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TalkTalk router: restart, reset and Wi-Fi password

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.

Here is a plain guide to restarting your TalkTalk Wi-Fi Hub, when a reset is needed, and where to find your Wi-Fi password. TalkTalk hubs differ between models, so check the label on yours and TalkTalk's help centre.

Where to find your Wi-Fi password

Look at the label on the back or bottom of the hub, or on the card that came with it. It lists the Wi-Fi name and password. If you changed the password and forgot it, a phone or laptop that has already joined the Wi-Fi can often show it in its Wi-Fi settings.

How to restart

1. Switch the hub off at the wall.
2. Wait about ten seconds.
3. Switch it back on.
4. Wait at least ten minutes. Blinking amber means starting up. A solid white light means you are connected.

A restart keeps your settings.

When a factory reset is needed

A reset uses the small pinhole button. It returns the hub to factory settings. It:

- Deletes your own Wi-Fi name and password.
- Deletes any other settings you have changed.
- Makes all devices rejoin using the label details.

Only reset the hub if TalkTalk or an adviser suggests it, or if you cannot get in at all. Have the label details ready before you start.

Changing your Wi-Fi password

1. Connect to your hub.
2. Open a web browser and type the settings address shown on the label, or follow TalkTalk's help for your hub.
3. Sign in with the details on the label.
4. Go to the **Wi-Fi** or **Wireless** settings.
5. Enter a new password made of several unrelated words and select **Save**.
6. Rejoin each device.

Stay safe

Do not turn off Wi-Fi security. Avoid using personal information in the Wi-Fi name or password.

When to get more help

Contact us or TalkTalk if the hub never reaches a solid white light, if the label details do not work, or if you cannot change the settings. Keep the label and a note of any error message to hand.

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.