Disposing of your old electrical and electronic equipment

The Government has a legal requirement to manage its electrical and electronic equipment and to maximise its recovery and recycling. The symbol shown here and displayed on your old kit means you should not put it in your normal rubbish at the end of its working life.

This product may contain substances that could be harmful to people or the environment if it’s not recycled correctly. Check with your retailer to find out how to recycle your old equipment, the crossed out wheelie bin symbol on it and you can send us your old kit and we’ll get rid of it in an environmentally friendly way. Here’s the address: WEEE Take Back Scheme, BT Returns, IE1 4495.

Website address: bt.com/weee

We’re not responsible for the costs of returning items. If you don’t wish to return kit to us, lots of electronics shops have their own ‘take back’ schemes where you can recycle very small electrical and electronic goods. If you’re a recycling centre – go to recyclenow.com to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

Max power in the range (dBm)

<table>
<thead>
<tr>
<th>Country</th>
<th>Max Power</th>
</tr>
</thead>
<tbody>
<tr>
<td>IE</td>
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</tr>
<tr>
<td>LV</td>
<td>20</td>
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<td>PL</td>
<td>23</td>
</tr>
<tr>
<td>UK</td>
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Watt/s

<table>
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Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Smart Hub 2 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available here.

WEEE Take Back Scheme

IE1 4495

WEEE Take Back Scheme, BT Returns

IE1 4495

Website address: bt.com/weee

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Important safety and care instructions

Your Smart Hub 2 from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

Keep these instructions safe for future reference.

Installation and location

• For indoor use only in the UK.
• Position all parts, including power adapters, within 1 metre of your electrical socket.
• Keep area ventilated (eg don’t put in cupboards or back of sofas) and don’t block children’s reach.
• Only use power adapters provided by BT for increased safety and compatibility.
• Electronic devices hate liquids; don’t place near sources of water or splashes.
• Designed for use at room temperatures between 0°C and 40°C.
• Products may cause scratches or marks if placed on fragile surfaces (eg veneered wood or delicate fabrics); place on a mat if needed.
• Don’t use near flammable substances or in a flammable atmosphere (eg warehouse or garage).

Care and maintenance

• Treat all parts with care; no shock or vibration, don’t pull, twist or plug any cables.
• Dust with a soft dry cloth; don’t use water or solvent.
• When not in use, store in a dry place and away from extreme heat or cold.
• Don’t try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock.
• There is a slight chance your product could be damaged by an electrical storm. We recommend that you unplug the power and switch off your electrical socket if it’s safe to do so and contact our helpdesk.
• If you’ve got a pacemaker please check with your doctor before installation.
• Products may cause interference to hearing aids.

Other information

The BT Smart Hub 2 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 new hub

We’ve arranged for an engineer to come and set up your Hub. You don’t need to do anything. They’ll sort everything out for you. If you need to reinstall your equipment at any time, follow these steps.

1. Connect your Smart Hub
   Plug the broadband cable (grey ends) into your Smart Hub and the other end into your master phone socket. Depending on the socket type, you might need to use a filter.

2. Power up
   Side the two parts of the power supply until they click into place. Connect the hub and turn it on. After at least three minutes, a blue light will show that your hub is ready.

3. Connect your devices
   Use your hub’s network name and password to connect your devices to the internet. They’re on the back of the hub. To quickly connect, you can scan the QR code with your device’s camera.

   If your device supports WPS, press the WPS button on the side of the hub and follow your device’s instructions to connect.

The My BT app is the quickest, easiest way to manage your account on the go, check your usage and get a helping hand with all your BT products. Search “My BT” in your app store to download.

What your hub lights mean

Blue
   Your hub is connected to your broadband okay.
   If you can’t get online, it might be your device. Try switching your device off and on.

No light
   The power is off or the lights have been turned off using the Hub Manager. Check that the hub is plugged in, switched on and that its lights haven’t been turned off in the Hub Manager. If this doesn’t fix your issue call us on the number below.

Green
   Your hub is starting up.
   Wait for at least three minutes for it to turn blue. If it stays green, 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 your issue call us on the number below.

Flashing orange
   Your hub is connecting to broadband.
   Give it at least three minutes to connect. The light will turn blue when your hub is ready.

Flashing purple
   Your hub is working but the broadband cable isn’t connected.
   Check if the broadband cable (grey ends) is plugged in correctly. And if you’re using a filter, check that’s plugged in correctly too.

Orange
   Your hub is working but isn’t connected to the internet.
   Connect a device to your hub.
   Open a new web browser window and follow the on-screen help wizard to get connected.

Red
   There’s a problem somewhere.
   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 your issue call us on the number below.

WPS button flashing
   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.

Manage your hub
   Access the Hub Manager to manage your hub settings, change the hub’s name or change passwords. Type 192.168.1.254 into a browser to view the Hub Manager.

Need more help?

Go to bt.com/help
   It’s the quickest and easiest way to get help, all day, every day.

Chat with us online at bt.com/chat
   We’re here to help seven days a week between 7am and 11pm.

Call us on 0800 800 150*
   Any time between 8am and 9pm.
   Make sure you’re next to your hub with a computer or device if you call.

Get help from other users
   Join the conversations in the BT Community forum at bt.com/community

If you’re still having problems you can call us on 0800 800 150.*