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Vodafone 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.

Vodafone broadband hubs, such as the Vodafone Wi-Fi Hub, have a row of lights on the front. Models differ, so check the label on your router. The information below describes the Vodafone Wi-Fi Hub. If your light layout looks different, look up your model on Vodafone's help pages.

What the lights mean

- **Power light:** solid white means normal. Red means a possible problem. No light means no power.
- **Internet light:** white means connected to broadband. Flashing white means it is connecting. Flashing red for more than about five minutes may mean a connection problem.
- **Phone light:** only matters if you have a home phone plugged into the hub. White means calls are available, and red means the phone is not working.
- **Mobile light:** only applies if you have a Vodafone mobile backup dongle.
- **Wi-Fi light:** solid white means Wi-Fi is on. Pulsing white means WPS pairing. No light means Wi-Fi is turned off, and the **Wi-Fi** button on top turns it back on.

Simple steps

1. Check the power adapter is plugged in firmly.
2. If the Internet light is flashing red, check the broadband cable at the hub and the wall socket.
3. If the Wi-Fi light is off, press the **Wi-Fi** button on top once and wait a moment.
4. Switch the hub off at the wall, wait about ten seconds, then switch it back on. Wait ten minutes.
5. Plug a laptop in with an Ethernet cable to find out whether Wi-Fi alone is the problem.

Restart or reset?

Switching off and on is a restart, which keeps your settings. A factory reset wipes your Wi-Fi name and password. Only do that if an adviser tells you to, and keep the details from the router label to hand.

Do not weaken security

Do not turn off the Wi-Fi password to see if that helps. It puts your devices at risk and rarely fixes anything.

When to get more help

Contact us or Vodafone if the Internet light stays red after a restart, if the hub will not power on, or if the lights do not match the guide for your model. Tell them your hub model 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.