Troubleshooting Self Install with your Hub One router – Plusnet Help

(DESCRIPTION)

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

(SPEECH)

Woman: Hi, I'm Katie and welcome to Plusnet Help. This is a quick and simple video to guide you through how to fix any problems you've had getting connected.

If you're setting up your router for the first time, you'll need to look at our self-install video first.

We'll go through the whole process but check out the description below for a handy breakdown. This means you can skip straight ahead to the section you want.

(DESCRIPTION)

The 'cog' icon is clicked in the YouTube video pane. Then the quality option is set to 480p.

(SPEECH)

Katie: Also, for any data conscious viewers, make sure you choose a lower quality setting, for example 480p.

(DESCRIPTION)

Title – Connection Troubleshooting

(SPEECH)

Katie: If you've followed the set up in the previous video and you're still having trouble getting connected, please make sure that your broadband service is ready before you continue.

(DESCRIPTION)

A mobile phone is shown with an SMS from Plusnet advising that the order is complete, and everything is ready to connect to the internet.

(SPEECH)

Katie: We'll send you an email to confirm this and a text message if we've got your mobile number.

If your connection is down, try these steps.

(DESCRIPTION)

Title – Check your Phone

(SPEECH)

Katie: Step one, check you phone.

First check that your phone line is working by picking up or plugging in a phone and checking for a dial tone.

If you don't hear a dial tone, or the line is noisy, there may be a fault on your phone line. Let us know and try connecting to broadband again when the phoneline has been fixed.

We've provided a link for help with your phoneline in the description below.

(DESCRIPTION)

Phone fault help - https://youtu.be/7gofRBmT4PU

Raise a phone fault - https://www.plus.net/member-centre/?url=%2Fmy-account%2Ftools%2Fphone-troubleshooter

(SPEECH)

Katie: If you have a single socket, check your microfilters and other equipment.

(DESCRIPTION)

A micro filter is shown being plugged into a master socket.

(SPEECH)

Katie: Check that every device connected to your phone line. For example, Sky boxes, answer phones and alarms, are all using a microfilter.

(DESCRIPTION)

The router set up guide is shown.

(SPEECH)

Katie: The router setup guide provided has instructions on how to do this.

If checking microfilters hasn't fixed the problem, unplug everything from all of your phone sockets, leaving only your Hub connected and try again.

If the problem continues, connect the Hub to your master phone socket.

(DESCRIPTION)

A master socket is shown. A micro-filter is plugged into this, with a wire running from the ADSL MODEM socket to a router.

(SPEECH)

Katie: This is usually the first point your phone line enters your home.

If the previous steps have fixed the problem, then either an extension or one of the devices connected to your line is the cause of the
issue.
You can find out which by plugging your devices back in one at a time.

If the broadband light is still flashing after trying all the above, then call our Tech Support Team on 0800 432 0200 or 0345 140 2000 to report a fault.

We're available from 7:30am to 10pm every day.

(DESCRIPTION)

Title – The Hub One lights

(SPEECH)

Katie: What are my Hub's lights telling me?

(DESCRIPTION)

A router is shown with a blue light on the front

(SPEECH)

Katie: If the status light is blue, then your hub is working fine.

(DESCRIPTION)

A router is shown with an orange light on the front.

(SPEECH)

Katie: If your status light is orange, then there is a problem somewhere.

(DESCRIPTION)

A smaller orange light in the shape of stylised 'b' is highlighted under the previous orange light.

(SPEECH)

Katie: Now look at your broadband light. If this is also orange, then you're connected to broadband, but your account might not be switched on yet.

Please wait until after midnight on the day we switch on your broadband. If you've still got an orange light the next day, please try browsing to any website, for example Google.

(DESCRIPTION)

A login screen is shown, details are entered then 'Connect' is selected.

(SPEECH)

Katie: You should see a screen asking you to type in your username and password. This is the same username and password you use to log in to the Member Centre on the Plusnet website.

(DESCRIPTION)

The router is shown with the stylised 'b' light in red.

(SPEECH)

Katie: If the broadband light is red, then your router has tried to connect with the wrong username and password.

(DESCRIPTION)

The back of a router is shown, with a paperclip being pressed into the 'Reset' button.

(SPEECH)

Katie: Reset your Hub to its factory setting by using a paper clip to press the "Reset" button on the back of your Hub for at least 20 seconds or until the status light turns green.

(DESCRIPTION)

The card that came with the router is shown.

(SPEECH)

Katie: The default settings are shown on the card that came with your Hub.

(DESCRIPTION)

The router is shown with the stylised 'b' light flashing red.

(SPEECH)

Katie: If the broadband light is flashing red, then there's a problem with your broadband line.

(DESCRIPTION)

The back of the router is shown with all cables plugged in.

(SPEECH)

Katie: Check that all the cables are plugged in correctly as shown earlier in this video and remember, it needs to be after midnight on the day we switch on your broadband.

Hopefully you should now be connected using your new Hub One router.

If you've tried all of the above and need further help, please contact us.

If you'd like more information, you can see our other help videos, chat with us online at plus.net/help, or give us a call.

(DESCRIPTION)

The contact numbers are shown; 0800 432 0200 or 0345 140 0200.