Login error - the Genius Hub software is not responding (HUB-B)

The following explains how to restart the Genius Hub.

The software on the Genius Hub is not responding and so the app cannot log on. The following explains how to restart the Genius Hub:

1. Power down the Genius Hub, by unplugging the power cable from the USB adaptor.

2. Wait 1 minute.

3. Power on the Genius Hub by re-inserting the power cable.

4. Wait 5 minutes and try to log in once more.