Plusnet Hub One

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On your Hub Manager Home page, you'll find an overview of the current status of your Plusnet Hub and links for setting up Plusnet services.

Important

Your Plusnet Hub needs to be switched on to use Plusnet TV, receive software upgrades and other broadband services.

Need help?

For help with a Hub Manager feature, please select the feature from Contents.

For guidance on using Help, please see How to use this Help.

My Services

In the My Services section on your Hub Manager Home page, you can view the status of your services under the following headings:

- **Internet**
  When this shows 'Connected', you're ready to use the internet. If 'Disconnected' is shown, click the **Connect** button to reconnect.
  If you can't connect, please refer to Troubleshooting.
- **Broadband username**
  The current Broadband username is shown. The default username, setup@plusdsl.net, is preset in your Hub but you will only see it if you have not managed to connect successfully for the first time. Once you have successfully connected, your unique username will be shown.
- **Plusnet Access Control**
  You can use the Plusnet Access Control settings in your Hub Manager to set the times when your devices can't connect to the internet.
  'Not enabled' means the Plusnet Access Control feature is not set up on your Plusnet Hub. 'Enabled' means that the Access Control feature is enabled and times are set where internet would be blocked for one or more devices.
  More about Plusnet Access Control

My Home Network

The My Home Network section of your Hub Manager Home page has a list of the devices, such as computers, PDAs and games consoles, that are connected to your home network.

It also shows when a USB device is connected and presents a 'safely disconnect button allowing you to safely remove the USB device from your Plusnet Hub.

The list only includes devices that are connected and switched on. You'll find a full list of devices, including a history of those that have connected, in the Advanced Settings section of the Hub Manager.

Note that computers or devices which are set with a fixed (or static) IP address might not appear in this list.

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Services

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Your Plusnet Hub has been designed to work seamlessly with Plusnet Broadband products and services, so you can get the best out of your broadband now and in the future.

You can find out more about our new products and services as we introduce them, and use the Services section in your Hub Manager to manage the ones you've chosen.

Basic Settings

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Your Hub Manager allows you to enable or change the settings for various services or software that your Plusnet Hub uses.

Select from the list below to read more about the setting you wish to change

- **Wireless**: To view / reset your default wireless settings for 2.4 GHz and 5 GHz wireless networks - network/SSID, security settings and channel (note to change your default wireless settings please go to Advanced Settings – Wireless)
- **Plusnet Access Control**: To set times when your devices are prevented from accessing the internet, time windows can be created for each of the devices connected to your Plusnet Hub.
- **Port Forwarding**: Most games and software can automatically configure the Plusnet Hub so they can be contacted. The manual port forwarding pages of the Hub Manager allow ports to be manually configured should a game of application require special configuration.
- **Hub Lights**: To adjust the brightness of your Hub lights.
- **Broadband**: To view connection status and change broadband username and password.
- **Admin Password**: To change the password that protects your Hub Manager and to set a Password hint to help you to remember the Admin password.
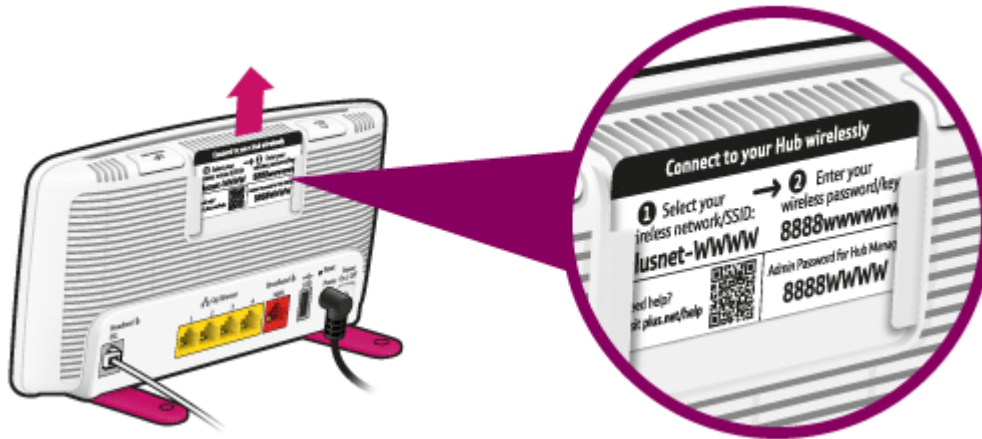
Wireless

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Your Plusnet Hub provides dual band support for both 2.4 GHz and 5 GHz wireless networks. Some wireless devices on your Home Network may provide support for 2.4 GHz wireless, others may support both 2.4 GHz and 5 GHz wireless networks.

In the Wireless Settings section of your Hub Manager, you can view your Hubs default configuration settings for both 2.4 GHz and 5 GHz wireless networks, including Wireless SSID, wireless security settings and wireless channel for your Plusnet Hub. Please note that your default 'Wireless key' is shown on the Hub Settings card. You will need this when connecting wireless devices like laptops to your Plusnet Hub.

Please note that by default your Plusnet Hub uses the same Wireless SSID and password for both 2.4 GHz and 5 GHz wireless networks.

If you have changed Wireless settings and wish to restore the default Wireless settings for your Plusnet Hub press 'Reset wireless settings to default'.

Under normal conditions, you should not need to manually change the wireless channel to avoid interference; the Plusnet Hub Smart Wireless feature should automatically take care of this for you and select the best wireless channel. If you still appear to be having problems with poor wireless range or speed, you can manually press the 'Refresh button', which will force your Hub to search again for the best wireless channel.
It is possible to change your default wireless settings under Advanced Settings – Wireless. Changing the settings will affect all the wireless devices that connect to your Plusnet Hub, including computers.

For more information, please see -

- Wireless Configuration
- Wireless Channel

Plusnet Access Control

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You can use the Plusnet Access Control settings in your Hub Manager to set the times when your home devices connected to the Plusnet Hub can't connect to the internet. For example this can be useful if you'd like to control the amount of time and when your children are online.
When Plusnet Access Control is enabled, the Plusnet Hub blocks all incoming and outgoing traffic to specific devices between the times that you select. Any access restricted computer that attempts to access the internet will be presented with a warning pop up screen, advising the user they are subject to access control.

 Plusnet Access Control affects only your connection to the internet

When Plusnet Access Control is enabled, all of your devices can still access your Hub Manager and other computers/devices on your home network.

Your Hub Manager remains protected by the admin access password so Plusnet Access Control can't be overridden without your permission

Important: please keep your password safe and out of sight of other members of your household.

To enable Access Control for a specific device:

1. click **Yes** next to **Access Control feature enable**
2. from the drop down list of connected devices, select the device you wish to control. **Note**: only devices that have previously been connected to your Plusnet Home Hub (wired or wireless) will appear in this list. If your device doesn't appear, connect it first then return to this page to apply Plusnet Access Control to it. If you don't

recognise the name of any of your devices, first check your device instructions to identify its name. (Windows PC, find the name in 'Control Panel' | 'System' | 'Computer Name'. Please refer to your Windows help files for more information on computer names.)

3. select the time when you want Plusnet Access Control to start
4. select the time to end
5. click **Add**
6. repeat steps 2 to 5 as necessary for all the devices you want to control
7. when you've finished setting up all devices, click **Apply**

To disable Plusnet Access Control:

1. click **Delete** opposite the device you wish to remove access control
2. click **Apply**

To disable Plusnet Access Control for <u>all</u> devices without deleting any of the control rules:

1. click **No** next to **Access Control Feature Enable**
2. click **Apply**

Port Forwarding

Menu location: Settings | Port Forwarding

Some Games and applications may need to set up forwarding rules across the Plusnet Hub to allow direct connections from other consoles so the on-line game can be played. This process is normally done automatically by the UPnP service that the Plusnet Hub provides. If, for some reason, the Plusnet Hub has not set up the forwarding rules automatically you can configure them manually in this section of the Plusnet Hub.
Please refer to the instructions that came with your game or application, or search on the Internet, to find out if you need to manually set up forwarding rules and if you do, which ports need to be forwarded.

Port Forwarding

When you enable Port Forwarding on your Plusnet Hub, all inbound traffic relevant to the game or application selected will be sent to your chosen device (e.g. a computer or games console on your network).

To enable Port Forwarding:

1. from the list of **Game or application**, select the one you wish to use from the drop down list.
   Note: If your application isn't listed, you'll need to add it first in Advanced Settings/Firewall/Port Forwarding.
2. under **Device**, select the device you wish to use with the application.
   Note: only devices that have previously been connected to your Plusnet Hub (wired or wireless) will appear in this list. If your device doesn't appear, connect it first then come back to this page to apply Port Forwarding to it.
   If you don't recognise the name of any of the listed devices, first check your device instructions to identify its name. (Windows PC, find the name in the 'Control Panel' | 'System' | 'Computer Name'. Please refer to your Windows help files for more information on computer names.)
3. click **Add**
4. the specific port(s) for this game or application will have been configured to allow full connectivity

To disable Port Forwarding:

1. click **Delete** against the device with the specific port forwarding rules you wish to delete.

In the Advanced Settings section of the Hub Manager, you can add or edit games and applications.

More about Port Forwarding

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Hub Lights

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You can adjust the brightness of your Hub lights by setting the 'Brightness' option to Normal or Low.

For further details on Hub Light states please see Miscellaneous/Hub Lights

Broadband

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Your Plusnet Hub is preset with a default username ('setup@plusdsl.net') for automatic connection to Plusnet Broadband. This default username will change to your unique username automatically after you connect your Hub to the internet for the first time.
If for some reason you need to change your username or password manually, you can change these settings on the Internet page of your Hub Manager.

If your Plusnet Hub is already connected to the internet

Before you can change your username and password, you'll first need to disconnect your Plusnet Hub from the internet.

To change the default internet settings for your Plusnet Hub:

- if your Plusnet Hub is already connected to the internet, click **Disconnect**
- enter the username and password you chose when you signed up with Plusnet.
- click **Connect**

Resetting your user name back to default

When your Plusnet Hub is disconnected from the internet, you can reset your username to the default settings.

To reset the username back to defaults:

- click the **Reset username** button
- click **Connect** to attempt a new connection

If your Plusnet Hub can't connect to the internet, please see Troubleshooting.

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Admin Password

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The Hub Manager is protected by default with a random password to provide access to Basic and Advanced Settings. Please note that your default 'Admin Password' is shown on the Hub Settings card.
If you wish to change your default Admin Password please follow the instructions below

If you wish to change the password:

1. enter the **Old password**

2. enter the new password twice, once in the **Enter new password** and again in the **Confirm new password** fields
3. To help you to remember your password you may, if you wish, enter a hint to remind you of your password in the **Password hint** field. This must not contain the actual password. Try to avoid hints that would allow the password to be guessed by other people.
4. click **Change password**

Please note the following points about your new Admin password:

- the new password can be from 5 to 20 characters long, but for increased security, it should be as long as possible (at least 8 characters long, but no more than 20), contain a mix of letters, numbers and capitalisation, and should also not include dictionary words or common names.

- your password is case sensitive and for security reasons it can't be set to 'admin' or to your Plusnet Hub's serial number

- keep a note of your new password somewhere safe and, if you use Plusnet Access Control, out of sight of the rest of your household.

- If you forget your password, you can use the Password override feature and choose another password.

You can use the '**Show characters**' button to show the characters of your password as you type. There is no need to hide the characters again once done as the default is for the characters to be hidden.

You will have 5 attempts to enter the password correctly. If you do enter it incorrectly 5 times, then you will be locked out of Hub Manager for 1 minute. Please close your browser window and try again 1 minute later. Should the password still be incorrect on a subsequent attempt, the amount of time that you will be unable to access Hub Manager will increase until it reaches 15 minutes. At that point you will not be able to attempt to enter a password for 15 minutes until it is entered correctly. Turning your Plusnet Hub off and on will reset this counter and allow you to have 5 consecutive attempts again.

Once you click 'Apply' to change your password

The new setting takes effect immediately. When you continue to access other pages, you may be prompted to log in again with your new password.

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Advanced Settings

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The default settings for your Plusnet Hub are sufficient to meet most users' needs, and you should not need to change these. However, your Hub Manager allows you to access Advanced Settings for specific tasks.
Advanced Settings are split into the following menus:

- **Wireless**: To modify your default wireless settings for 2.4 GHz and 5 GHz wireless networks - Wireless network/SSID/interface type, channel settings security settings, channel settings, WPS.
- **Broadband**: view broadband and internet statistics, set up VPN access and dynamic DNS

- **Home Network**: view devices connected to your Plusnet Hub, set-up IP addresses and view the DHCP lease times of any devices which the Plusnet Hub has assigned IP addresses to.
- **Firewall:**set up manual port forwarding rules by either selecting from a pre-configured drop down list of games and applications, or creating new customised forwarding rules; configure UPnP settings, place one of your devices into DMZ mode, control the firewall settings.
- **System**: perform system tasks (e.g. Restart, Reset to defaults, back up and restore of your hub settings)

If you don't know which menu to use for a particular task, please go to Help or A-Z at the top of each page in your Hub Manager to find out more.

2.4 GHz Wireless

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Changing the settings will affect all the wireless devices that connect to your Plusnet Hub, including computers.

If your Plusnet Hub's wireless feature is disabled

You'll need to enable it first before you can make any changes to the wireless settings.

- **Wireless network enable**
  The default is 'Yes'. Select 'No' to disable your 2.4 GHz wireless connections. When 'No' is selected, you can't change any other wireless settings.
- **Wireless network/SSID**
  This is the name that's broadcast to identify your Plusnet Hub when connecting new devices. You can change this name. Please note that your default 'Wireless network/SSID' is shown on the Hub Settings card.

Advice for choosing a Wireless network/SSID

1. the following six characters are not allowed in a wireless network/SSID: ? " $ [\ +
2. the following three characters cannot be the first in the SSID string ! # ;
3. a <space> must not be the first or last character in the wireless network/SSID
4. the wireless network/SSID must not start with the text 'DIRECT' (This name may conflict with future services).

If you change your Plusnet Hub's wireless network/SSID

All your wireless devices will lose their connection to your Plusnet Hub. You'll need to reconnect all your devices.

Only change your Plusnet Hub's wireless network/SSID if you know how to reconnect your devices, otherwise you won't be able to use them with your Plusnet Hub

- **Wireless interface type**
  Select the interface type from the drop down list.

  Interface Type:

1. '802.11 b/g/n (up to 150 Mb/s)' is the default mode that is recommended for all users.
2. The '802.11 b/g (up to 54 Mb/s)' is only recommended for users with some older 802.11b or 802.11g devices which don't work in 802.11 b/g/n mode.

3. '802.11 b/g/n (up to 300 Mb/s)' is a mode for advanced users only. Under ideal conditions this mode can enhance the data speed over short links but is not recommended as it can cause a small loss in range and isn't compatible with normal devices.

- **Channel selection**
  The default is 'Automatic (Smart Wireless)'. It means that, under normal conditions, you should not need to change the radio channel to avoid interference.

  For advanced users, if you wish to manually select a Wireless channel please see further information under Wireless Channel
- **Current channel**
  The channel currently being used is shown here
- **Wireless security**
  This lists the wireless security levels available for your 2.4 GHz wireless network. See Wireless Configuration for more information on choosing the right level of security for your home network
- **Wireless Key**
  You can change the default key by entering your own key, the strength bar will indicate how secure the new key is.
- **Actual data transfer speed**
  This is the speed of the last data packet sent through the Plusnet Hub.

If you have multiple clients, this speed may appear to fluctuate depending on the proximity to your Plusnet Hub and the characteristics of the last wireless client to transfer data.

- **MAC Address**
  This is the MAC address of your 2.4 GHz wireless network interface.

Click the 'Reset wireless settings back to default' link to go to the Basic - Wireless settings page, where you can restore your wireless settings back to factory default values.

After changing any settings, click **Apply** to confirm

5 GHz Wireless

Back to Contents   Menu location: Advanced Settings | Wireless | 5 GHz Wireless

Changing the settings will affect all the wireless devices that connect to your Plusnet Hub, including computers.

If your Plusnet Hub's wireless feature is disabled

You'll need to enable it first before you can make any changes to the wireless settings.

- **Wireless network enable**
  The default is 'Yes'. Select 'No' to disable your 5 GHz wireless connections. When 'No' is selected, you can't change any other wireless settings.
- **Sync with 2.4 GHz**
  The default is 'Yes'. Any changes made to the 2.4 GHz wireless SSID or encryption key will automatically change the 5 GHz wireless SSID or encrption key to be the

same. Set this to 'No' to have different SSIDs and encryption keys for 2.4 GHz and 5 GHz wireless.

Note: If sync is set back to 'Yes' the 5 GHZ wireless SSID and encryption key will be set to be the same as the 2.4 GHZ wireless SSID and encryption key.

- **Wireless network/SSID**
  This is the name that's broadcast to identify your Plusnet Hub when connecting new devices. You can change this name. Please note that your default 'Wireless network/SSID' is shown on the Hub Settings card.

Advice for choosing a Wireless network/SSID

1. the following six characters are not allowed in a wireless network/SSID: ? " $ [\ +
2. the following three characters cannot be the first in the SSID string ! # ;
3. a <space> must not be the first or last character in the wireless network/SSID
4. the wireless network/SSID must not start with the text 'DIRECT' (This name may conflict with future services).

If you change your Plusnet Hub's wireless network/SSID

All your wireless devices will lose their connection to your Plusnet Hub. You'll need to reconnect all your devices.

Only change your Plusnet Hub's wireless network/SSID if you know how to reconnect your devices, otherwise you won't be able to use them with your Plusnet Hub

- **Wireless interface type**
  Select the interface type from the drop down list.

  Interface Type:

1. '802.11 a/n/ac (up to 1300 Mb/s)' is the default mode that is recommended for all users. This is the optimum setting for 5GHz wireless clients providing enhanced data speed over short links.
2. The '802.11 a/n (up to 150 Mb/s)' mode is only recommended for users with some older 802.11a or 802.11n devices which work in 20MHz mode only.
3. The '802.11 a (up to 54 Mb/s)' mode is only recommended for users with some older 802.11a devices.

- **Channel selection**
  The default is 'Automatic (Smart Wireless)'. It means that, under normal conditions, you should not need to change the radio channel to avoid interference.

  For advanced users, if you wish to manually select a Wireless channel please see further information under Wireless Channel
- **Current channel**
  The channel currently being used is shown here
- **Wireless security**
  This lists the wireless security levels available for your 5 GHz wireless network.
  See Wireless Configuration for more information on choosing the right level of security for your home network
- **Wireless Key**
  You can change the default key by entering your own key, the strength bar will indicate how secure the new key is.
- **Actual data transfer speed**
  This is the speed of the last data packet sent through the Plusnet Hub.

 If you have multiple clients, this speed may appear to fluctuate depending on the proximity to your Plusnet Hub and the characteristics of the last wireless client to transfer data.

- **MAC Address**
  This is the MAC address of your 5 GHz wireless network interface.

 Click the 'Reset wireless settings back to default' link to go to the Basic - Wireless settings page, where you can restore your wireless settings back to factory default values.

 After changing any settings, click **Apply** to confirm

WPS

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Your Plusnet Hub has a Wireless WPS (Wi-Fi Protected Setup) button. This means that all you have to do to connect a WPS-enabled PC (running Windows 7 or Windows Vista with Service Pack 2) is to use your PC's wireless network connection manager to select your Plusnet Hub's network name/SSID – and then when prompted press the Wireless WPS button on your Plusnet Hub. For other types of WPS-device follow the device's instructions to activate WPS on the device itself (often this is simply a press of a WPS button) – and then simply press the Wireless WPS button on your Plusnet Hub.

To find out more about WPS, go to www.wi-fi.org/wifi-protected-setup
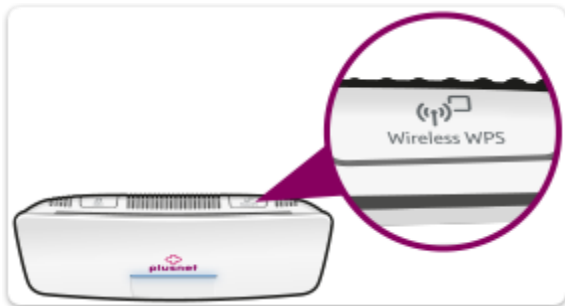
 WPS supports WPA and WPA2 wireless security. WEP security is not supported by WPS.

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Wireless Configuration

Your Plusnet Hub is already set up with default wireless security settings for both your wireless networks, both 2.4 GHz and 5 GHz are set to 'WPA2' (Wi-Fi Protected Access) wireless security to protect your data, so you don't need to set this up in your Hub Manager.

However, for some legacy wireless devices on your network, you may need to downgrade your default 2.4 GHz wireless security from 'WPA2' to 'WPA' or 'WEP' (Wired Equivalent Privacy) if you have a device that doesn't support WPA2 (note WEP is not supported in 5 GHz mode).

If you need to downgrade to WEP security to support your legacy wireless device Advanced Settings – Wireless. Then change the 'Wireless Interface type:' from '802.11 b/g/n' to '802.11 b/g

(up to 54 Mb/s)'. Under 'Security' select WEP (64/40 bits).

Not sure which wireless security to use?
Please see the table below for further detail regarding wireless security settings

2.4 GHz Wireless Network	2.4 GHz Wireless Network
WPA2 (Recommended) WPA (WiFi Protected Access) is the next generation of security for wireless networks and offers improved security over WEP. Your Plusnet Hub is set to WPA2 by default for the 2.4GHz Wireless Network. Select **WPA2** if: • **all** your wireless devices support WPA2 (check the instructions supplied with your wireless devices) Select **WPA** if: • **some** of your wireless devices support WPA (check the instructions supplied with your wireless devices)	**WEP** WEP (Wired Equivalent Privacy) offers a standard level of security and is supported by older wireless devices. Select **WEP** if you wish to: • connect older wireless adapters that don't support WPA • Use the Nintendo DS WiFi service through your Plusnet Hub. (Please check with Nintendo for future availability of WPA upgrades)
5 GHz Wireless Network **WPA2** WPA (WiFi Protected Access) is the next generation of security for wireless networks and offers improved security over WEP. Your Plusnet Hub is set to WPA2 by default for the 5GHz Wireless Network.	

Advice for a secure Wireless key

To help make your Wireless key as secure as possible, please make sure that it:

- is at least 10 characters long, but no more than 63
- is a combination of numbers, upper-case letters (or 'CAPITALS'), lower-case (or 'small') letters
- does contain punctuation, but no spaces
- is not a name or a dictionary word
- does not repeat the same character one after another (e.g. aabbccdd00)
- is not a commonly used key like 'abcd1234', 'welcome1', etc
- is not the same as information given elsewhere on your Plusnet Hub (e.g. your Hub Manager's password, serial number, MAC address or wireless network/SSID

A strength meter will advise how secure the key is as you enter it.

If you change your Plusnet Hub's Wireless security settings

All your wireless devices will lose their connection to your Plusnet Hub. You'll need to reset your devices to match the new wireless security settings.

Only change wireless network settings in your Plusnet Hub if you know how to reconnect your devices, otherwise you won't be able to use them with your Plusnet Hub.

Wireless Channel

Whenever you switch on your Plusnet Hub, or after resetting to its factory settings, it automatically finds a clear wireless channel. It will also do this whenever the Restart button is pressed or when Refresh is pressed in the Hub Manager.

Your Plusnet Hub has a feature called Smart Wireless which enables it to detect when a wireless interferer is turned on within range of your Plusnet Hub. When this happens the Plusnet Hub automatically tries to find a new channel, clear of the interference. Smart Wireless works over both 2.4 GHz and 5 GHz wireless networks to select the best wireless channels for your Plusnet Hub.

Interference may cause slower wireless data speed or prevent your wireless devices from finding or connecting to your Plusnet Hub reliably.
Interference may be caused by neighbouring video senders, baby monitors, wireless doorbells, wireless networks, microwave ovens, some Bluetooth devices and so on.

Tips for dealing with interference

- most interference can be avoided by clicking the Refresh button in the Wireless section of the Hub Manager. More experienced users may prefer to identify the source of the interference and/or manually select a wireless channel.
- if you know which device is causing the interference, consider changing the channel that it uses. (Check the instructions supplied with the device to find out if this is possible. Video senders often have a row of 4 channel selection switches).
- Bluetooth devices shouldn't cause interference, but you should try to move them away from your Plusnet Hub or computers if possible
- position your computers or Plusnet Hub far away from microwave ovens.
- if you don't know the cause of the interference or can't change the interfering device's channel, you should change the WiFi channel used by your Plusnet Hub.

To do this:

You can manually select the Plusnet Hub wireless channel at Advanced Settings – Wireless.

To manually select a wireless channel for your 2.4 GHz wireless network-

1. select 2.4 GHz Wireless
2. make a note of the **Current channel**
3. in the **Channel Selection** list, select channel 1, 6 or 11
4. click **Apply**
5. now use your Hub as usual for a few minutes to check if the performance has improved. If it hasn't, go back to your Hub Manager and select another channel.

To manually select a wireless channel for your 5 GHz wireless network-

6. select 5 GHz Wireless
7. make a note of the **Current channel**
8. in the **Channel Selection** list, select channel 36, 40, 44 or 48 (note selection of a higher 5 GHz channel from 52 to 140 may be

incompatible with some wireless devices connected to your Plusnet Hub. There may also be a delay of up to 10 minutes for devices to connect to channels 52 to 140)

9. click **Apply**
10. now use your Hub as usual for a few minutes to check if the performance has improved. If it hasn't, go back to your Hub Manager and select another channel.

Note:
a) in a busy wireless environment you might have to make several attempts before finding a clear channel
b) manually selecting a wireless channel will turn off the Smart Wireless feature

If you are experiencing problems connecting to a device when setting manual channels, please set your Plusnet Hub back to Automatic (Smart Wireless) Channel selection.

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Internet

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Internet connection Configuration

The Internet menu displays advanced information about your Plusnet Broadband connection.

Connection Information

- **Connection time**
  How much time has passed since the Plusnet Hub was connected to the internet.
- **Data Transmitted/Received**:
  Volume of data sent and received during your connection time (see above).
- **Broadband username**
  Broadband username used by your Plusnet Hub.
- **Password**
  Broadband password used by your Plusnet Hub.

TCP / IP Settings

- **Broadband network IP address**
  Public IP WAN address allocated to your Plusnet Hub.
  Note: this address might change every time your Plusnet Hub connects to broadband (e.g. after restarting). You can't change it yourself as it is set by the Network and it can be changed by the network without the Plusnet Hub needing to re-start.
- **Default gateway**
  Internet gateway to which your Plusnet Hub is connected.
  Note: this setting is allocated automatically when you connect to broadband. You can't change it yourself as it is set by the Network.
- **Primary and Secondary DNS**
  Address of your service provider's DNS Server (Domain Name Server).
  Note: this is used to translate web URLs into IP addresses. This server setting is allocated automatically when you connect to broadband. You can't change it yourself as it is set by the Network.

Changing default Plusnet Broadband Username and Password

Your Plusnet Hub is preset with a default username ('setup@plusdsl.net') for automatic connection to Plusnet Broadband. This default username will change to your unique username automatically after you connect your Hub to the internet for the first time.

If for some reason you need to change your username or password manually, you can change these settings on the Internet page of your Hub Manager.

If your Plusnet Hub is already connected to the internet

Before you can change your username and password, you'll first need to click **Disconnect** to stop your connection.

When your Plusnet Hub is disconnected from the internet, you can reset your username to the default setting for Plusnet Broadband. Simply click the **Reset username** button. Then click **Connect** to attempt a new connection.
If your Plusnet Hub can't connect to the internet, please see Troubleshooting

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Connection

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The Connection section of your Hub Manager displays information about your broadband line.

- **Line state**
  Status of your connection to the network.
  Note: If the line state shows 'Disconnected', no information can be displayed. Please see Troubleshooting
- **Connection time**
  How much time has passed since your Plusnet Hub last synchronised with your broadband line. Note that as this refers to a different part of the connection process, this value may be different to the one displayed on the Internet page.
- **Downstream/Upstream**
  Connection rate to the broadband network.
  Note: this rate is the maximum physical rate achievable on your broadband line. The actual data speed will be lower than this to take into account signalling overheads and distance to your local exchange or cabinet.

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VPN

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Your Plusnet Hub has been designed to work automatically with most VPN (Virtual Private Network) clients.
However, if you're having problems connecting, you can use the VPN page to change the port clamping setting to see if this solves your problem.

Port clamping forces your Plusnet Hub to use UDP port 500 for the Internet Key Exchange, and this may help certain (generally older) VPN clients to connect.
After changing this setting, click **Apply** to confirm.

Dynamic DNS

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A Dynamic DNS (Domain Name Server) allows computers on the internet to find your Plusnet Hub using a domain name, with the servers on your local network using a domain name rather than an IP address (which can change). For instance you may want to use this feature if you have a security Web Camera at home and want to access the Web Cam remotely across the internet.

Please note you may need to set up port forwarding rules so that requests arriving at the Internet side of your Plusnet Hub are forwarded to Hosts on your private network.

This is useful if you're allocated a dynamic IP address. Because dynamic IP addresses can change every time you log on to your internet service or the network may change them, it may be difficult for internet users to find your servers. A dynamic DNS service can be helpful as it provides a permanent domain name for your users even when your IP address has changed.

To use a dynamic DNS, you must subscribe to a dynamic DNS service. The services supported by your Plusnet Hub are DtDNS, DynDNS, NoIP, changeip.com, tzo.com, easydns.com and zoneedit.com and can be selected from the drop-down menu on the dynamic DNS page of your Hub Manager. The client (daemon) in the Plusnet Hub support these services and once you have enabled the feature on both the Plusnet Hub and the Dynamic DNS service provider, the Plusnet Hub will notify the Dynamic DNS server every time its Network side address changes, so the service can always find your Plusnet Hub and allow internet users to use a Domain name to reach your system.

Dynamic DNS providers

Plusnet isn't affiliated to any of the dynamic DNS providers listed, and we can't be held responsible for the level of service they offer.

After changing any settings, click **Apply** to confirm.

The Dynamic DNS service status can be checked on this page. It will either show it as **Connected** or whether there is a connection error. To ensure the most up to date status is being viewed, you should click on **Refresh**.

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IPv6 Status

Back to Contents   Menu location: Advanced Settings | Broadband | IPv6 Status

IPv6 Configuration is not currently enabled as your Plusnet Hub and/or Plusnet Broadband Network are not enabled for IPv6.

Plusnet will automatically upgrade your Plusnet Hub when IPv6 is enabled on the Plusnet Broadband Network.

Devices

Back to Contents   Menu location: Advanced Settings | Home Network | Devices

This section in your Hub Manager illustrates your Plusnet Hub and shows all the devices that are, or have been connected. When the page is accessed the Plusnet Hub will scan your Local network to identify all the hosts, so this page may take a short while to update. MAC address are shown for each of the Interfaces and devices, these are normally found on labels on products and uniquely identify the interfaces.

A PC which is connected both wirelessly and wired will show two connections with different MAC addresses.

Note: If you'd like to remove from the display ALL devices that aren't currently connected, click **Refresh**.

To remove just one device, click on the device's name to open its Device Information page, then click **Delete**.

Physical Connections

Your Plusnet Hub has four Ethernet ports and a USB-A (master) socket. The devices that are connected or have been connected previously are shown here on a graphical map.

Lan1 - Lan4

The Ethernet Lan ports are the yellow sockets on the back of your Plusnet Hub.

If you don't recognise your device in this map, check the instructions that came with the device to identify its name (Windows PC: find the name in Control Panel | System | Computer Name. Please refer to your Windows help files).

USB

The USB-A (master) socket enables sharing of devices on your home network. The network map shows devices that are connected. The Plusnet Hub supports the following file systems:

- FAT16
- FAT32
- NTFS

 The USB-A socket is capable of providing 500mA of current to a USB device. It can also support up to 4 USB sticks via an external USB hub.

 Compatible USB devices

Your Plusnet Hub isn't guaranteed to work with all type of USB devices on the market. Mass storage devices are supported, but most other devices like USB network printers or cameras are not supported.

Wireless Connections

Your Plusnet Hub allows devices to connect wirelessly on 2.4GHz and 5GHz bands. 2.4GHz will give the best range and device compatibility, 5GHz will normally give the higher speed but a shorter range.

The devices that are connected or have previously connected, but are not currently in range or are now switched off, are shown on the graphical network map below the frequency band used.

If you don't recognise your device on the map, check the instructions that came with the device to identify its name (Windows PC: find the name in Control Panel | System | Computer Name. Please refer to your Windows help files).

Device Information

Menu location: Advanced Settings | Home Network | Devices

From the Home Network map, click on a device's name to view or change its settings. You can:

- change how a local device name is displayed in the Hub Manager (this doesn't affect the device's set-up) **Note:** The Home network name must start with a letter, end with a letter or digit, and contain only letters, digits, and hyphen (-)
- view details about the device
- set up the Plusnet Hub to always use the same IP address for the device: select **Yes** next to **Always use this IP address**.
  (**Note**: this is useful if you want to control allocation of IP addresses without having to set up fixed IP addresses on your individual devices.)
- remove the device from the Plusnet Hub's records to stop it appearing in the home network diagram and devices lists in the Hub Manager: click the **Delete** button. The device will reappear when it is next connected to your Plusnet Hub.
- edit the IP address for devices which have been given IP addresses by the Plusnet Hub using DHCP. Once changed the device must be re-started to collect the new IP address. The Plusnet Hub will automatically 'always use' this IP address whenever this devices is connected again. This option is not always available for all devices.

After changing any settings, click **Apply** to confirm.

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Smart Setup

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IP Addresses

Back to Contents   Menu location: Advanced Settings | Home Network | IP Addresses

An IP (Internet Protocol) address is the unique address given to each computer on the internet. You can manage IP addresses on your home network through what's known as DHCP (Dynamic Host Configuration Protocol).

Your Plusnet Hub is already configured with a default IP set-up, which should be sufficient for most home networks, so you don't need to change this in your Hub Manager.

However, if you have specific network requirements, you can change the IP address of your Plusnet Hub and its DHCP settings from the IP Addresses page in your Hub Manager. (Note that the lease value can't be a decimal number.)

Note

The valid IP addresses for use on your home network are:

- 192.168.1.1 to 192.168.1.253 (The default DHCP range is 192.168.1.64 to 192.168.1.253)
- 172.16.0.64 to 172.16.255.254

A warning message will be displayed if you choose an invalid set-up. If this happens, please change the set-up of your home network rather than the set-up of your Plusnet Hub. The default lease period is 1 day, there should be no need for the setting to be changed, but can be changed in hour steps from 1 Hour to 21 days

To prevent conflict with future services, there are some combinations of IP settings that aren't allowed.

The 10.X.X.X range is not available for customer use as it is reserved.

Please always ensure that your Plusnet Hub's gateway address is in the same subnet as devices on your Home network otherwise they will not be able to connect to the internet.

IPv6 Configuration

Back to Contents   Menu location: Advanced Settings | Home Network | IPv6 Configuration

IPv6 Configuration is not currently enabled as your Plusnet Hub and/or Plusnet Broadband Network are not enabled for IPv6.

DHCP Table

Back to Contents   Menu location: Advanced Settings | Home Network | DHCP Table

You'll find a list of all the devices to which your Plusnet Hub has allocated an IP address in the DHCP Table in your Hub Manager. (Read more about DHCP)

The list shows devices that are connected or that have been connected, but aren't plugged-in or switched on now.

Click on the device's name to view more information about the device.

To only show devices that are connected now, click **Refresh**.

For information about each device, click on the device's name to view the Device Information.

Please note that devices with static IP addresses will not be shown.

Port Forwarding

Menu location: Advanced Settings | Firewall | Port Forwarding

You can use your Hub Manager to set up and change the settings for your Plusnet Hub's Port Forwarding feature.

When Port Forwarding is enabled, your Plusnet Hub will route all inbound traffic relevant to the game or application selected to the chosen device, e.g. a computer or games console on your network.

Most recent games and applications use UPnP to automatically set up Port Forwarding and therefore don't need further set up. To find out if you need to use the Plusnet Hub's Port Forwarding feature in your Plusnet Hub, please refer to the instructions that came with your game or application.

To enable Games and Port Forwarding:

1. under **Game or application**, select the one you wish to use. If the game or application isn't listed, you can add it yourself by creating a new port forwarding rule (see 'Add New Game or Application' below)
2. under **Device**, select the one you wish to use with the game or application. Only devices that are connected now or have been connected to your Plusnet Hub (wired or wireless) will appear in this list. If the device doesn't appear yet, connect it first, then return to this page.
   If you don't recognise the name of any of your devices, first check your device instructions to identify its name. (Windows PC, find the name in the 'Control Panel' | 'System' | 'Computer Name'. Please refer to your Windows help files for more information on computer names). If you still are unsure then check the MAC address. The MAC addresses for your devices are normally found on labels on the products and uniquely identify the interfaces. They are in the format XX:XX:XX:XX:XX:XX
3. click **Add**

To disable Games and Port Forwarding:

1. under **Device**, click **Un-assign** opposite the device from which you wish to remove Port Forwarding.

Add New Game or Application

If your application or game isn't listed under **Game or Application**, you can add it yourself and then use it in the same way as those already listed.

Note: you'll need to get information, such as port range and protocols, for your game or application. Unfortunately, Plusnet can't provide information this information but you should be able to find it in the user guide that came with your game or application, on its dedicated web site or by searching internet forums or gaming sites.

To add a game or application:

1. go to the **User Defined Games & Applications** page by clicking on the Manage games and applications button on the Port Forwarding page.
2. click **Add new game or application**
3. in **Game/application name**, type the name of your game or application
4. to create a variant of an application that's already defined in the Plusnet Hub, select **Yes** next to **Copy an existing game/application**, then select the game/application in the list.
   or, to start a new application from scratch, select **No**

5. under **Protocol**, click the protocol that your game or application uses
6. in the **Port Range** boxes, type the port range that the game or application uses. First enter the start port of the range, then the end port
7. in the **Translate To** boxes, type the port range to which the Plusnet Hub has to translate the ports specified under Port Range. First enter the start port of the range, then the end port
8. click **Add**
9. repeat steps 5 to 8 until all rules have been created for your game or application
10. when you've finished, click **Apply** to confirm. Your new game or application now appears as a 'user defined' applications on the **User Defined Games & Applications** page

Edit user defined game or application

Although you can't edit games or applications that are pre-defined in your Plusnet Hub, you can modify ones that you've added yourself.

To edit a game or application that you've added:

1. go to the **User Defined Games & Applications** page by clicking on the Manage games and applications button on the Port Forwarding page.
2. next to the game or application you want to change, click **Edit**
3. to edit the name, enter the new name in **Game/application name**
4. to edit an individual rule definition:
   - next to the line you want to modify, click **Edit** (the 'Edit' button will be replaced by 'OK' and 'Cancel' buttons)
   - make your changes
   - click **OK**
5. to delete an individual rule, click **Delete** next to the rule you wish to delete
6. to add a new rule:
   - locate the empty rule at the top of the list
   - enter port and protocol definitions in the blank boxes
   - click **Add**
7. when you've finished making changes, click **Apply**

To delete a game or application:

1. go to the **User Defined Games & Applications** page.
2. next to the game or application you wish to delete, click **Delete**

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UPnP

Back to Contents   Menu location: Advanced Settings | Firewall | UPnP

'Plug and play' technology (in the form of UPnP, or Universal Plug and Play) is already enabled on your Plusnet Hub for games and port forwarding.

UPnP enables applications and devices to connect to each other automatically without the need for additional manual set-up. Your Plusnet Hub also supports Extended UPnP security which provides further security to your home network. Note that extended UPnP security is only available if UPnP has been set to On.

We recommend that you don't disable the UPnP feature and keep extended UPnP security enabled unless you're an advanced user and know what to do when you have problems with games, applications or devices.

DMZ

Back to Contents   Menu location: Advanced Settings | Firewall | DMZ

DMZ (DeMilitarized Zone) is a term (borrowed from its military origin) that refers to a part of the network that sits between your local (trusted) network and an external (untrusted) public network (e.g. the internet).

A DMZ usually contains devices that needs be accessed by the internet, such as web and email servers regardless of Network Address Translation (NAT) settings.

In the Plusnet Hub, the host in DMZ mode is still allocated a Private LAN IP address and Network Address Translation ensures that the DMZ host receives the correct packets.

You might want to set up a DMZ if:

- you need to bypass the Network Address Translation (NAT) engine of your Plusnet Hub
- your home network runs a server application and you want it to be accessible from the internet. (You can also do this by creating a port mapping for the specified server, as described in 'Port Forwarding')
- your device has to be considered as the unique access point to your local network (DMZ). **Note**: the device assigned to the DMZ is still behind the firewall.

Type of devices that can be assigned to the DMZ

Only devices that are set up to receive an IP address dynamically can be assigned to the DMZ. For more information, please refer to your device's operating system user guide or help file.

To place a device in the DMZ:

1. click **Yes** next to **DMZ Enable**
2. in the Device list, select the device you want to assign the public address to
3. click **Apply**
4. now release and renew the IP address on your device. The easiest way to renew the IP address is usually to restart the device. (For more information, see your operating system's user guide or help file.)

To disable the DMZ:

1. click **No** next to **DMZ enable**
2. click **Apply**
3. now release and renew the IP address on your device. The easiest way to renew the IP address is usually to restart the device. (For more information, see your operating system's user guide or help.)

DMZ Troubleshooting

If the DMZ feature doesn't work, try disabling the firewall and/or ensuring that there are no port forwarding rules that conflict

Plusnet strongly recommends that the firewall is not left disabled as this makes your network very vulnerable to attack by hackers.

IPv6 Pinholes

Menu location: Advanced Settings | Firewall | IPv6 Pinholes

IPv6 Pinholes is not currently enabled as your Plusnet Hub and/or Plusnet Broadband Network are not enabled for IPv6.

Configuration

Menu location: Advanced Settings | Firewall | Configuration

The Plusnet Hub's firewall lets you select one of following security levels:

- **Default**
  This will help to protect your network from all unsolicited incoming connection requests

while allowing safe outgoing connections. Games and application sharing is allowed. We recommend that you use this option for the best compromise between security and normal internet usage.

- **Block all**
  This will prevent all incoming and outgoing internet access to your home network preventing any device on your home network connecting to the Internet (although local devices can still communicate with each other). Remote upgrade is not affected by this setting and will work as normal, but rules set in Port Forwarding will not have any effect.

Choosing Block All

This will significantly affect your internet experience, including Plusnet TV and online gaming. It should only be used in extreme circumstances, i.e. when you need to isolate your home network temporarily from the internet.

- **Disabled**
  This setting effectively removes the firewall protection in your Plusnet Hub and allows all incoming and outgoing traffic. It doesn't affect access to the Hub Manager (as your Hub Manager can only be accessed from computers on your home network, not from the internet). You will still need to use Port Forwarding to ensure that certain applications work properly.

Plusnet strongly recommends that the firewall is not left disabled as this makes your network very vulnerable to attack by hackers.

Restart

Back to Contents   Menu location: Advanced Settings | System | Restart

Use this page to restart your Plusnet Hub.

While your Plusnet Hub is restarting (which may take up to one minute), your computer will lose access to the internet and the Hub Manager. Please wait until the Plusnet Hub has finished its start-up process before you carry on using your Hub Manager or browsing the internet. You may need to close and re-launch your browser to continue surfing.

Your Plusnet Hub is ready for normal use when the light on the front of it glows steady blue. (More about Hub Lights)

Back-up / Restore

Back to Contents   Menu location: Advanced Settings | System | Back-up / Restore

You can save your Plusnet Hub's settings to your computer, and find them again if you need to restore them later. Note that you can only restore settings to your existing Plusnet Hub, for security reasons.

Restoring settings from a previous firmware version

You won't be able to restore settings from a previous firmware version to a new one.

However, please note that automatic remote upgrades from Plusnet don't affect your Plusnet Hub settings. So there's no need to back up unless you wish to experiment with advanced settings whilst keeping a safe version for restoring later.

If you reset your Plusnet Hub to defaults, then you will lose all the settings that you have configured. Before you perform the reset, you can back up your settings and then restore them after you have reset your Plusnet Hub.

To back up your Plusnet Hub's settings onto your computer:
Depending on which web browser you use, these exact steps may vary slightly, but the process is the same.

1. click the **Back-up** button
2. a file download window opens
3. select the option to save the file
   Note: some browsers are set up to automatically save files in a specific folder on your computer without prompting you. If you're not prompted to save the file here, then please look into that folder and jump to step 5
4. find a suitable location for your backup file and save it
5. wait for the back-up to complete. (This might take several minutes, so please be patient and don't interfere with your Hub Manager while the settings are saved.)

To restore your settings:

1. click **Browse...** to find your backup file
2. select your backup file
3. click **Restore**
4. wait for your settings to be restored. (This might take several minutes, so please be patient and don't interfere with your Hub Manager while the settings are restored)

Please note that restoring previous settings will overwrite the configuration already on the Plusnet Hub, with the exception of the wireless or Hub Manager admin passwords, for security reasons.

Reset

Menu location: Advanced Settings | System | Reset

This page allows you to reset your Plusnet Hub to its factory default settings. (The firmware version isn't changed). Please note this is different from a simple restart of your hub, you will lose any additional settings you have added. It is equivalent to pressing the pinhole button on the hub.

You may wish to consider backing up your settings via the 'Backup/Restore' menu, before resetting your hub.

Click on **Reset my Plusnet Hub** to reset the Plusnet Hub.

When you've reset your Plusnet Hub

While your Plusnet Hub is restarting (which may take up to two minutes), your computer will lose connection to the internet and the Hub Manager. Please wait until the Plusnet Hub has finished its start-up process before you continue using your Hub Manager or browsing the internet. You may need to close and re-launch your browser to continue surfing.

Your Plusnet Hub is reset and ready for normal use when the light on the front of it glows steady blue. (More about Hub Lights)

Reset to defaults using Reset button on Plusnet Hub

1. find the **Reset to Defaults** pinhole button on the side of your Plusnet Hub
2. use a pin or paper clip to press and hold the pin-hole reset button.
3. your Plusnet Hub will restart and be ready to use after one minute.

4. if you're connecting wirelessly to your Plusnet Hub and changed the default wireless key, then you'll lose access to your Plusnet Hub. Either connect your computer using an Ethernet cable and restore the settings on your Plusnet Hub to those before the reset. Or set your computer to use the default key printed on the back of the Plusnet Hub. You won't need to do this if you didn't change any settings before
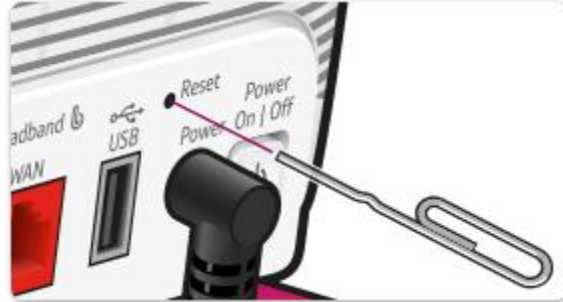
Resetting your Plusnet Hub means you'll lose any changes that have been made to your Plusnet Hub software

Tip: you can back up your settings before you reset your Plusnet Hub. To find out more, go to 'Backup/Restore'

Troubleshooting

Help & Advice

Back to Contents   Menu location: Troubleshooting | Help & Advice

The Help & Advice pages in the Troubleshooting section of your Hub Manager list the information and tools available from Plusnet to help solve your problem.

Connectivity wizard

Your Plusnet Hub includes a troubleshooting wizard to help solve internet connection problems.

If your Plusnet Hub can't establish a broadband connection (i.e. your Plusnet Hub's Broadband light is not glowing steady blue):

1. go to the Troubleshooting page of your Hub Manager
2. click **Check Connectivity** to start the wizard
3. follow the instructions on the screen and select the option that are relevant to you

Note: this wizard will also open automatically when you attempt to open a web site while your Plusnet Hub is disconnected from your broadband service.

Helpdesk

Back to Contents   Menu location: Troubleshooting | Helpdesk

The Helpdesk page shows a summary of the key details and settings for your Plusnet Hub.

If you call the helpdesk, you may be asked to find details from this page.

Event Log

Back to Contents   Menu location: Troubleshooting | Event Log

The Event Log page shows the last system events recorded on your Plusnet Hub.

The information provided in the log currently is targeted at system administrators with advanced knowledge of the Plusnet Hub.

Miscellaneous

Default Hub Manager Admin Password

As part of your Plusnet Hub's security features, the default Hub Manager Admin password has been set to a random password unique for each Plusnet Hub.

To change the default password:

1. go to the **Admin Password** page
2. enter the **Default admin password** of your Plusnet Hub (printed on the label on the underside of your Plusnet Hub or on your Hub Settings card)
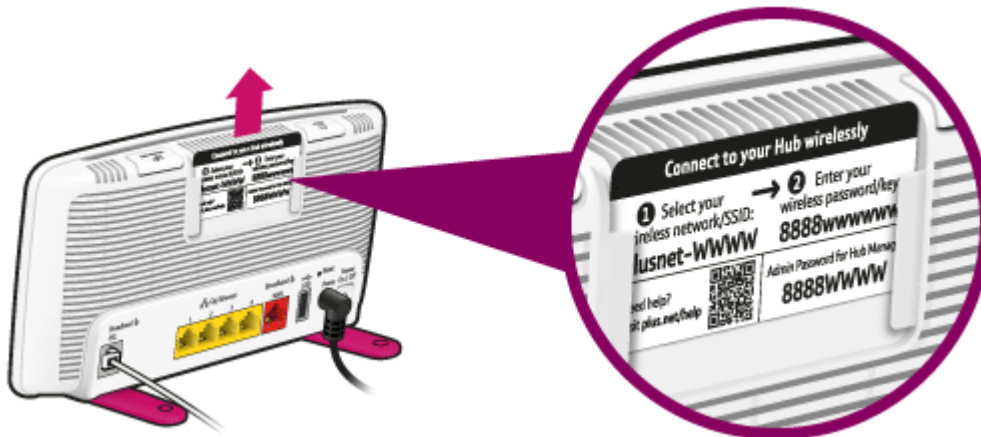
2. enter your new password twice, once in the **Enter new password** and once in the **Confirm new password** fields
3. to help you to remember your password you may, if you wish, enter a clue to remind you of your password in the **Password hint** field. This must not contain the actual password. Try to avoid hints that would allow the password to be guessed by other people.
4. click **Change Password.**

Default password characters

The default admin password doesn't include letters that could be hard to read or confused with other letters or numbers.

Letters B, D, I, L, O, U and V will never be present in the default admin password so, if you read one, it must be an alternative number such as 8, 1 or the number Zero.

Please note the following guidance on selecting a new Admin Password:

- the new password can be from 5 to 20 characters long, but for increased security, it should be as long as possible (at least 8 characters long, but no more than 20), contain a mix of letters, numbers and capitalisation, and should also not include dictionary words or common names.
- your password is case sensitive and for security reasons it can't be set to 'admin' or to your Plusnet Hub's serial number
- keep a note of your new password somewhere safe and, if you use Plusnet Access Control, out of sight of the rest of your household.
- If you forget your password, you can either use the Password override feature, or, alternatively you can reset your Plusnet Hub

to its default settings so you can then access your Hub Manager and choose another password.

- You can use the '**Show characters**' button to show the characters of your password as you type. There is no need to hide the characters again once done as the default is for the characters to be hidden.

For enhanced security it is recommended that you change the default password on first use of the Hub Manager.

You will have 5 attempts to enter the password correctly. If you do enter it incorrectly 5 times, then you will be locked out of Hub Manager for 1 minute. Please close your browser window and try again 1 minute later. Should the password still be incorrect on a subsequent attempt, the amount of time that you will be unable to access Hub Manager will increase until it reaches 15 minutes. At that point you will not be able to attempt to enter a password for 15 minutes until it is entered correctly. Turning your Plusnet Hub off and on will reset this counter and allow you to have 5 consecutive attempts again.

Once you click 'Change Password' the new setting takes effect immediately.

When you continue to access other pages, you may be prompted to log in again with your new password.

Admin Log-in

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Your Plusnet Hub settings are protected by a password. You must enter the correct password before being able to use the Hub Manager. The username is fixed to 'admin' and cannot be changed.

If you can't remember your password, you can use the 'Hint' button to show your password reminder.

If you are still unable to remember your password, you can use the Password Override feature to set a new password.

Password Override

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If you are unable to remember your password, you can use the Password override feature to set a new password.

Click the 'Password Override' button to guide you through this process. You will need to know your wireless key and the serial number of your Plusnet Hub, both of which you can find on the label on the underside of your Plusnet Hub.
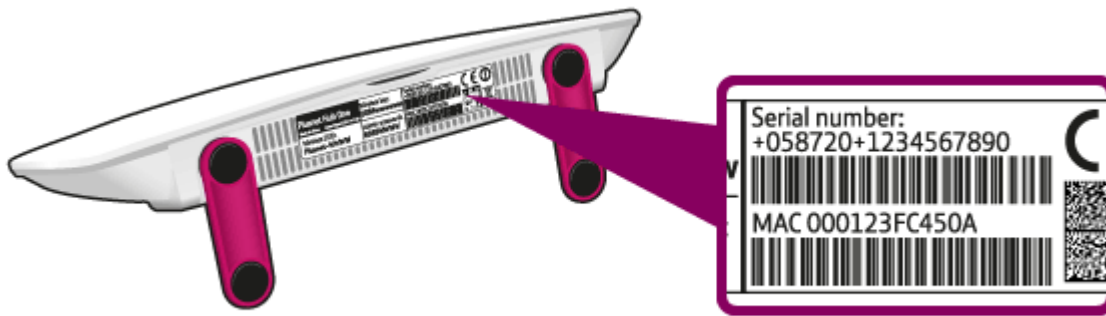
Please note that when directed to press the Wireless WPS button for Password override, you will need to hold it down for around 20 seconds until the lights on the front of the Plusnet Hub are flashing blue. This will put the Plusnet Hub into password override mode where it will remain for 2 minutes.

When asked to enter your serial number during the password override process, you will need to enter the complete serial number, including any non-numeric characters, like "+" for example.

Reset to Default Settings

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If you have forgotten your password, you can reset your password by restoring the Plusnet Hub to its default settings. However you will lose any configuration changes you have made before and you will need to apply them again.

Hub Lights

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Hub lights guide

The table below explains what the lights on the front of your Plusnet Hub mean.

Status	Power (LED 1)	Broadband (LED 2)	Wireless (LED 3)
Hub Starting / Booting	Solid Green for several seconds, then Flash Green	Off	Off
Hub Startup OK	Blue	Off	Off
Hub Startup failed	Red	Off	Off
Detecting Plusnet Broadband network	Flash Orange	Off	Off

Detected Plusnet Broadband network, awaiting authorisation	Orange	Orange	Off
Broadband connected OK	Blue	Off	Off
Failed to detect Plusnet Broadband network	Orange	Flash Red	Off
Authorisation failure	Orange	Red	Off
Wireless Connected	Blue	Off	Off
Wireless Off	Blue	Off	Orange
Wireless Security Off	Blue	Off	Red
WPS In Progress	Blue	Off	Flash Orange
WPS Successful	Blue	Off	Off
WPS Error	Blue	Off	Flash Red
Password Override	Flash Blue	Off	Off

How to Use This Help

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Your Hub Manager shows **Help** at the top right-hand corner of each page. This links directly to the relevant topic in this Help file.

When you click on this Help link, you can read information about the page of the Hub Manager you linked from.

You then have the following options:

- scroll back to the top, or click 'Back to Contents' under each section titles, to view the Contents list and choose another topic
- use 'Search' or 'Find' in your browser to find a word or phrase in this Help file. Once you've found the topic you need, its location in the Hub Manager is shown under each topic's title. (Example: 'Advanced Settings | System | Restart' shows that you'll find this feature in the Advanced Settings menu, then System, then Restart sub-menus.)
- read the whole Help file to learn about all the features available in your Hub Manager

More Support & Advice Online

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If you're still having problems or you can't find what you need in this Help file, there's plenty of online advice and support to help you make the most of your Plusnet Broadband service.

Support & advice for Plusnet Broadband

Help version: 1.0

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