Setting up your Plusnet 2704n ADSL router – Plusnet Help

(DESCRIPTION)

A man in a Plusnet shirt standing in front of a Plusnet banner.

(SPEECH)

MAN: Hello I'm Danny and welcome to Plusnet Help. Today we're going to take you through setting up your Plusnet 2704n router. Here's what you'll need:

- Your Plusnet router and power supply
- a microfilter (one is provided with your router)
- an internet cable (the one with the grey ends)
- an Ethernet cable (the one with the yellow ends)
- an active broadband account with Plusnet

You've signed up, received your router in the post and also had a message to say that everything is now active, now you're ready to get connected.

It's really important that you only setup your router once you've received this message from us. If you've not had the message from us your service won't be up and running just yet.

The first thing you need to do is locate your master socket.

(DESCIPTION)

A master socket is shown.

(SPEECH)

DANNY: Your broadband will work best if it's connected to it. They will usually look something like this.

If you don't have one that looks the same just make sure you're connecting to the first socket where the phone line comes into your property. You can usually check this by having a look outside and seeing where the line enters your home.

(DESCRIPTION)

A Micro-filter is plugged into the Master Socket.

(SPEECH)

DANNY: Once you've found it, unplug any phones or devices from it and plug in this little white box instead.

This is known as a microfilter and your connection won't work without one.

(DESCRIPTION)

A phone wire is plugged into the 'Phone' socket on the micro filter.

(SPEECH)

DANNY: Once plugged in, reconnect your phone into the filter in the socket labelled phone.

Some sockets already have filters installed. If yours has ADSL written on it, you won't need to put a filter in.

(DESCRIPTION)

A power supply is shown, this is plugged into the back of the router. Someone presses the black button on the back of the router, next to where the power supply is plugged in, then the power light on the front turns green.

(SPEECH)

DANNY: Next put the power supply together, plug it in and connected to the back of your router. To turn it on press the little black button on the back and wait for the power light to turn green.

(DESCRIPTION)

A grey internet cable is shown, this is plugged into the DSL socket on the back of the router. This is the furthest left socket when looking at the back of the router.

(SPEECH)

DANNY: Now take the grey internet cable and plug one end into the DSL socket on your filter, and the other end into the grey socket on your router.

It doesn't matter which way around they're both the same.

Now the good bit go put the kettle on, put your feet up and wait 15 minutes.

It's really important to give it 15 minutes and don't connect the router to your computer even if the light turned green, as your router might still be setting itself up.

(DESCRIPTION)

The front of the router is shown. The Power and Broadband lights are solid green, the Internet light is flashing green, and the Wi-Fi light is solid green.

(SPEECH)

DANNY: You will now notice the broadband light is solid and the internet light is on and flashing.

You're connected to the Internet.

If your broadband light is still flashing, visit our user guides online to see why

If you need anything else, you can visit www.plus.net/help for more information.