**Manuals+** — User Manuals Simplified.

**Fibre ISP Send Engineers Out After Borking**

# Lit Fibre ISP Send Engineers Out After Borking User Manual

**Contents**

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## Specifications

- Ultrafast WiFi
- Latest WiFi 6 technology
- Connect multiple devices
- Make your home smarter

## Introducing your Lit Hub

- Your Lit Hub is a new type of smart home system that gives you fast WiFi internet and lets you control your internet connection from one central location in your home.
- It uses the latest WiFi 6 technology to provide strong and efficient wireless signals throughout your home, even for high-quality video and data services.
- You can connect multiple devices to it and it's easy to set up using a phone or laptop. It's a really powerful WiFi Hub.
- What's more, if you download the My Lit Fibre App alongside your Lit Hub you can manage your entire home connection and devices.

## Highlights

- Ultrafast WiFi
- Latest WiFi 6 tech
- Connect multiple devices
- Make your home smarter
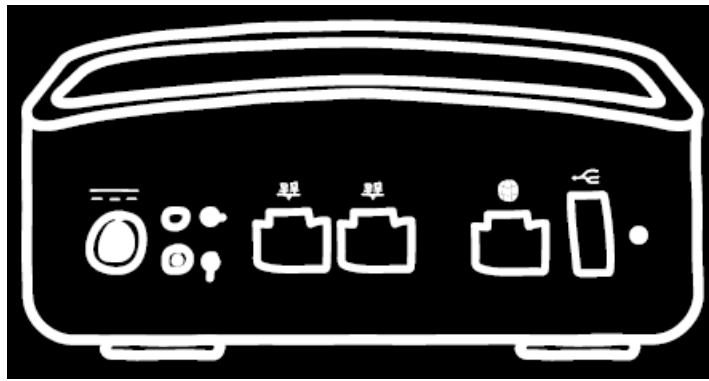
## Getting the most from your Lit Hub

Placement of your Lit Hub is important to help you get the fastest WiFi speeds and coverage.
You don't need a direct line of sight for the WiFi to work because our special technology can use reflections to send data. Keep your Lit Hub centrally placed, off the floor in an open space and away from anything that could interfere with the signal such as:

- Fish tanks
- Thick walls
- Mirrors or reflecting surfaces
- Dark places, such as a cupboard
- Electronic devices e.g. baby monitors or cordless phones



## Get to know your Lit Hub

**Get to know your Lit Hub**

**1 WAN port:** This port connects your Hub to the ONT to provide your home ultrafast internet access.

**USB 2.0 Type A:** For Lit Fibre's diagnosis and maintenance purposes only.

**Complete Reset Pinhole:** This is where you can reset your Hub back to the default setting's.

**Power Source:** This is where your Hub is powered up. Please make sure you only use the one provided by your engineer.

**WPS button:** Easily connect devices to the WiFi network without having to enter the network password. You can also do this via the My Lip Fibre App. (WPS: WiFi Protected Setup)

**2 LAN ports:** These are ports on the router that allow you to connect wired devices to the network. (LAN: Local Area Network)

**Hub Light:** Let's you know the status of your hub. Find out more here.

Lit Hub

## Installing your Lit Hub

You will receive your Lit Hub in the post. Before you can install this hub you will need one of our engineers to set up your active Fibre Connection and ONT.

If you need any help give us a call on 0330 460 4610.

- **Step 1.**

  Use the ethernet cable provided to connect your Lit Hub's WAN port to your pre-installed ONT box.
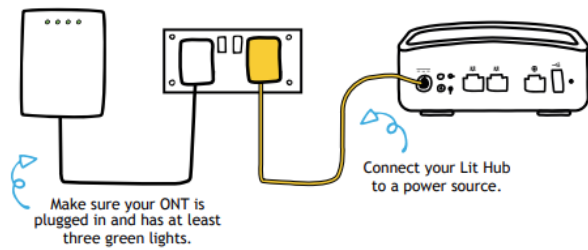- **Step 2.**

  Connect your Lit Hub to a power source using the lead provided.
- **Step 3.**

  Your Lit Hub will update to the latest software and go through a few cycles. Please allow up to 10 minutes until the light stays a solid green for over a minute.

**Step 1.**

Use the ethernet cable provided to connect your Lit Hub's WAN port to your pre-installed ONT box.

Connect your Lit Hub to a power source.

Make sure your ONT is plugged in and has at least three green lights.

**Step 2.**

Connect your Lit Hub to a power source using the lead provided.

Use the ethernet cable provided to connect your Lit Hub (WAN port) and ONT (10GE or Ethernet port).

**Step 3.**

Your Lit Hub will update to the latest software and go through a few cycles. Please allow up to 10 minutes until the light stays a solid green for over a minute.
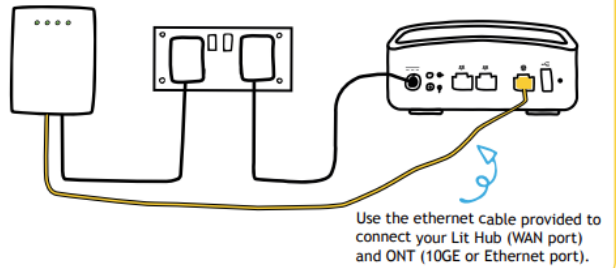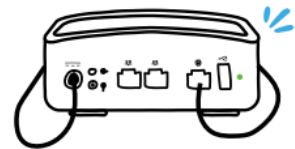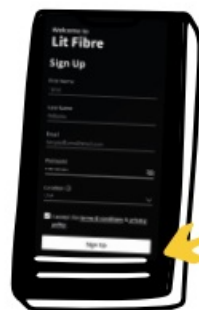
- **Step 4.**

Download the My Lit Fibre App in the App Store or Google Play Store, and be the master of your broadband connection.
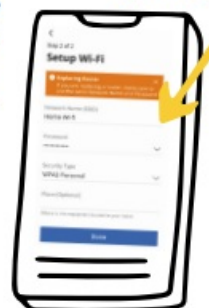
**Step 4.**

Download the My Lit Fibre App in the App Store or Google Play Store, and be the master of your broadband connection.

Create an account.

Scan the QR code on your Lit Hub.

Add a name and password for your WiFi network.

**Download it now!** App Store · Google Play

- **Test your performance**

  The App enables you to see how your connection is performing. You'll be able to test your speed whenever you want and if (in the unlikely event) your service goes down, you can use the network map to see where the issue is.

- **Encourage more family time**

  Spend more quality time with your kids with tech-free gaming (we call them board games) by enabling and disabling internet access with a quick swipe. You can also set time limits to make sure bed time means bed time.

- **Manage your devices**

  See exactly what is connected to your WiFi network and where. You can make your smart home even
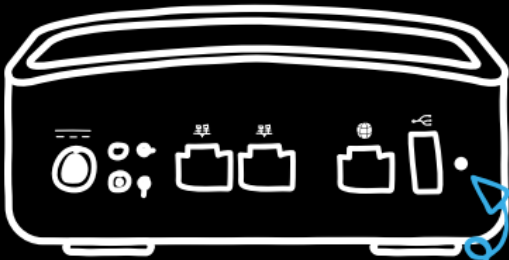
smarter (and ensure there's no naughty hangers-on using your wireless network).

- ○ **Protect yourself**

  Set up an ultrafast network for your visitors. Keep your own WiFi password safe and disconnect their connection when they leave. By creating a guest network, you can also protect your devices from external threats.

## Understand your Lit Hub

Follow this guide to your Lit Hub's lights — this will help you troubleshoot any issues.
If you need any help give us a call on 0330 460 4610.



| Hub Light Colour | What it means |
|---|---|
| 🟢 Green light — solid | Your Lit Hub is connected to the Internet. Enjoy your ultafast speeds! |
| 🟠 Amber light — slow flash | Your Lit Hub is either in the start-up process or in the middle of an upgrade. Please wait and your connection will be restored. Don't turn the power off. |
| 🔴 Red light — rapid flash | The start-up of your Lit Hub failed. Please do a partial reset but turning your Lit Hub off by the power source and back on. |
| 🔴 Red light — slow flash | You currently have no internet service. Try rebooting your Lit Hub by turning it off and on again. |
| ⚪ None | Your Lit Hub has no power. Make sure the hub is connected to a power source and all cables are correctly connected. |

## Resetting your Lit Hub

**Why?**
There are several reasons why you might want to reset your Lit Hub:

- To resolve connectivity issues: If you're experiencing connectivity issues with your your network, doing a partial reset can help get your Hub back on track.
- To remove any custom settings: If you've made custom changes to your Lit Hub that you no longer need, a complete reset can restore your Lit Hub to its default settings.
- To improve performance: Sometimes your hub might need a pick me up and doing a partial reset can help clear out any issues and improve overall perfomance.

**How?**

- Partial reset: Slide a small pin into the pinhole for one second. Then allow the Hub to go through its reset process.
- Complete reset: Be careful when doing a complete reset as it will wipe all your settings. To perform this please insert a small pin into the pinhole and hold down for 15 seconds.
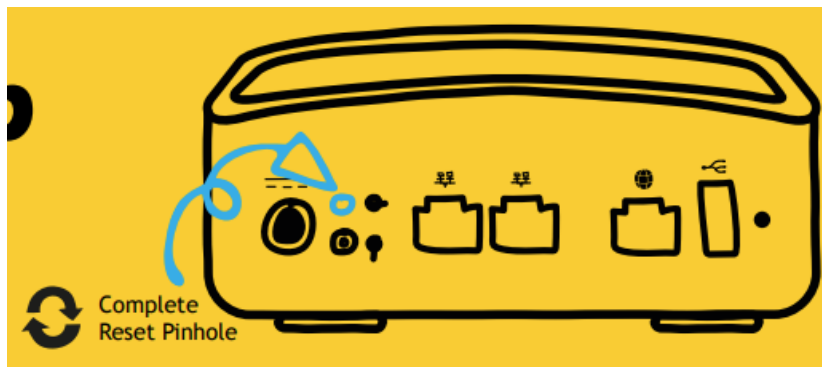
## Frequently asked questions

- **Q: What is a Lit Hub and why do I need one?**

  A: A Lit Hub is a device that connects your home network to the internet. It allows multiple devices in your home, such as laptops, smartphones, and smart TVs, to connect to the internet at the same time. You need a router to create a secure and reliable home network for all your devices to connect to.

- **Q: How do I connect new devices to my network?**

  A: To connect a new device to your network, you'll need to find your network name (also known as SSID) and password, which you can find on the bottom of your Lit Hub or in the My Lit Fibre App. Then, on your device, go to the WiFi settings and select your network name. Enter the password when prompted and you should be connected.

- **Q: What should I do if I'm having trouble connecting to the internet?**

  A: If you're having trouble connecting to the internet, there are a few things you can try. First, make sure your Lit Hub is plugged in and turned on. Then, check to see if your ONT is also turned on and connected to your Lit Hub via the ONT port. If those things are all good, try restarting your Lit Hub. If you're still having trouble, get in touch with our Customer Support.

- **Q: Can I use another router?**

  A: Yes you can if you wish! Just make sure your router is connected via WAN port and into the correct port on the ONT. Please note the app is only for the Lit Hub and if we need to troubleshoot you will need to connect the Lit Hub so keep it close by.

- **Q: Can I change my network name and password?**

  A: Yes, you can and should change your network name and password to something unique and secure. You can do this easily by using the My Lit Fibre App.

- **Q: How do I use the WPS Button?**

  A: WPS stands for WiFi Protected Set-up and is a security standard that makes it easier and faster to connect your Lit Hub to other wireless devices.
    - Press and hold the WPS button once for 1-2 seconds to associate general devices, such as WiFi enabled printers.
    - Press the WPS button three times, held for 1 second with each press, to associate a WiFi set-top boxes.
    - Press and hold the WPS button for 5 seconds to pair a Mesh as an extension of your WiFi network.
    - A green flashing LED will be visible if successfully executed.

## More technical and spec information

**Key Attributes**

**Home Gateway**

- • Layer 2 bridge and Layer 3 routing for High Speed Internet (HSI) data and IPTV video services
  - • DHCP server options
  - • DHCP (IPoE) and PPPoE network connections
  - • Network Access Translation (NAT), public to private IP addressing
  - • Configurable IP address schemes, subnets, static-IP addresses
  - • DNS server
  - • Bridge port assignment and data traffic mappings
  - • Port forwarding
  - • Firewall and security
  - • Application and website filtering
  - • Selectable forwarding and blocking policies
  - • DMZ hosting
  - • Parental controls, time of day usage
  - • Denial of service (DoS) protection
  - • MAC filtering
  - • Time/Zone support
  - • Universal Plug-and-Play (UPnP)

**WiFi**

- 2.4 GHz and 5 GHz, simultaneous dual-band
- 2.4 GHz and 5 GHz 802.11ax (Wi-Fi 6) certified, 802.11a/n/ac compatible
- 4×4 streams (2×2 @ 2.4 GHz and 2×2 @ 5 GHz)
- WPA/WPA2/WPA3; WEP 64/128 bit encryption
- PuF (Physical Unclonable Functions)
- WPS push-button
- 2×2 DL/UL MU-MIMO with beamforming
- 1024 QAM; OFDMA; BSS Coloring
- DCM (Dual Carrier Modulation)
- TWT (Target Wake Time) for IoT clients
- Wi-Fi Redundant Mesh:
    - Self Managed: self configuration, Air time fairness
    - Dynamic Mesh: load balancing, band/node steering; interference management
    - Self Healing; diagnostics; events
- • 1 Gigabit Ethernet (GE) WAN interface:
    - 10/100/1000 BASE-T Ethernet, auto-negotiating
    - Gigabit Ethernet (GE) LAN interfaces:
    - Two (2) ports of Multi-rate 10/100/1000 BASE-T Ethernet, auto-negotiating for residential IPTV and data services
    - Supports multiple data service profiles
- • Traffic management and Quality of Service (QoS):
    - 802.1Q VLANs

- 802.1p service prioritization
- Q-in-Q tagging
- Multiple VLANs
- DiffServ
- Pre-defined QoS on service type
- LAG of GE ports
- MAP-T
- IPTV, IGMPv2, future support of IGMPv3:
  - IGMP Snooping and Proxy
  - IGMP Fast Leaves
- • Gateway Management:
  - Support Cloud
  - ACS
  - Local Home Gateway GUI, access provisionable
  - Remote WAN side GUI access
  - Default username/password
- AC to 12 VDC power adapter

## Key specs

- Dimensions:
  - Width :12.7 cm
  - Height: 4 cm
  - Depth: 12.7 cm :
  - Weight: 0.3 kg
- WAN Interface: Interface: One Gigabit-Ethernet Port, RJ-45 connector Interfaces: Wireless: 2.4 GHz 2×2 and 5 GHz 2×2 internal antennas
- LAN Data/IPTV: Two (2) 10/100/1000 BASE-T Ethernet port, RJ-45 connectors
- WAN: One (1) 10/100/1000 • Power: Single barrel connector
- WPS Switch: Push-button actuator • Reset pinhole for default settings
- Powering and Alarms: Single barrel connector
- 12 V DC (nominal)
- External Power Adapter: 12 V DC, 2 A
- Key basic Product attributes:
  - 4×4 Wi-Fi 6 antenna array, with 2×2 @ 5 GHz and 2×2 @ 2.4 GHz
  - 2 x GigE LAN ports
  - 1 x GigE WAN port
  - 1 x USB 3.0 – For Lit Fibre use only GigE WAN port

How to login to the router (if you need to set up traffic shaping or firewall rules):

- Open a browser
- Type in the address bar 192.168.1.1
- Username – admin; password (this is on the back of the router)

**We're here if you need us**

Call our Customer Support team on 0330 460 4610 7 days a week, 8am – 8pm.

**Documents / Resources**

| | |
|---|---|
|  | **Lit Fibre ISP Send Engineers Out After Borking** [pdf] User Manual<br>ISP Send Engineers Out After Borking, ISP, Send Engineers Out After Borking, Engineers Out After Borking, After Borking, Borking |

**References**

- **User Manual**