



# BT Home Hub 4

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Information and  
troubleshooting guide



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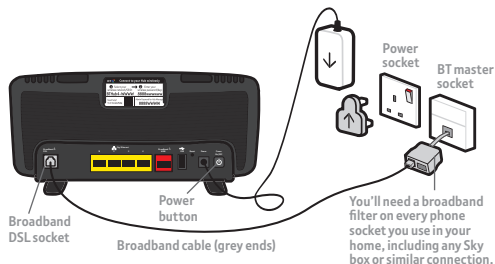
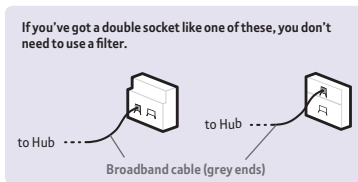
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# Set-up summary

## 1 Plug things in

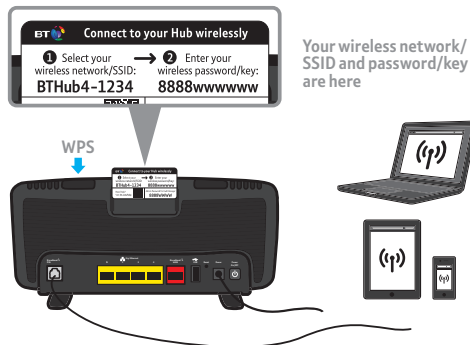
Unplug any existing broadband kit, then:

1. Connect your new Hub 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 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 2 and the Hub will help you fix things.



## 2 Connect to wireless

1. You need to use your new wireless details to connect to your Hub wirelessly.
2. Or if your device supports WPS, press **WPS** to connect automatically.



For help setting up wireless on mobile devices, see page 6.

## 3 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](http://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](http://bt.com/mybt).

- i You'll need to follow steps 2 and 3 on each device you want to connect to your Hub.



See page 4 for more on My BT and your extras.

# My BT – all your extras in one place

With My BT, you can manage your bills, payments, products and extras online. So everything's in one place.



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

A screenshot of the 'My Extras' section on the My BT website. It features a grid of eight promotional cards, each with an icon, a title, a brief description, and a call-to-action button. The cards are: 1. BT Cloud (Backup photos and files), 2. BT Net Protect Plus (Security for computers and mobile devices), 3. BT SmartTalk App (Save money on calls), 4. BT Sport (Watch BT Sport content), 5. BT Wi-fi (Unlimited access to 11.5 million venues), 6. BT Parental Controls (Protect family safety online), 7. BT Yahoo Mail (Unlimited storage and protection), 8. BT Tech Experts (Get help with BT services). Each card has a 'Learn more &gt;' link and a primary action button like 'My BT Cloud', 'Download', 'Manage service', 'Watch now &gt;', 'Manage BT Sport', 'My BT Wi-fi', 'Get started', 'Check Email', and 'Learn more'.

Get your inclusive extras at My BT

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## Download all your broadband extras from [bt.com/mybt](http://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](http://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](http://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

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## 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.

# More about wireless

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## 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](http://bt.com/help/wireless).

## You've got smart dual-band wireless

The BT Home Hub 4 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](http://bt.com/help/dualband).

## Getting up to speed

Go to [bt.com/improve-speed](http://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.

## Use a dual-band wireless dongle (optional)

Most new computers come with 5GHz wireless, but if you want a high-performance 5GHz signal on an older computer, you can buy a dual-band wireless dongle at [bt.com/dongle](http://bt.com/dongle).












## Ordered a dual-band wireless dongle?

You'll find your set-up instructions at [bt.com/help/dongle](http://bt.com/help/dongle).



## How to set up wireless on common devices

For other devices, see [bt.com/wireless-setup](http://bt.com/wireless-setup)

	Apple iOS	Android	Windows 7	Windows 8 (Start screen)	Mac OS X
1. Go to <b>Settings</b>			n/a		n/a
2. Click <b>Wi-fi</b>	 Wi-Fi	 Wi-Fi			
3. Make sure wi-fi is on	Wi-Fi 		n/a	On 	Wi-Fi: On
4. Find your Hub's name in the list of available wireless networks and click on it	<p>Example Hub name: <b>BTHub4-1234</b></p>				
5. Enter your Wireless Password/key and click join, connect or similar	<p>Example wireless password/key: <b>8888wwwwww</b></p>				



**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](http://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/smartswitchoff](http://bt.com/help/smartswitchoff)

# 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 and make sure filters are fitted, 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.

	Hub light status	What's happening
	Power light is green or flashing green	Your Hub is starting up
	Power light is blue	Your Hub is working fine
	Power light is off	Power is off or there's a problem with your power supply
	Power light is orange	This shows that there's a problem somewhere
	Power light is red	This shows that there's a problem somewhere



### Think you have a faulty Hub?

Nearly all the Hubs we get back as faulty are actually fine. So if you think yours 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.



#### What to do

Wait a couple of minutes for your Hub to start. The light will stay blue for more than 20 seconds when it's ready

If you can't get online, please check your device or computer settings with the manufacturer

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

Log into your Hub Manager at [bthomehub.home](http://bthomehub.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.






Press the Restart button and release it when the Power light turns orange

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

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

# 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.

	Hub light status	What's happening
	Broadband light is orange	You're connected to broadband but your account might not be switched on yet
	Broadband light is red	You've tried to log in with the wrong username and password
	Broadband light is flashing red	There's a problem with your broadband line
	Wireless light is orange	You've switched off wireless security for one or both wireless channels
	Wireless light is flashing orange	Your Hub is in WPS automatic connection mode

### Got a question?

For common questions about connecting, go to [bt.com/help](http://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.

#### What to do

Wait until after midnight on the day we switch on your broadband. If you've still got an orange light the next day, call us on 0800 111 4567. We're usually less busy between 10am and 6pm

The BT Home Hub is suitable only for BT Broadband. It is not suitable for any other broadband providers or BT Business Broadband lines. Reset your Hub's password to its factory setting (shown on the card that came with your Hub) by using a paper clip to press the recessed Reset button on the back of your Hub for a few seconds

Check that all the cables are plugged in correctly and that it's after midnight on the day we switch on your broadband. If cables are okay and you've still got a red light the next day, call us on 0800 111 4567. We're usually less busy between 10am and 6pm

Turn on your security – in the wireless tab in your Hub Manager at [bthomehub.home](http://bthomehub.home)

Click the button to connect (on your computer or adapter) without entering a pass key. The Hub will return to normal mode after a few minutes

# Support

internet  
matters.org

Get information, advice and support to help you keep your children safe online.

## 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.

## Get help from other users

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

## 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 12pm and 6.30pm. Make sure you're next to your Hub with a computer 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 are included in any free minutes as part of your mobile contract. Some mobile operators allow free use of 0800 numbers.

### Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Home Hub 4 – type B 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	Max power in the range (dBm)
2.412 – 2.472 GHz	19.89
5.15 – 5.25 GHz	22.67
5.25 – 5.35 GHz	22.71
5.37 – 5.725 GHz	27.09

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

The BT Home Hub 4 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.

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. Websites in this booklet are for illustration only. BT isn't responsible for content of third party sites.

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