

Has this style of house kit (pictured right) been fitted?

Are you due to go live in the next few weeks?

Yes / No

Have you had house fibre blown to your property?

Yes / No

Currently we can't enter your property to fuse your connection.

So, what can I do?

Check if your existing plate has been fused. Can you see the blue/white connector and yellow clips when looking up into the back plate.

If it is like the photo to the right you are good to go. Move to **Fitting the Router** instructions (next page). If not, proceed as below:

If you can use a screwdriver you can *carefully* work with one of our engineers (or a trained volunteer) to replace your house kit for a style that can be fused outside.

Proceed with a BARN engineer or trained volunteer present to work outside.

Step 1. Remove plate. Grip the front plate either side and prise off (this may require some force). With the front plate removed does it look something like this?

Step 2. If there is fibre there, carefully unwrap the fibre from the case. If not, continue.

Step 3. Carefully unscrew the back plate and keep the screws. Carefully lift the plate from the wall and take all the fibre through the hole. Be careful *not* to kink the fibre. *Do not proceed until the new outside grey box (the CCE) is ready to be fitted by the engineer.*

Step 4. You now need the **engineer**. Do no more during this stage. The **engineer** will unscrew the outside cover of your external CLiP (pictured right). The **engineer** will also remove the gas block by unscrewing it. The **engineer** will use pliers to take out the 7mm ducting from the gas block and/or white ducting. The **engineer** will pull back fibre to the outside of the property. The **engineer** will fit a grey box outside (the CCE) the property using 3 new fixing points.

Step 5. You will now need to work with the engineer (who stays *outside*) from the *inside* of your property. From inside, the **homeowner** must cut back the white 5mm duct which goes through the wall flush with the wall using scissors.

Step 6. The **householder** must carefully push through the fibre connected to the new smaller white box (the FWO) on the wooden back board (pictured right). Keep pushing it through until there is no white cable left. Ensure a snug fit, being careful not to kink it. You can now affix the wooden back board to the wall using the two points at the base. There are two additional fixing points near the middle if required.

Step 7. Outside, the **engineer** will now be able to wrap in the white fibre and 2f (once spliced) and seal the grey box (Pictured right).

You are now ready to fit a router.



Fitting the Router

Step 1. Switch on the router and wait for it to power up.

Step 2. Remove the black bung (new style) or clear cover (old style) from the connector. Insert the fibre patch lead from the back of router into the FTU or small white box.

Step 3. Clip your router onto the bracket (if required)

Step 4. Wait for the Power, Internet, Wi-Fi and SFP lights to show. If the "Internet" light is a solid green, your internet should be working. If the "Internet" light is off, then your internet is not ready.

