

Help with your broadband connection and understanding the Hub Two lights – 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 “Troubleshooting your Hub Two setup” underneath.

(SPEECH)

Hi I'm Heather and welcome to Plusnet Help.
Let's work through how to fix any problems you've had getting connected.

(DESCRIPTION)

A title card on a pink background reading “First a few things” then cuts back to Heather, to her right is a preview of the Hub Two Setup video.

(SPEECH)

Heather: If you've not set up your hub before make sure you've followed our hub to setup video first. Link in the description below.

(DESCRIPTION)

A mobile phone displaying a text message from Plusnet confirming activation. Next to it test reads “Check you have an email or text confirming activation BEFORE following router setup”

Then back to Heather.

(SPEECH)

Heather: If you followed the setup video and you're still having trouble getting connected check and make sure you got an email or text from us confirming your service was activated.

Done that and let's move on.

(DESCRIPTION)

Title card reading “Check your phonenumber”

To the left, a landline phone icon appears, a 'X' pops up over it, underneath it reads "broken phoneline", in the middle is an equals (=) symbol and to the right is an icon of a router, a 'X' appears over it, text under it reads "No broadband".

(SPEECH)

Heather: Check your phone line.

If your phone line doesn't, work your broadband won't so let's check that first.

(DESCRIPTION)

A landline phone handset on a pink background, a hand picks up the phone and straight lines are shown to represent the dial tone. A tick appears next to the phone.

The lines disappear when the dial tone stops, then sharp zigzag lines appear to represent a noisy line. A 'X' appears next to the phone.

Cut back to Heather

(SPEECH)

Heather: With it plugged in, pick up the phone and check 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.

You'll need to fix that first and it should resolve any broadband issues. We've provided a link for help with your phone line in the description below, but here's some common causes.

(DESCRIPTION)

Title card reads "Use microfilters"

A landline phone handset is pulled directly into a phone socket. A hand disconnects the phone handset from the socket, plugs a microfilter into the phone socket and then connects the phone handset into the microfilter.

(SPEECH)

Heather: Use microfilters.

If you have a single socket, check your microfilters and that any other devices that connect to the phone line are also using a microfilter.

(DESCRIPTION)

On the left text reads "Things that should use microfilters", under that a bullet pointed list reading Sky boxes, answer phones and alarms. To the right the image of a microfilter.

(SPEECH)

Heather: For example, Sky boxes, answer phones and alarms.

(DESCRIPTION)

Title card reads “Disconnect everything”

An illustration of a landline phone handset, a Sky box and a Hub Two all connected to phone sockets.

Arrows appear pointing to the phone and the Sky box saying to “unplug”. The Hub is labelled to “keep connected”

(SPEECH)

Heather: Disconnect everything.

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

(DESCRIPTION)

Title card reads “Connect to master socket”

Two phone sockets are shown, the one of the left, labelled “master socket” has Openreach branding on the top, just below the branding is a horizontal line. that separates part of the front of the faceplate, below it the main connection point.

To the right a phone socket that only has the main connection point in the centre and no other features. This is labelled “Not a master socket” and a line points to it denoting it has “No horizontal line”.

Back to Heather to camera, the plus.net/contact-us URL and contact number 0800 432 0200 is displayed on screen.

(SPEECH)

Heather: Connect to the master socket.

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

You can find out which by plugging your devices back in one at a time. If the broadband light still isn't blue after trying all of the above then speak to our tech support team by going to plus.net/contact-us or calling oh 800 432 0200.

(DESCRIPTION)

Title card reads "Understanding your hub lights".

Hub straight on with the centre ring light flashing.

For each description of the hub light, the screen is split. The hub on the right with the centre ring light as described and on the left a text box the colour of the light mentioned and test listing what it means exactly as described by Heather in the speech.

(SPEECH)

Heather: Understanding your hub lights.

We've made the Hub Two so it can let you know what's going on with it using the hub light.

Blue light.

If the status light is blue then your hub is working fine. If you can't get online try turning your phone or laptop off and on again.

Green light

All is good. The hub is just setting up leave it be for 5 minutes and chill.

It should then turn blue.

(DESCRIPTION)

Added shot between hub light description scenes showing the power switch on the back of the hub being turned off, then turned back on again.

Back to split screen showing Hub with the light turned off and list next to it.

Cut away to hand checking power cable is firmly pushed into the back of the hub.

Split screen of Hub with orange light and list next to it again.

Cut away to showing the back of the hub. A pin is pressed into a tiny reset hole located just above where the power cable connects. An on screen message states "Hold the pin in until the hub light flashes green".

(SPEECH)

Heather: If it doesn't turn the hub off and on again. That should sort yeh.

No light will only mean one thing, you've got no power!

Check it's turned on at the wall and check the power switch on the back is pressed in.

All cables should be firmly pushed in. This thing needs some juice to work.

Orange light.

If the light is orange then there is a problem, 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.

Failing that, sometimes a factory reset of the hub will fix things. Use a paper clip in the reset hole on the back and wait 5 minutes for it to set itself up again.

(DESCRIPTION)

Split of the hub with a flashing orange light with the list of fixes next to it that Heather reads out.

Same for the red light.

Back to Heather, on screen text displays the URL plus.net/contact-us and the contact number 0800 432 0200.

Split again of Hub with a pink light. The text in the pink box to the left lists "A factory reset will fix it. You can also log into the Hub manager to disable it."

With the hub image still on the right showing a pink light, Heather now appears on the left instead of the text box.

(SPEECH)

Heather: Flashing orange light.

If the light is flashing orange then there's a problem with your broadband line.

Check that both the broadband cable and the microfilter are plugged in correctly as shown earlier in this video.

Red light.

If the light is red then your router may have a hardware fault. First just try turning it off and on again. If that fails, reset your hub to its factory setting by using a paper clip again in the tiny reset hole on the back of your hub.

Still the red light? Then get in touch with us.

Pink light.

Ahh the plus net pink light a thing of beauty, but it means your hub has gone into bridge mode.

You may be thinking "uh but Heather, I don't need a bridge since I got rid of my moat". Well you're in luck. This just means your hub is set to be a modem only. Considering your moat comment earlier I'll assume you didn't want this so we can easily fix this by doing a factory reset on the hub.

(DESCRIPTION)

Cut away to showing the back of the hub. A pin is pressed into a tiny reset hole located just above where the power cable connects. An on screen message states "Hold the pin in until the hub light flashes green"

Screen capture of the hub homepage, accessed via going to 192.168.1.254 on a browser. On the home page they select the "Advanced settings" box in the bottom right.

Then the broadband in the top left.

The scroll down to the very bottom of the page and unselect the "Bridge mode" check box.

(SPEECH)

Heather: Like before, push a paper clip into the tiny reset hole on the back.

It can also be changed in the hub manager settings if you don't want to reset everything.

(DESCRIPTION)

Heather back in front of the pink. background talking to camera. Both plus.net/help and plus.net/contact-us URLs and the contact number 0800 432 0200 are displayed on screen.

(SPEECH)

Heather: Hopefully you should now be connected using your new Hub Two.

If you 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 and guides over at plus.net/help or give us a call on 0800 432 0200

(DESCRIPTION)

End title card with the Plusnet logo.