Our properties have Virgin Media routers and Deco Mesh systems

Guidance below.

Reset Virgin Media Routers

Resetting a Virgin Media router is simple enough, though you should carefully watch what the lights are doing on the modem to ensure a proper reset has taken place.

You can also check the guidelines found on the Virgin Media website

Sometimes PIN resetting the modem appears to work, that is, the lights flash off and come on again, but this happens too quickly, and a reset has not taken place.

Press a pin, or a straightened paper clip, or thin pen into the reset hole on the back of the modem, you should feel a click, **hold it there** for 20 seconds or more, or until the lights go out on the modem (see below).

What should happen is that all the lights go out and you should see that the modem is restarting. After a few moments one light comes on, followed shortly after by the other lights.

This process can take several minutes.

Finally, you should see the normal blue lights turn on at the top of the modem (dependent on which modem you have).

Wait a further 30 seconds before assuming the modem is connected, then test.

As mentioned earlier, if, when pressing the reset and releasing, the lights go off briefly, then within a second or two the lights go back to normal (blue lights etc), then the modem has **not** been reset. You need to try again until you see the lights going out and the modem restarts (as above step 2).

Deco Mesh – Wi-fi Systems

Deco mesh is a Wi-fi system where multiple devices support the wi-fi within the property. They are not extenders since extenders are each separate networks. Mesh systems are one network making it easier and simpler to stay connected wherever you are in a house. Please, **do not** reset the TP-Link white Deco units

Shelf Deco's
Usually situated on a shelf or in a wall bracket.

Typically, the light should be **white** and steady. This indicates a good connection to the broadband.

If there is a problem, the device may well be red or flashing **red**.

Flashing **orange** or flashing **green** usually means the device is rebooting.

A **blue** light means the device is in setup mode and suggests someone has reset it. The device will need to be re-added by one of the team.

POE Deco's
These are fixed directed to ceilings or walls and can only be reset by turning of and on the network switch they are connected to.

Typically, the light should be **green** and steady. This indicates a good connection to the broadband.

If there is a problem, the device may well be red or flashing **red**.

Flashing **orange** or flashing **green** usually means the device is rebooting.

A **blue** light means the device is in setup mode and suggests someone has reset it. The device will need to be re-added by one of the team.