

Vision Tech

BT, Sky, Virgin & EE routers **Handbook**

20 free step-by-step guides in plain English

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BT Smart Hub: what the light colours mean

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

The light on your BT Smart Hub tells you at a glance whether it is working. This guide covers the Smart Hub 2 and Smart Hub 3, based on BT's own help page. Models differ, so check the label on your router for its name.

What the colours mean

- **Blue:** the Hub is working and connected to the internet. This is what you want to see.
- **Green:** the Hub is starting up. Wait a few minutes.
- **Flashing orange:** the Hub is connecting to broadband. Give it three minutes or more.
- **Solid orange:** the Hub is on, but it has no internet connection.
- **Red (Smart Hub 2):** the Hub has found a problem.
- **Flashing purple (Smart Hub 2):** the broadband cable looks disconnected.
- **Purple (Smart Hub 2) or white (Smart Hub 3):** the Hub is using a mobile backup connection (Hybrid Connect), if you have it.
- **No light:** the power is off, or the light has been turned off in the Hub's settings.

The WPS light

If you press the WPS button to join a device, a flashing blue light means the Hub is waiting for the device. Flashing red means the connection failed. You have about two minutes to finish pairing.

What to try first

1. Check the power plug is firmly in, at the Hub and at the wall.
2. Check the broadband cable and any filter are pushed in all the way.
3. If the light is green, wait five minutes before doing anything else.
4. If it is orange or red, switch the Hub off at the wall, wait ten seconds, switch on, and wait up to ten minutes.
5. If your devices still cannot get online, restart a phone or laptop too, in case that is the cause.

Please do not press the small **Reset** pinhole button at this stage. That wipes your settings. Our guide on restarting and resetting explains the difference.

When to get more help

Contact us or BT if the light stays orange or red after a restart, if it never turns blue, or if you have changed nothing and the Hub keeps cycling through colours. Tell us the colour, whether it flashes, and what you have already tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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EE Smart Hub: what the light colours mean

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

EE Smart Hubs use one light on the front to show their status. This guide follows EE's help page for the 2021 Smart Hub. Newer EE hubs, such as the Smart Hub Plus, have their own pages, so check the name on the label of your router.

What the colours mean

- **Solid aqua (blue-green):** connected to broadband. All is well.
- **Flashing yellow:** the hub is connecting to broadband. Wait at least three minutes.
- **Flashing aqua:** the broadband cable is not connected.
- **Solid yellow:** the hub is on but is not connected to the internet.
- **Solid green:** the hub is starting up.
- **Solid red:** the hub has found a problem.
- **No light:** the power is off, or the light has been turned off in the hub's settings.

The WPS light

A flashing blue light means the hub is waiting for a device to connect after you press the WPS button. A flashing red light means it failed. Wait two minutes and try again.

Simple steps

1. Check the power cable is pushed in at both ends.
2. If the light is flashing aqua, check the broadband cable at the hub and the wall socket, including any filter.
3. If it is solid green, wait about three minutes.
4. If it is yellow or red, switch the hub off at the wall, leave it for two minutes, then switch it back on.
5. Make sure the hub has some space around it. A hub squashed in a cupboard can get too warm.

EE's advice is that most problems clear with a proper restart. A restart does not delete your Wi-Fi name or password. A factory reset does, so avoid pressing the pinhole button unless an adviser tells you to.

If your light stays solid yellow on a brand new line, the line may not be active yet. Check your activation date in your welcome email or the EE app.

When to get more help

Contact us or EE if the light stays yellow or red after a restart, if the hub keeps restarting by itself, or if the hub feels very hot. Tell them the colour, whether it is flashing, and what you have already tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Virgin Media Hub 5: what the lights mean

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

The Virgin Media Hub 5 has a single light on the front, at the bottom right. It changes colour to show what the hub is doing. Virgin Media's help pages cover other colours too, so check the label on your router for its model and look up that hub on Virgin Media's help site.

What the light tells you

- **Flashing white:** the hub is starting up. Virgin Media says to allow around five to ten minutes after power is restored.
- **Solid white:** the hub is on and working normally.
- **Flashing red:** the hub has finished starting up but has not been able to register on the Virgin Media network.

If your router is an older Hub 3, it has several lights instead of one. Its power light is white, and its Wi-Fi and internet lights flash green while starting up. A flashing red Wi-Fi light points to a Wi-Fi issue.

What to do for a flashing red light

1. Switch the hub off at the wall.
2. Check every cable is undamaged and pushed in firmly, especially the coax cable (the screw-on one) going into the wall.
3. Switch the hub back on and wait five to ten minutes.
4. Watch for the light to go from flashing white to solid white.

About the reset button

Virgin Media says if a flashing red light continues, you can press the small pinhole factory reset button with a pen tip for ten seconds, then wait five to ten minutes. This is a factory reset. It wipes your Wi-Fi name, password and any custom settings, so you will need to use the details printed on the hub label afterwards. Only do this if a restart has not helped.

Handy tip

Always check for a known problem in your area first. Virgin Media has a service status checker on its website and in its app.

When to get more help

Contact us or Virgin Media if the light is still flashing red after a restart and a reset, if the hub will not leave flashing white after ten minutes, or if the cables look damaged. Tell them the light colour and what you have tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Sky router: what the hub lights mean

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Sky routers are usually called a Sky Hub, and models differ, so check the label on yours. Sky's help site has a separate page for each hub light. This guide gives the general picture. For exact meanings, look up your model on sky.com/help.

The power light

On a Sky Hub, the power light is the main one to watch.

- **Off:** the hub has no power.
- **Green:** the hub is working normally.
- **Flashing green:** the hub is busy, for example starting up or updating.
- **Amber (flashing):** a warning, often a connection problem.
- **Red:** there is a problem that needs attention.

Sky's own pages list further lights, such as an internet light that is white when connected. Newer Sky hubs, including the Max hub, use different colours, so do not assume the table above matches your model.

Simple steps if a light looks wrong

1. Check the power adapter is plugged in firmly at the hub and at the wall.
2. Check the broadband cable at the hub and the wall socket. If you have a phone line, check any filter.
3. Switch the hub off at the wall, wait about 30 seconds, then switch it on.
4. Wait up to ten minutes. A hub can take a while to start and reconnect.
5. Restart your phone or laptop and try again.

Restart or reset?

A restart is switching off and on. It keeps your settings. A factory reset, using the small pinhole **Reset** button, deletes your Wi-Fi name and password and returns the hub to its original settings. Do not press it unless Sky tells you to.

Check for an outage

Before you spend time on troubleshooting, look at Sky's service status page or the Sky app, in case there is a known fault in your area.

When to get more help

Contact us or Sky if the power light stays red or amber after a restart, if the hub keeps restarting itself, or if you see lights you cannot find an explanation for. Tell them your hub model from the label, the colours, and what you have already tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Plusnet Hub: what the lights mean

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Plusnet supplies a Plusnet Hub (such as the Hub Two), and models change, so check the label on yours. This guide is based on the information available for the Hub Two, which has a pair of lights on the front.

What the lights tell you

- **Solid blue:** all is well. The hub is connected.
- **Flashing orange:** the hub is working, but there is a problem with the internet connection.

Other colours can appear on different hub models, so look up yours on the Plusnet help site if the lights do not match.

What to try for a flashing orange light

1. **Restart the hub.** Use the power button on the back, switch off, wait about ten seconds, then switch on. Allow up to ten minutes for the lights to turn solid blue.
2. **Check the cables.** If you have an Openreach fibre box on the wall (an ONT), the cable runs from the box to the **WAN** socket on the hub. If you use a telephone line, check the broadband cable and the filter on the wall socket. Make sure both ends are pushed in firmly.
3. **Check for an outage.** Plusnet has a service status page on its website. If there is a fault in your area, the hub may stay orange until it is fixed.
4. **Test with a cable.** If you can, plug a laptop into the hub with an Ethernet cable. This shows whether the problem is the internet or just Wi-Fi.

Restart or reset?

A restart keeps your settings. A factory reset wipes them, including your Wi-Fi name and password, so you would need the details on the hub label afterwards. Do not reset unless an adviser asks you to.

Do not change security settings

Never turn off the hub's Wi-Fi password or firewall to try to fix a connection problem. That puts your devices at risk.

When to get more help

Contact us or Plusnet if the lights stay orange after a restart and cable check, if there is no outage listed, or if the hub will not switch on. Tell them which lights you see, whether they flash, and what you have already tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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TalkTalk Wi-Fi Hub: what the lights mean

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

The TalkTalk Wi-Fi Hub shows its status with a coloured light. Hubs differ between models, so check the label on yours. The meanings below apply to the TalkTalk Wi-Fi Hub as described in published guidance, and you can always confirm on TalkTalk's help centre.

What the light colours mean

- **Blinking amber:** the hub is starting up. This happens after a power cut or an automatic restart.
- **Blinking amber and white:** the hub is making its internet connection. Devices may show Wi-Fi connected, but there will be no internet until the light turns solid white.
- **Solid white:** you are connected to the internet. All is well.
- **Solid amber:** the hub is checking the connection. If you have fibre, wait several minutes. If it stays amber for more than about 15 minutes, the guidance is to contact TalkTalk.

Steps to try

1. Check the power cable is firmly plugged into the hub and the wall.
2. Check the broadband cable is pushed in at both ends. If you have a phone line, use the filter on every phone socket that has a phone plugged in.
3. Switch the hub off at the wall, wait about ten seconds, then switch it on.
4. Wait at least ten minutes for it to start and connect.
5. Plug a laptop in with an Ethernet cable to see whether it is the internet or only Wi-Fi that is affected.

Restart or factory reset?

Switching off and on is a restart. It is safe and keeps your Wi-Fi name and password. The pinhole button on the back is a factory reset. It erases your settings, so keep it as a last resort and only when TalkTalk advises it. After a reset you will need the Wi-Fi details printed on the label.

Check for a known problem

TalkTalk has a status checker on its website. Look there first if the light has been amber for a while.

When to get more help

Contact us or TalkTalk if the light stays amber after a restart, if it never reaches solid white, or if the hub keeps dropping out. Tell them the colour, whether it blinks, and what you have already tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Vodafone Wi-Fi Hub: what the lights mean

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Vodafone broadband hubs, such as the Vodafone Wi-Fi Hub, have a row of lights on the front. Models differ, so check the label on your router. The information below describes the Vodafone Wi-Fi Hub. If your light layout looks different, look up your model on Vodafone's help pages.

What the lights mean

- **Power light:** solid white means normal. Red means a possible problem. No light means no power.
- **Internet light:** white means connected to broadband. Flashing white means it is connecting. Flashing red for more than about five minutes may mean a connection problem.
- **Phone light:** only matters if you have a home phone plugged into the hub. White means calls are available, and red means the phone is not working.
- **Mobile light:** only applies if you have a Vodafone mobile backup dongle.
- **Wi-Fi light:** solid white means Wi-Fi is on. Pulsing white means WPS pairing. No light means Wi-Fi is turned off, and the **Wi-Fi** button on top turns it back on.

Simple steps

1. Check the power adapter is plugged in firmly.
2. If the Internet light is flashing red, check the broadband cable at the hub and the wall socket.
3. If the Wi-Fi light is off, press the **Wi-Fi** button on top once and wait a moment.
4. Switch the hub off at the wall, wait about ten seconds, then switch it back on. Wait ten minutes.
5. Plug a laptop in with an Ethernet cable to find out whether Wi-Fi alone is the problem.

Restart or reset?

Switching off and on is a restart, which keeps your settings. A factory reset wipes your Wi-Fi name and password. Only do that if an adviser tells you to, and keep the details from the router label to hand.

Do not weaken security

Do not turn off the Wi-Fi password to see if that helps. It puts your devices at risk and rarely fixes anything.

When to get more help

Contact us or Vodafone if the Internet light stays red after a restart, if the hub will not power on, or if the lights do not match the guide for your model. Tell them your hub model and what you have tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Openreach fibre modem (ONT): what the lights mean

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If you have full fibre broadband, there may be a small white box on the wall called an Openreach modem or ONT. A thin fibre cable goes into it, and an Ethernet cable runs from it to your router. This guide follows BT's help page on its lights. Models vary, so check the label on your box.

What the lights mean

- **Power (right):** green means on. Off means no power, so check the plug.
- **PON (left), solid green:** the fibre link to the exchange is working and the box is recognised.
- **PON flashing:** the box is checking in. Wait for it to go solid green.
- **PON off, or PON and LOS both flashing:** there is a connection problem. Check the thin white fibre cable is fully inserted and not damaged, then switch the box off and on.
- **Port lights 1 to 4:** on is a normal Ethernet connection, blinking means data is moving, and all off means the Ethernet cable to your router is missing or faulty.
- **Tel lights:** only relevant if you have a phone service. Blinking means the line is not activated yet.

What to do

1. Check the box has power. Do not move it or unplug it from the wall socket without a good reason.
2. Check the Ethernet cable runs from a port on the box to the **WAN** or broadband socket on your router.
3. Switch the box off at the plug, wait ten seconds, and switch it on. Wait several minutes.
4. If PON is not solid green, do not bend or pull the fibre cable. It can break or lose signal.

Please be careful

The fibre cable is delicate. Never look into the end of a fibre cable or force it. If it is damaged, leave it for an engineer.

When to get more help

Contact us or your broadband provider if PON or LOS lights stay wrong after a restart, if the fibre cable is damaged, or if the box has no power even though the socket works. Your provider reports the fault to Openreach, so tell them the lights you see. Do not try to repair the box yourself.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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BT Smart Hub: restart or factory reset, which one?

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

People often mix up restarting a router and factory resetting it. They are very different. This guide explains the difference for the BT Smart Hub. The steps are similar for most home routers, but check the label on yours.

Restart (safe)

A restart switches the hub off and on again. It keeps your Wi-Fi name, your Wi-Fi password and your settings. It often fixes slow or dropped internet.

1. Switch the hub off at the wall socket, or unplug the power.
2. Wait about ten seconds.
3. Switch it back on.
4. Wait up to ten minutes. The light may go green, then flashing orange, then blue when it is connected.

BT says a green light means starting up, and flashing orange means connecting to broadband. Give each a few minutes.

Factory reset (wipes everything)

Most hubs have a small pinhole **Reset** button. Pressing and holding it with a paperclip returns the hub to how it came from the factory. It deletes:

- Your own Wi-Fi name and password, if you changed them.
- Any custom settings, such as a changed admin password.

After a reset, your hub uses the Wi-Fi name and password printed on its label or card. Every phone, tablet, TV and smart device then needs to join again.

Which should you do?

1. Always try a restart first.
2. Check the cables and for an outage in your area.
3. Only use a factory reset if BT, or an adviser, suggests it, or you cannot sign in to the hub and have the label details to hand.

Before you reset

Take a photo of the router label so you have the default details. If you have changed settings, write them down. Keep the original power cable and do not hold the button for longer than the instructions say.

When to get more help

Contact us or BT if a restart does not bring the light to blue, if a reset has not helped, or if you are unsure which button is which. Tell them what you have already tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Virgin Media Hub: no internet, what to do

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

When the internet stops on a Virgin Media Hub, a few quick checks fix most problems. This guide covers the Hub 5 and the older Hub 3. Check the label on your router if you are unsure which you have.

Step 1: check if it is just one device

1. Try another phone or laptop on the same Wi-Fi.
2. If only one device is affected, restart that device and forget and rejoin the Wi-Fi.

Step 2: look at the hub light

On a Hub 5, the single light on the front is:

- **Flashing white:** starting up. Wait five to ten minutes.
- **Solid white:** working normally.
- **Flashing red:** the hub has started but has not registered on the Virgin Media network.

Step 3: check cables and restart

1. Switch the hub off at the wall.
2. Check all cables, especially the coax cable into the wall, are undamaged and firmly in.
3. Switch it back on and wait five to ten minutes for the light to go solid white.

Step 4: check for an outage

Virgin Media has a service status checker on its website and in its app. If there is a fault in your area, restarting will not help. You will need to wait for it to be fixed.

Step 5: factory reset, last resort only

Virgin Media says that if you still see flashing red, you can press the pinhole factory reset button with a pen tip for ten seconds. Wait five to ten minutes after. This erases your Wi-Fi name, password and settings, and the hub goes back to the details on its label. Do not reset if only Wi-Fi is the problem.

Useful tip

If your TV box or phone line also stopped, it usually points to the line rather than your Wi-Fi.

When to get more help

Contact us or Virgin Media if the light is still red after a restart and reset, if there is no outage reported, or if you can see damage to the cable. Note the light colour and any fault messages to tell them.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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EE Smart Hub: how to log in to the settings page

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Most people never need to open their router's settings page, but you may need it to change the Wi-Fi password or see which devices are connected. This guide covers EE Smart Hubs. Models differ, so check the label on yours and EE's help pages for your hub.

Before you start

- Connect your phone or laptop to the hub, by Wi-Fi or an Ethernet cable.
- Find the hub label or card. It lists the Wi-Fi name, the Wi-Fi password and, on many hubs, a separate admin password for the settings page.
- Do not search for the address in a search engine. Type it into the address bar at the top of the browser.

Logging in

1. Open a web browser.
2. Type the address on the label. EE hubs have commonly used **192.168.1.1**, but go by your label.
3. Press Enter. The hub's settings page, sometimes called Hub Manager, should appear.
4. Enter the admin password from the label.
5. Look for headings such as **Wi-Fi**, **Settings** or **Connected devices**.

What you can do there

- Change the Wi-Fi name and password.
- See which devices are connected.
- Turn the status light off or on. EE says the light may be turned off in the hub's settings, which is why a hub can look as if it has no power.

If the page will not load

1. Check you are connected to your own hub and not mobile data. Turn mobile data off on your phone and try again.
2. Check you typed numbers, not letters, with full stops between them.
3. Try a different browser.
4. Restart the hub by switching it off and on at the wall. It keeps your settings.

Keep it secure

Never turn off Wi-Fi security. Do not share the admin password. If you can change it from the label default, write the new one down somewhere safe.

When to get more help

Contact us or EE if the label password is rejected, if the settings page will not load after trying the steps above, or if you cannot find the label. A factory reset returns the label details but wipes other settings, so please check with us first.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Plusnet Hub: how to restart it and log in safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Plusnet supplies its own Hub, such as the Hub Two. Models change, so check the label on your router and look at Plusnet's help pages for your model. This guide covers a safe restart, then logging in to the settings page.

How to restart the Plusnet Hub

Plusnet's published guidance for the Hub Two is as follows.

1. Press the power button on the back, where the power cable connects, to switch the hub off. Plusnet says to hold it for about ten seconds.
2. Wait about ten seconds.
3. Press the button again to switch it on.
4. Wait up to ten minutes for the lights to turn solid blue.

A restart keeps your settings, including your Wi-Fi name and password.

How to log in to the settings page

Some people need the settings page to change the Wi-Fi password. The address and the password are on the label on the router or the card that came with it.

1. Connect to the hub by Wi-Fi or an Ethernet cable.
2. Open a web browser.
3. Type the address from the label into the address bar. Commonly used hub addresses include **192.168.1.254**, but go by your label.
4. Enter the admin password from the label.
5. Find the **Wi-Fi** or **Wireless** section to change the name or password.

If the lights stay orange

- A flashing orange light means the hub is working, but there is a problem with the internet connection.
- Check the cable to the Openreach box or phone socket.
- Check Plusnet's service status page in case of an outage.

Security reminders

- Keep Wi-Fi security switched on.
- Do not give your admin password to anyone who phones you out of the blue.
- A factory reset wipes your settings. Avoid it unless an adviser asks.

When to get more help

Contact us or Plusnet if the lights are still orange after a restart and cable check, if the label password is not accepted, or if the hub will not power on. Tell them your model and what you have tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Sky router: how to change the Wi-Fi password

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Changing your Wi-Fi password stops old visitors, and anyone who has guessed it, from using your broadband. This guide is for Sky Hubs. The exact screens vary by model, so check the label on your hub and look at Sky's help pages for your model.

Before you start

- Pick a new password with at least three random words, plus numbers or symbols. Something long is better than something complicated.
- You can change the Wi-Fi name (called the SSID) at the same time.
- After the change, every device needs to join again with the new password.
- Write the new password down and keep it somewhere safe at home.

Option 1: the Sky app

Sky provides an app for managing its broadband, which can include Wi-Fi settings on supported hubs. Look in the app for a **Wi-Fi** or **Broadband** section. If you cannot see the option, use option 2.

Option 2: the router settings page

1. Connect your phone or laptop to the Sky Wi-Fi, or plug in with an Ethernet cable.
2. Open a web browser and type the address shown on the label of your hub. Sky hubs have commonly used **192.168.0.1**, but check the label.
3. Sign in using the admin details on the label or in Sky's instructions. If you changed the admin password in the past, use that.
4. Find the **Wi-Fi** or **Wireless** settings.
5. Type the new Wi-Fi name and password, and choose a modern security option such as WPA2 or WPA3 if offered.
6. Click **Save** or **Apply**. Your device will disconnect.
7. Join again on every device with the new password.

Security reminders

- Never turn off Wi-Fi security or leave the network open.
- Do not leave the admin password at the default if you can change it. Keep a note of it.
- Only follow instructions from Sky's own pages.

When to get more help

Contact us or Sky if you cannot sign in to the settings page, if you changed the password and nothing will connect, or if you are unsure what the hub model is. We can talk you through it. Keep the hub label to hand.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

BT, Sky, Virgin & EE routers | Medium | 2 min read

BT Smart Hub: change Wi-Fi name and password with Hub Manager

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You can change the Wi-Fi name and password on a BT Smart Hub using BT's Hub Manager page in a web browser, or the BT app. Models differ, so check the label on your router and BT's help pages for your hub.

What you need

- A phone, tablet or laptop connected to the hub, by Wi-Fi or Ethernet cable.
- The admin details. These are printed on the hub label or card. The Wi-Fi password and the admin password may be different, so read the label carefully.

Using Hub Manager

1. Connect to your hub.
2. Open a web browser such as Edge, Chrome or Safari.
3. Type the Hub Manager address shown on your label. For BT hubs this has long been **192.168.1.254**. If it does not load, use the address on the label instead.
4. Choose **Settings**, then sign in with the admin password if asked.
5. Open the **Wireless** section.
6. Change the Wi-Fi name if you wish, and enter a new password. Choose a long password made up of several unrelated words.
7. Click **Save** or **Apply**.
8. Reconnect each device with the new password.

Using the BT app

BT also offers an app for managing the hub. If you have it, look for a Wi-Fi or hub settings area and follow the prompts. Features vary with your hub.

Good practice

- Do not turn off the hub's security setting. Keep WPA2 or WPA3, or the nearest equivalent.
- Do not use your name, address or phone number in the Wi-Fi name.
- Keep a note of your new password and where the admin password is kept.
- If your hub also has a separate guest network, use that for visitors.

If you get locked out

If you changed the admin password and forgot it, a factory reset returns the hub to the label details. That also erases your other settings, so it is a last resort.

When to get more help

Contact us or BT if the page will not load, if the label details do not work, or if devices will not rejoin after the change. Keep the label to hand and note any error message.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Virgin Media Hub: change Wi-Fi name and password

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Virgin Media Hubs let you change your Wi-Fi name and password from a web page or the Virgin Media Connect app. The steps depend on your model. Check the label on your router for whether it is a Hub 5 or Hub 3, and look at Virgin Media's help pages for your model.

Before you start

- Read the label on the hub. It shows the original Wi-Fi name and password.
- The hub's admin password may be different from the Wi-Fi password, so read the label carefully.
- After you change the password, every device needs to rejoin the Wi-Fi.

Using a web browser

1. Connect a phone or laptop to your Virgin Media Wi-Fi, or use an Ethernet cable.
2. Open a web browser and type the address on the hub label. Virgin Media hubs commonly use **192.168.0.1**, but go by the label if it is different.
3. Sign in with the admin password.
4. Go to the **Wi-Fi** settings.
5. Type the new Wi-Fi name and password. Make the password long and made of unrelated words.
6. Select **Save changes**.
7. Reconnect your devices with the new password.

Using the Virgin Media Connect app

Virgin Media offers the Connect app to help you manage your hub and Wi-Fi. If you have it, sign in and look for the Wi-Fi settings. Features depend on your hub and account.

Stay secure

- Keep WPA2 or WPA3 security switched on.
- Do not use personal details in the Wi-Fi name.
- Write down the new password and keep it in a safe place at home.

If something goes wrong

If you forget the new password, you can use a connected device to find it in the hub settings. A factory reset also restores the label details, but it wipes your other settings. Virgin Media says to hold the pinhole reset button for ten seconds with a pen tip, so only do this as a last resort.

When to get more help

Contact us or Virgin Media if the settings page will not load, if the admin password on the label does not work, or if devices will not reconnect. Keep the hub label and a note of any message to hand.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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TalkTalk router: restart, reset and Wi-Fi password

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Here is a plain guide to restarting your TalkTalk Wi-Fi Hub, when a reset is needed, and where to find your Wi-Fi password. TalkTalk hubs differ between models, so check the label on yours and TalkTalk's help centre.

Where to find your Wi-Fi password

Look at the label on the back or bottom of the hub, or on the card that came with it. It lists the Wi-Fi name and password. If you changed the password and forgot it, a phone or laptop that has already joined the Wi-Fi can often show it in its Wi-Fi settings.

How to restart

1. Switch the hub off at the wall.
2. Wait about ten seconds.
3. Switch it back on.
4. Wait at least ten minutes. Blinking amber means starting up. A solid white light means you are connected.

A restart keeps your settings.

When a factory reset is needed

A reset uses the small pinhole button. It returns the hub to factory settings. It:

- Deletes your own Wi-Fi name and password.
- Deletes any other settings you have changed.
- Makes all devices rejoin using the label details.

Only reset the hub if TalkTalk or an adviser suggests it, or if you cannot get in at all. Have the label details ready before you start.

Changing your Wi-Fi password

1. Connect to your hub.
2. Open a web browser and type the settings address shown on the label, or follow TalkTalk's help for your hub.
3. Sign in with the details on the label.
4. Go to the **Wi-Fi** or **Wireless** settings.
5. Enter a new password made of several unrelated words and select **Save**.
6. Rejoin each device.

Stay safe

Do not turn off Wi-Fi security. Avoid using personal information in the Wi-Fi name or password.

When to get more help

Contact us or TalkTalk if the hub never reaches a solid white light, if the label details do not work, or if you cannot change the settings. Keep the label and a note of any error message to hand.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

BT, Sky, Virgin & EE routers | Easy | 2 min read

How to check if your broadband provider has an outage

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Before you restart the router for the tenth time, check whether your provider already knows about a problem. If there is an outage, nothing you do at home will fix it. This guide applies to BT, EE, Sky, Virgin Media, Plusnet, TalkTalk and Vodafone.

Why check first

Outages in your area can show as a light that stays orange, red or amber. Restarting is harmless, but it will not bring back a broken service.

Step 1: use your mobile data

You will need a way to get online. Use your phone with mobile data, not your home Wi-Fi. Turn Wi-Fi off on your phone first.

Step 2: look for your provider's status checker

Most providers have a service status page on their website or in their app. Look for **Service status**, **Check for a fault** or **Broadband status**. You may need to enter your postcode or phone number. Plusnet, Virgin Media and BT all publish such pages. Use the page on your provider's real website, found by typing its name in your browser, and not a link in an unexpected text or email.

Step 4: do the quick home checks

1. Check the router power and cables.
2. Switch the router off at the wall, wait ten seconds, and switch on.
3. Wait ten minutes.
4. If you can, test with an Ethernet cable from the router to a laptop.

What if there is an outage

- Wait for the provider to restore the service.
- Keep any case number you are given.
- Ofcom, the UK regulator, has rules about compensation for some faults, depending on your provider. Check your provider's guidance and Ofcom's website for the details that apply.

When to get more help

Contact us or your provider if there is no outage listed, if only your line is affected, or if the fault has lasted longer than your provider said. Note the router lights and any fault reference.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

BT, Sky, Virgin & EE routers | Medium | 2 min read

How to report a broadband fault and when you need an engineer

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If your broadband stops working and basic checks do not fix it, you will need to report a fault to your provider. This guide explains what to do first and what to expect. It applies to BT, EE, Sky, Virgin Media, Plusnet, TalkTalk and Vodafone.

Before you report a fault

Try these quick checks first, because the provider will ask.

1. Check for an outage on your provider's service status page.
2. Check the router is powered and the cables are firm.
3. Switch the router off at the wall for ten seconds, then switch on, and wait ten minutes.
4. Write down the light colours and whether they flash. If you have a full fibre box, note its lights too.
5. If you can, test with an Ethernet cable plugged into a laptop.

How to report it

- Use your provider's app, website or help number, which are shown on your bill or on the official website.
- Have your account details and postcode ready.
- Give the light colours, what you tried, and when the fault started.
- Ask for and write down a reference number.

When an engineer visit is needed

A visit may be arranged if the fault is in the line, the wall socket, a street cabinet or the fibre box. For many home faults the provider will first run line tests remotely. If the fault is in the network, an Openreach engineer may attend for providers that use Openreach lines. Virgin Media uses its own network.

During the visit

- Make sure an adult is home during the appointment slot.

Your rights

Ofcom, the UK regulator, has rules on how providers deal with faults and can require compensation in certain cases. The details depend on your provider and plan, so check your provider's guidance or Ofcom's website.

When to get more help

Contact us if the fault returns after a visit, if an appointment is missed, or if you are unsure what to say to your provider. We can help you write down the key facts.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

BT, Sky, Virgin & EE routers | Easy | 2 min read

Moving house: broadband checklist

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Moving home is busy, and broadband is easy to forget. A little planning can mean you are online on your first day. This checklist works for BT, EE, Sky, Virgin Media, Plusnet, TalkTalk and Vodafone.

Four to six weeks before

1. Tell your provider your moving date, or ask if they can serve your new address. Providers do not all serve every address, and available options differ by home.
2. Check your contract about moving and about ending it early.
3. Look at your provider's website to see what is on offer at the new address. You may need to give your postcode.
4. If you are changing provider, ask the new one to arrange the switch. Do not cancel the old service yourself first.

Two weeks before

1. Confirm the start date and what equipment will be sent, if any.
2. Ask if an engineer visit is needed, and make sure someone will be at the new home.
3. If your new home has a socket you cannot see, ask the seller or landlord where it is.
4. Check whether the new home has a wall socket for Openreach fibre. Your provider can tell you.

Moving day

1. Pack your router, power cable and any boxes or discs in a labelled bag, so they do not get lost.
2. Take a photo of the router label and lights before you disconnect.
3. If you are returning equipment, check how and when. Keep proof of postage.

At the new home

1. Plug the router into the main phone or fibre socket, if you have one.
2. Wait ten minutes for it to start.
3. Follow the provider's instructions for a new connection. Do not use unofficial apps.
4. Change the router's admin and Wi-Fi password if they are still the original label ones.

Other things to update

- Your address with your provider, TV licence, bank and the Royal Mail redirect.
- Any email or login that uses your old address.

When to get more help

Contact us or your provider if the start date slips, if no engineer appointment is offered, or if the router will not connect at the new home. Keep your reference numbers and any emails to hand.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

BT, Sky, Virgin & EE routers | Medium | 2 min read

Switching broadband provider: One Touch Switch and setting up a new router

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Changing broadband provider can feel daunting, but the process is meant to be simple. This guide covers the main steps for moving between providers such as BT, EE, Sky, Plusnet, TalkTalk and Vodafone, and for setting up the new router. Virgin Media uses its own network, so the process can differ. Check your new provider's own instructions.

Before you switch

Check your current contract for an end date and any early exit charges, and check what the new provider offers at your address.

One Touch Switch

For many switches between providers on the Openreach network, you do not need to contact your old provider. You ask the new provider to switch you. It tells the old provider, and your old service ends on your switch date. Do not cancel your old service yourself first, or you may be left without internet. Ofcom, the UK regulator, runs this process, so you can read more on its website.

When the new router arrives

1. Unpack it and keep the box, label and quick-start card.
2. Plug in the power cable. Do not switch on yet.
3. Connect the broadband cable to the correct socket, using a filter on a phone line if instructed. For fibre, connect the Ethernet cable from the Openreach box to the router's **WAN** port, if your provider says so.
4. Switch on and wait about ten minutes for the lights to settle.
5. Join the Wi-Fi using the name and password on the label.
6. Open the provider's app, if it has one, to finish setup.

Make it secure

- Change the Wi-Fi password to your own long one.
- Check the admin password and change it if the provider lets you.

When to get more help

Contact us or your new provider if the switch date passes with no connection, if the lights do not turn to normal, or if you are asked for payment by someone you do not know. Keep your order reference to hand.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.