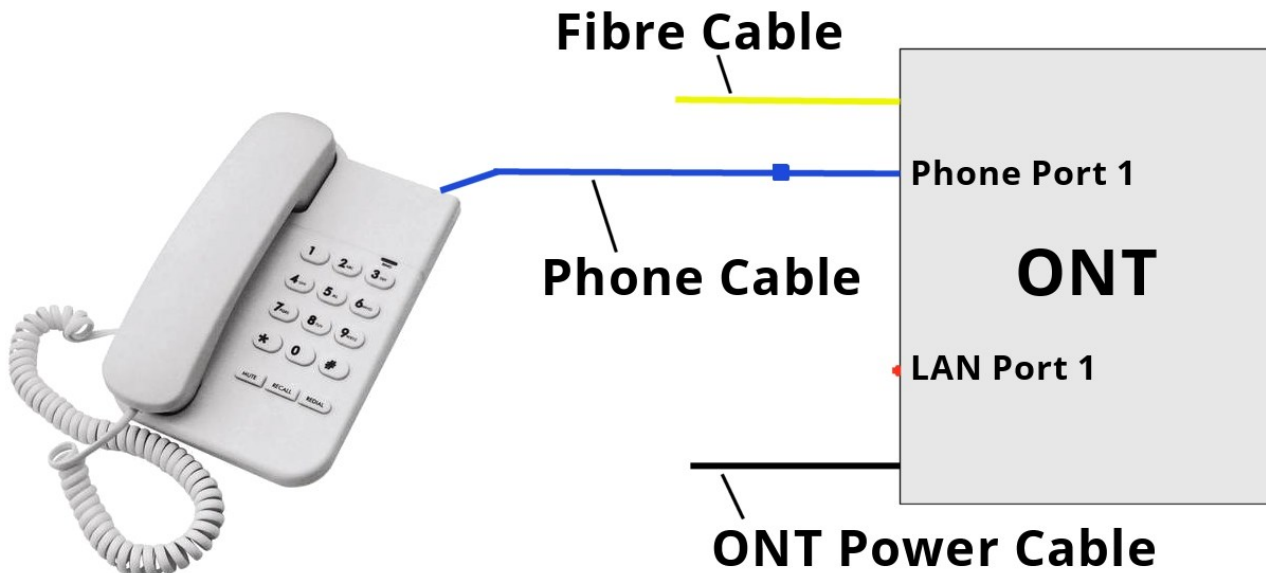


How to connect your telephone (If you ordered a telephone line)



To connect your phone, please connect it to the ONT Phone Port 1 using the adapter supplied with the ONT. (Some ONT's do not need an adapter and you plug the phone straight in).

The ONT is often located in the hallway cupboard or under the stairs.

Please note that ONT's vary in size and colour, they are usually attached to a wall.

Never disconnect the Fibre cable from the ONT. If something is not working correctly please call us on 01702 841841 and we will be happy to help.

If you have a BBU (Battery Backup Unit) installed this will keep the ONT powered for up to 1 hour in the event of a power outage. This will allow you to continue to make and receive calls, including to the emergency services.

Always check your BBU is plugged in correctly and the lights are on. If the AC or OUTPUT lights are not glowing, please call us on 01702 841841.

BBU are installed free of charge for vulnerable people only. If you wish to request one please email hello@ktel.co.uk with your request.