

Fibre self-install and your Hub One – 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 video is to guide you through getting started with your Hub One router.

(DESCRIPTION)

A mobile phone is shown, with an SMS from Plusnet advising that an order is complete, and everything is ready to connect to the internet.

(SPEECH)

Katie: Before we start, please make sure we have notified you that your service is active either by email or text.

Right, lets get you set up.

You should have received the Plusnet Hub One router in the post a few days before your service is due to go live.

(DESCRIPTION)

A router box is shown, then the following equipment.

(SPEECH)

Katie: Your box should have the following:

- Hub One router
- Ethernet cable
- Internet cable
- Micro-filter
- Power cable

- And of course your setup guide.

We now need to connect you to your telephone line.

(DESCRIPTION)

A Master Socket is shown.

(SPEECH)

Katie: We recommend for the fastest fibre speeds that you plug your router directly into your master socket.

This is the first point where your telephone line comes into your house.

(DESCRIPTION)

A double master socket is shown, this has separate ADSL and Phone sockets.

(SPEECH)

Katie: 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 micro-filter.

(DESCRIPTION)

The router power cable is plugged into the wall socket, then the other side into the back of the router. The power switch located on the far right of the back of the router is switched on.

(SPEECH)

Katie: Assemble your power adapter and plug this into the Hub Ones power socket on the back. Ensure the power switch is pressed in to turn on.

(DESCRIPTION)

The front of the router is shown, with the main light in green.

(SPEECH)

Katie: The light on the front of your Hub One should now be on.

(DESCRIPTION)

A master socket is shown, a microfilter is plugged into this. Then a DSL cable is plugged into the ADSL MODEM socket on the microfilter, with the other end being plugged into the DSL socket on the far left of the back of the router.

There is a note on the screen: If you have a double master socket no microfilter is required. Connect directly to your DSL socket.

(SPEECH)

Katie: If you have a single socket faceplate, first plug the microfilter into the socket. Then plug the DSL cable into the DSL socket on the microfilter.

Finally, plug the other end of the cable into the grey broadband socket on your Hub One. You should see the light on the front begin to flash.

Now for the easy part; go make yourself a cup of tea and leave the router alone for at least 5 minutes.

(DESCRIPTION)

Katie puts her feet up and raises a mug of tea.

The front of the router is shown, with a solid blue light.

(SPEECH)

Katie: Your router should be automatically set up; you'll know this is complete because the light on the front of your Hub One should be a solid blue light.

(DESCRIPTION)

The 'Connection troubleshooting' section of the setup guide is shown.

(SPEECH)

Katie: If it is not please refer to the troubleshooting section of the setup guide.

We now need to connect to the internet.

(DESCRIPTION)

The back of the router is shown. The reference card is held at the centre top of this.

(SPEECH)

Katie: On the back of the router there should be a handy reference card.

This has your wireless network name and password key on it.

(DESCRIPTION)

A computer desktop is shown, the Wi-Fi symbol is selected, which then displays a list of all the wireless names in the area.

(SPEECH)

Katie: On your wireless device, for example a laptop. Select your Hub One router's wireless name and click to connect.

If you see two entries of the same wireless name, don't worry this is normal and is because your router has two wireless speeds.

(DESCRIPTION)

The Plusnet Wireless name is clicked on. A new popup loads asking for a password, this is entered, then join is clicked.

(SPEECH)

Katie: Enter your password and click connect. You should now be ready to access the internet.

(DESCRIPTION)

The screen loads the Plusnet website

(SPEECH)

Katie: You can go to any website to check you're online.

Your wireless should now be set up.

And that's it! Get crackin'.

We would just like to thank you again for choosing Plusnet as your broadband provider

Check out our other help videos or go to plus.net/help to see our troubleshooting guides.