Quick Start. Follow these five simple steps to get online.

For more detailed instructions and troubleshooting, please see ‘Set-up’ in your User Guide.

1. Check your box contents.

- ADSL Filters (x2)
- Power adapter
- Broadband cable [grey ends]
- User Guide and CD
- BT Home Hub

Please note: You may not need to use all these items when setting up BT Total Broadband.

- USB cable (blue ends)
- Ethernet cable (yellow ends)


2. Fit an ADSL filter to every telephone socket that you use in your home. Sockets could be used by telephones, faxes and digital TV boxes (e.g. Sky). These devices need to use a filter to prevent interference with your broadband service.
3 Using the broadband cable (grey ends), connect your Hub to an ADSL filter and then connect the power supply.

4 Raise your Hub’s aerial and wait for the Broadband light to glow green (other lights may be on).

5 Insert the CD into your computer to continue set-up.

For more detailed instructions and troubleshooting, please see 'Set-up' in your User Guide.
Contents

To install your BT Home Hub, please follow your handy one-page Quick Start guide.
This User Guide booklet contains more detailed set-up and service information, including troubleshooting should you need it.

Set-up
More detailed than Quick Start: how to install your Hub, connect your computer and get online using the CD.

Advanced set-up and features
Setting up the service separately, changing Hub settings and information on firmware.

Learn about
Lots of information and tips on using your BT Total Broadband service, including where to find out more.

Help
How to get some help, if you need it. Plus connection troubleshooting, and some useful space for you to record your account details.

We can set it all up for you
For a small charge, a BT Home IT Support engineer can visit and set up your broadband, talk, email and security – and give you a brief introduction to the service.

Call 0800 876 6542 or go to www.bt.com/homeitinstall
Hold tight! Your super-fast broadband is here!
Set-up

Setting up your Hub and BT Total Broadband

Use this section for more detail than Quick Start.
If you prefer, we can set it all up for you. For a small charge, a BT Home IT Support
engineer can visit and set up your broadband, talk, email and security – and give
you a brief introduction to the service.

Call 0800 876 6542 or go to www.bt.com/homeitinstall

1. Before you start

Check your box contents
If you’ve ordered a BT Hub Phone, BT Fusion or BT Vision, please set them up
after this Hub and BT Total Broadband set-up.

Broadband cable (grey ends)
ADSL filters (x2)
Power adapter
BT Home Hub
User Guide and CD

You will need these details to set up a wireless connection
Wireless Network Name: BTHomeHUB-D311
Wireless Key: abcDef1234

Please note: you may not need to use all these items
when setting up BT Total Broadband.
USB cable (blue ends)
Ethernet cable (yellow ends)
Wireless settings card
Cable tidy*


You can start setting up your Hub any time. But please bear in mind that your
new broadband line may not be activated until 8pm on your activation day.
When you get to step 4, you’ll be able to tell when your broadband service is
active as your Hub’s Broadband light will glow green.

Remove existing modem
Unplug any existing modem or router from its ADSL filter or telephone line.
Please also disconnect it from your computer.

Have details handy
You’ll need your BT Total Broadband username and password (this is also
your BT Yahoo! Mail address – or email address – and password). These details
were sent to you by letter or email. If you don’t have these, please call us on
0800 111 4567.
If you ordered BT Broadband Talk, you may also need its phone number and
password. If you don’t have these, you can activate the service later.

Position your Hub
Decide where you want your Hub. It needs to be:
1. close to a mains power outlet and phone socket
2. close to your computer, if using cables to connect your computer to Hub,
   or positioned centrally in your home, if connecting using wireless
Avoid positioning your Hub near to a microwave oven, fridge or metallic surface
(e.g. mirror).
2. Fit your ADSL filters

An ADSL filter (also known as a microfilter) is a device that allows broadband to work over the same line as your telephone service.

You need an ADSL filter fitted to phone sockets used by devices such as:
- phones
- fax machines
- digital TV boxes (e.g. Freeview, Sky)

At each phone socket that you’re using:
- unplug the device from the socket
- plug an ADSL filter into the socket
- plug the device you just unplugged into the ADSL filter’s phone socket

When don’t I need an ADSL filter?

You don’t need to use an ADSL filter if you have a broadband (ADSL) master socket. When you get to step 3, you’ll simply plug your broadband cable straight into the ADSL master socket’s 'DSL' socket.

A broadband (ADSL) master socket looks like this.

Using a socket doubler?

If you use a socket doubler to connect more than one phone to a single socket, you can use a single ADSL filter, but please make sure that it’s fitted as shown here.

Not enough ADSL filters?

You can order BT ADSL filters at www.bt.com/shop and most computer shops or by calling us on 0800 800 150.

You can still install broadband even if all devices don’t yet have an ADSL filter, but you must unplug any device without an ADSL filter from its phone socket. You can reconnect the device once you’ve an ADSL filter for it.
3. Connect your BT Home Hub

Plug the broadband cable (grey ends) into the 'Broadband' socket on your Hub and the DSL socket on one of the ADSL filters.
Plug the power cable into your Hub's 9V DC socket and a nearby power supply. Turn on power at the power socket.

Use the cable tidy* to keep the power and broadband cables neat. Simply twist either end of the tidy to open a gap and then slide the cables into it.


Need to use an extension lead?
Make sure it isn't longer than 10 metres. Keep the distance between the phone socket, ADSL filter and Hub to a minimum.

Extension lead for the Hub

10 metres maximum

Important: you must not have an ADSL filter at each end of an extension lead.
If you need to extend the distance by more than 10 metres, we suggest you use a longer Ethernet cable between your computer and your router. Please do not connect your computer yet.

4. Wait for your Hub's Broadband light to glow green

Your Hub will synchronise with your broadband service. This will take a few minutes.
5. Insert the CD into your computer

We recommend you use our CD. It'll help you choose and make the connection to suit you, install your BT Total Broadband software and get you online. It'll also help you set up BT Broadband Talk (if ordered). However, if you have problems with the CD or decide not to use it, you can still connect your computer to your Hub using the manual set-up steps on page 12.

TROUBLESHOOTING
If the CD doesn’t automatically run:
PC users: wait 30 seconds, then click on ‘My Computer’ in the Windows Start menu, then click the CD icon. In the list of files, double-click ‘Setup’.
Mac OS users: double-click the BT Total broadband desktop icon, then double-click ‘Install.app’.

Connecting additional computers
You can also use the CD to connect additional computers to your Hub. Simply insert the CD in the additional computer and follow the on-screen instructions.

When you’re connected and online
To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community – go to Broadband Life at www.bt.com/broadbandlife

*Opt in required. Wireless enabled equipment required. Conditions apply.
Advanced set-up and features

If you’re familiar with making changes to your computer and would prefer to connect your computer to your Hub without using the CD, this section can help. This section also contains information about changing your Hub settings.

Manual set-up

Make sure that your Hub’s Broadband light is steady green. If it isn’t, see page 31. You’ll need to decide whether to connect using an Ethernet cable (option A), a USB cable (option B) or a wireless connection (option C). We recommend you choose Ethernet, if your computer supports Ethernet connections.

Option A – if you want to connect using an Ethernet cable

1. Plug one end of the Ethernet cable (yellow ends) into one of your Hub’s Ethernet sockets.
2. Plug the other end of the Ethernet cable into your computer’s Ethernet socket.
3. Open your web browser — you should be on the internet.
4. To help you make the most of your BT Total Broadband service and all its great features and options — including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community — go to www.broadbandlife

Option B – if you want to connect using a USB cable (Windows PCs only)

1. Install USB drivers by running either ‘BTHomeHub_USB.exe,’ which is located in your CD’s utility folder, or downloading them from www.btyahoo.com/drivers
2. Plug one end of the USB cable (blue ends) into your Hub’s USB-B socket.
3. Plug the other end of the USB cable into one of your computer’s USB sockets.
4. Open your web browser — you should be on the internet.
5. To help you make the most of your BT Total Broadband service and all its great features and options — including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community — go to www.broadbandlife

If you wish to remove USB drivers, select ‘System’ from within the Windows ‘Control Panel,’ then click on the ‘Device Manager’ tab. Click on the ‘+’ sign next to ‘Network adapters.’ Select ‘Thomson ST Remote NDIS Device.’ Click ‘Remove.’

Option C – if you want to connect using a wireless connection

1. If your computer is already connected to your Hub using a USB or Ethernet cable, unplug this cable.
2. Place your computer close to the Hub for a good wireless signal.
3. If you haven’t already, install your wireless adapter in your computer using the adapter manufacturer’s instructions. If you’re using a laptop with built-in wireless, turn wireless on by either using a wireless switch (if your computer has one) or activating wireless from within your wireless software.

TROUBLESHOOTING

If you aren’t connected to the internet, please restart your computer and try the above again.
If you still can’t connect, please check your computer’s IP settings are correct. Please see page 37 for details.
If a dial-up networking window appears when trying to connect to the internet, please see page 37.

*Opt in required. Wireless enabled equipment required. Conditions apply.

*Opt in required. Wireless enabled equipment required. Conditions apply.
4. Find the network name/SSID and wireless key for your Hub printed on its back. These are also on your wireless settings card.

5. Using your preferred wireless connection software, look for your Hub’s wireless network name or SSID in the list of available wireless networks. When prompted, type in your Hub’s wireless key to connect to it.

How to connect to your Hub using popular wireless connection applications

<table>
<thead>
<tr>
<th>Software / Operating System</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP and Windows Vista</td>
<td>Go to 'Start', click 'Connect To'. XP: click 'Wireless Network Connection.' Vista: click 'Connect to network.' Highlight your Hub’s network name (e.g. BT Home Hub-022B) and click 'Connect.' XP: type your Hub’s wireless key (WEP) into the 'Network Key' box. Click 'Connect.' Vista: type your Hub’s wireless key (WEP) into the 'Security key or passphrase' box. Click 'Connect.'</td>
</tr>
<tr>
<td>BT Wireless Connection Manager</td>
<td>Go to 'Start' then 'All Programs,' and click 'BT Wireless Connection Manager.' BT Wireless Connection Manager will launch and search for wireless networks in range. Highlight your Hub’s network name (e.g. BT HomeHub-022B) and click 'Connect.' Select: Authentication: 'Open system' Encryption: 'WEP 40-bit or 64-bit key' Key Type: 'Hexadecimal' (10 characters) In the 'Security Key' box, type in the 10-character wireless key for your Hub. Check that the ‘Save this information’ and ‘Attempt to use this connection first’ boxes are ticked. Click 'OK.'</td>
</tr>
<tr>
<td>Mac OS-X</td>
<td>Click the 'AirPort Status' icon in the menu bar. Highlight your Hub’s network name. In the 'Wireless Security' box, select 'WEP 40/128-bit hex.' In the 'Password' box, enter the 10-character wireless key printed on your Hub’s back. If the 'WEP 40/128-bit hex' option doesn’t appear on your version of Mac OS-X, select 'WEP Password' and type a '$' character in the 'Password' box followed by the 10-character wireless key.</td>
</tr>
</tbody>
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5. Using your preferred wireless connection software, look for your Hub’s wireless network name or SSID in the list of available wireless networks. When prompted, type in your Hub’s wireless key to connect to it.

How to connect to your Hub using your preferred wireless connection applications

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6. Open your web browser to connect to the internet.

7. To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community – go to www.bit.com/broadbandlife

*Opt in required. Wireless-enabled equipment required. Conditions apply.

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Troubleshooting

If you aren’t connected to the internet, please restart your computer and try option C on page 13 again. If you still can’t connect, please check your computer’s IP settings are correct. Please go to page 37 for details.

If a dial-up networking window appears when trying to connect to the internet, please see page 37.

Setting up email

You’ll need your BT Total Broadband username/BT Yahoo! Mail address and password.

You can access your email using webmail at bt.yahoo.com/webmail.

Or, for help setting up your email account in an email application such as Outlook or Outlook Express, go to www.bit.com/broadband/help and click ‘Email.’ You may need these details:

- **Incoming mail server (POP 3):** mail.btinternet.com
- **Outgoing mail server (SMTP):** mail.btinternet.com
- **SMTP authentication:** enabled

Connect to your BT Broadband Talk service

Activate BT Broadband Talk and connect a phone to make internet calls at great-value rates.

1. If your Hub’s Phone light is already glowing green, go to step 5.
2. Make sure you have your BT Broadband Talk phone number and password.
3. Open your web browser and type www.bit.com/bbv into the address bar and press enter. Follow the on-screen instructions.
4. The Phone light on your Hub will glow green when your BT Broadband Talk service is activated.
5. If you’re going to be using a BT Hub Phone, please follow the instructions that come with it.

*Opt in required. Wireless-enabled equipment required. Conditions apply.*
Hub features

Hub Manager

Your Hub is like a computer. It has its own software running, which controls how it works and what it does.

You can find technical help and also make changes to the way your Hub works by using the Hub Manager.

To access Hub Manager, click its desktop icon or open your web browser and type bthomehub.home in the address bar.

You may need a username and password to access some of your Hub’s advanced settings.

Hub Manager default username and password

Username: admin
Password: admin

Buttons on the side of your Hub

Wireless Association button

Sets your Hub to wireless association mode. Press and hold this button until the Phone and Wireless lights flash orange. This button is used to connect a BT Hub Phone to your Hub. Please refer to the BT Hub Phone user guide for more information.

Reset to Defaults button

To reset your Hub to its factory default settings:

1. press and hold the recessed Reset to Defaults button on the side of your Hub for 2-3 seconds until your Hub lights go out
2. press and hold the button for 2-3 seconds until your Hub lights go out
3. stop pressing and wait for the Hub’s Broadband light to glow green – this may take several minutes

Remember: resetting your Hub means you also have to reset any BT FON settings and BT Broadband Talk service again – see page 15.

Restart button

Can often solve a broadband connection problem. To restart your Hub, simply press and release the Restart button at the side of the Hub.
**Firmware updates**

**IMPORTANT**: DO NOT TURN OFF OR RESTART YOUR HUB WHEN THE UPGRADING LIGHT IS FLASHING ORANGE.

We may occasionally send software updates (known as firmware) to your Hub. When updates are being installed, your Hub's Upgrading light will flash orange and you won't be able to connect to the internet for up to 30 minutes. Please avoid trying to connect to the internet until any software updates are complete.

**Connecting a games console**

You can set up a games console to play games online. Your games console will connect to your Hub using an Ethernet cable or wireless connection. Follow your games console instructions.

If you wish to host an online game, you may need to use your Hub Manager to set up Games and Application sharing on your Hub. This allows inbound traffic on a particular port to be routed to your games console. To find out more, click on 'Help' in the Hub Manager. You can find out how to access your Hub Manager on page 17.

**Using other modems**

We recommend you use the BT Home Hub to get the most out of your BT Total Broadband service. However, if you're going to be using another type of modem or router, please follow its set-up instructions.

You may need the following information:

- **Connection**: PPR or username: broadband.user@btbroadband.com
- **Password**: None required
- **Encapsulation**: PPPoA or PPP over ATM
- **Multiplexing**: VC-based or VC Mux
- **IPV**: IPv4/IPv6

*The BT Total Broadband network doesn’t need a connection password. However, some routers do require one. If you're asked for a password, just enter 'password' and confirm, as required.*
Learn about...

To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community* – go to www.bt.com/broadbandlife

*Opt in required. Wireless-enabled equipment required. Conditions apply.

**BT Home Hub**

Your versatile BT Home Hub is a:

• broadband router – enjoy a high-speed connection to the internet
• wireless access point – enjoy the freedom to connect your computer without wires
• digital cordless (or DECT) phone base station – enjoy the freedom to wander when on the phone
• versatile interface for BT Vision – our new digital TV service

You can also use your Hub to:

• make phone calls over the internet – enjoy great-value call rates with BT Broadband Talk
• make mobile calls over the internet – enjoy great-value rates on your mobile at home and in BT Openzone hotspots with BT Fusion

*For mobile calls you must either be registered for BT Fusion or have the BT Hub Phone, including the area code. This applies to local numbers; if you leave your Hub turned on to make and receive BT Broadband Talk calls, you can, however, turn your computer off and still use BT Broadband Talk. You cannot make calls to the operator, non-BT directory enquiries or dial-up Internet Service Providers using the BT Broadband Talk service.

*Subject to phone range limits. Additional equipment or services may be required to enable some of the features listed.

Your Hub is designed for the future and will grow with your needs – giving you the peace of mind that you’ll always be up to date.

Your Hub is designed to update itself automatically, allowing you to easily add new products and services. For example, if you aren’t already using BT Broadband Talk, you can easily enable the service and add a BT Hub Phone so you can make and receive BT Broadband Talk calls around the home.

**BT Broadband Talk** – make great-value calls over the internet

You can use this service to make cheap phone calls over the internet. Enjoy inclusive UK Evening and Weekend calls and great-value international rates. To find out more or activate your service, go to www.bt.com/setup/talk

The BT Hub Phone is designed to work with BT Broadband Talk and your BT Home Hub. It’s a digital cordless telephone with High Definition Sound (Hi-dS™). You can buy a BT Hub Phone at www.bt.com/shop

Once you’ve activated your service, you’ll notice BT Broadband Talk has a high-pitched dial tone. This lets you know you’re about to make a BT Broadband Talk call. Like a mobile phone, you’ll need to dial any phone number in full i.e. including the area code. This applies to local numbers, too. You must leave your Hub turned on to make and receive BT Broadband Talk calls. You can, however, turn your computer off and still use BT Broadband Talk. You cannot make calls to the operator, non-BT directory enquiries or dial-up Internet Service Providers using the BT Broadband Talk service.

To make normal calls using your landline, you’ll still use your phone plugged into its phone socket via an ADSL filter. You won’t, however, be able to take advantage of BT Broadband Talk rates when you make calls using this phone.

Please note that BT Broadband Talk doesn’t currently support number portability, best relay or directory enquiries for disabled customers.

For help with your service, go to www.bt.com/broadbandtalk/help

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Saving money on mobile calls at home
You can route calls through your broadband connection using BT Fusion and enjoy four minutes’ mobile talk time for only one of your valuable inclusive minutes.

To find out more about BT Fusion, go to www.bt.com/setup/fusion

BT Vision – bringing you Freeview TV and on demand entertainment
This new digital TV service gives you access to Freeview digital TV and radio channels via a rooftop aerial, plus a great range of on demand entertainment sent to you via BT Total Broadband.
You can watch films or music videos on demand (VoD). And there’s streaming TV and TV on demand, including top-quality programmes like Film4, BBC Three, Sky Sports News, BBC News 24 and CBeebies – all at the touch of a button.

To find out more about BT Vision, go to www.bt.com/setup/vision

BT Yahoo! Online software
This software allows you to access key services* such as your BT Yahoo! Browser, BT Yahoo! Toolbar and Yahoo! Messenger. Download it at bt.software.yahoo.com
* BT Yahoo! Online software isn’t available to Mac OS users. The BT Yahoo! Browser isn’t available to Vista OS users.

BT Yahoo! Online features
To watch exclusive tutorials, please go to btyahoo.com/tutorials

BT Digital Vault – protecting and sharing your photos and files online
You get a FREE BT Digital Vault with your BT Total Broadband service. This means you can back up and share your precious photos and files online – and access them from any Internet-connected computer.
Start backing up your photos and files online for FREE at www.bt.com/digitalvault

Emergency calls
If you make an emergency call to 999 or 112 from your BT Broadband Talk phone or BT Hub Phone, your Hub will automatically use your standard telephone line. This is a safety measure to ensure the emergency services can identify your location, if necessary.

Important: if there’s a power failure, your BT Hub Phone and/or DECT cordless phone will not work. Alternative arrangements should be made for access to emergency services. If you have a standard telephone plugged into the phone socket on your Hub, this will automatically use your standard telephone line. You’ll know this because the dial tone will be normal and not the high-pitched tone used by the BT Broadband Talk service.

If there’s a broadband failure, any BT Hub Phone, DECT cordless phone and/or standard phone connected to your Hub will automatically use your standard telephone line. You’ll know this because the dial tone will be normal and not the high-pitched tone used by the BT Broadband Talk service.

Online security
You can help protect yourself, your family and computer from viruses, hackers and unwanted content.

To activate or check your security:
• Option 1 customers: get the peace of mind that comes with Norton AntiVirus™ and Norton Personal Firewall™ for a small charge, by subscribing to BT NetProtect at www.bt.com/bsafeprotect
• Option 2 and 3 customers: if you don’t have your BT Yahoo! Online Protection, please install it at bt.yahoo.com/getprotected

To find out more about your security, go to www.bt.com/setup/protect

Email service
You can access your email by using either:
• webmail at bt.yahoo.com/webmail or
• an email program such as Outlook Express

To find out more about setting up and using email, go to www.bt.com/setup/start
Away from home
You can also enjoy the freedom provided by wireless connections when you’re away from home. Your BT Total Broadband package includes optional membership to the BT FON Wi-Fi Community.

To join at no extra cost, or simply find out more about the BT FON Wi-Fi Community, go to www.bt.com/setup/btfon

*Opt-in required. Wireless-enabled equipment required. Conditions apply.

Common questions about wireless
What do I need to use wireless?
Your computer needs to be using a wireless adapter or have built-in wireless functionality. The wireless adapter should be Wi-Fi, 802.11b or 802.11g compatible.

How can I tell if my computer has built-in wireless?
If you’re using a laptop purchased within the last year or two, it’s likely to have wireless built in. Check the documentation supplied with the computer.

Where can I buy a wireless adapter?
These are available at www.bt.com/shop and most computer shops. Check your computer manual to make sure the type of adapter you plan to purchase is compatible with your computer.

Where can’t I get help with my computer’s wireless?
Please see your computer or wireless adapter manual. For help with setting up a wireless connection to your Hub, see option C on page 13.

BT Home IT Support: one-to-one help from IT professionals
You can also enjoy the freedom provided by wireless connections when you’re away from home. Your BT Total Broadband package includes optional membership to the BT FON Wi-Fi Community. Once you join, you can have inclusive Wi-Fi internet access in hundreds of thousands of locations around the world.

To join at no extra cost, or simply find out more about the BT FON Wi-Fi Community, go to www.bt.com/setup/btfon

*Opt-in required. Wireless-enabled equipment required. Conditions apply.

Managing your accounts
To view and pay BT bills, choose paper-free billing, review your profile, change your account password and postal address, go to www.bt.com/setup/manage

Using wireless at home or when away
You can use wireless (Wi-Fi) to connect your computer to the internet (and devices such as printers) using radio signals rather than cables.

At home
Using wireless instead of cables in your home gives you greater flexibility in choosing where to position your Hub, computer and related devices such as a printer or Internet-connected telephone. Such devices can even be in different rooms – very handy, especially if you’re more than one computer or phone in your home.

The BT Home Hub has a built-in wireless adapter that sends the broadband signal through the air. The signal can then be received by a computer with built-in wireless or a fitted wireless adapter. Security codes are used when setting up the wireless connection to make sure only computers that you allow can connect to your Hub.

To connect to your Hub using wireless, see option C on page 13.
Is my wireless connection secure?

Your Hub is set with standard WEP 64-bit security, which helps prevent others accessing your data transfers or connecting to your wireless network. It can also support alternative wireless security options such as WPA and Network ID hiding – you can set these up using your Hub Manager. For more information, please go to www.bt.com/broadband/help and type ‘wireless security’ in the search box at the bottom of the page.

Need help with wireless?

Use BT Home IT Call for straightforward, jargon-free advice and support over the phone whenever you need it. Go to BT Home IT Call at www.bt.com/homeitsupport

*Terms, conditions and charges apply.
Help and troubleshooting

Getting help is easy
There are lots of ways to get some help, if you need it – please see below.

If you’ve problems connecting to your broadband service...

1. Try restarting
Restarting fixes most connection problems. Please try restarting your computer, then press and release the Restart button on the side of your Hub and wait for the Broadband light to glow green.

2. Follow the Hub lights guide or try Desktop Help
If you’ve restarted and still have connection problems, follow the lights guide on page 31 or run Desktop Help (if installed) for assisted troubleshooting.
To run Desktop Help, double-click the BT Broadband Desktop Help icon on your desktop.

3. Contact us
If you’ve tried the two options above and you’re still having problems, call 0800 169 0199 to check service status. Then, if service status for your area is okay, call the 24-hour BT “Total Broadband helpdesk” on 0800 111 4567.

If you’ve any other queries...

1. Try online help
There’s lots of help and advice online – from common questions and information about broadband speed and usage, to compatibility, setting up email and BT Broadband Talk. See www.bt.com/broadband/help

2. Other computer problems
If you have a problem that isn’t broadband-related, such as a computer or device issue, try BT Home IT Support – see page 36.

Connection troubleshooting
If you can’t connect to the internet, follow this lights guide. See page 31 for full lights guide.

Lights guide
Upgrading light is flashing orange
Go to ‘A’ on page 32.

Power light is red
Go to ‘B’ on page 32.

No lights
Go to ‘C’ on page 32.

Broadband light is flashing orange
Go to ‘D’ on page 32.

Broadband light is red
Go to ‘E’ on page 33.

Broadband light is off
Go to ‘F’ on page 33.

Broadband light is green
Go to ‘G’ on page 34.
A. Upgrading light is flashing orange

**IMPORTANT** - **DO NOT TURN OFF OR RESTART YOUR HUB WHEN THE UPGRADE LIGHT IS FLASHING ORANGE.**

Your Hub’s software is being upgraded remotely. It can take up to 30 minutes before your Hub automatically restarts. You won’t be able to connect to broadband until the Broadband light glows green.

B. Power light is red

If Power light is flashing red, please wait two minutes for your Hub to restart. If it continues to flash red or is steady red, please contact us - see page 30.

C. No lights

1. Turn off and unplug Hub power.
2. Check Hub power cable is correctly inserted in Hub socket.
3. Check mains power is working.
4. Plug Hub power cable into mains and turn on.
5. If no lights on the Hub, try resetting the Hub’s default settings. See page 17.
6. Wait a couple of minutes for the Power light to glow green.

If there are still no lights after above steps, please contact us - see page 30.

D. Broadband light is flashing orange

Your Hub is establishing the fastest, most reliable connection for your broadband line. If the Broadband light occasionally flashes orange between periods of steady green, please wait until it glows a steady green. This can take up to 24 hours.

**Important:** Please be aware we will remotely test your line for up to 10 days after activation. This may occasionally interrupt your service, but your line will settle down after 10 days. Testing will ensure you receive the fastest, most reliable service available on your line.

If your Broadband light is still flashing after 24 hours, please try the following:
1. Restart your Hub by pressing and releasing the Restart button on the side of the Hub.
2. Check that any extension sockets you may be using have an ADSL filter fitted (see page 9).
3. If you’re using an extension lead or extension socket, plug the ADSL filter and Hub directly into the main phone socket.

4. Unplug any other telephone devices (such as telephones, fax machines, digital TV boxes etc.) in your home, leaving only your Hub and its ADSL filter.
5. If the Broadband light is now a steady green, either your home’s wiring or an ADSL filter may be faulty. Reconnect each ADSL filter and telephone device in turn, checking the Broadband light, to find out if any device is faulty. Also make sure that every device in use is using an ADSL filter.
6. If your Broadband light continues to flash, there may be a fault or interference on your line. Please contact us - see page 30.

E. Broadband light is red

Broadband is active, but your Hub can’t connect to it.

1. Check broadband service status by calling 0800 169 0199. If service is okay, turn off your Hub.
2. Wait one minute then turn it on again.
3. Wait a couple of minutes until the Broadband light glows green.
4. If the Broadband light is still red, try resetting the Hub’s default settings – see page 17.
5. If the Broadband light is still red, please contact us – see page 30.

**Note:** If you aren’t a BT Total Broadband customer, a red Broadband light on your Hub could mean your connection user name and password aren’t configured correctly in Hub Manager. Check the instructions supplied by your Internet Service Provider for more details.

F. Broadband light is off

1. Make sure it is after 8pm on your broadband activation day. If not, please wait until after this time.
2. If it’s after 8pm on your broadband activation day, check that the broadband cable is correctly inserted into your Hub’s ‘Broadband’ socket.
3. Check that the other end of the broadband cable is correctly inserted into the ADSL filter’s ‘DSL’ socket, and that the ADSL filter is correctly plugged into your phone socket.
4. Plug a telephone into the ‘Phone’ socket on the ADSL filter and listen for a dial tone.
5. Follow the appropriate instructions in this dial tone table.
If you're using wireless, check that your computer's wireless adaptor is fitted and/or turned on. Some laptop computers have a small switch – please refer to your computer manual if you need help. Using your wireless connection software, check that your wireless software is connected to your Hub – for help, see manual set-up steps on page 13. If the wireless software can't connect, please see page 36.

If you still can't connect to broadband, please contact us – see page 30.

General troubleshooting

My CD won't run. What should I do?

PC users: wait 30 seconds, then click on 'My Computer' in the Windows Start menu, then click the CD icon. In the list of files, double-click 'setup.'

Mac OS users: double-click the 'BT Home Hub' desktop icon then double-click 'Install.app.'

If you're an advanced user, you could also try manual set-up on page 12. Or call us on 0800 111 4567.

Where can I find my username and password?

These details were sent to you by email or letter when you ordered the service. If you can't find them, please contact us – see page 30.

If you've a username but can't remember your password, you can reset your password. Go to bt.yahoo.com and click 'Forgot password?' on the sign-in page.

What is my Hub Manager username and password?

Please go to page 17 for the default Hub Manager settings.

Where can I find my BT Broadband Talk phone number and password?

These details were sent to you by email when you ordered the service. If you can't find them, please contact us – see page 30.

My broadband connection to my Hub is unreliable. What should I do?

Please check:

1. your ADSL filters are fitted correctly
2. any extension lead – try connecting Hub and ADSL filter to socket without it
3. if you're using an extension lead or extension socket, plug the ADSL filter directly into the main telephone socket
4. unplug any other telephone devices (such as telephones, fax machines, digital TV boxes etc.) in your home, leaving only your hub and its ADSL filter
5. if the broadband light is now steady green, either your home wiring or an ADSL filter may be faulty. Reconnect each ADSL filter and telephone device in turn, checking the broadband light, to find out if one is faulty. Also make sure that every telephone device that's plugged in uses an ADSL filter.
6. if you were setting up for the first time, and the broadband light is now steady green, insert the CD to continue set-up.
7. if the broadband light is still off, and today is your activation day, please wait until after 8pm.
8. if you still have no broadband light after 8pm, please contact us – see page 30.

G. Broadband light is green

Your Hub is connected to broadband, but there may be a problem with your computer and/or its connection to the Hub.

1. Restart your Hub by pressing and releasing the Restart button at the side of the Hub.
2. Restart your computer.
4. If you're using an Ethernet or USB cable: check this cable between your Hub and computer is inserted correctly. See manual set-up steps on page 12.
Need help with home computing?
BT Home IT Support is here to help with professional IT support and advice across a wide range of computer and IT devices.

For help over the phone or in your home, go to www.bt.com/homeitsupport or call 0800 876 6542.

Moving home?
Call us on 0800 800 150, giving at least five days’ notice. Broadband service is subject to availability at your new home.

The wireless connection to my Hub is unreliable. What can I do?
We recommend you keep your Hub and computers at least 20 feet away from refrigerators and microwave ovens. Thick walls, metallic surfaces (e.g. mirrors) and other wireless networks can also cause slow or unreliable connections.

The distance between your computer and Hub can also affect your wireless connection. When setting up a wireless connection for the first time, try to position your computer close to your Hub, making sure there are no walls or barriers between them. Once a wireless connection has been made, you can move your computer farther away.

Your computer or wireless device should indicate the strength of the wireless signal received. If you think your Hub is suffering from interference, try moving it and/or adjusting its aerial position.

Advanced users: you can also try changing the channel that your Hub is broadcasting on. To find out how to do this, please go to www.bt.com/help/search and type ‘hub wireless channel’ into the search box.

How do I set my computer to obtain an IP address automatically?

Windows
1. Go to ‘Start’ then ‘Settings’
2. Click ‘Network and Sharing Center’
3. Click ‘Manage network connections’
4. Right-click the Hub icon
5. Select ‘Properties’
6. Select ‘TCP/IP’ for the network adapter you use to connect to your Hub
7. Click ‘Properties’
8. Select ‘Obtain an IP address automatically’
9. Click ‘OK’ twice
10. Restart your computer

Apple Mac OS-X
1. Go to the Apple menu, open ‘System Preferences’, then click ‘Network’
2. Select ‘TCP/IP’ (not OS-X 10.5)
3. Select the adapter you use to connect to your router
4. In ‘Configure’, select the ‘Using DHCP’ option
5. Click ‘Save/Apply Now’ and close the window

What do I do if a dial-up networking window appears when trying to connect to the internet?

Windows
1. Go to ‘Start’ and click ‘Control Panel’
2. Click ‘Network and Sharing Center’
3. Right-click the Hub icon
4. Click ‘Properties’
5. Select ‘TCP/IP’
6. Select ‘Obtain an IP address automatically’
7. Click ‘OK’ twice
8. Click ‘Cancel’ twice

Apple Mac OS-X
1. Go to the Apple menu, open ‘System Preferences’, then click ‘Network’
2. Select ‘TCP/IP’ (not OS-X 10.5)
3. Select the adapter you use to connect to your router
4. In ‘Configure’, select the ‘Using DHCP’ option
5. Click ‘Save/Apply Now’ and close the window

Check the IP address using the table above
�能信号和频发信号，都有可能干扰到敏感的医疗设备，因此可能影响到医疗设备的正常工作。如果对此有任何顾虑，请您在使用前询问医疗设备的制造商。

5. 不要试图拆卸或打开您的设备，否则会导致保修失效，同时可能导致触电或其他危险。

4. 请将您的设备远离电源插座、加热器或散热器等热源，以防止过热。

3. 不要将液体溅到您的设备上，也不要将其暴露在雨中、水中或其他潮湿的环境中。

2. 请确保您的设备在使用时位于通风良好的位置，以防止过热。

1. 请在使用前仔细阅读此手册，并按照手册中的指示进行操作。
Useful information

Useful website addresses

Broadband Life: www.bt.com/broadbandlife
Your BT Yahoo! Home Page: bt.yahoo.com
Help and support: www.bt.com/broadband/help
BT Yahoo! Online Help: bt.yahoo.com/help
BT Broadband Talk Help: www.bt.com/broadbandtalk/help
BT Digital Vault: www.bt.com/digitalvault
BT Home IT Support: www.bt.com/homeitsupport
Your Hub Manager: bthomehub.home

Your details

BT Total Broadband username: 
BT Total Broadband password: 
Your username and password are also your BT Yahoo! Mail address (email address) and password.
BT Broadband Talk telephone number: 
BT Broadband Talk password: 
Wireless network name (SSID): 
Wireless key (WEP): 
BT Hub Manager username: admin 
BT Hub Manager password: admin