

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

# 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](mailto: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.