

# Advanced Set up of your Hub One router – Plusnet Help

(DESCRIPTION)

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

(SPEECH)

Hi, I'm Katie and welcome to Plusnet Help.

This is a quick and simple video to guide you through how to change the settings on your Hub One router.

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 – Wireless Settings

(SPEECH)

**Katie:** Wireless settings.

Your Plusnet Hub One router uses smart WiFi to connect to the best signal on either the 2.4 or 5GHz band. This depends on what your device supports or how far away you are from the router.

The 5GHz band provides a shorter range but a faster speed. However, not all devices are able to connect to it.

(DESCRIPTION)

Title – Changing the Wireless name.

(SPEECH)

**Katie:** Changing the Wireless name.

You may want to change the name of your wireless connection, or change the name of the different wireless frequencies. To do so is very easy.

Please bear in mind that changing both bands to different names will mean you'll have to connect to them both separately.

(DESCRIPTION)

An internet browser is shown, 192.168.1.254 is typed into the address bar. The Hub One homepage loads. This shown details of whether the router is connected to the internet, the router username, and any devices connected over Wi-Fi/Ethernet/USB.

(SPEECH)

**Katie:** Once you are connected to the router, either wirelessly or via ethernet, please open up your web browser. If you go to 192.168.1.254 it will bring up your Hub One home page.

(DESCRIPTION)

'Advanced Settings' it highlighted at the top of the page, then clicked on. The admin password section is highlighted.

(SPEECH)

**Katie:** Now you are logged into your router, if you click on "Advanced Settings" at the top, you will then be asked for your admin password.

(DESCRIPTION)

The bottom of a Hub One router is shown, with the Admin password highlighted in the centre middle of the sticker there. An easy reference card is shown, with the admin password highlighted on the bottom right corner.

(SPEECH)

**Katie:** You will find your admin password on the bottom of the router or on the easy reference card.

(DESCRIPTION)

The password is entered on the router settings page. On the next page 'Continue to Advanced Settings' is clicked.

(SPEECH)

**Katie:** Enter this and click ok. If you click on continue to advanced settings you will now be able to make changes.

(DESCRIPTION)

The 'wireless' option in the top bar is selected. Various wireless settings are now shown.

(SPEECH)

**Katie:** Please click on 'wireless' in the top left, and you will be presented with all configurable wireless options.

You will see at the top you have a 2.4GHz button and a 5GHz button. Please make sure you select the right band.

(DESCRIPTION)

A new name is typed into the 'Wireless SSID' box, then the page scrolls down and 'Apply' 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)

**Katie:** In either band, if you want to change the name of your Hub One wireless signal, type the new name into the SSID box and click apply at the bottom. This will save your new wireless name.

Don't forget you will need to reconnect to the Wi-Fi once you have changed the wireless name.

(DESCRIPTION)

A list of wireless networks is shown in a computers settings, there are separate entries for 2.4Ghz and 5Ghz.

(SPEECH)

**Katie:** If you choose different names for each of the wireless bands, these will appear separately in the list

(DESCRIPTION)

Title – Changing the Wireless password.

(SPEECH)

**Katie:** Changing the wireless password.

To change the wireless password we need to follow the same initial steps.

(DESCRIPTION)

An internet browser is shown, 192.168.1.254 is typed into the address bar. Advanced Setting is clicked in the top navigation bar, the admin password is entered, the 5Ghz Wireless band is selected on the top bar.

(SPEECH)

**Katie:** Go to 192.168.1.254 on your browser, click advanced settings, enter your admin password from the bottom of the router and then select which wireless band you would like to update.

(DESCRIPTION)

A warning appears advising to make sure to select 'No' on the 'Sync with 2.4Ghz' option before changing your password.

(SPEECH)

**Katie:** Once you have chosen your band, if you click on the text in the wireless key box and delete it, you can now enter in your own password.

Please 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)

The existing password in the 'Wireless key (WPA2) section is deleted and then a new password is entered. 'Apply' 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.

(SPEECH)

**Katie:** Once you have typed in your new password, click apply and this will save your new wireless password.

Don't forget you will need to reconnect to the Wi-Fi once you have changed the wireless password.

(DESCRIPTION)

Title – Reset.

(SPEECH)

**Katie:** Reset Wireless settings.

If you want to change any of the original wireless settings back to the default.

(DESCRIPTION)

The router homepage is shown, 'Advanced Settings' is selected, then 'Continue to Advanced Settings' button is clicked. The Wireless option in the top navigation bar is clicked, then at the bottom of the page the 'Reset wireless settings back to default' option is chosen. On the following page the 'Reset wireless setting to default' button is clicked. An 'Are you sure?' warning is shown. This advises that all the wireless settings will be set back to their default factory values, and it may be necessary to reconnect devices to the hub after this is done. 'Yes' is clicked.

(SPEECH)

**Katie:** First go to the 'Advanced tab' and then click on the 'reset wireless settings'.

From there, you just confirm you wish to go ahead.

And that's it! You now know how to change the settings on your Hub One router.

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

(DESCRIPTION)

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