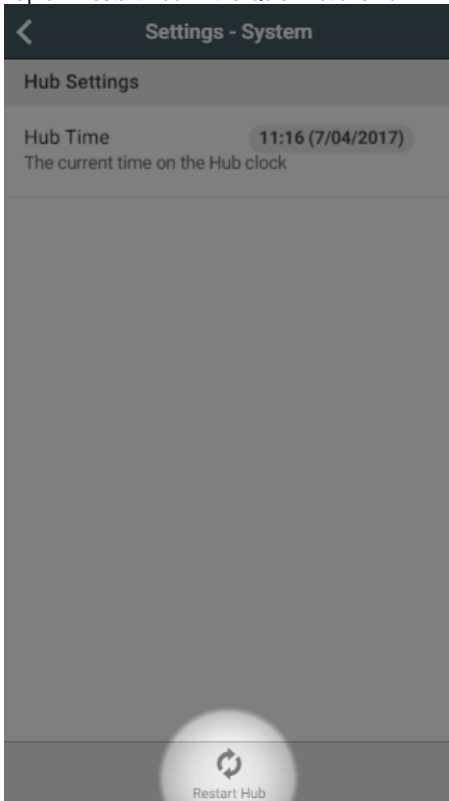


# Restarting the Genius Hub

To restart the Genius Hub from the app

If you can log onto your Genius Hub, to restart the system:

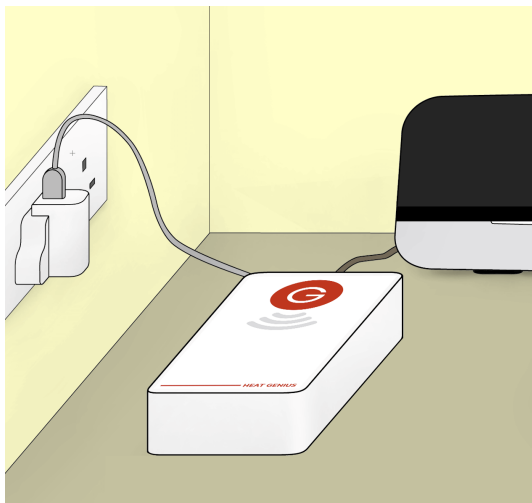
1. Click on the Main Menu
2. Select 'Settings'
3. Choose 'System'
4. Tap on 'Restart Hub' in the Quick Actions Bar



5. Click 'Restart'

To restart the Genius Hub from the device

**If you have the GE-HUB-B:**



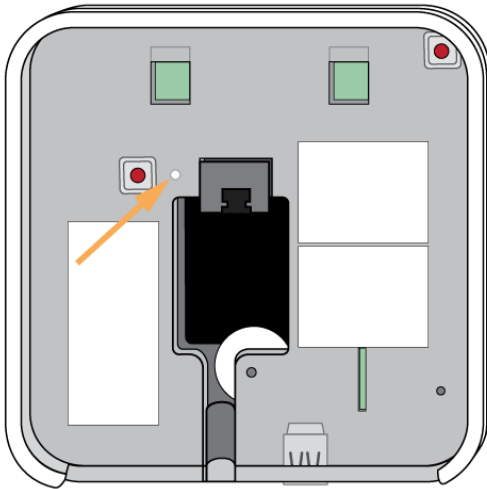
1. Disconnect the USB power cable from the power supply

- a. The Genius Hub should be powered with the USB cable plugged into the power supply provided and never be powered from the internet router
2. Power down your internet router
3. Turn on the internet router and wait 5 minutes for it to fully start up
4. Reconnect the power cable from the Genius Hub so that it can reconnect to the internet and all of the devices in your home

### If you have the PH-HUB-C:

1. Power down your internet router.
2. Turn on the internet router and wait 5 minutes for it to fully start up
3. Ensure that an Ethernet cable is plugged in between the Hub and the router
4. Ensure that your Genius Hub is powered on
  - a. the Genius Hub should be powered with the USB cable plugged into the power supply provided and never be powered from the internet router
  - b. you should see two green lights on the side of the Hub - one solid green (power), one flashing green (network connection)
5. Remove the backplate from the Genius Hub. To do this, slide the backplate down (if the Hub is mounted on a wall, the Genius Hub will need to be slid up and off the backplate).
6. Press the white button on the back of the Genius Hub as indicated below (use a paperclip or a pen)

a.



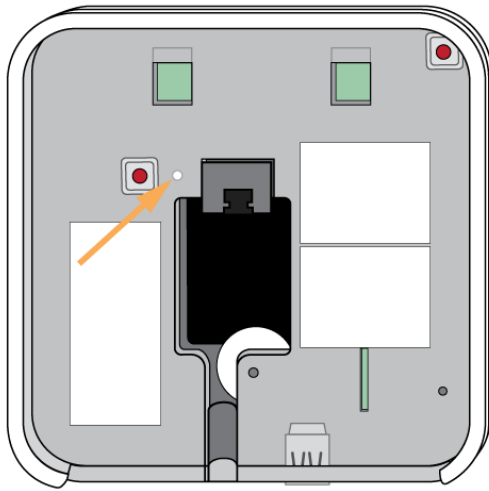
To fully **shut down** and restart the Genius Hub from the device

### If you have the GE-HUB-B:

1. See restart above for GE-HUB-B

### If you have the PH-HUB-C:

1. The Genius Hub should be powered with the USB cable plugged into the power supply provided and never be powered from the internet router  
you should see two green lights on the side of the Hub - one solid green (power), one flashing green (network connection)
2. Remove the backplate from the Genius Hub. To do this, slide the backplate down (if the Hub is mounted on a wall, the Genius Hub will need to be slid up and off the backplate).  
Remove the USB power cable from the Genius Hub (this looks like a small headphone jack at the bottom of the Genius Hub)
3. Press the white button on the back of the Genius Hub as indicated below (use a paperclip, a pen or the USB power cable)



a.

4. Plug in the USB power cable, both to the Genius Hub (until you hear it click) and into the power supply provided, and plug into a wall socket. A green light will appear on the left hand side of the Genius Hub.



After a restart, it can take up to 30 minutes for the Genius Hub to reload the rooms and connect to all of the devices.

## Related Information:

- [Restarting the Genius Hub](#)
- [15. Troubleshooting and issues](#)
- [Hub time is wrong](#)

[To restart the Genius Hub from the app](#)