



# Welcome

BT 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

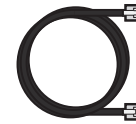
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Get to know your BT Smart Hub	3
How to set up and get connected	4
Get more with My BT	6
Get ready with your BT Extras	7
Troubleshooting	8
Hub Manager	10
Need some help?	11
Other information	11

Thanks again for choosing BT.

## What's in the box



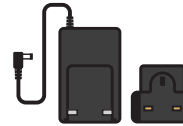
BT Smart Hub



Broadband cable  
(grey ends)



BT Smart Hub  
user guide



Power cable and plug  
(in two parts)



Filter



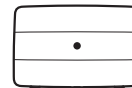
Extra sticker with  
Hub details to put  
somewhere handy



Ethernet cable  
(yellow ends) for a  
wired connection

### **i** Got a bundle, like a BT Mini Hub or BT TV, too?

Set up your Smart Hub first before setting up anything else.



BT Smart Hub



BT Mini Hub



BT Mini Connector



BT TV box

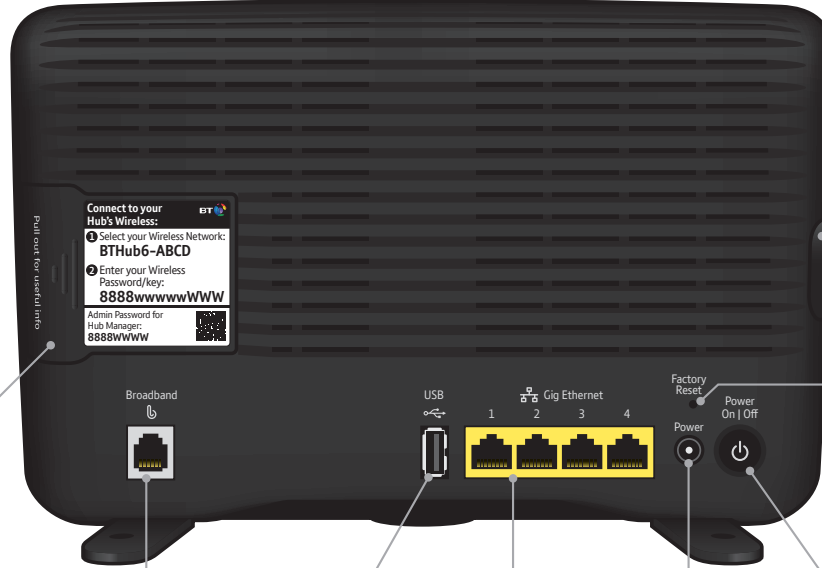
# Get to know your BT Smart Hub

Front



**Hub status light**  
Have a look at page 9 to see what your Hub lights mean

Back



**WPS button and light**  
Use this as a quick way to connect wireless devices. See page 5

**Factory Reset button**  
See page 9

**Hub wireless settings**  
A handy removable card with all you need, including passwords, to connect wirelessly

Broadband port

USB port

Four Gig Ethernet ports  
To connect devices using a cable

Power socket

Power button

For more help, go to [bt.com/help/broadband](http://bt.com/help/broadband) 3

# How to set up and get connected

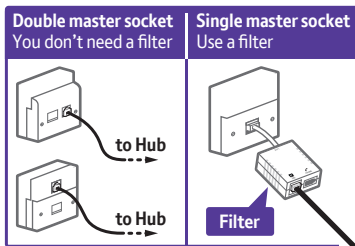
## 1 Set up your Hub

We'll email or text you when your broadband is ready. You can then set up your BT Smart Hub.

To get the fastest possible speed with the new Hub: unplug all your old broadband kit, including the old power plug, filters and Ethernet cables.

### 1 Connect

- Plug the broadband cable (grey ends) into your Hub and the other end into your master phone socket.
- A master socket is the main socket for the phone line in your home. It's not an extension socket.
- Depending on your socket type, you might need to use a filter.



### 2 Plug in power

- Slide the two parts of the Hub's power plug together until they click into place.
- Connect the power cable to your Hub, plug it in at the wall and switch the socket on.

Only use the plug that came with your Hub



Broadband cable (grey ends)

### 3 Turn Hub on

- Press the Power button on the back of the Hub.
- The light on the front will change colour while your Hub sets itself up. **This takes a few minutes.**

Power button

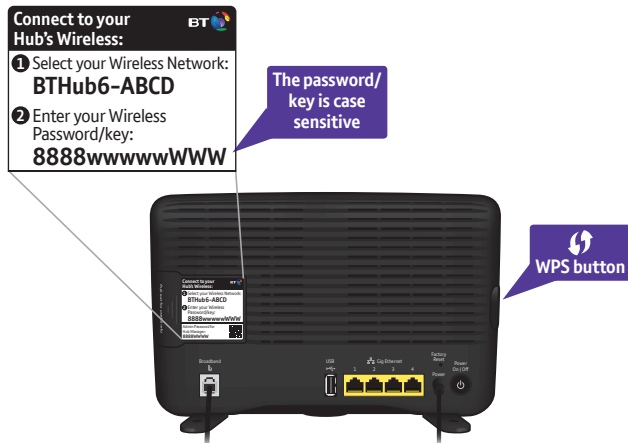


After a few minutes, a blue light will show your Hub is ready.

## 2 Connect your devices

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.



### **i** Prefer a wired connection?

Using your Ethernet cable (yellow ends), connect your device to any of the yellow Ethernet ports on the back of your Hub.

## 3 Finish setting up online with Smart Setup

When you connect a device to your Hub for the first time, your web browser will ask you if you want to activate any of your BT Extras, including BT Parental Controls.

### **i** How to turn off Smart Setup

Just follow the steps at [bt.com/help/smartswitchoff](http://bt.com/help/smartswitchoff)

## 4 Getting the best wi-fi signal

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)

✓ **All done.**

For more help, go to [bt.com/help/broadband](http://bt.com/help/broadband) 5

# Get more with My BT

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

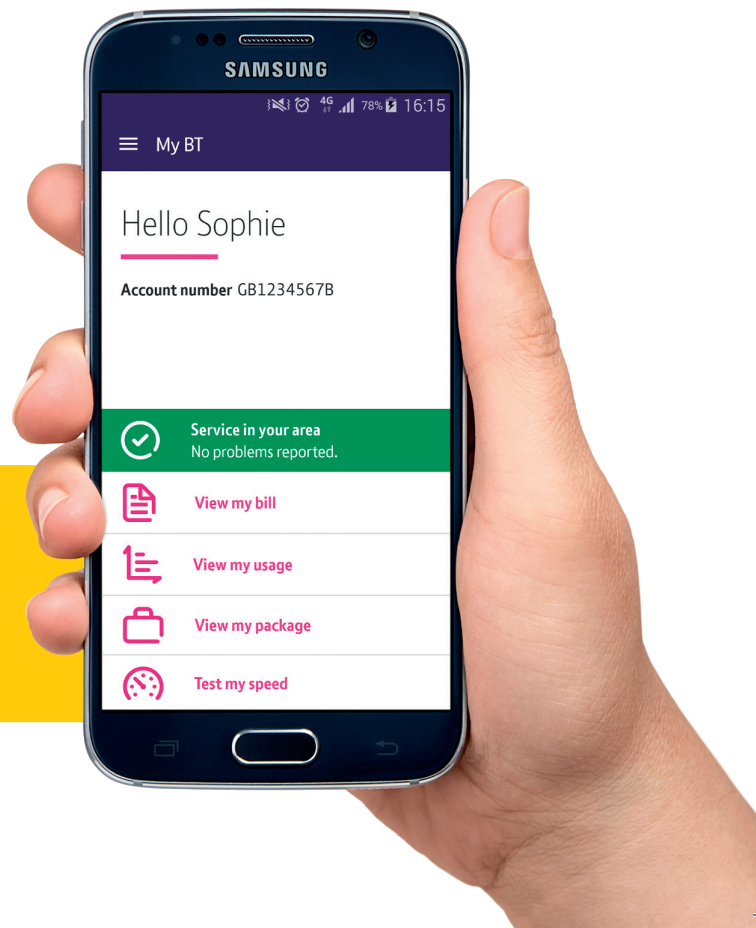
- ✓ track an order
- ✓ view your bills and manage payments
- ✓ check your calls and broadband usage
- ✓ see your inclusive BT Extras (see page 7)
- ✓ upgrade your calls, broadband and TV packages
- ✓ get help with your BT services.



## Download the My BT app

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



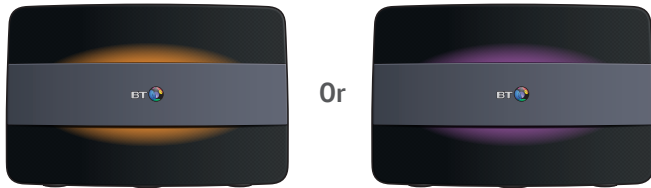
## BT Web Protect

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.

For more help, go to [bt.com/help/broadband](https://bt.com/help/broadband) 7

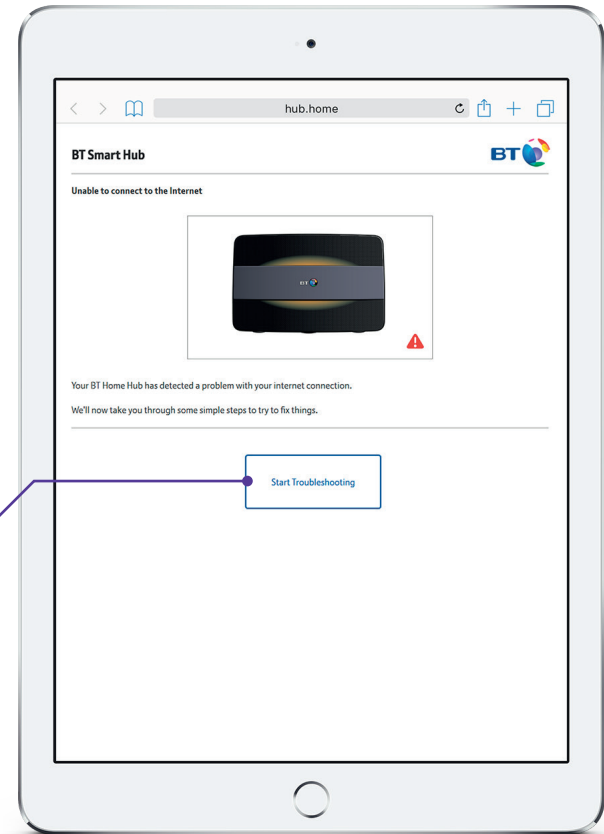
# Troubleshooting

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





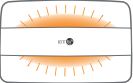

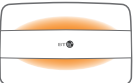
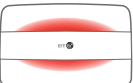
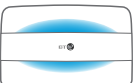


## Here's what to do

- 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 steady blue when your Hub is ready
	<b>Flashing purple light</b> The Hub is working but the broadband cable isn't connected	Check the broadband cable (black with grey ends) is plugged in correctly and you're using a filter, if needed. You can see which cable goes where on page 4
	<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](https://bt.com/help)

The quickest and easiest way to get help, all day, every day.

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

For more help, go to [bt.com/help/broadband](https://bt.com/help/broadband) 11

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 6.0**

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matters.org**

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support on keeping your  
children safe online