

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

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.