



BT Home Hub 5

Information and
troubleshooting guide
for BT Infinity



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Already got BT Infinity?

You don't need your Openreach modem, old Hub or data cable (red ends) any more, so put them all aside.

Tip: you can recycle your Openreach modem and old Hub at bt.com/recycle.



Got an Openreach optical network box?

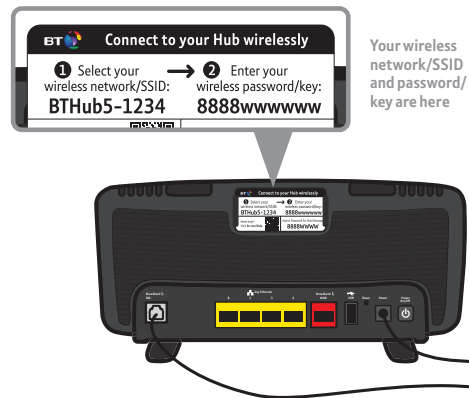
See page 11 to find out how to connect it.



What's connected to what

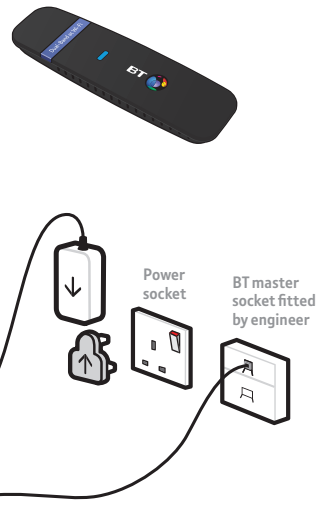
If you're getting BT Infinity for the first time, it'll be installed by a BT engineer, so keep your Hub somewhere safe until they arrive.

If you already have BT Infinity, or if you move anything after it's been set up, use the diagram below to see what goes where.



Ordered a dual-band ac wireless dongle?

You'll find the set-up guide at bt.com/help/acdongle.



Finishing your set-up

Connect your other devices

1. Connect your device using the wireless details on the card
2. Or if your device supports WPS, press **WPS** to connect automatically. For more help setting up wireless on mobile devices, see page 6.



3. Open your device's web browser to follow Smart Setup. 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. You'll need your BT account number from your latest bill.

If you don't see a log-in screen, go to bt.com/mybt.

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

Tip: can't connect to wireless?

Use your Ethernet cable (yellow ends) to get online, then go to bt.com/wireless-setup for help. If you've changed your Hub, you'll need to reconnect your devices using your new Hub's wireless settings (see card in back of Hub).

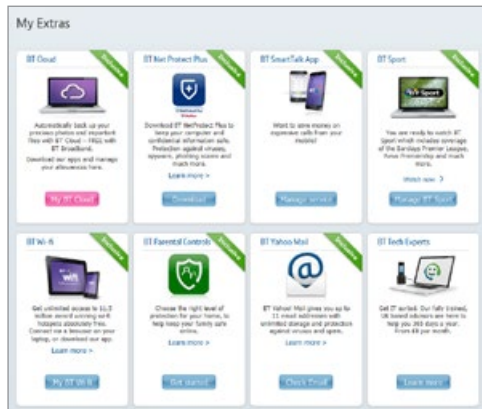
My BT – all your extras in one place

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



Go to bt.com/mybt 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.



Get your inclusive extras at My BT

Download all your broadband extras from bt.com/mybt

BT Sport

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.



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.



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

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

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.

You've got smart dual-band wireless

The BT Home Hub 5 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.

Getting up to speed












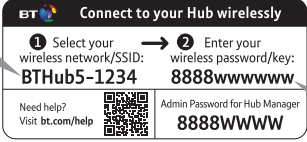
Go to bt.com/improve-speed to make sure you're getting the best speed possible. To get the best speed out of your BT Broadband, use a wired connection. If you're connecting wirelessly, the 5GHz signal will usually give you the best speed. Your BT Home Hub 5 has four high-speed 1GB LAN Ethernet ports for wired networks.

Use a BT Dual-band ac Dongle for Windows® (optional)

The BT Home Hub 5 supports high-speed 5GHz wireless 802.11ac standard. To use this, you need a supporting device or a BT Dual-band Dongle, which works with most PCs (not Macs). Wireless 802.11ac will give you the best performance possible, but your Hub also works with older wireless standards and supports three bonded channels for high-performance computers such as Apple Macbook Pro® (2012 onwards). To find out more or buy a dongle, go to bt.com/acdongle. (If you've already ordered one, there's a set-up guide at bt.com/help/acdongle.)

How to set up wireless on common devices

For other devices, see bt.com/wireless-setup

	Apple iOS	Android	Windows 7	Windows 8 (Start screen)	Mac OS X
1. Go to Settings			n/a		n/a
2. Click Wi-fi	 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	Example Hub name: BTHub5-1234				
5. Enter your Wireless Password/key and click join, connect or similar	 <p>Example wireless password/key: 8888wwwww</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

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

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, 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.

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.



Hub light status	What's happening	What to do	
	Power light is green or flashing green	Your Hub is starting up	Wait a couple of minutes for your Hub to start. The light will stay blue for more than 20 seconds when it's ready
	Power light is blue	Your Hub is working fine	If you can't get online, please check your device or computer settings with the manufacturer
	Power light is off	Power is off or there's a problem with your power supply	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
	Power light is orange	This shows that there's a problem somewhere	Log into your Hub Manager at 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.
	Power light is red	This shows that there's a problem somewhere	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.

Troubleshooting – other things to check

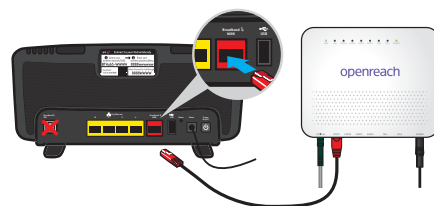
If you've got an Openreach optical network box, some of its lights should be flashing green.

If no lights are showing, or if any of the lights are red, switch it off, wait 30 seconds then switch back on and wait for it to start up.

If it still shows no lights or at least one red light, call us on **0800 111 4567**.

Openreach optical network box

How to connect an Openreach Optical Network box (ONT)








Got a question?

For common questions about connecting, go to 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.

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

You can get help in four ways

1 Go to bt.com/help

The quickest and easiest way to get help, all day every day is to go to bt.com/help.

2 Download BT Desktop Help

This free tool helps you sort out most common broadband connection and email problems. Download it at bt.com/help/btdesktophelp.

3 Chat to us at bt.com/chat

You can chat with us online, seven days a week, between 7am and 11pm.

4 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 10am and 6pm. Make sure you're next to your Hub with a PC 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 will be included within any free minutes as part of your mobile contract. Some mobile operators allow free use of 0800 numbers.

Other information

Declaration of Conformance with European Community Directive 1999/EC. This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at bt.com. The BT Home Hub 5 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 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.

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