TALKTALK CALL – TRANSCRIPT

**Liz:** Good afternoon, welcome to TalkTalk. You’re speaking to Liz. Can I take your home telephone number please?

**Jay:** Hi, good afternoon. Yes, my number is 0-2-0-8 [*Yeah.*] 3-0-7 [*Yeah.*] 4-7-double 1.

**L:** Thank you very much. And wh— can I just confirm who I’m speaking to this afternoon please?

**J:** Sure, my name’s Jay, my surname’s Ali.

**L:** Thank you Mr Ali. And how can I help you today? You’re speaking to Liz.

**J:** Um, I’m just actually having problems with my broadband, it’s not connecting. I’m not sure why.

**L:** Okay. Um, first of all, can you see the router at the moment?

**J:** So wha— what would the router look like?

**L:** Right, the router is … uh … the main kit that you plug into your telephone line. So you will have from your telephone line … uh … your telephone plugged in and what’s called a router. Do you understand what I mean?

**J:** Is— is— is— is that, like, the box with the lights?

**L:** That’s correct, yes.

**J:** Okay. Yes, I’ve got that here.

**L:** Right, so you can see it at the moment. Right, so I’d like you to just run through for me what lights you’ve got on at the moment. So starting facing left to right, just tell me what the wording is underneath, and what colour the light is, or if it’s on or off.

**J:** Okay. So, from the left there’s the power light, which is green [*Yeah.*] … um … so I think it’s turned on. Um, next to that there is … uh … another— another button … um … and that’s red, and I think— I don’t know if that’s maybe up-stream, and then I’ve got one next to that and then that’s green … um … that’s the down-stream. And one next to that.

**L:** Okay. So the green light, does it say anything like DSL or ADSL at the side of it [*Yes, it does.*] or is it just a symbol? It does say ADSL. And the— the one that’s red, does that say Internet at the side of it?

**J:** Yes it does, I think I just read it wrong, [*Okay.*] I think. That says Internet.

**L:** Yep. Okay. Alright. So what we know from that is that the signal between the exchange and your router is solid, but you’re not getting what’s called authentication, which means that you’re not getting on to the Internet. Um, the information that’s … uh … being passed to the exchange is either incorrect or there’s— there’s a problem … um … with that equipment. So we just need to work out exactly what’s causing that. And the way we need to do that is by accessing into the router. Now don’t worry, I’m gonna talk you through that. [*Okay.*] But first, sorry, are you using a laptop or a desktop?

**J:** I’m using a laptop.

**L:** A laptop, okay. And are you connected in a wired state? What I mean by that is, is there a cable that runs— an ethernet cable that runs from the router to your laptop?

**J:** Uh, no. I’m using wireless.

**L:** Wireless. Do you have an ethernet cable available to you?

**J:** Uh, yes I do. [*You do. It’s just—*] Do you want me to pop that in?

**L:** Yes please, cos it’s just simpler to connect to the router itself in that instance.

**J:** Okay, so if you give me a moment I’ll just turn off my wifi and I’ll grab that ethernet cable.

**L:** Thank you.

**J:** Um. Okay, so I’ve turned off wifi and I’m just plugging in my cable. And I’ve plugged that in. [*Okay.*] Um, so what am I supposed to do now?

**L:** Right, okay. So what I want you to do, don’t worry that we’ve not got an internet connection on this, but we just— I just want you to open an Internet Explorer page as normal. It will come up [*Okay.*] ‘page cannot be displayed’.

**J:** Yes, that’s came up. And it’s still not working so it says ‘page cannot be displayed’.

**L:** Okay. Do you know what I mean by the address bar? It’s right at the very top of the page, where it says http?

**J:** Is that— is that where I type in, like, Google or websites?

**L:** Well, there’s Google—there’s a— there’s a Google search but there’s also an address bar right at the side of that, towards [*Oh, the left.*] the left hand side. Yep.

**J:** Okay, yes, I’ve found that.

**L:** Okay. Um, I want you to delete anything that’s in that box so that there’s nothing in the box please.

**J:** Okay, so I’ve taken that out.

**L:** Okay. Okay, before I just continue, I just need to check, you’re using a D-Link or a Huawei router, is that correct?

**J:** Yes, [*Thank you.*] that’s correct.

**L:** Okay. Um, I want you to type in 1-9-2-dot.

**J:** 1-9-2. Do I need to put in the http part? Do I just delete all that?

**L:** Uh, yes, delete everything, so there’s nothing at all in that box.

**J:** Okay, so I’ll take that part out as well. [*Okay.*] Okay, so what— can you just repeat that, it was 1-9?

**L:** 1-9-2-dot [*Uhuh, 1-9-2-dot.*] 1-6-8-dot [*1-6-8-dot.*] 1-dot-1.

**J:** 1-dot-1. And just press enter?

**L:** Press enter, please. [*Okay.*] It’s then going to present you requesting a username and password, [*Okay, so I can’t remember what my—*] you tell me when you see that. Well, no, but this—

**J:** Uh, I can see that but I can’t remember my—

**L:** Okay, don’t worry about that, cos this is just a generic username and password to access into the router, this isn’t your username and password. Okay? [*Yeah.*] Um, so in the username, I need you to type in all lower-case, admin, A-D-M-I-N.

**J:** A-D-M-I-N. Uhuh. And in the password field?

**L:** And— and the password is exactly the same, in lower-case, admin.

**J:** Admin as well.

**L:** Yeah. And then it’s either ‘okay’ or a connect button.

**J:** Okay, that’s ‘okay’. I’ve just pressed ‘okay’, [*Okay.*] I think that’s logged into the page.

**L:** Alright. You’ll probably open on what’s called a summary page. On that it should show you … um … on the left hand side, you should have … uh … three— three circles, colour coded, one that says DSL, one that says Internet, and one that says wireless.

**J:** Yeah, that’s correct.

**L:** Okay. Um, what should be showing at the moment, from the information you’ve given me, is that the … um … ADSL light and the wireless light would be green and the internet light is on red, is that correct?

**J:** Yeah, that’s correct, yes.

**L:** Okay, just at the side of that box, towards the right hand side of those lights there will be the username and password. Now, does that say anything like your home telephone number as the username? [*Uh.*] Or does it just say— is it blank or does it say— … um … [*It—*] it— it can sometimes say where, how, or something like that, or blank, or— it’s starting with your home telephone.

**J:** It’s just blank.

**L:** It’s blank. Right, okay. Alright, so what’s happening is, the router is not sending any information to the exchange but it’s not recognising who you are. [*Okay.*] Okay … um—

**J:** Would there be any reason for that?

**L:** It’s possibly … um … when you’ve done … uh … previous diagnostics, they may have asked you to press the reset button on the router. If you press—

**J:** Actually, yeah. I remember doing that a while ago.

**L:** Okay, if you press the reset button on the router it’ll just take it all back to factory settings.

**J:** Okay. [*Okay.*] Is that the button on the— on the router?

**L:** It’ll— yes, it’ll be a button on the router that you would have to input using either a pin or the top of a pen. [*Yeah.*] And you would actually have to press it in, hold it for a few seconds, and you’d hear it click, that’s the reset button. There is an on and off switch on your router as well that doesn’t do this. Uh, but the reset button will take you back to factory settings, and that’s possibly what’s happened in this instance. So the next thing—

**J:** Do— do I need to—

**L:** Yep, what was—

**J:** Do I need to turn it off or do I need to just press the button or—?

**L:** No, you don’t need to do anything at the moment. What we’re gonna do is we’re gonna input the information that needs to be in the router [*Okay.*] and save it. So, on the far left hand side it’ll be listed as ‘quick-start’, ‘summary’ and ‘advanced’. I’d like you to go to the ‘quick-start’ tab please.

**J:** Okay, so I’ve clicked on the quick— ‘quick-start’ tab. [*Okay.*] Is that right?

**L:** Yes, that’s right. Okay. And … um … your username— do you see where it says username and password? There’s two blank boxes now. [*Uhuh.*] Okay. Um, in your username, I want you to put your home telephone number, in— including the full area code.

**J:** Okay … um … so— okay, so I’ve put that in now.

**L:** Okay, sand then I want you to put the at sign. Do you know what I mean by the at sign?

**J:** Yes … um … [*Yeah.*] with—in emails. So I’ll put the at sign.

**L:** Yeah. @talktalk.net. [*Is talktalk—*] And talktalk.net is in lower case.

**J:** Is talktalk one— just one word, no space or anything like that?

**L:** No space, no.

**J:** Okay. Talktalk.net. Okay.

**L:** Okay. Um, then I’d like you to go into the capital— … uh … sorry, into the password— p— password box and I want you to put your keyboard into caps lock, because any letter that I’m now going to give you is gonna be a capital letter.

**J:** Done.

**L:** Okay. So it’s K for kilo, 7. [*K for kilo, 7.*] M for mother, 7. [*M for mother, 7. Uhuh.*] Z for zebra, 5. [*Okay.*] G for gold, 2. [*Okay.*] P for papa, 6. [*Okay.*] Okay. And at the bottom … uh … you’ll see a connect button.

**J:** Okay, so I’ve just pressed that now.

**L:** Yep. Okay, it’ll then take you back to the summary page. Just [*Yeah.*] takes a second for everything to update in the router … um … so it’ll just let everything update in the router and then it will start sending the signal again to the exchange. So when it changes anything in the router, the DSL light usually will go off. Sometimes it doesn’t, not always, but don’t worry if you’re going on— back on to the summary page and your DSL light’s now gone red as well. Okay, I’m just refreshing my details here at my end. [*Okay.*] Okay. Okay, so the DSL light should now have gone green again. Um, it’s now back in— in sync, just waiting for authenticate now. And has the Internet light now gone green? [*Um.*] Should be green that—

**J:** Oh yes, it’s— it’s just gone green now.

**L:** It’s just gone green now. Okay, that’s great. Okay, you can c— … uh … before you close that down, you say you usually use it wirelessly?

**J:** Yes, wirelessly.

**L:** Okay. When you— … um … when you reset your router, it possibly will have sent your wireless … uh … settings back to factory settings as well. [*Yeah.*] If you just want to go back on to the quick-start page and— [*Okay, so I’ll go back on there.*] yeah, just go back to the quick-start page. You’ve got a section at the above— above— at the top, sorry, where we put the username and password for your router [*Yeah.*] and then there’s another section just below that saying wireless details. We don’t hold any of your usernames and passwords on our system so … um … do you just want to check on your username and password there, I don’t need you to tell me any of the information … um … if it’s the same information that you would normally connect to. So, ie. your wireless network name and password that you would normally use.

**J:** Yeah. That—that’s the one that I normally choose and connect to, I can just check. And that’s the correct password that I normally use. [*That’s fine, I just wanted to check while you were there.*] So I think that the details are correct.

**L:** Yeah, I just didn’t want to close the router down just in case that had changed as well. Okay. [*Okay.*] Um, now I’d just like you to close that page.

**J:** Okay, so I’ve closed that.

**L:** Okay, and now I just want you to open an Internet Explorer page as normal and see if you— you don’t get the ‘page cannot be displayed’.

**J:** Sh— should I take the ethernet cable out first or should I just—

**L:** Try it with the cable first of all, and then we’ll connect the wireless and try it in wireless state as well.

**J:** Okay. I’ve just opened up Google Chrome and it seems to be working now, I can connect to [*Okay.*] … um … the internet.

**L:** Okay. Again, close that page and then remove the ethernet cable. You can just remove it from the back of the— your computer for now, you can remove it from the router a little later.

**J:** Okay. So I’ve taken that out of my computer.

**L:** Okay. Um, can you see if you’re connected wirelessly? Do you know where to look for that?

**J:** Um, on the— is it the bottom right?

**L:** The bottom right, near your clock, yeah.

**J:** So I’ve found that and it says it’s connected.

**L:** That’s fine, okay. So do you just want to open another Internet Explorer page again, just make sure you’re getting the same, or Google Chrome.

**J:** Yeah, if I open it up again. Um, yes, it looks like it’s working now.

**L:** Okay. Anything further I can help you with this afternoon?

**J:** Uh, no, that’s been great. Thank you so much for your help.

**L:** You’re welcome, thank you. Bye.

**J:** Thanks a lot. Have a good day. [*Bye.*] Cheers. Bye.

**L:** And you. Bye.

**J:** Bye.