

Changing your Hub Two wireless settings - Plusnet Help

(DESCRIPTION)

A woman, Heather, in a pink Plusnet Help T-shirt standing in front of a pink background. On screen to the right is an image of the Hub Two and a gear icon with the words “Hub Two settings” underneath.

(SPEECH)

Hi I'm Heather and welcome to Plusnet Help.

Let's walk through how to change the settings on your Hub Two.

The description below has time stamps so you can jump to any section that's relevant to you.

(DESCRIPTION)

A title card on a pink background reading “Logging into your hub” then cuts back to Heather on a blank pink background.

(SPEECH)

Heather: Logging into your hub. Before you can make any changes you need to log into your hub. Start by making sure you're connected to the hub.

(DESCRIPTION)

Close up of an Ethernet cable, which has yellow ends, is connected into an Ethernet port on the side of a laptop.

(SPEECH)

Heather: either wirelessly or via Ethernet.

(DESCRIPTION)

A screen capture of a desktop browser. In the search bar they type “192.168.1.254” and load up the Hub Two manager page. The page shows 8 pink boxes labelled Status, Wireless, My devices, Help, Hub light control, Broadband performance test, Restart the hub and Advanced settings.

(SPEECH)

Heather: Then open up your web browser and type in “192.168.1.254”

It'll bring up the Hub Two manager, from here you can view different settings.
To access certain pages and make changes you'll need your Hub Two admin password.

(DESCRIPTION)

With the back of the Hub facing the camera, on the left hand side midway down is a card that reads 'Need help?'. A hand slides out this card and turns it over to face the camera. On both the card and revealed on the back of the Hub are the Wi-Fi name and password for the Hub. Close up of the sticker with the same details on.

(SPEECH)

Heather: This can be found on the back of the removable settings card on the hub or on the sticker we provided.

(DESCRIPTION)

A title card on a pink background reading "Changing the wireless name" then cuts back to Heather on a blank pink background. "iloveplusnet_Wi-Fi" and "nacho_Wi-Fi" appear on screen above Heather's hands as she gestures.

(SPEECH)

Heather: Now we're ready to get stuck in. Changing the wireless name.
You may want to change the name of your wireless connection, for example you could change it to: "I love Plusnet Wi-Fi" or "nacho Wi-Fi".

(DESCRIPTION)

Back to the screen capture of the same Hub Two manager page from earlier. The mouse hovers over the "Wireless" box and selects it.

(SPEECH)

Heather: Now you're logged into your hub select the box that says "wireless" at the top.

(DESCRIPTION)

The wireless page of the Hub manager loads up. Various wireless settings are displayed. To the right at the top there are 2 buttons, "change settings" and "back". The mouse selects "change settings" and a pop up box appears prompting to enter in the admin password.

(SPEECH)

Heather: then on the next page in the top right select "change settings".
Enter your admin password when prompted.

(DESCRIPTION)

The same wireless page is shown with a few new wireless settings available to change. A new name is typed into the 'Network name' box, in the middle on the left. Then it goes back up to the top right and 'Save' is clicked. An 'Are you sure?' warning is shown. This advises that devices connected to the router may lose connection and may need to be reconnected. 'Yes' is clicked, and a short loading screen is shown.

(SPEECH)

Heather: You'll be presented with all configurable wireless options. You'll now be able to make changes.

Select the text box next to network name and delete the current name.

Type your new chosen name into the box and then press "save" in the top right.

This will save your new wireless name.

(DESCRIPTION)

Heather is stood in front of the pink background, talking to camera.

(SPEECH)

Heather: Any devices connected by Wi-Fi will be disconnected as they're looking for the old name, simply reconnect them using the new name you gave your hub.

The password will still be the same.

(DESCRIPTION)

Title card of text reading "changing the wireless password"

(DESCRIPTION)

Screen capture of the Hub Two manager home page listed earlier. It follows the same steps listed earlier, selecting the "Wireless" box the on the next page choosing "change settings" in the top right, entering the admin password in the pop up box to reveal the wireless settings page.

(SPEECH)

Heather: Changing the wireless password. To change the wireless password just follow the same steps.

Choose "wireless", then "change settings" in the top right and enter your admin password.

(DESCRIPTION)

On the unlocked wireless setting page, in the middle of the page, to the left, and just below network name, is a boxed labelled "Security password". The password in the box is deleted and a new one is typed reading "iloveplusnet". A password strength bar below displays orange to show medium strength.

(SPEECH)

Heather: In the text box next to "security password" delete what's there. You can now enter in your own password.

(DESCRIPTION)

Split screen, on the left a list of the password security requirements being read out. On the right the screen capture of the Security password box as they try different password to get a strong one. "PlusnetRules21" is entered last and the security bar below turns green.

(SPEECH)

Heather: Remember this must be a minimum of 8 characters and a maximum of 63 you can use letters numbers and punctuation and our handy strength bar will tell you just how secure your password is.

(DESCRIPTION)

Back to full screen of the wireless setting page, with the new password in the security password box, in the top right the "save" button is clicked. An 'Are you sure?' warning is shown. This advises that devices connected to the router may lose connection and may need to be reconnected. 'Yes' is clicked, and a short loading screen is shown.

(SPEECH)

Heather: Once you have typed in your new password press "save" in the top right and this will save your new wireless password.

(DESCRIPTION)

Heather to camera.

(SPEECH)

Heather: As before all wireless devices will be disconnected you'll need to reconnect to the Wi-Fi once you've changed the wireless password.

(DESCRIPTION)

Title card reading "Reset wireless settings".

Hub Two laid on it's front showing the back. On the left side the wireless settings card is slid out to reveal the default wireless settings on the back of the Hub. Text on screen says "default wireless settings" and points directly to them.

(SPEECH)

Heather: Reset wireless settings.

If you want you can change any of the original wireless Settings back to the defaults that are on the back of your hub.

(DESCRIPTION)

The Hub Two manager homepage is shown. The bottom right box labelled "Advanced is loaded" A new page of boxes loads up. In the bottom right the box labelled "System" is selected. On the new page loaded up, along the top are 3 options, the third on labelled "Reset" is selected. On the final page, a pink button in the centre reads "Factory reset my hub". This is selected. A pop up asking "Are you sure" appears warning "that all settings will be lost". Yes is selected and the hub restarts.

(SPEECH)

Heather: On the Hub Two manager, go to "advanced settings" in the bottom right and then "system" in the bottom right again.

On the next page choose "reset" along the top.

Finally select factory reset my hub.

(DESCRIPTION)

Heather on screen to camera.

The URL plus.net/help appears on screen.

(SPEECH)

And that's it you now know how to change the settings on your Hub Two.

If you'd like more information you can see our other help videos and guides over at plus.net/help

(DESCRIPTION)

A final title card showing the Plusnet logo appears at the end.