pinkconnect

WELCOME to Pink Connect Fibre Broadband.

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

On the appointed day, an Openreach engineer will visit to install your Fibre service and modem, but you will need to connect the preconfigured router provided.

WHAT'S IN THE BOX
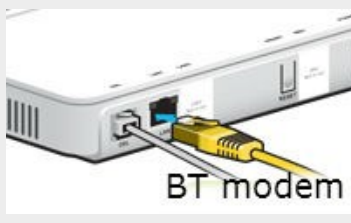

Your router

Ethernet Cable

Power Supply

Internet Cable

Connecting your router

When the engineer has finished the installation of the modem and can confirm sync to the BT Exchange, you can start setting up your router.

If you haven't done so already, now is a good time to switch off and unplug your old broadband router and put it to one side. You can also unplug any microfilters you were using (your new master socket has a built in filter, so you won't need them anymore).

Step 1	Plug the power cable into the back of your router and connect the other end into a power socket.	
Step 2	Connect the Ethernet cable (yellow ends) to the **LAN 1**socket on the BT Openreach modem.	BT modem
Step 3	Connect the other end of the Ethernet cable to the yellow Ethernet socket on the back of your **NEW** router **labelled red**.	
Step 4	Press the black power button on the back of your router to switch it on. Wait for the **Power light** on the front of your router to turn **green** before you continue (this should take about a minute).	

THANK YOU for choosing Pink Connect Fibre Broadband.

We hope you enjoy your new fibre connection.

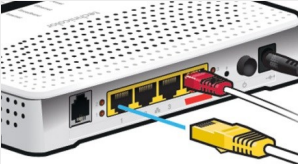If you're still having problems, then give us a call and we'll give you a hand.

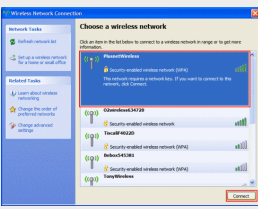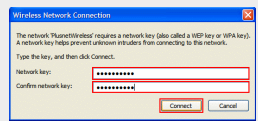## 0845 450 9393 option 3.

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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 into one of the remaining 3 Ethernet sockets on the back of your router.	
Step 2	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. Your computer is now connected to your router, please go to 'Getting Online!'.	

How to connect using Wireless

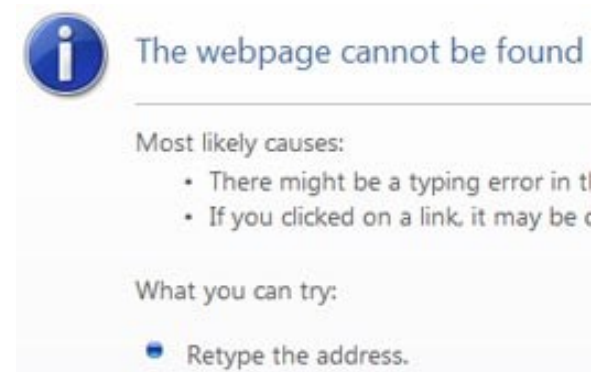|		
Step 1	The details of your wireless connection have been provided on your welcome letter. Right click on the Wireless Connection icon at the bottom right side of your screen and select **View Available Wireless Networks** from the list.	
Step 2	In a new window, you'll see a list of networks you can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

Getting online!

Make yourself a tea or coffee and **don't touch your computer or router for 15 minutes**.

(Don't try to use the Internet while you're waiting, as your router might still be setting itself up)

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.