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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.