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Virgin Media Hub 5: 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 Virgin Media Hub 5 has a single light on the front, at the bottom right. It changes colour to show what the hub is doing. Virgin Media's help pages cover other colours too, so check the label on your router for its model and look up that hub on Virgin Media's help site.

What the light tells you

- **Flashing white:** the hub is starting up. Virgin Media says to allow around five to ten minutes after power is restored.
- **Solid white:** the hub is on and working normally.
- **Flashing red:** the hub has finished starting up but has not been able to register on the Virgin Media network.

If your router is an older Hub 3, it has several lights instead of one. Its power light is white, and its Wi-Fi and internet lights flash green while starting up. A flashing red Wi-Fi light points to a Wi-Fi issue.

What to do for a flashing red light

1. Switch the hub off at the wall.
2. Check every cable is undamaged and pushed in firmly, especially the coax cable (the screw-on one) going into the wall.
3. Switch the hub back on and wait five to ten minutes.
4. Watch for the light to go from flashing white to solid white.

About the reset button

Virgin Media says if a flashing red light continues, you can press the small pinhole factory reset button with a pen tip for ten seconds, then wait five to ten minutes. This is a factory reset. It wipes your Wi-Fi name, password and any custom settings, so you will need to use the details printed on the hub label afterwards. Only do this if a restart has not helped.

Handy tip

Always check for a known problem in your area first. Virgin Media has a service status checker on its website and in its app.

When to get more help

Contact us or Virgin Media if the light is still flashing red after a restart and a reset, if the hub will not leave flashing white after ten minutes, or if the cables look damaged. Tell them the light colour 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.