

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

Virgin Media Hub: no internet, what to do

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.

When the internet stops on a Virgin Media Hub, a few quick checks fix most problems. This guide covers the Hub 5 and the older Hub 3. Check the label on your router if you are unsure which you have.

Step 1: check if it is just one device

1. Try another phone or laptop on the same Wi-Fi.
2. If only one device is affected, restart that device and forget and rejoin the Wi-Fi.

Step 2: look at the hub light

On a Hub 5, the single light on the front is:

- **Flashing white:** starting up. Wait five to ten minutes.
- **Solid white:** working normally.
- **Flashing red:** the hub has started but has not registered on the Virgin Media network.

Step 3: check cables and restart

1. Switch the hub off at the wall.
2. Check all cables, especially the coax cable into the wall, are undamaged and firmly in.
3. Switch it back on and wait five to ten minutes for the light to go solid white.

Step 4: check for an outage

Virgin Media has a service status checker on its website and in its app. If there is a fault in your area, restarting will not help. You will need to wait for it to be fixed.

Step 5: factory reset, last resort only

Virgin Media says that if you still see flashing red, you can press the pinhole factory reset button with a pen tip for ten seconds. Wait five to ten minutes after. This erases your Wi-Fi name, password and settings, and the hub goes back to the details on its label. Do not reset if only Wi-Fi is the problem.

Useful tip

If your TV box or phone line also stopped, it usually points to the line rather than your Wi-Fi.

When to get more help

Contact us or Virgin Media if the light is still red after a restart and reset, if there is no outage reported, or if you can see damage to the cable. Note the light colour and any fault messages to tell them.

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.