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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.