

Broadband Connection Problems – Plusnet Help

(DESCRIPTION)

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

(SPEECH)

Man: Hello, I'm Liam and welcome to Plusnet Help.

Today I'm going to take you through what to do if you're having some problems with your broadband connection.

This guide will help with:

No connection, a poor connection that keeps dropping out and slow speeds.

Before we begin, these checks are the quickest and best way to get your issues fixed as soon as possible.

We find that they will often fix any connection problems and if you call, this is what we'll ask you to do. So please do these first.

Also, after each step, just quickly retry your connection. This will help identify the exact cause of your problem.

The first step is nice and simple; check your phone line. Just pick up or plug in a phone and make sure you have a dial tone.

If you don't or the line is very noisy, you may have a phone fault.

Not to worry though, we have a guide to help you with any Phone problems you might be having here.

(DESCRIPTION)

[youtube.com/plusnethelp](https://www.youtube.com/plusnethelp) is shown.

(SPEECH)

Liam: If everything is fine though, we can move onto the next step.

(DESCRIPTION)

A micro-filter is shown. It is small enough to fit into the palm of someone's hand, has a cable to attach it to a phone socket, and 2 additional sockets.

(SPEECH)

Liam: Now this little white box is a micro-filter, these separate the broadband and phone signals to allow your connection to work. So it's really important that they're fitted properly.

(DESCRIPTION)

The micro-filter is rotated to show a phone socket and a broadband socket.

(SPEECH)

Liam: You need to make sure that any phone socket that has anything plugged into it, is using one of these. For example, an answering machine.

Now the third check is that you're using your master socket. This will be the first socket where your phoneline enters your home and will probably look like this.

(DESCRIPTION)

A master socket is shown.

(SPEECH)

Liam: We now need to unplug everything from here and make sure that the only thing connected is your micro-filter,

(DESCRIPTION)

A micro-filter is plugged into the master socket.

(SPEECH)

Liam: This then connects to your router.

(DESCRIPTION)

A cable is shown being plugged into the internet socket on the micro-filter, which is then connected to the router.

(SPEECH)

Liam: This also means that no extension sockets have any devices connected, for the purpose of this test.

When changing the set-up like this make sure you do give it a few minutes to settle.

(DESCRIPTION)

A Plusnet router is shown.

(SPEECH)

Liam: You just need to wait until the broadband light stops flashing on your router.

If that sorts it, it's probably means that the problem is with an extension socket or one of the devices you've got connected to it.

You can find out which one by reconnecting the equipment one at a time.

If that hasn't fixed your problem then we need to find and plug into your test socket.

You'll know if your phone socket has one, if it has this line one third of the way down.

(DESCRIPTION)

A master socket is shown with an indentation a third of the way down the faceplate, and an Openreach logo in the top left corner.

(SPEECH)

Liam: It should also say BT or Openreach in the top corner.

If you don't have this or you're a little bit unsure, a full guide to the different master sockets can be found via the link provided.

(DESCRIPTION)

<https://youtu.be/UMPOBOwSHKI> is shown.

(SPEECH)

Liam: Now, we can safely remove these two screws either side here.

(DESCRIPTION)

A master socket is shown, with the two screw holes two thirds of the way down either side highlighted.

(SPEECH)

Liam: Once that's done we need to carefully remove this from faceplate.

(DESCRIPTION)

The front face plate of the master socket is removed, revealing another phone socket underneath.

(SPEECH)

Liam: Please make sure you don't disconnect any cables that are behind it.

If yours doesn't seem to be the same as this or again you're a little bit unsure then don't unscrew it. You may cause more damage. Just skip to the next step.

(DESCRIPTION)

The master socket is shown with the faceplate removed, with the newly revealed phone socket highlighted.

(SPEECH)

Liam: This is what the test socket looks like, we can now reconnect the router with the micro-filter, exactly how we had it before and give it a few minutes more minutes to settle down and get connected.

Again if this works you need to reconnect each part to see what the cause of the problem was.

It's also worth knowing, that while connected to the test socket, other phone sockets might not be working. There's no need to worry, it's absolutely normal.

The final check is trying an alternative router, this could be an old one you have lying around or borrowed from a friend.

Again, this helps us rule out that the issue isn't with your hardware.

If you are confident that this isn't the cause and you've completed all the other steps, you may have a fault on your line.

To report a fault, just click this link, and answer the questions to let us know.

(DESCRIPTION)

faults.plus.net is shown.

(SPEECH)

Liam: If your connection does become stable but your broadband is slow, please leave it connected for a couple of days just to allow for the speeds to return to normal.

And that's it! If you do need any further help, please visit <http://www.plus.net/help/> for more information.