



Let's get you **connected**

Zyxel VMG8623 Router

Welcome



Welcome to Home Telecom!

Thanks for choosing Home Telecom as your service provider, you've made a great choice.



Talk to us online

Hometelecom.co.uk



Drop us a Tweet

[@hometelecomcare](https://twitter.com/hometelecomcare)



Like on Facebook

[@hometelecomuk](https://www.facebook.com/hometelecomuk)



Video Support

[Webchat online](#)

Specialist Video Support



If you're struggling with your set-up, and would like to request a set-up specialist to assist you, we have an application that allows us to access the rear camera of your mobile phone. Don't worry, this is completely secure and we cannot access anything within your mobile. It's very similar to Facetime, or a video call.

This will allow our specialists to see exactly where you are within the process of your router installation and supply you with the assistance you need to get your services working.

1

If you wish to use this service, simply visit our website 'www.hometelecom.co.uk' and talk with one of our agents via our webchat service. This can be accessed via the "Talk to us Online" button, found bottom right of the site.

2

Once you've opened webchat insert your details and select the option 'Router Set-up Support', one of our agents will then send you an SMS to your mobile number with a link to our service.

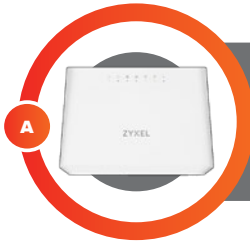
3

Now you'll switch over to video, follow the specialists instructions and you will be set-up in no time.

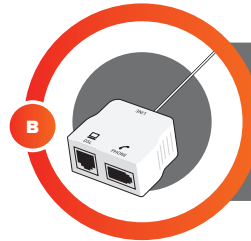
*Please ensure that you have a strong 4G/5G connection before using this service.

2

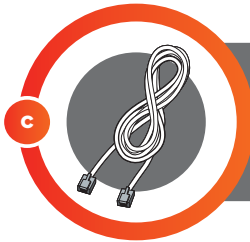
What's in the box?



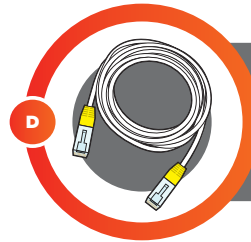
A The ZyXel VMG8623



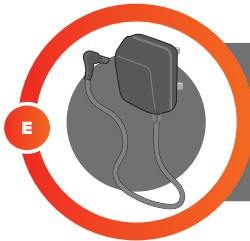
B A microfilter
(Unless Ultrafast Fibre)



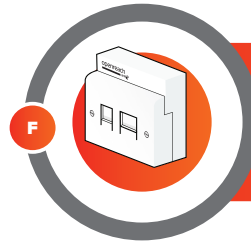
C DSL cable
(the grey one)



D Ethernet cable
(the yellow one)



E The power cable



F Openreach
Master Socket
(Found on your wall)



Let's get you **connected**

The following guide has been created to assist you with the initial set-up of your Home Telecom service.

Depending on your Openreach socket, please review the below and turn to the relevant page.

**Page
5**



**Openreach
Double Socket**

**Page
7**



**Openreach
Single Socket**

Connecting broadband | Dual Socket



Please follow this set-up if you have a dual Master Socket.

1

Connect one end of the grey DSL cable (C) into the internet port of the Master socket (F) (please note that this must not be an extension socket, and this should say Openreach on it). Connect the other end of the cable into the grey port (DSL) on the back of your router (A).

2

If you are using a house phone, **connect this in to the bottom part of the Openreach master socket.**

3

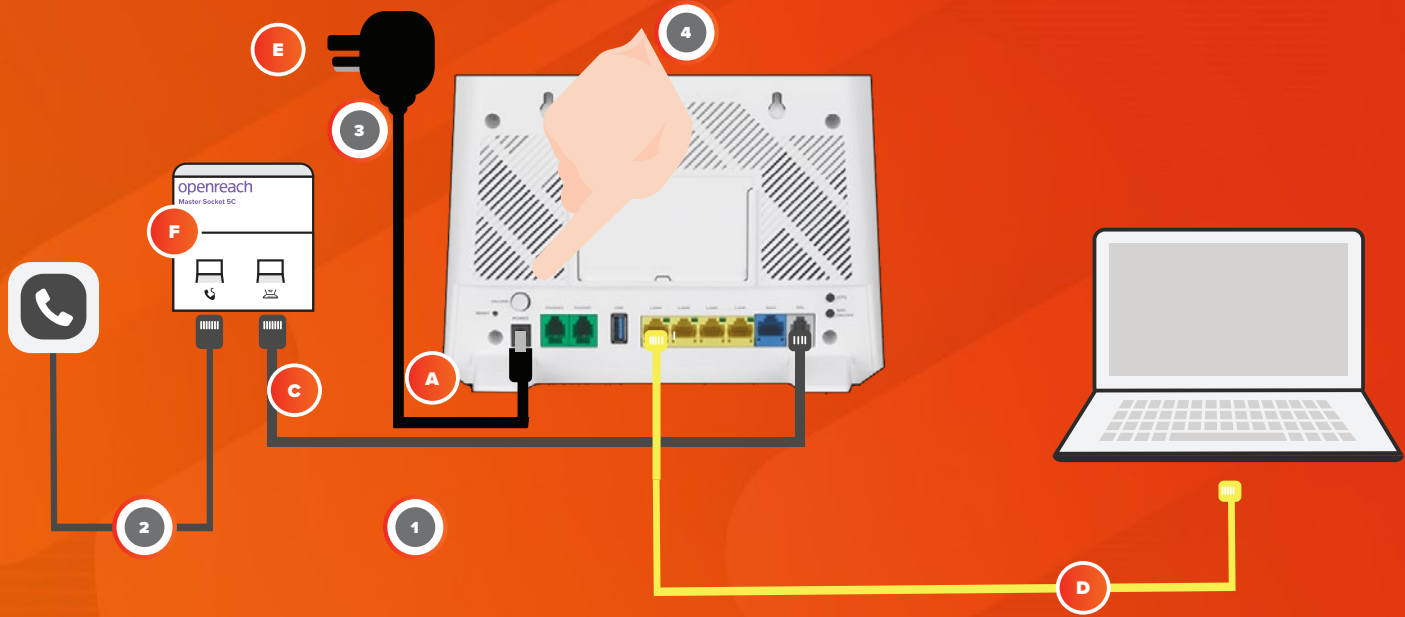
Next, plug the power cable into your electricity supply, switch on, then connect the other end into the round power socket on the back of your router

4

Switch on your router by pressing the black on/off button located on the back of the router. The power light will turn orange, after a few minutes this will turn solid green. Please allow 10 minutes for the router to fully power up, and all lights turn solid green or flashing green.

5

Connecting broadband | Option 1



Connecting broadband | Single Socket



Please follow this set-up if you have a single Master Socket.

1

Connect the microfilter into the master telephone socket (this should say Openreach on it)

2

Connect one end of the grey DSL cable into the microfilter. Connect the other end of the cable into the grey port (DSL) on the back of your router.

3

If you are using a house phone, **connect this into the phone socket on the microfilter.**

4

Next, plug the power cable into your electricity supply, switch on, connect the other end into the round power socket on the back of your router.

5

Switch on your router by pressing the black on/off button located on the back of the router. The power light will turn orange, after a few minutes this will turn solid green. Please allow 10 minutes for the router to fully power up, and all lights turn solid green or flashing green.

7

Connecting wirelessly



1

Find your routers Network name / SSID and wireless key (located on the sticker on the back of your router)

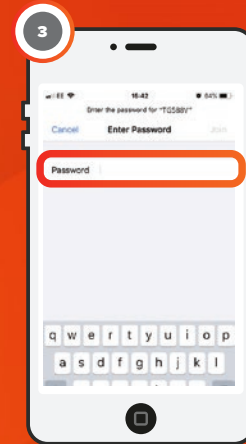
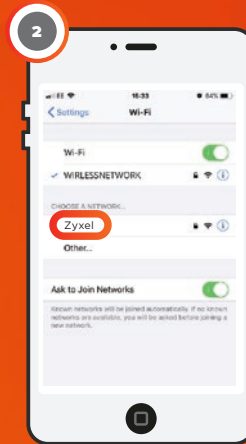
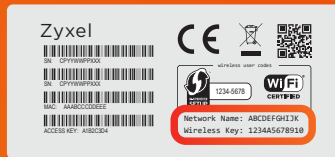
2

Search for available wireless networks on your chosen device and select the one that matches the Network Name / SSID

3

When prompted for the password, **input the wireless key** into your chosen device and connect.

Connecting wirelessly



Connecting via cable



1

Connect one end of the Ethernet cable (the one with the yellow ends) to one of the yellow ports in the back of your router

2

Then connect the other end of this cable into the Ethernet Port on your chosen device (e.g. Desktop PC)

Connecting via cable



Managing your **account**



Ok, so now you're connected - great! We'll send you a monthly bill and take care of your payment automatically by direct debit, it's that easy.

Of course you might want to check your bill or access older ones and that's easy too. Simply our website then press Help & Support at the top:

[Hometelecom.co.uk](https://www.hometelecom.co.uk)



TV Deals

We've partnered with Sky TV to bring you over 350 channels and over 300+ movie box sets!



Fibre Broadband

Get superfast fibre broadband and enjoy download speeds of Average speeds of 67Mbps with a totally unlimited usage allowance!



Recommend

Recommend a friend and you'll both receive a month free broadband on us. Easy!

To find out more, please use our live chat service on our website or call us on 01403 216 136



Sometimes you just need a little extra help. Don't worry, we're here when you need us and we've made getting in touch so easy...



Talk to us online

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Video Support

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