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>> [Fibre Broadband](#)[Mark Read](#) [Threaded](#) [Index](#)[Favourite!](#) | [Print Thread](#) **trolleybus**
(committed)
Sat 18-Oct-14
10:56:51**Fibre and the Sure Signal Device**[\[link to this post\]](#)[Edit](#) [Reply](#) [Quote](#)

Before posting here I carried out a search on entries about the Sure Signal device and found entries on many TB forums, so its not obvious which one to use on this topic. However my issue is fibre specific so it appears here although my first port of call was to the Vodafone forums but I have exhausted any expertise lurking there.

The issue is simple, but with complex overtures, in so much as you can have Sure Signal working fine but an upgrade to FTTC and you sleepwalk into problems that you never knew existed. To be told by Vodafone that the Sure Signal device was only designed for ADSL and won't work with FTTC was a bit of a shock as there is no signal from any mobile provider to serve our premises.

However people with greater technical expertise than me HAVE got the Sure Signal device working with FTTC but trying to discover exactly how is proving very difficult or misleading. To get the Sure Signal device working again, I am prepared swap out the router for another but one thing that is unchangeable is the FTTC service from TalkTalk Business.

Currently our hardware is a Draytek 2820vN and a MK2 Sure Signal Device. If anyone is prepared to jump in with assistance on this matter, it would be very welcomed because at the moment the only solution seems to be installing a second telephone line with ADSL broadband which would not be a welcome expenditure each month.

An alternative approach would be a one off cost for a Draytek 2860vN router which appears to be configurable to support the Sure Signal Device. Why Draytek? Well we need the VoIP functionality and access for remote users. All of which we had with an ADSL service!

So do we have a knight in shining armour out there that can come to our rescue. I do hope so.

BatBoy
(legend)
Sat 18-Oct-14
11:27:49**Re: Fibre and the Sure Signal Device**[\[re: trolleybus\]](#) [\[link to this post\]](#)[Reply](#) [Quote](#)

All my sure signal devices work with BT Infinity so Vodafone are clearly mistaken. No port forwarding required, they're just plug and play.

What seems to be the problem?

All Quiet on the Western Front **yarwell**
(sensei)
Sat 18-Oct-14
11:47:19**Re: Fibre and the Sure Signal Device**[\[re: trolleybus\]](#) [\[link to this post\]](#)[Reply](#) [Quote](#)

Lots of misinformation around, it's essentially a tunnelled VPN from the SureSignal and some routers mess that up or block it.

The Dlink router (ADSL but it's an IP level issue) I have on a line from T-T requires the firewall to be disabled for the SureSignal to work, no amount of rules and port forwarding made it work otherwise. Turn the FW off and off it goes. I have another router behind the Dlink doing the security.

--

Phil

MaxDSL - goes as fast as it can and doesn't read the line checker first.

[MaxDSL diagnostics](#)

MrSaffron
(staff)
Sat 18-Oct-14
11:47:39**Re: Fibre and the Sure Signal Device**[\[re: trolleybus\]](#) [\[link to this post\]](#)[Reply](#) [Quote](#)

My sure signal works fine with idnet and openreach modem and asus rt-n66u router

<http://www.thinkbroadband.com/speedtest/results.html...>

Turned wi-fi off on iPhone and this shows maximum speed for the model of sure signal I have.

Andrew Ferguson, andrew@thinkbroadband.com
www.thinkbroadband.com
Personal website including useful broadband snippets and maps

The author of the above post is a **thinkbroadband staff** member. It may not constitute an official statement on behalf of thinkbroadband.

baby_frogmella
(experienced)
Sat 18-Oct-14**Re: Fibre and the Sure Signal Device**[\[re: yarwell\]](#) [\[link to this post\]](#)[Reply](#) [Quote](#)

OP, I'm also on TalkTalk Business Fibre and have the Sure Signal v3 (plug in type) working without any problems. So the issue is likely to be your router or a faulty SS unit. I'm using the Asus RT-AC87 router.

Lots of misinformation around, it's essentially a tunnelled VPN from the SureSignal and **some routers mess that up or block it.**

TalkTalk Business Fibre 79987/19999 kbps
 Powered by Asus RT-AC87R

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My sure signal works fine with idnet and openreach modem and asus rt-n66u router.

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