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TalkTalk Wi-Fi 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.

The TalkTalk Wi-Fi Hub shows its status with a coloured light. Hubs differ between models, so check the label on yours. The meanings below apply to the TalkTalk Wi-Fi Hub as described in published guidance, and you can always confirm on TalkTalk's help centre.

What the light colours mean

- **Blinking amber:** the hub is starting up. This happens after a power cut or an automatic restart.
- **Blinking amber and white:** the hub is making its internet connection. Devices may show Wi-Fi connected, but there will be no internet until the light turns solid white.
- **Solid white:** you are connected to the internet. All is well.
- **Solid amber:** the hub is checking the connection. If you have fibre, wait several minutes. If it stays amber for more than about 15 minutes, the guidance is to contact TalkTalk.

Steps to try

1. Check the power cable is firmly plugged into the hub and the wall.
2. Check the broadband cable is pushed in at both ends. If you have a phone line, use the filter on every phone socket that has a phone plugged in.
3. Switch the hub off at the wall, wait about ten seconds, then switch it on.
4. Wait at least ten minutes for it to start and connect.
5. Plug a laptop in with an Ethernet cable to see whether it is the internet or only Wi-Fi that is affected.

Restart or factory reset?

Switching off and on is a restart. It is safe and keeps your Wi-Fi name and password. The pinhole button on the back is a factory reset. It erases your settings, so keep it as a last resort and only when TalkTalk advises it. After a reset you will need the Wi-Fi details printed on the label.

Check for a known problem

TalkTalk has a status checker on its website. Look there first if the light has been amber for a while.

When to get more help

Contact us or TalkTalk if the light stays amber after a restart, if it never reaches solid white, or if the hub keeps dropping out. Tell them the colour, whether it blinks, 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.