

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

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.