation

- Installation Type: Full fiber
- Availability: 24 hours a day, 7 days a week
- Contact Support: support@hyperoptic.com
- Support Phone Number: 0333 332 1111

Product Usage Instructions

Pre-Install Check (If Required)

1. Before we can connect you, we may need to check the outside of your property to help plan your installation.
2. Our engineers will take a look at the front of your property. If we need you to be present, we'll ask you to book this.
3. This check is totally free of charge and, once we've finished, we'll be back in touch so you can book your installation.

Connecting Your Property

We'll bring our fiber to you using a utility pole outside your property which we'll either climb or use a cherry picker. If we need a cherry picker, we may need your help with parking.

Your Install

1. We'll fit an external fiber connector to the outside of your property.
2. We'll then drill a small hole to bring the fiber cabling inside.
3. Once we've connected your property, we'll set up the equipment (a fiber converter and router).
4. We'll make sure you're connected and even tidy up after ourselves before we leave.

All that's left to do is enjoy your Hyperoptic fiber connection!

FAQ

How can I contact the support team?

You can email our support team at support@hyperoptic.com. They are available 24 hours a day, 7 days a week. Alternatively, you can call our support team at 0333 332 1111.

A guide to your Hyperoptic install

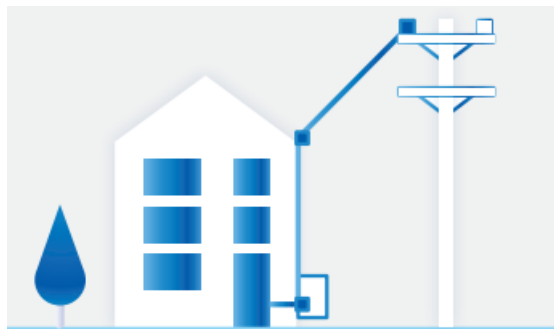
That full fibre feeling is almost within reach! Now that you've ordered, here's what happens next.

A PRE-INSTALL CHECK (IF REQUIRED)



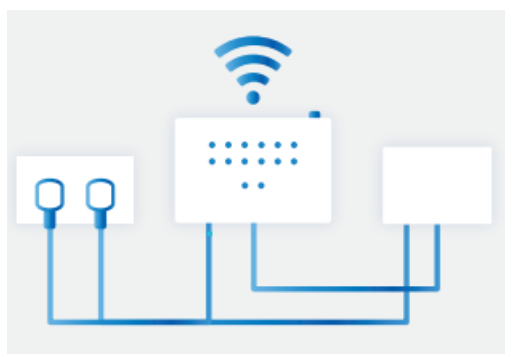
- Before we can connect you, we may need to check the outside of your property to help plan your installation.
- Our engineers will take a look at the front of your property. If we need you to be present, we'll ask you to book this.
- This check is totally free of charge and, once we've finished, we'll be back in touch so you can book your installation.

YOUR PROPERTY



- We'll bring our fibre to you using a utility pole outside your property which we'll either climb or use a cherry picker.
- If we need a cherry picker, we may need your help with parking.
- We'll fit an external fibre connector to the outside of your property. We'll then drill a small hole to bring the fibre cabling inside.

YOUR INSTALL



- Once we've connected your property, we'll aim to get you up and running immediately.
- We'll set up the equipment (a fibre converter and router), make sure you're connected, and even tidy up after ourselves before we leave.
- All that's left to do is enjoy!

Need help?

- support@hyperoptic.
 - Email our support team Available 24 hours a day 7 days a week
 - 0333 332 1111 Call our support team Available 24 hours a day 7 days a week
-

Documents / Resources



[hyperoptic Business Router Connection](#) [pdf] User Guide
Business Router Connection, Router Connection, Connection

References

- [User Manual](#)