BT Home Hub 5

Information and troubleshooting guide for BT Infinity
Set-up summary

1. Get ready
   You don’t need to be at home when we move you to BT Infinity. To find out when that will be, take a look at the email or letter we sent you.
   You’ll lose your existing connection while our engineer carries out the work at your street cabinet. So if you’re at home when this happens, wait about half an hour, then move onto step 2. We’ll email or text you when your BT Infinity is ready. That might be late in the day.

2. Unplug any existing broadband kit, then…
   1. Connect your new Hub 5 directly to your master phone socket using the broadband cable (light grey ends) and filter.
   2. Slide the two parts of the power supply together, connect the power cable and switch on at the socket.
   3. Press the Power button on the back of the Hub to turn it on.
   4. Wait a couple of minutes. Coloured lights will flash while the Hub tests itself and your broadband. A steady blue light means your broadband’s ready to use. If the light doesn’t turn blue, carry on to step 5 and the Hub will help you fix things.

3. Connect to wireless
   1. You need to use your new wireless details to connect to your Hub wirelessly.
   2. If your device supports WPS, press WPS to connect automatically.

4. Set up your devices using Smart Setup
   Smart Setup will help you get your broadband and extra services up and running on all your devices. To use it, just open your device’s web browser. It only takes a few minutes and will make sure that all of your devices are set up properly.
   When you’ve finished, log in to My BT using your BT ID and password. If you don’t have one, you can get one at bt.com/mybt. You’ll need your BT account number from your latest bill.
   If you don’t see Smart Setup, go to bt.com/mybt.

**For help setting up wireless, see page 7.**

**See page 4 for more on My BT and your extras.**
With My BT, you can manage your bills, payments, products and extras online. So everything’s in one place.

Go to bt.com/mybt to:
✔ see and manage all your inclusive extras
✔ look at, download and print your last 15 bills
✔ check how many calls you’ve made
✔ upgrade your calls, broadband and TV packages
✔ get help with all your BT services.

Download all your broadband extras from bt.com/mybt

**BT Sport**
As a BT Broadband customer, you can get BT Sport, including exclusively live Barclays Premier League football matches, all the live Aviva Premiership Rugby, WTA tennis, MotoGP™ and much more.

**BT Wi-fi**
Don’t lose your wi-fi connection when you leave your home. Set up BT Wi-fi on your mobile or tablet for free to get online at millions of wi-fi hotspots across the UK and abroad. To get started, download the BT Wi-fi app, available for Apple, Android, Windows and BlackBerry devices or go to bt.com/getwifi.

**BT Cloud**
With BT Cloud you get secure access to your stuff online – whenever and wherever you want, using your computer, tablet or smartphone. All you need is an internet connection.

**BT email**
You can access your BT email account from anywhere, at any time. To sign in, go to bt.com/email.

**Online security**
We want to make your time online as safe as we can – for you and your family. That’s why we include BT Parental Controls free with all our broadband packages. And to help protect your computers against viruses, spyware, phishing scams and other internet threats, there’s BT NetProtect Plus. It’s included with some BT Broadband packages or you can buy it for a small monthly fee.

**BT SmartTalk**
If you’ve got a BT calling plan, you can add it to your smartphone using the BT SmartTalk app. With BT SmartTalk you can call 0845, 0870 and 0800 numbers at landline rates from your mobile, call from abroad at the same rate as you do from your home phone and save your mobile credit by using your landline allowance on your mobile.

**BT Broadband Desktop Help**
A free tool that helps you sort out most common broadband connection and email problems (PCs only).
More about set-up and speed

The first three days after set-up
After you've installed your Hub, it can take about three days to establish the fastest, most reliable broadband possible on your line. During this time, your Hub might restart and your broadband might be interrupted. This is normal. Leave your Hub connected and turned on and it should soon settle down. Leaving your Hub connected and turned on also makes sure you get software updates.

Getting up to speed
Go to bt.com/improve-speed to make sure you’re getting the best speed possible. To get the best speed out of your BT Broadband, use a wired connection. If you’re connecting wirelessly, the 5GHz signal will usually give you the best speed. Your BT Home Hub 5 has four high-speed 1GB LAN Ethernet ports for wired networks.

More about wireless

Get the best wireless performance at home
The shorter the distance and the fewer floors and walls between your wireless device and Hub, the better your connection. Large furniture and electrical appliances can also affect Wi-Fi signals. If you’ve got problems connecting with wireless, move your Hub and devices closer together. For more help and advice, go to bt.com/help/wireless.

You’ve got smart dual-band wireless
The BT Home Hub 5 uses Smart Wireless to connect to the best signal on either the 2.4GHz or 5GHz band, depending on what your device supports and where you are. To find out more, go to bt.com/help/dualband.

Use a BT Dual-band ac Dongle for Windows® (optional)
The BT Home Hub 5 supports high-speed 802.11ac standard. To use this, you need a supporting device or a BT Dual-band Dongle, which works with most PCs (not Macs). Wireless 802.11ac will give you the best performance possible, but your Hub also works with older wireless standards and supports three bonded channels for high-performance computers such as Apple Macbook Pro® (2012 onwards). To find out more or buy a dongle, go to bt.com/acdongle. If you’ve already ordered one, there’s a set-up guide at bt.com/help/acdongle.

How to set up wireless on common devices

For other devices, see bt.com/wireless-setup

<table>
<thead>
<tr>
<th>1. Go to Settings</th>
<th>2. Click Wi-Fi</th>
<th>3. Make sure Wi-Fi is on</th>
<th>4. Find your Hub’s name in the list of available wireless networks and click on it</th>
<th>5. Enter your Wireless Password/key and click join, connect or similar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple iOS</td>
<td>Android</td>
<td>Windows 7</td>
<td>Windows 8 (Start screen)</td>
<td>Mac OS X</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>Wi-Fi: On</td>
</tr>
</tbody>
</table>

Note: Your Hub has two wireless frequencies (2.4GHz and 5GHz). Most devices that can use 5GHz will automatically connect to that frequency, but some struggle because the network name (SSID) is the same for both by default. To find out how to fix this if you’re having problems, go to bt.com/help/ssid

Turning off Smart Setup
If you don’t want Smart Setup to help you with your features when you connect a device, follow the steps at bt.com/help/acadjust

More about wireless

Example Hub name:
Example wireless password/key:
BT Home Hub connection troubleshooting

If your connection is down or you think your Hub is faulty, try these three steps before calling us:

1. Check power and all cables, then switch your computer and devices off and then on.
2. While they’re restarting, press and hold your Hub’s Restart button until your Hub light goes orange.
3. While your Hub reboots, its light will go green, blue, orange – then stay blue when ready. If it’s red, see below.

Make sure you’re next to your Hub with a PC or device if you call.

Think you have a faulty Hub?

Nearly all the Hubs we get back as faulty are actually fine. So if you think your Hub isn’t working properly, run through the three steps on the left and check the light table below.

If you return your Hub and it turns out to be working fine, you might need to pay for a replacement – so send it back only if you’re sure it’s faulty.

<table>
<thead>
<tr>
<th>Hub light status</th>
<th>What’s happening</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power light is green or flashing green</td>
<td>Your Hub is starting up</td>
<td>Wait a couple of minutes for your Hub to start. The light will stay blue for more than 20 seconds when it’s ready</td>
</tr>
<tr>
<td>Power light is blue</td>
<td>Your Hub is working fine</td>
<td>If you can’t get online, please check your device or computer settings with the manufacturer</td>
</tr>
<tr>
<td>Power light is off</td>
<td>Power is off or there’s a problem with your power supply</td>
<td>Check that the power switch on the back of your Hub is on, the power cable’s plugged in correctly at the mains and that power is on. If there’s still no light, call us on 0800 111 4567. We’re usually less busy between 10am and 6pm</td>
</tr>
<tr>
<td>Power light is orange</td>
<td>This shows that there’s a problem somewhere</td>
<td>Log into your Hub Manager at bhomehub.home and check if the internet’s status is ‘Disconnected’ – if it is, click ‘Connect’. If the light’s still orange and no other lights are on, call us on 0800 111 4567. We’re usually less busy between 10am and 6pm.</td>
</tr>
<tr>
<td>Power light is red</td>
<td>This shows that there’s a problem somewhere</td>
<td>Press the Restart button and release it when the Power light turns orange</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Your Hub will restart and the Power light will glow steady blue. If it’s still red, reset your Hub using a paper clip to press the recessed Reset button on the back of your Hub for a few seconds</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If this doesn’t fix it, call us on 0800 111 4567. We’re usually less busy between 10am and 6pm. Make sure you’re next to your Hub with a PC or device if you call</td>
</tr>
</tbody>
</table>
BT Hub connection troubleshooting continued

If your Hub light isn’t glowing blue, warning lights will appear in the silver bar at the bottom of your Hub.

Troubleshooting – other things to check
If no lights are showing, or if any of the lights are red, switch it off, wait 30 seconds then switch back on and wait for it to start up.
If it still shows no lights or at least one red light, call us on 0800 111 4567.

Got a question? For common questions about connecting, go to bt.com/help.

If your broadband isn’t working your Hub will automatically open a help page with some useful checks to try.
If you’ve completed all these checks and need to call, please make sure you’re next to your Hub and a PC or device.

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</tr>
</thead>
<tbody>
<tr>
<td><img src="BT_Hub/Orange_Light.png" alt="Orange Light" /></td>
<td>Broadband light is orange</td>
<td>You’re connected to broadband but your account might not be switched on yet</td>
</tr>
<tr>
<td><img src="BT_Hub/Red_Light.png" alt="Red Light" /></td>
<td>Broadband light is red</td>
<td>You’ve tried to log in with the wrong username and password</td>
</tr>
<tr>
<td><img src="BT_Hub/Flashing_Red_Light.png" alt="Flashing Red Light" /></td>
<td>Broadband light is flashing red</td>
<td>There’s a problem with your broadband line</td>
</tr>
<tr>
<td><img src="BT_Hub/Orange_Wireless_Light.png" alt="Orange Wireless Light" /></td>
<td>Wireless light is orange</td>
<td>You’ve switched off wireless security for one or both wireless channels</td>
</tr>
<tr>
<td><img src="BT_Hub/Flashing_Orange_Wireless_Light.png" alt="Flashing Orange Wireless Light" /></td>
<td>Wireless light is flashing orange</td>
<td>Your Hub is in WPS automatic connection mode</td>
</tr>
</tbody>
</table>
You can get help in four ways

1. **Go to bt.com/help**
   The quickest and easiest way to get help, all day every day is to go to bt.com/help.

2. **Download BT Desktop Help**
   This free tool helps you sort out most common broadband connection and email problems.
   Download it at bt.com/help/btdesktophelp.

3. **Chat to us at bt.com/chat**
   You can chat with us online, seven days a week, between 7am and 11pm.

4. **Call us**
   If you’ve tried the steps on the left and still need to speak with us, call us on 0800 111 4567. We’re usually less busy between 10am and 6pm. Make sure you’re next to your Hub with a PC or device if you call.
   You can also call on 0330 123 4567 from a mobile.
   All numbers starting 0330 are charged at a national rate and will be included within any free minutes as part of your mobile contract. Some mobile operators allow free use of 0800 numbers.

**Other information**

Declaration of Conformance with European Community Directive 1999/EC. This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at bt.com

The BT Home Hub 5 contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at bt.com/help/gplcode.

Your Hub is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin. You’ll find instructions for recycling the Hub and other BT equipment on the back of your Hub’s box.

The services we’ve described in this publication may not always be available and we may change them. Nothing we’ve written here is contractual. When we supply services and equipment, our terms and conditions apply.

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