

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

Sky router: what the hub 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.

Sky routers are usually called a Sky Hub, and models differ, so check the label on yours. Sky's help site has a separate page for each hub light. This guide gives the general picture. For exact meanings, look up your model on sky.com/help.

The power light

On a Sky Hub, the power light is the main one to watch.

- **Off:** the hub has no power.
- **Green:** the hub is working normally.
- **Flashing green:** the hub is busy, for example starting up or updating.
- **Amber (flashing):** a warning, often a connection problem.
- **Red:** there is a problem that needs attention.

Sky's own pages list further lights, such as an internet light that is white when connected. Newer Sky hubs, including the Max hub, use different colours, so do not assume the table above matches your model.

Simple steps if a light looks wrong

1. Check the power adapter is plugged in firmly at the hub and at the wall.
2. Check the broadband cable at the hub and the wall socket. If you have a phone line, check any filter.
3. Switch the hub off at the wall, wait about 30 seconds, then switch it on.
4. Wait up to ten minutes. A hub can take a while to start and reconnect.
5. Restart your phone or laptop and try again.

Restart or reset?

A restart is switching off and on. It keeps your settings. A factory reset, using the small pinhole **Reset** button, deletes your Wi-Fi name and password and returns the hub to its original settings. Do not press it unless Sky tells you to.

Check for an outage

Before you spend time on troubleshooting, look at Sky's service status page or the Sky app, in case there is a known fault in your area.

When to get more help

Contact us or Sky if the power light stays red or amber after a restart, if the hub keeps restarting itself, or if you see lights you cannot find an explanation for. Tell them your hub model from the label, the colours, 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.