

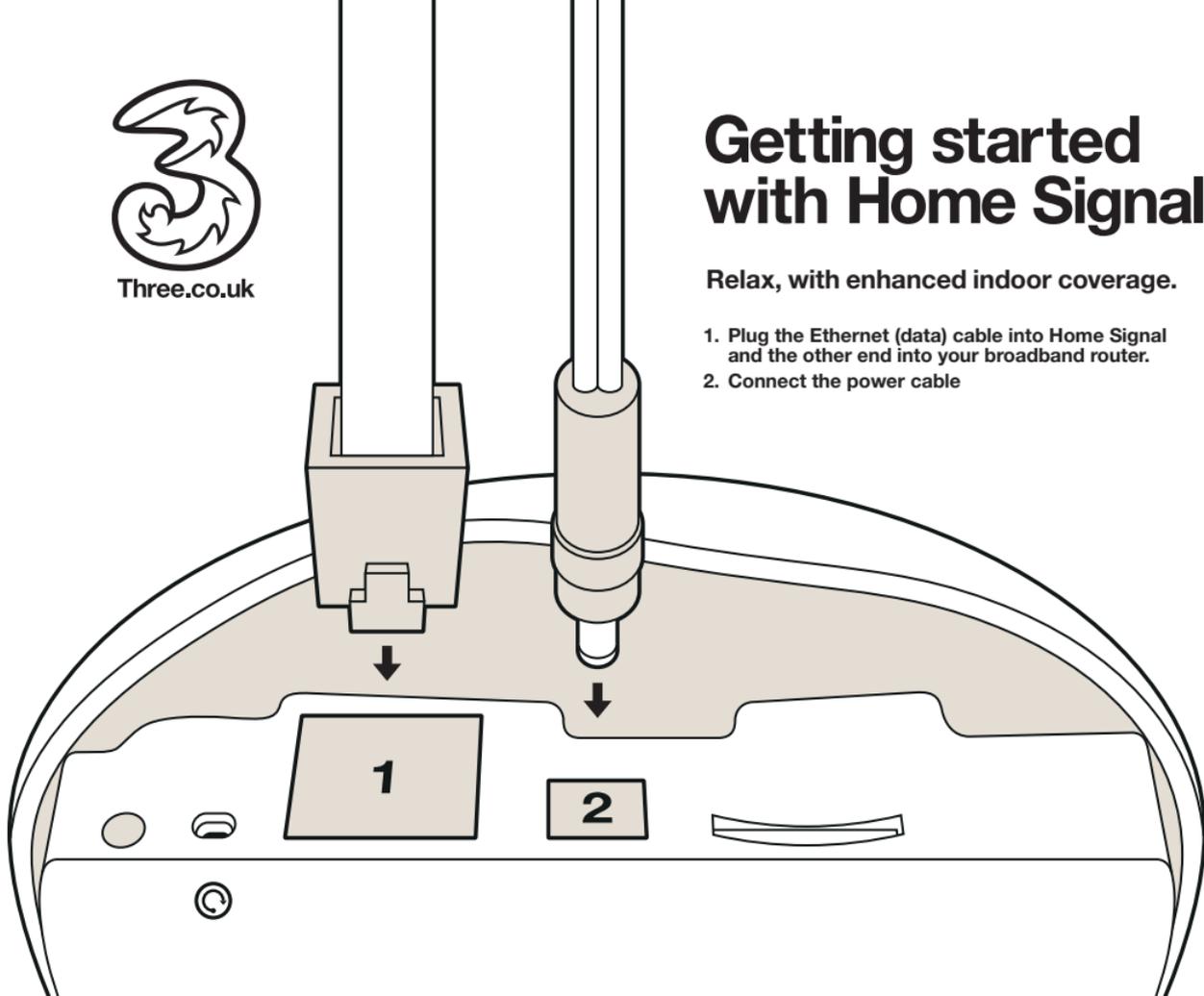


Three.co.uk

Getting started with Home Signal.

Relax, with enhanced indoor coverage.

1. Plug the Ethernet (data) cable into Home Signal and the other end into your broadband router.
2. Connect the power cable



Home just got even better.

Enjoy enhanced indoor coverage with Home Signal.
It's really easy to install and ready to use in under an hour.

Connecting.

After you've plugged in the Ethernet cable (1) and power cable (2), the light on the Home Signal will start flashing. The light may be red to begin with, but will turn green within one hour (and sometimes in as little as 10 minutes). When your Home Signal is ready to use, the green light will stop flashing and remain on. If it's in use, the green light will flash slowly. While using your Home Signal, we recommend you use Wi-Fi to browse the internet while at home.

Can other people use my Home Signal?

You can register up to 32 numbers as long as they belong to Three customers. The easiest way to register your friends and family is to visit [Three.co.uk/homesignal](https://www.three.co.uk/homesignal) or you can call us free from a landline on 0800 358 4828.

Making emergency calls.

We may use the details you give us when registering Home Signal to identify your location when 999 or 112 calls are made to the emergency services. So it's really important that the address where your Home Signal is used is kept up to date. Home Signal relies on your home broadband connection in order to work – if there's a power cut or failure, or your home broadband fails, please be aware that you won't be able to make any calls, including emergency calls, using Home Signal. To update your address, give us a call on 0800 358 4828.

98646-01 Mar 13

If you're still having problems, please call our technical support team on 0800 358 4828. (Calls are free from a landline.) For more information, including safety tips and details on troubleshooting, visit [three.co.uk/homesignal](https://www.three.co.uk/homesignal)

Troubleshooting.

 If you happen to experience a problem with Home Signal, a simple reset usually does the trick:

1. Insert a pin (or the end of a paper clip) into the reset hole.
2. Hold for five seconds to restart the Home Signal. The light may turn red at first, but will turn green within the hour (and usually, within 10 minutes). If the red light is flashing you should be able to fix the issue yourself with the guide below.

-  **1 Flash: no connection to your broadband router.**
Check the connection between the broadband router and Home Signal.
-  **2 Flashes: no internet connection.**
Check that the broadband router is connected to the internet.
-  **3 Flashes: signal interference.**
Try placing Home Signal in a different place.
-  **4 Flashes: overheating.**
Ensure that Home Signal is located where there is good airflow.
-  **5 Flashes: SIM card problem.**
Check to see that the SIM card is the one provided with Home Signal and that it has been inserted correctly.