Important safety and care instructions

Your Wi-Fi Disc 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 at a point, including power adapters, away from heat and sun (eg away from radiators, windows or any other electrical equipment that can get hot).
• Keep area ventilated (eg don’t put in cupboards or lockers) and don’t allow any vents or objects to block any vents.
• Keep device and cables out of young children’s reach.
• Only use power adapters supplied by BT for this specific device; contact our helpdesk if you need a replacement.
• Electronic devices hate liquids; don’t place devices or power adapters in damp areas or near sources of water or splashes.
• This device uses wireless technology; check beforehand where restrictions may apply such as in hospitals.
• Product 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).
• Don’t try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock.
• This device has been evaluated for and shown compliance with European guidelines when installed and operated with a minimum distance of 25cm between the unit and your body.
• There is a slight chance your product could be damaged by an electrical storm. We recommend that you unplag the power and phone line cord during a storm.
• If you’ve got a pacemaker please check with your doctor before installation.

Other information

The BT Wi-Fi Disc contains code that it 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/hypothetical

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Wi-Fi Disc is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: bt.com/gplcode

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Let’s get started

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 800 150*.
Set up and locate your disc using the My BT app. It’ll help you find the best position for your disc to provide great Wi-Fi signal in every room of your home.

Other great benefits include:

– Wi-Fi signal checker
– Personalise network name and password
– View connected devices

Just download the My BT app from your app store or scan the QR code.

Can’t download the app?
If you can’t download the My BT app, you can pair using the Ethernet cable that came with your hub. Just follow these three easy steps.

1. Plug one end of the Ethernet cable into the back of the disc and the other end into any of the yellow sockets on the back of your hub.
2. After a couple of minutes, you’ll see a solid blue light on the disc when it’s paired.
3. You can now unplug the disc and find a location in your home. A good location will be indicated by a blue light.

Location tips
Aim to put your disc halfway between your hub and the part of your home where you need a stronger Wi-Fi signal. You’ll need a clear space that is off the floor, away from other electrical devices and well ventilated.

Blue
Your disc is all connected
Good Wi-Fi or Ethernet connection. All is working well.

Red
There’s a problem somewhere
Using the Power button, turn your hub and disc off and on again. If the light still doesn’t turn blue, use a paper clip to press your disc’s factory reset button. If this doesn’t fix your issue call us on the number below.

Solid purple
Your disc is starting up
It will take approximately 60 seconds to fully turn on.

Reed flashing
Your disc is not connected to your Smart Hub 2
Follow the instructions to connect using WPS or Ethernet.

Orange
Your disc is working okay
Ideally try moving the disc closer to the hub or one of the other discs.

Blue flashing
Your disc is connecting
WPS has been activated and is connecting to your hub or your device. This could take a couple of minutes.

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

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 disc with a computer or device if you call.

* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

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