

Changing the wireless password/channel on your Plusnet 2704n router – Plusnet Help

(DESCRIPTION)

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

(SPEECH)

MAN: Hello and welcome to Plusnet Help. My name's Danny and I'm here today to show you how to log in to your Plusnet 2704n router.

Firstly, we need to make sure it's connected to your computer.

(DESCRIPTION)

A web browser is shown, 192.168.1.2 is entered into the address bar.

(SPEECH)

DANNY: Now open up your browser and type in 192.168.1.2 into the address bar as shown.

Know that you will still be able to do this even if you can't connect to the internet.

(DESCRIPTION)

The router home page is shown, this has various details about the router and internet status.

(SPEECH)

DANNY: You should now see the router home page which looks like this.

(DESCRIPTION)

A mouse hovers over Wi-Fi Network, then clicks the 'Settings' button beside this.

(SPEECH)

DANNY: If you'd like change a wireless password or your wireless channel, all you need to do is find where it says Wi-Fi network and click 'Settings'.

(DESCRIPTION)

The router login page is shown requesting a password. This is typed in, and 'login' selected.

(SPEECH)

DANNY: You will then be prompted for a password to allow you to make changes in your router.

(DESCRIPTION)

The plastic credit card sized 'Handy reference card' is shown, with details of the router on it.

(SPEECH)

DANNY: This can be found on the plastic card provided and on the back the router where it says router access.

(DESCRIPTION)

The Wi-fi setting page is shown.

(SPEECH)

DANNY: Once you have typed this in you can see your basic wireless settings.

(DESCRIPTION)

A new password is typed into the 'Wi-Fi Password' section.

(SPEECH)

DANNY: Here you type a new password you would like before confirming this.

It's important to know that this is case sensitive and doing so will mean any computers connected wirelessly will be disconnected until the new password is re-typed in. This includes the computer you are using if you're connected without an ethernet cable.

(DESCRIPTION)

The apply button is clicked on the Wi-Fi setting page.

(SPEECH)

DANNY: Once you're ready, click Apply and wait for the change to take effect.

You can then reconnect connect wirelessly with your new password.

(DESCRIPTION)

On the Wi-Fi Settings page, the channel option is clicked.

(SPEECH)

DANNY: If you want to change your wireless channel, under the relevant heading you'll see a drop-down menu with numbers 1 to 13.

There is no standard perfect channel as this is down to area, you'll need to experiment to find the channel that's best for you. We recommend trying channels 1, 6 or 11 first.

(DESCRIPTION)

[IMPORTANT] Is shown on the screen.

(SPEECH)

DANNY: Important: before you confirm your changes, this will cause your wireless connection to me be briefly lost to any and all device while it adjusts but your computers should all automatically reconnect after a few minutes so just be patient.

(DESCRIPTION)

Channel 6 is selected, then the 'Apply' button clicked.

(SPEECH)

DANNY: Once you're ready you can go to the bottom of the page and select Apply.

Common wireless problems are 1 or multiple devices being unable to connect despite the right password or connection being slow and/or dropping Out.

And that's it! Hopefully this helped you with your wireless connection questions.

For further information please visit www.plus.net/help or see our other help videos.