



# Welcome

Smart Hub user guide

# Hello

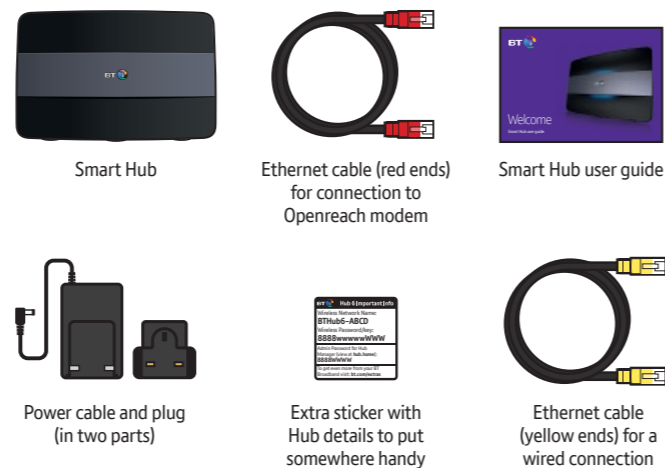
Powerful, clever and faster than ever – your sleek new Hub has arrived. We hope you have fun using it.

## Here's what's in this guide

What's in the box	2
Get to know your Smart Hub	3
How to set up and get connected	4
Get more with My BT	6
Get ready with your BT Extras	7
Troubleshooting	8
Hub Manager	10
Need some help?	11
Other information	11

Thanks again for choosing BT.

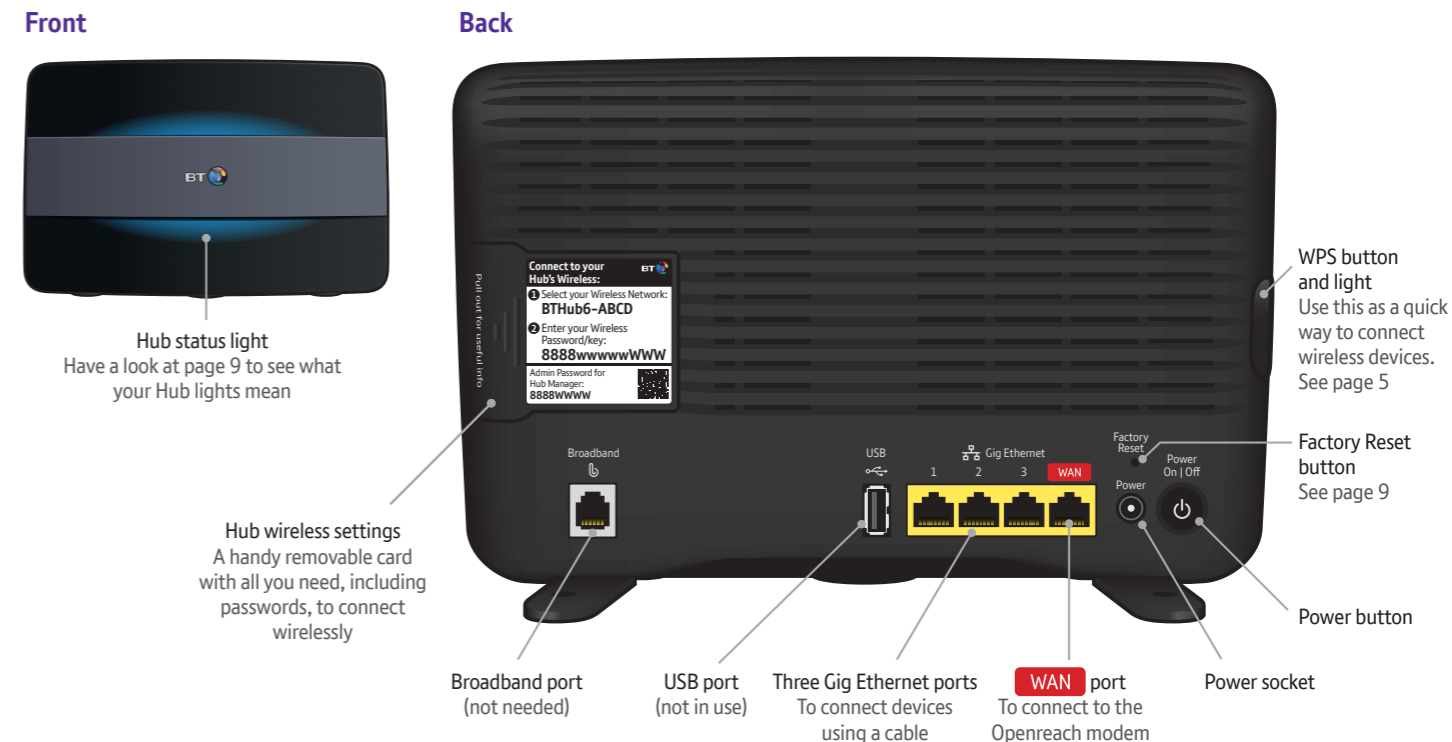
## What's in the box



**i** 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.

Smart Hub > BT Mini Hub > BT Mini Connector > BT TV box

## Get to know your Smart Hub



# 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.

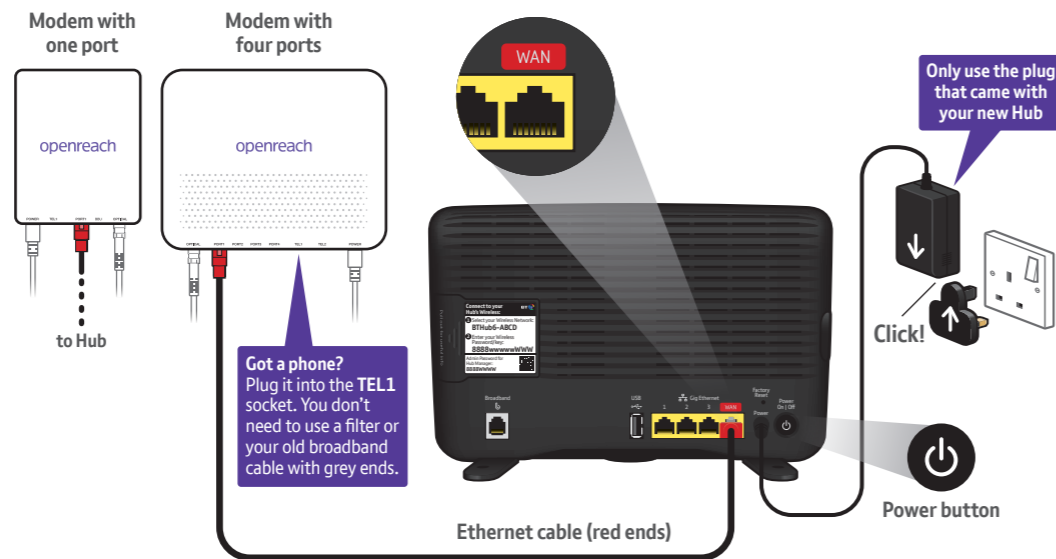
### Got an engineer coming to set things up for you?

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.)



## 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](http://bt.com/yourwi-fi)



**i Prefer a wired connection?** Using your Ethernet cable (yellow ends), connect your device to a yellow Ethernet port (1, 2 or 3 only) on the back of your Hub.

## 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.

**i How to turn off Smart Setup**  
Follow the steps at [bt.com/help/smartswitchoff](http://bt.com/help/smartswitchoff)

## 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).

✓ **All done.**

# Get more with My BT

Go to [bt.com/mybt](http://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](http://bt.com/mybt) to:

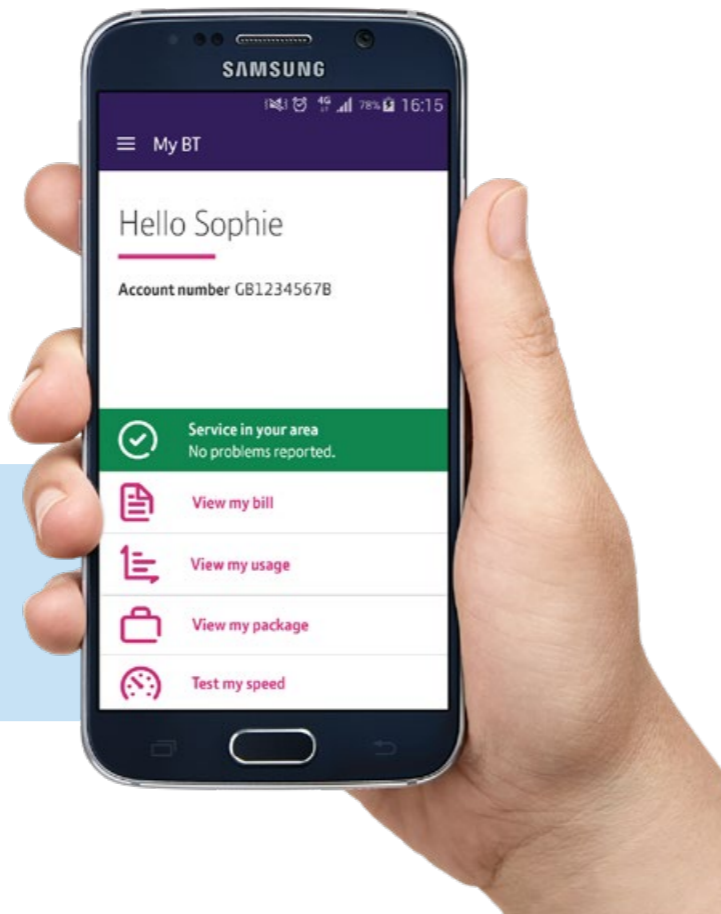
- ✓ track an order
- ✓ view your bills and manage payments
- ✓ check your calls and broadband usage
- ✓ see your inclusive BT Extras (see page 7)
- ✓ upgrade your calls, broadband and TV packages
- ✓ get help with your BT services.



## Download the My BT app

Just go to [bt.com/mybtapp/download](http://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.



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](http://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.

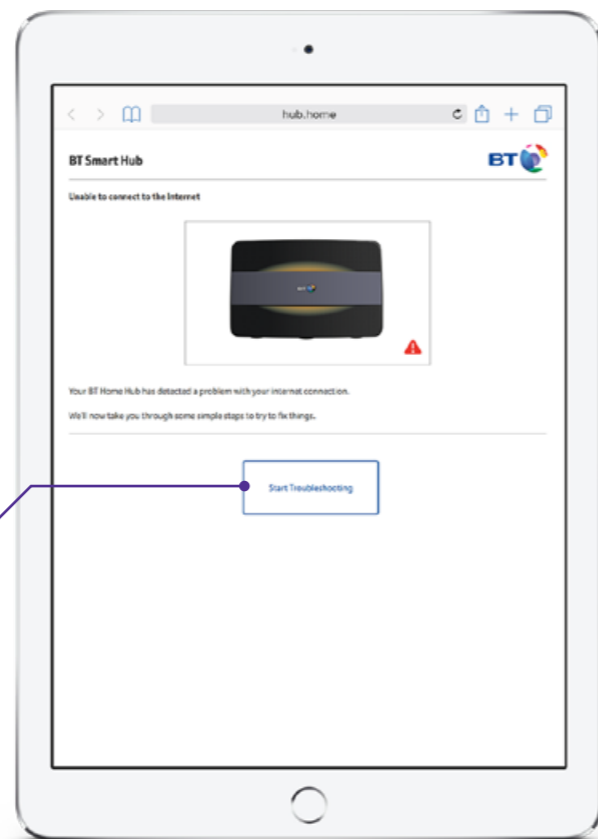
# Troubleshooting

If your Hub is showing an orange light, it's running okay but needs a bit of help connecting to the internet.


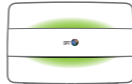
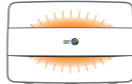
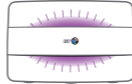
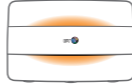
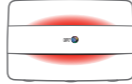
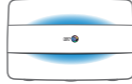



## Here's what to do

- 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.



## What your Hub lights mean

Lights	What's happening	What to do
	<b>No light</b> The power is off or you've turned the lights off	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
	<b>Green light</b> The Hub is starting up	Wait a couple of minutes for it to start
	<b>Flashing orange light</b> The Hub is connecting to broadband	Give it a minute or two to connect. The light will turn blue when your Hub is ready
	<b>Flashing purple light</b> The Hub is working but the Ethernet cable (red ends) isn't connected	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
	<b>Steady orange light</b> The Hub is working but isn't connected to the internet	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
	<b>Red light</b> 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 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
	<b>Blue light</b> The Hub is working fine	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
	<b>WPS button and light</b>	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

# 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.



# Need some help?

Choose the way that suits you.

## Go to [bt.com/help](http://bt.com/help)

It's the quickest and easiest way to get help, all day, every day.

## Chat to us at [bt.com/chat](http://bt.com/chat)

We're here to help seven days a week between 7am and 11pm.

## Call us

If you need to talk, give us a ring 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.

You can also call 0330 123 4567 from a mobile. All numbers starting 0330 are charged at a national rate and are included in any free minutes as part of your mobile contract. Some mobile operators allow free use of 0800 numbers.

## Get help from other users

Join the conversation in the BT Community Forum at [bt.com/community](http://bt.com/community)

# Other information

## Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Smart Hub type A is in compliance with Directive 2014/53/EU. This device has been evaluated for and shown compliance with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.

You'll find the full text of the EU declaration of conformity at [bt.com/producthelp](http://bt.com/producthelp)

## Radio transmission information

Frequency range (GHz)	Max power in the range (dBm)
2.412 – 2.472	19.98
5.15 – 5.25	22.87
5.25 – 5.35	22.89
5.37 – 5.725	25.53

Operations in the 5.15–5.35GHz band are restricted to indoor usage only.

The BT Smart Hub 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](http://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.

 Your device's operating temperature range is between +10°C and +45°C.

Call 0800 800 150 to get this leaflet  
in Braille, large print or audio CD.



## Offices worldwide

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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**Version number SI-FTTP 2.0**

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