What’s in the box

Got a bundle, like a BT Mini Hub or BT TV, too?
Wait until your Smart Hub is set up before setting up anything else.

Here’s what’s in this guide

What’s in the box

Get to know your Smart Hub

How to set up and get connected

Get more with My BT

Get ready with your BT Extras

Troubleshooting

Hub Manager

Need some help?

Other information

Thanks again for choosing BT.
How to set up and get connected

1. Unplug your old Hub, filter and cables
   When you’ve got our email or text saying your broadband is ready, you can unplug your old kit – and put it aside. That’s your old Hub’s power plug, its broadband cable and any attached filter. You’ll need to use the new bits we’ve sent you in the box.

   Get an engineer coming to set things up for you?
   You don’t need to do anything more. They’ll sort everything out for you.

   After the engineer’s been, follow steps 5 to 7.

2. Connect your Hub
   Plug the Ethernet cable with red ends into your Hub’s WAN port. Then plug the other end into the Openreach modem’s PORT 1 / LAN 1 port. (The number of ports on these modems can vary.)
   Get a phone?
   Plug it into the TEL1 socket. You don’t need to use a filter or your old broadband cable with grey ends.

3. Plug in power and switch on
   Click the two parts of the Hub’s power plug together. Then plug the power cable into the Hub and wall socket. Now press the Power button to turn on your Hub. The light on the front will change colour while your Hub sets itself up. This takes a few minutes.

4. Your Hub is ready
   You’re online when its light is blue. If it isn’t blue and you’ve got more than one port on the Openreach modem, try the next one along. If there’s only one port, see page 8 for help with connecting.

5. Connect to wireless
   You’ll need your Hub’s wireless network name and password. They’re on the back of your Hub.
   Your Hub will be called something like BTHub6-ABCD.
   If your device supports WPS, press the WPS button on your Hub – it’s a quick way to connect.
   For tips on how to get the best wi-fi signal in your home, go to bt.com/yourwi-fi

6. Finish setting up online with Smart Setup
   Whenever you connect a device to the Hub for the first time, your web browser will ask you if you want to activate any of your BT Extras, like BT Parental Controls.

7. Help us reduce waste
   Please use the box your new Hub came in to return your old Hub for recycling (there’s more detail on the back of the box).

For more help, go to bt.com/help/broadband

Welcome to BT Broadband
Get more with My BT

Go to bt.com/mybt or download the My BT app to manage your account and products, online security and BT Extras. So everything’s in one place.

Go to bt.com/mybt to:
- track an order
- view your bills and manage payments
- check your calls and broadband usage
- see your inclusive BT Extras (see page 7)
- upgrade your calls, broadband and TV packages
- get help with your BT services.

Go to bt.com/mybtapp/download

Or if you’ve got an Apple® or Android® smartphone, text ‘My BT’ to 81192 and we’ll send you a link to download it.

Go to bt.com/mybt or download the My BT app to manage your account and products, online security and BT Extras. So everything’s in one place.

If you need some help, see page 11.

Get ready with your BT Extras

You can find them in My Extras at bt.com/getready

BT Sport
Watch unmissable action from the Barclays Premier League, UEFA Champions League, The Emirates FA Cup, Aviva Premiership Rugby, European Rugby Champions and Challenge Cups, MotoGP™ and much more.

BT Wi-fi
Get unlimited access to the UK’s largest network of wi-fi hotspots. Connect using a browser on your laptop or download our app.

BT Cloud
Securely back up your precious photos and important files any time, on the go, using any device.

BT Email
Get up to 11 email addresses, unlimited storage, and protection against viruses and spam.

BT Parental Controls
Help to keep your family safe online by filtering inappropriate content.

BT Virus Protect
Download it on your device so you’re protected when browsing online – against viruses, scams, spyware, phishing attacks and other internet threats. It also protects you from infections from other things (like USB memory sticks), even when offline.

BT Web Protect
Protect your gadgets against infection from viruses, scams and phishing attacks by warning you if you’re going to a website that might be harmful. It works on any device connected to your BT Broadband or BT Wi-fi. You don’t have to install anything. Just turn on BT Web Protect online.

Welcome to BT Broadband

For more help, go to bt.com/help/broadband
If your Hub is showing an orange light, it’s running okay but needs a bit of help connecting to the internet.

Here’s what to do
1. Connect a device to the Hub using wireless or an Ethernet cable.
2. Open a new web browser on your device.
3. Follow the on-screen help wizard to get connected.

<table>
<thead>
<tr>
<th>Lights</th>
<th>What’s happening</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>No light</td>
<td>The power is off or you’ve turned the lights off</td>
<td>If you haven’t turned the lights off, check that the Hub’s Power button is on, its power cable is plugged in correctly at the mains and power is turned on. If there’s still no light, call us on 0800 111 4567. We’re usually less busy between 12pm and 6.30pm</td>
</tr>
<tr>
<td>Green light</td>
<td>The Hub is starting up</td>
<td>Wait a couple of minutes for it to start</td>
</tr>
<tr>
<td>Flashing orange light</td>
<td>The Hub is connecting to broadband</td>
<td>Give it a minute or two to connect. The light will turn blue when your Hub is ready</td>
</tr>
<tr>
<td>Flashing purple light</td>
<td>The Hub is working but the Ethernet cable (red ends) isn’t connected</td>
<td>If your Openreach modem has got more than one Port/LAN port, try plugging the Ethernet cable (red ends) into the next one along. After a few minutes, a blue light will show your Hub is ready</td>
</tr>
<tr>
<td>Steady orange light</td>
<td>The Hub is working but isn’t connected to the internet</td>
<td>Connect a device to your Hub using a cable or wi-fi. Open a new web browser window and follow the on-screen help wizard to get connected</td>
</tr>
<tr>
<td>Red light</td>
<td>There’s a problem somewhere</td>
<td>Using the Power button, turn your Hub off and on again. If the light still doesn’t turn blue, use a paper clip to press your Hub’s Factory Reset button. If this doesn’t fix it, call us on 0800 111 4567. We’re usually less busy between 12pm and 6.30pm. Make sure you’re next to your Hub with a computer or device if you call</td>
</tr>
<tr>
<td>Blue light</td>
<td>The Hub is working fine</td>
<td>If you can’t get online, there might be a problem with your computer, tablet or mobile device. Turn it off and then on and try again. If you’ve still got a problem, get some help from the manufacturer or supplier</td>
</tr>
<tr>
<td>WPS button and light</td>
<td>If it’s flashing blue, it’s waiting for you to press the WPS button on your computer or device (you’ve got two minutes). If it’s flashing red, it didn’t connect – give it a couple of minutes and try again. No light means that it’s connected successfully</td>
<td></td>
</tr>
</tbody>
</table>
Hub Manager

Use your Hub Manager to get the best from wi-fi and manage settings.

You can:
✓ switch on BT Access Control
✓ fix problems using wizards
✓ see your broadband performance
✓ see all your connected devices.

How to open your Hub Manager
1 Open a new web browser on your device.
2 Type 192.168.1.254 into the address bar.
3 If you want to make any changes, you’ll need your Admin password. It’s on the Hub’s settings card on the back of your Hub.
Call 0800 800 150 to get this leaflet in Braille, large print or audio CD.

Offices worldwide

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