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Plusnet Hub: what the lights 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.

Plusnet supplies a Plusnet Hub (such as the Hub Two), and models change, so check the label on yours. This guide is based on the information available for the Hub Two, which has a pair of lights on the front.

What the lights tell you

- **Solid blue:** all is well. The hub is connected.
- **Flashing orange:** the hub is working, but there is a problem with the internet connection.

Other colours can appear on different hub models, so look up yours on the Plusnet help site if the lights do not match.

What to try for a flashing orange light

1. **Restart the hub.** Use the power button on the back, switch off, wait about ten seconds, then switch on. Allow up to ten minutes for the lights to turn solid blue.
2. **Check the cables.** If you have an Openreach fibre box on the wall (an ONT), the cable runs from the box to the **WAN** socket on the hub. If you use a telephone line, check the broadband cable and the filter on the wall socket. Make sure both ends are pushed in firmly.
3. **Check for an outage.** Plusnet has a service status page on its website. If there is a fault in your area, the hub may stay orange until it is fixed.
4. **Test with a cable.** If you can, plug a laptop into the hub with an Ethernet cable. This shows whether the problem is the internet or just Wi-Fi.

Restart or reset?

A restart keeps your settings. A factory reset wipes them, including your Wi-Fi name and password, so you would need the details on the hub label afterwards. Do not reset unless an adviser asks you to.

Do not change security settings

Never turn off the hub's Wi-Fi password or firewall to try to fix a connection problem. That puts your devices at risk.

When to get more help

Contact us or Plusnet if the lights stay orange after a restart and cable check, if there is no outage listed, or if the hub will not switch on. Tell them which lights you see, whether they flash, 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.