

# Cannot logon to the Genius Hub

Things to check if you cannot logon:

- Is the phone/tablet/computer connected to the internet?
- Is the Genius Hub connected to the broadband router and powered on?
  - The Genius Hub should be powered with the USB cable plugged into the power supply provided and never be powered from the internet router.
  - If a 'powerline Ethernet adapter' is used to connect the Hub to the router via the mains power supply, try plugging the Hub directly into the router
- Check that there is Internet in the house (visit Google on a web browser connected to the local WiFi and search for something).
- Check that the Ethernet cable is plugged into the back of the Genius Hub. Remove and replace this a few times to remove any dust.

The reason why the may have Genius Hub has stopped communicating with the app is most likely due to the following reasons:

- There has been a sustained power cut in your property and the power has not come back on.
- There is a problem with the broadband internet connection in your property.
- Either of the above, and the Genius Hub did not recover when the power or internet came back on.

Your hub should still be controlling the heating fine, and you may be able to connect to it from within your property, but if you can't then you can try to follow this steps:

1. Turn off the Genius Hub at the plug.
2. Turn off your internet router.
3. After 1 minute turn on your internet router.
4. After a further 10 minutes turn on the Genius Hub.
5. After a further 10 minutes you should be able to log in again with the app an a mobile device or computer.
  - a. You may have to logout and then quit the app first before you try and log in again.

## Related articles

- [2. Logging onto the Genius Hub](#)
- [Logon to the Genius Hub using the local IP address](#)
- [1. Registering and logging on](#)
- [Controlling the system with no internet](#)
- [Can two people use the app?](#)