

Boostbox

Your guide to getting started

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We're better, connected 


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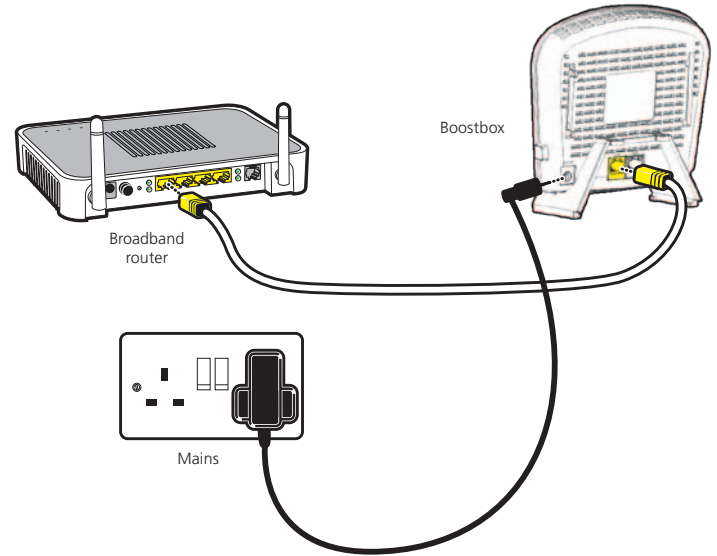
Getting started

Step 1: Plug one end of the white cable into your Boostbox and the other into any Ethernet socket on your broadband router.

Step 2: Plug your Boostbox into the mains and press the on button. The  light will turn on.

Step 3: Your Boostbox will now automatically set up. This usually takes a few minutes but might take up to four hours. During setup, the @ light will flash.

Step 4: Your Boostbox will be ready to use when the  @ lights are all on. The  light will be active when you use your Boostbox.



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What do the lights on my Boostbox mean?



Power
 Off: Boostbox is off
 On: Boostbox is on
 Flashing: There's a problem (see FAQs)



Using your mobile
 Off: No calls
 On: Call in progress
 Flashing: Maximum number of calls are being made



Your connection
 Flashing: Trying to connect
 On: Ready for use



Device status
 Off: No device connected with a cable (LAN port not in use)
 On: You've connected a device with a cable (LAN port in use)

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FAQs

How do I know if my mobile is using my Boostbox?

The  will be active on your Boostbox.

Why won't my mobile connect to my Boostbox?

You need a 3G mobile to use your Boostbox. Check that your mobile is able to use 3G first and that it's on in your mobile's settings. Then check if your mobile number has been registered with your Boostbox. If you replace your sim, you'll need to register your mobile again with your Boostbox.

What happens if I get a new mobile?

You'll need to make sure your new mobile and sim card are registered with your Boostbox. If you change your sim, you'll need to re-register your number with your Boostbox.

If I always leave my Boostbox on, how much electricity will it use?

It uses about the same amount of electricity as a broadband router.

What radio emissions does my Boostbox give out?

It gives out up to 20mW. That's less than a broadband router.

Why does the @ light keep flashing?

Your Boostbox is having trouble connecting to the internet. Make sure the cables are all plugged in and you can connect to the internet on your computer. Also try moving your Boostbox away from your router.

My Boostbox isn't working with my router.

If your router has been replaced or turned off and on, you'll need to turn your Boostbox off and on too.

Can I still make calls when I'm sending emails or uploading files from my computer?

Yes, your Boostbox shouldn't be affected unless you're moving very big files over a slow connection. If you've got our Business Broadband, then your router will prioritise phone calls anyway, so they won't be affected.

My Boostbox is working but now I can't connect my computer to Wi-Fi.

Move your Boostbox further away from your router.

How far does my Boostbox cover?

Your Boostbox has about the same coverage as your router.

Can I add another mobile number to my Boostbox?

You'll have to call O₂ to add a new number. Keep your Boostbox turned on so we can update it.

Need some help?

If you get stuck, you'll need to call or email us. You'll find our number and email address in your welcome email.

Safety Information

Like any piece of safety equipment you should use your Boostbox safely. Don't use it outside or for anything it wasn't meant for.

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