My fibre box isn’t working – what should I do?

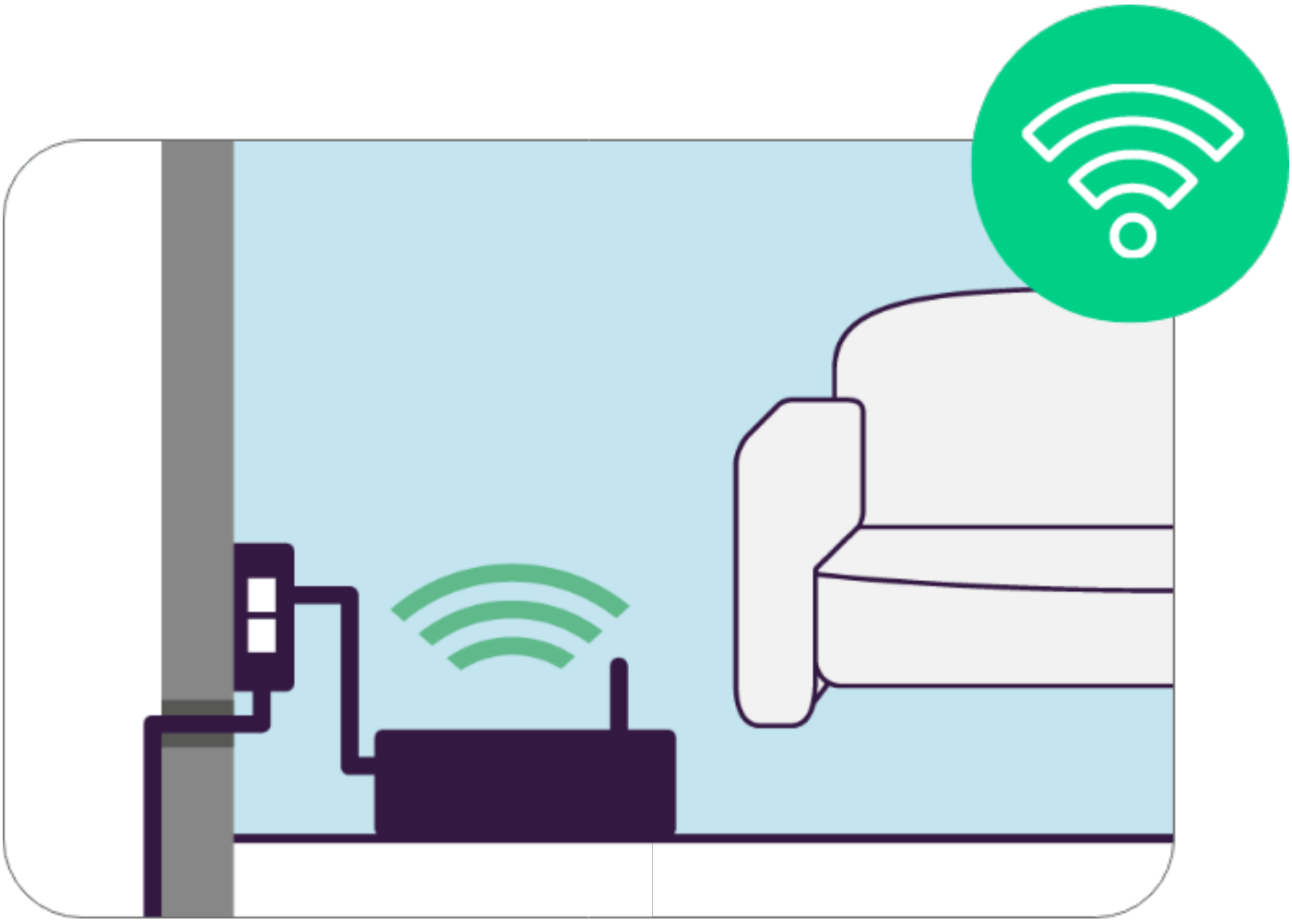
Technical Support · https://quickline.co.uk/knowledge/my-fibre-box-isnt-working/

Fibre box not working? Let's take a look!

When we talk about a "fibre box" we're referring to the box that is attached to the wall on the inside of your property.

It is not your router, Instead the "fibre box" is the box attached to the wall that the router plugs into.

This is normally smaller than the router and doesn't have the Wi-Fi password on it like our routers do.



If the fibre box on the wall inside your property has stopped working, or you can't see any lights on it, follow these quick steps to get back online:

- Check that it is plugged in to the mains.
- Ensure it is switched on at the wall.
- Ensure the fibre box on the wall is switched on. Check the bottom of the white box on the wall for a black button. Then ensure this is pushed in.
- If it still doesn't turn on, try quickly plugging in to a different mains socket.
- Lastly, check our service status page to see if there is a known outage or planned maintenance.
  (For updates on planned works or outages, keep an eye on our Facebook page)

If no lights are showing on the box, or you have a red light after following the above steps - contact our technical support team.