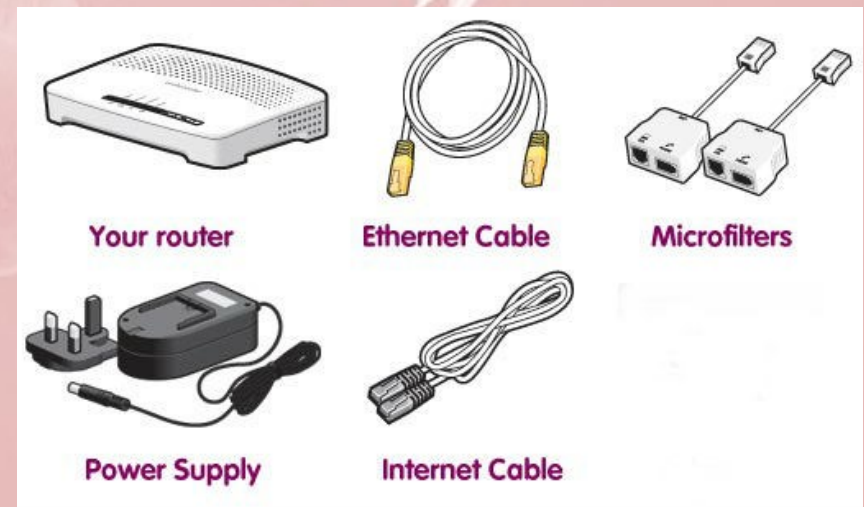


WELCOME to Pink Connect Broadband.


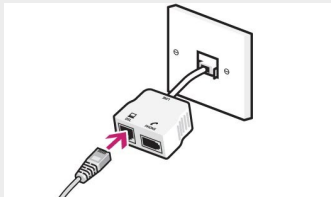
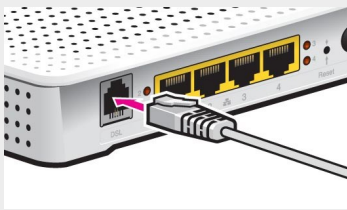
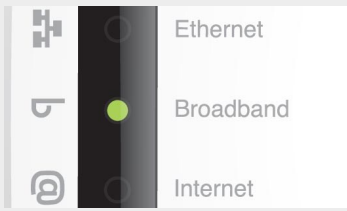
Simply follow this guide and you'll be online in no time.

Make sure your broadband connection is up and running before you set up your router - we'll contact you via email or post to confirm the live date.

WHAT'S IN THE BOX



Connecting your router

Step 1	Plug a microfilter into each telephone socket you use in your property. If you had to unplug something you can plug it back into the Phone socket of the microfilter. Assemble the power adapter, connect it to the mains and the power socket on the back of the router.	
Step 2	Switch the router on using the circular black button next to the power socket (this may be on the left or right side). Wait for the power light to turn green before you continue.	
Step 3	Plug the Internet cable (grey ends) into the microfilter socket marked DSL	
Step 4	Plug the other end of the Internet cable into the grey DSL socket on the back of the router.	
Step 5	The Broadband light will flash, wait for it to turn green before you continue (this can take up to 5 minutes).	

THANK YOU for choosing Pink Connect Broadband.

We hope you enjoy your new broadband connection.

If you're still having problems, then give us a call and we'll give you a hand.

0845 450 9393 option 3.



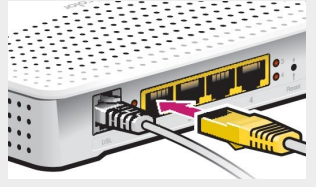
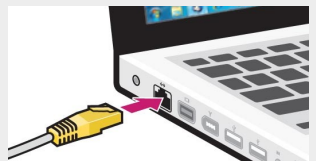
Useful Tips

- You can use a microfilter before or after an extension lead, but not both
- You can connect two devices to one microfilter if you use a phone adapter
- If you need more microfilters, you can get them from most electrical stores and supermarkets
- Phone sockets can be used by phones, alarm systems, fax machines and digital TV boxes, so make sure you don't miss anything out. Microfilters are essential for keeping your phone and Internet services from interfering with each other. Without microfilters you'll see poor speeds and connection drops.
- Don't plug a microfilter into the socket of another microfilter
- Broadband works best when your router is connected to the master telephone socket (it's usually the one closest to where your phone line enters your home)
- Your router can get too warm if air can't flow around it so try to avoid putting it under a desk, on a carpet/other fabric, or behind large objects
- If you're going to use wireless, try to place your router close to where you'll be using broadband the most. Thick walls, concrete floors and large metal surfaces can weaken the wireless signal, so try to avoid these where possible.
- We recommend leaving your router switched on all the time (even if you're not using it). If you can, connect it to an unused power socket and make sure that it won't be switched off with other items
- Enjoy surfing the net!

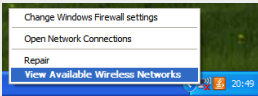
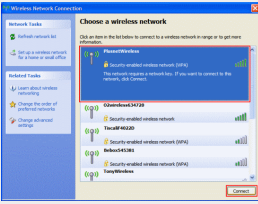
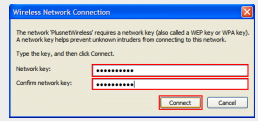
Connecting your computers

When setting up for the **first time**, we think it's easier to use the Ethernet cable. This way you can make sure everything is working and you'll be online in no time.

If using the Ethernet cable isn't convenient or you'd prefer to use wireless right away, please see next page.

Step 1	Plug an Ethernet cable (yellow ends) into one of the Ethernet sockets on the back of your router.	
Step 2	<p>Plug the other end of the Ethernet cable into your computer's Ethernet socket. The Ethernet light on the router will turn green or flash.</p> <p>Your computer is now connected to your router, please go to 'Getting Online!'.</p>	

How to connect using Wireless

Step 1	<p>The details of your wireless connection have been provided on your welcome letter. Right click on the Wireless Connection icon at the bottom right side of your screen and select View Available Wireless Networks from the list.</p>	
Step 2	<p>In a new window, you'll see a list of networks you can connect to. Find your router's Wireless name on the list and click Connect.</p>	
Step 3	<p>You'll be asked for the Network Key.</p> <p>This is the Wireless key (or WPA-PSK key) shown on your letter.</p> <p>Enter the key in both boxes and click Connect. Please note this is case sensitive.</p>	

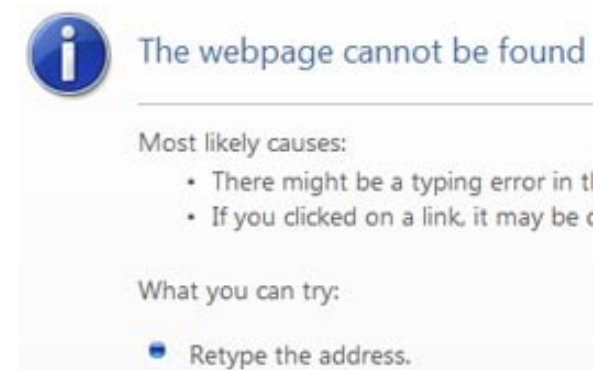
Getting online!

You are nearly there! At this point your router should be plugged in, switched on and connected to your telephone line and computer. The Broadband light should be green. Don't touch the computer or router for 15 minutes...

After 15 minutes, open your computer's web browser (e.g. **Internet Explorer, Safari or Firefox**). And that's it. You should see your web browser's home page - congratulations! You're now connected and able to browse the Internet.

If you didn't see your home page, you'll probably see the screen below:

I see an error page when I open my web browser



If you are still unable to connect, please contact our **Support Team on 0845 450 9393 option 3**.

We strongly recommend that you take steps to protect your computer (s), including backing up data, installing up-to-date anti-virus software and keeping the operating system and other vulnerable software up to date. Speak to your Pink Connect Account Manager and they will be happy to help.