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Plusnet Hub: how to restart it and log in safely

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.

Plusnet supplies its own Hub, such as the Hub Two. Models change, so check the label on your router and look at Plusnet's help pages for your model. This guide covers a safe restart, then logging in to the settings page.

How to restart the Plusnet Hub

Plusnet's published guidance for the Hub Two is as follows.

1. Press the power button on the back, where the power cable connects, to switch the hub off. Plusnet says to hold it for about ten seconds.
2. Wait about ten seconds.
3. Press the button again to switch it on.
4. Wait up to ten minutes for the lights to turn solid blue.

A restart keeps your settings, including your Wi-Fi name and password.

How to log in to the settings page

Some people need the settings page to change the Wi-Fi password. The address and the password are on the label on the router or the card that came with it.

1. Connect to the hub by Wi-Fi or an Ethernet cable.
2. Open a web browser.
3. Type the address from the label into the address bar. Commonly used hub addresses include **192.168.1.254**, but go by your label.
4. Enter the admin password from the label.
5. Find the **Wi-Fi** or **Wireless** section to change the name or password.

If the lights stay orange

- A flashing orange light means the hub is working, but there is a problem with the internet connection.
- Check the cable to the Openreach box or phone socket.
- Check Plusnet's service status page in case of an outage.

Security reminders

- Keep Wi-Fi security switched on.
- Do not give your admin password to anyone who phones you out of the blue.
- A factory reset wipes your settings. Avoid it unless an adviser asks.

When to get more help

Contact us or Plusnet if the lights are still orange after a restart and cable check, if the label password is not accepted, or if the hub will not power on. Tell them your model and what you have 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.