

# Setting up your Hub Two – 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 with the words Hub Two Setup underneath.

(SPEECH)

**Heather:** Hi I'm Heather and welcome to Plusnet Help.  
Let's set up your Hub Two and get you connected.

(DESCRIPTION)

An illustration of a Hub Two appears on screen. To the left of it, the words 'Step 1' with an illustration of a Phone socket and microfilter that connect to the Hub. To the right are the words 'Step 2', under it an illustration of a pocket socket and switch, which are also connected to the Hub.

(SPEECH)

**Heather:** To get the hub set up there's only two steps, which are:  
Plug into your phone socket and plug into the power.

(DESCRIPTION)

The light on the front of the Hub illustration turns blue and green Wi-Fi lines emanate out from it.

(SPEECH)

**Heather:** Now give it five minutes and one blue light, you've got working Wi-Fi.

(DESCRIPTION)

A hand holding a mobile shot enters into shot. On the phone screen a text message from Plusnet confirming the order is complete and everything is ready. to be setup.

(SPEECH)

**Heather:** However for this to work make sure we've dropped you a message confirming your service is active usually by email or text.

(DESCRIPTION)

A slim brown cardboard package sitting by the door in a hallway. On the parcel is the Plusnet logo in the centre and the words 'Plusnet Hub Two' in the bottom left.

(SPEECH)

**Heather:** You should have received the Plusnet Hub to router in the post a few days earlier. In the box there should be:

(DESCRIPTION)

Laid out in a line on a pink background are the contents of Hub Two box in order they are read out. As each one is read out, the text appears about it with an animated line that points to the item mentioned.

(SPEECH)

**Heather:** The Hub Two router, of course.

An Ethernet cable,  
the broadband cable,  
a microfilter,  
the power lead,  
a sticker with your Wi-Fi details on  
and a handy dandy setup guide.

(DESCRIPTION)

The screen is split into 3 sections. On the left is a phone socket, in the centre is a broadband cable and on the right is the back of the Hub Two showing the broadband socket.

(SPEECH)

**Heather:** For the first step, use the broadband cable with the small ends to connect your hub to the phone line.

(DESCRIPTION)

The screen is split in two down the middle. On the left the words 'master socket', underneath a phone socket faceplate that has Openreach branding on it and horizontal line going across one first from the top. A tick in underneath.

On the right the words 'Not a master socket', underneath a phone socket faceplate that is blank, no horizontal line. An X is underneath.

In the centre the words 'Best speeds' animate in.

(SPEECH)

**Heather:** For the best speeds, plug your router directly into the master socket. This is the first point where your phone line comes into your house.

(DESCRIPTION)

An animated line appears pointing to the horizontal line across the top of the master socket faceplate on the left. The words 'Look for. the horizontal line' appear in brackets.

The scene changes to show two other different styles of phone socket faceplates on the left of the screen. Above them the words read 'Double sockets' The faceplate to the left has an angled top, and two sockets on the front horizontally aligned, one labelled 'ADSL' and the other labelled 'Phone'.

The faceplate to the right of it has two sockets on the front which are vertically aligned, no angled top and has a horizontal line going across.

To the right is a microfilter that has an 'X' underneath.

(SPEECH)

**Heather:** If your master socket has two different sockets next to each other it's a double socket and you'll not need to use a microfilter.

(DESCRIPTION)

Heather is back on screen in front of the pink backdrop talking to the camera.

(SPEECH)

**Heather:** If you're struggling not to worry, we've got master socket guides, take a peek at the description below.

(DESCRIPTION)

A hand is holding a master socket faceplate with the horizontal line across the top, the attach to it a microfilter. Then in a close up, a broadband cable is connected to the socket labelled 'ADSL' on the microfilter.

(SPEECH)

**Heather:** If you have a single socket faceplate first plug the micro filter into the socket then plug the broadband cable into the small socket on the microfilter.

(DESCRIPTION)

The Hub Two is set with the back facing the camera showing off the sockets on the back. A hand connects the end of the broadband cable into the grey socket labelled broadband on the back of the Hub to the left.

(SPEECH)

**Heather:** Lastly, plug the other end of the cable into the broadband socket on your Hub Two.

(DESCRIPTION)

A hand holds up the main section of the power supply, the smaller section with the 3 prongs of the plug on it is brought into shot, and slides down to lock into the main section of the power supply.

(SPEECH)

**Heather:** The second step is to assemble your power adapter and

(DESCRIPTION)

The smaller barrel end of the power supply cable is pushed into the back of the Hub Two, which is on right hand side of the Hub. Next to power cable on the Hub is a power button, the hand presses it so it's recessed and stays recessed.

(SPEECH)

**Heather:** plug this into the Hub Two power socket on the back and let's also make sure the power switch is turned on the back of the hub.

(DESCRIPTION)

The front of the Hub goes from no light to displaying a green light in a ring in the centre.

(SPEECH)

**Heather:** If all is going well the light on the front of your hub should now be on.

(DESCRIPTION)

Heather on screen talking to camera, as she says the words 'make a brew' she brings a white mug up into shot, a teabag appears out of nowhere and lands in the mug.

(SPEECH)

**Heather:** The hard part is over, phew.  
Now give it five minutes the hub will do its thing.  
Maybe make a brew...or ponder life.

(DESCRIPTION)

The front of the Hub goes from displaying flashing green light to showing a solid blue light.

(SPEECH)

**Heather:** After five minutes have been left alone the hub will be set up. A solid blue light on the front will let you know.

(DESCRIPTION)

The small Hub Two setup guide is in the middle of the screen. Under the title on the front, the guide also reads 'Welcome to the Plusnet family, it's great to have you with us'.

To the left of the guide text appears saying 'Great read!' with 55 stars underneath it as a mock review.

(SPEECH)

**Heather:** If it's not please refer to the troubleshooting light section of the setup guide.

(DESCRIPTION)

Heather on camera to camera, she holds up a mobile phone.

(SPEECH)

**Heather:** Now's the part you may already be familiar with, we connect to the Wi-Fi.

(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.

(SPEECH)

**Heather:** On the back of the router there should be a handy reference card this has your wireless network name and password on it.

(DESCRIPTION)

The Wi-Fi card from the back of the Hub is displayed side by side with the Wi-Fi details sticker, both showing the same information.

(SPEECH)

**Heather:** And we also provided you with a super fun sticker with the same details on. Unfortunately it's not shiny.

(DESCRIPTION)

A hand holds up a close up of a mobile phone already on the Wi-Fi connection page. In the list of Wi-Fi hotspot names, they select the one that reads Plusnet, matching the details from the back of the Hub and sticker. They then enter in the password from the sticker and press to connect.

(SPEECH)

**Heather:** On your wireless device, for example phone or laptop, select your hub to router's wireless name enter your password and connect.

(DESCRIPTION)

Close up of the Wi-Fi details card from the back of the Hub. A zoomed in section shows the QR code. A phone appears and scans the QR code.

(SPEECH)

**Heather:** A quick way, if you're familiar with it, is to scan the QR code on your smartphone which will automatically connect you to the Wi-Fi.

(DESCRIPTION)

Heather on screen to camera. Plus.net/help URL is displayed on screen.

(SPEECH)

**Heather:** That's it, as simple as.

Get internetting...as none of the kids say.

Thank you for choosing Plusnet as your broadband provider.

Check out our other help videos or go to [plus.net/help](https://plus.net/help) to see our troubleshooting guides.

(DESCRIPTION)

Plusnet logo.