



1

BT Total Broadband  
Getting Started

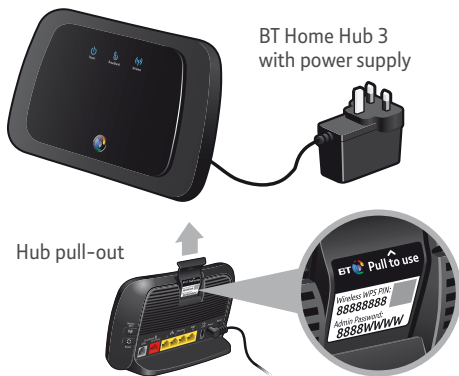
# → Start here

## Follow these simple steps to set up your BT Home Hub 3 and get online.

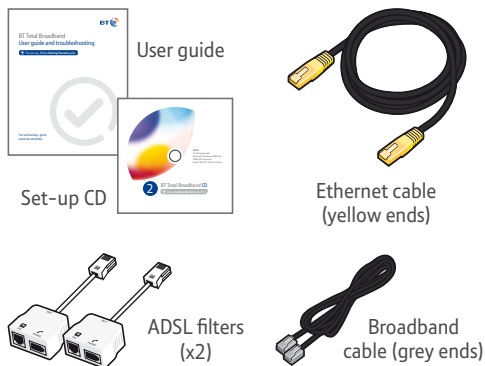
You can start setting up at any time, but if you're new to BT Total Broadband your line might not be activated until midnight on your activation day. We'll show you how to tell if your line's active during set-up.

### 1 Check contents You've got two boxes:

#### Hub box



#### Welcome pack

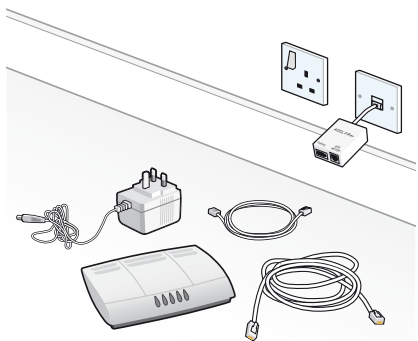


Something missing? Call us on 0800 731 0265.

Turn over →

## 2 Unplug any existing broadband equipment

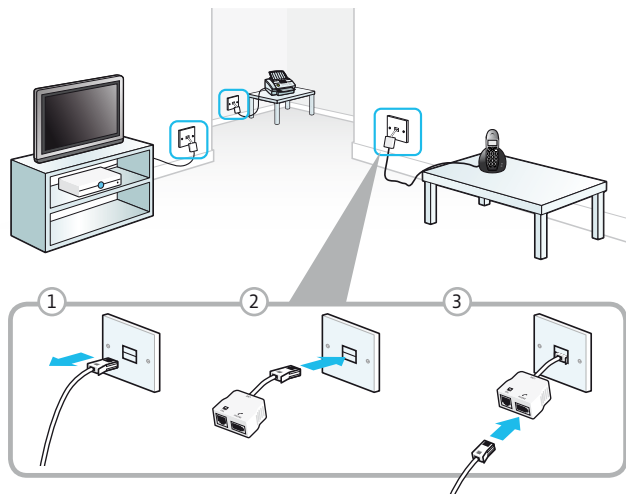
If you've had broadband before – from BT or elsewhere – unplug your old modem, router or Hub and set it aside. You can leave your ADSL filters plugged in for the moment.



## 3 Fit ADSL filters

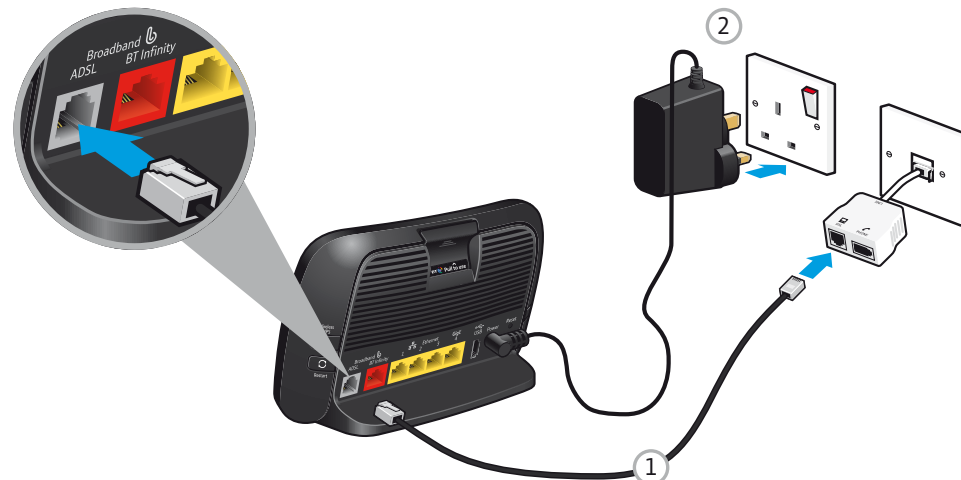
Fit an ADSL filter to every phone socket that you use in your home, unless you have filters in place from a previous service. Use your new ones where you can.

Sockets could be used by telephones, faxes and digital TV boxes. These devices need to use a filter to prevent interference with your broadband service.



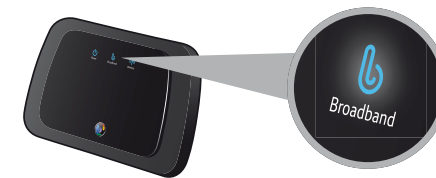
## 4 Connect your Hub

- 1 Using the broadband cable (grey ends), connect your Hub to an ADSL filter.
- 2 Plug your Hub into a mains power socket.



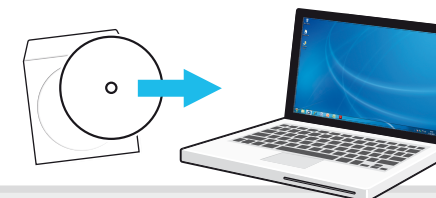
## 5 Wait for your Hub's Broadband light to glow blue

This will take a few minutes. If it doesn't glow blue, go to page 30 of your **User guide**.



## 6 Insert the CD into your computer to continue set-up

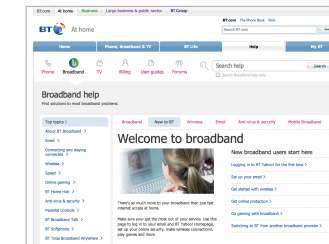
Set-up will take a few minutes. No CD? Go to page 16 of your **User guide**.



## ✓ All done

You should now be connected to the internet.

Open your web browser and go to [btyahoo.com](http://btyahoo.com) or click on the BT Yahoo! desktop icon.



To set up more great BT Total Broadband features, including security and email, go to [www.bt.com/start](http://www.bt.com/start)

### Got a question?

For some common questions about connecting, see page 13 of your **User guide**.

# Learn about...

Take a minute to learn about your new BT Home Hub 3, different ways to connect and broadband speeds.

## Your BT Home Hub

Your BT Home Hub is a broadband router that can connect computers to the internet using wired or wireless connections. Your Hub can share the internet across separate computers and devices (e.g. games consoles) and BT services such as BT Vision.

And with the latest BT Home Hub, you get Smart Wireless™, which automatically picks the strongest wireless channel to give you the most reliable connection.

To find out more about your Hub and your Hub Manager, see your **User guide**, page 10.



## Ways to connect to broadband

### Using wireless broadband

Wireless broadband (wi-fi) is an easy way to connect your computers, games consoles and other devices (including some mobile phones and printers) to your Hub. It's handy because it means you can access BT Total Broadband around your home – without having cables everywhere.

When you connect using wireless, make sure you connect to your Hub's network name (it will start with 'BTHub3...') rather than one of the many BT FON or BT Openzone hotspots that are around.

To find out more, see your **User guide**, page 19.

## Connecting with a cable (wired broadband)

A wireless connection is great but it can sometimes get interference, which can affect your internet browsing. An Ethernet cable isn't affected by such interference, so if your computer's near your Hub you might want to connect using Ethernet.

To find out more about connecting using your Ethernet cable, see your **User guide**, page 19.

## Broadband speeds

Broadband speeds vary and can go up and down throughout the day.

The maximum speed your line can support depends on a number of factors, the main one being how far you live from your exchange. If you want to check your speed, you'll get a more accurate result after ten days when your line's settled down.

You can find out more and check maximum download speeds at [www.bt.com/broadband/speedtest](http://www.bt.com/broadband/speedtest)

## What can affect my broadband speed?

With BT Total Broadband and your BT Home Hub, you might decide to add a number of services to your home network. Bear in mind that these, along with your other online activities – such as surfing, watching online video, gaming online or downloading files – could leave you with a busy broadband line.

Or see your **User guide**, page 28.

### Give it ten days to settle

If it's **less than ten days** since you first connected your Hub to broadband, please wait a little longer before checking your speed.

To make sure you get the fastest, most reliable service possible on your line, we'll remotely test it for up to ten days after you first connect your Hub. This may occasionally interrupt your service and cause your speed to vary. This is normal, and your speed will settle down after ten days.

# Your BT

Your complete broadband package includes lots of great features to help you get the most out of the internet.

## Make the most of your homepage

There's loads to do on your homepage, including easy access to your BT features, your account, your webmail and calendar, sport, games, news and views.

Sign in and find out more at [btyahoo.com](http://btyahoo.com)

To sign in and access your BT features and email, you'll need your email address and password, which we sent you by email or letter.

**What do I do if I can't remember my password?**

Click 'Forgot password?' at [btyahoo.com](http://btyahoo.com)



## Be safer online

BT takes your online security very seriously and we've included your guide to online security with this welcome pack. In it, you'll find great tips for staying safe online as well as a complete guide to our free family protection software.

### BT NetProtect Plus

BT NetProtect Plus is **FREE** if you've got BT Total Broadband Option 2 or above and is available for a small monthly fee if you've got BT Total Broadband Option 1.

Make sure you download and install the software straightaway. Go to [www.bt.com/netprotectplus](http://www.bt.com/netprotectplus)

#### Here's what you get:

- on-going updated protection for up to seven PCs – no need to buy updates while you're with BT
- anti-virus and anti-spyware to help you stay safe online
- firewall to stop outsiders hacking into your PC
- SiteAdvisor® – know where it's safe to go online
- protection from identity theft and 'phishing'

Comprehensive online security software, in association with  McAfee

Please note: it takes about 20 minutes to download BT NetProtect Plus. You need your BT Yahoo! email address (which looks like [your.name@btinternet.com](mailto:your.name@btinternet.com)) and password. You can find these details in your order confirmation letter or email. BT NetProtect Plus will check your system and remove your existing security software.

### BT Family Protection

BT Family Protection is **FREE** to all BT Total Broadband customers.

Register and download at no extra cost.  
Go to [www.bt.com/familyprotection](http://www.bt.com/familyprotection)

See the enclosed 'Your BT guide to online security' booklet for more details.



## Upload, protect and share your precious files

Easily back up big files such as photos and videos.

Find out more at [www.bt.com/digitalvault](http://www.bt.com/digitalvault)



## Unlimited wi-fi minutes

With access to over two million BT FON and BT Openzone hotspots in the UK, you can surf the web when you're out and about for free if you're a BT home broadband customer.

Find out more at [www.btfon.com](http://www.btfon.com)

And, if you've an Apple or Android mobile handset, we've made using free, unlimited BT wi-fi even easier with new mobile apps. Just search for BT FON in your app store.

Find out more at [www.bt.com/freewifi](http://www.bt.com/freewifi)





## Your email

You can access your email from any internet-connected computer or device, anywhere.

### Your BT Yahoo! Mail gives you:

- up to ten extra email accounts, so everyone can have their own
- protection against junk email and viruses
- unlimited email storage so you don't have to delete old emails

Just sign in at [www.bt.yahoo.com/webmail](http://www.bt.yahoo.com/webmail)

### Set up an email program

And it's a breeze to set up your email in your favourite email program, such as Windows Mail or Outlook. Go to [www.bt.com/start](http://www.bt.com/start)

Your main email address was set up when you joined BT Total Broadband.

**What do I do if I can't remember my password?**  
Click 'Forgot password?' at [btyahoo.com](http://btyahoo.com)



# Your BT – better still when you add BT Vision

## BT Vision – the new way to get the extra TV you love

Watch the TV you want, when you want it with BT Vision<sup>1</sup>. From the latest blockbusters<sup>2</sup> and kids' programmes to music and sport, it's all available quickly 'on demand' on your new fast connection (you need to download HD films to your TV before viewing).

- Watch latest blockbusters – all ready to play at the touch of a button.
- A huge selection of on-demand TV shows and complete box sets from The Inbetweeners and 24, to Sex and the City and The Guardian.

- You can add Sky Sports 1, Sky Sports 2 (see note 3 below) and ESPN to catch Premier League action plus live golf, cricket, rugby and more.
- The Vision+ digital TV recorder lets you pause, rewind and record up to 80 hours of Freeview TV.

Find out more at [www.bt.com/ultimatetv](http://www.bt.com/ultimatetv)

---

1 To get BT Vision, you need to have BT Total Broadband on a 12-month minimum term, a fast-enough line, a BT Home Hub and a Vision+ box. Freeview needs a suitable aerial and coverage ([www.freeview.co.uk](http://www.freeview.co.uk)). Charges apply for on-demand content. Conditions apply.

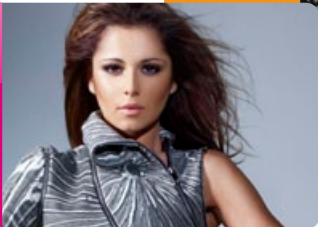
2 Latest blockbuster films aren't included in any BT Vision pack and are charged individually.

3 Sky Sports 1 and Sky Sports 2 are subject to availability. Please call us on 0800 800 900 or check on [bt.com](http://bt.com) to see if you can get Sky Sports 1 and Sky Sports 2 in your area.

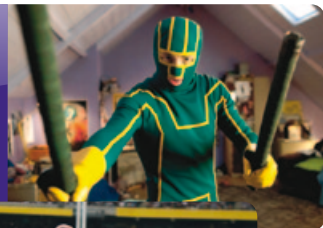
Kids >



Music >



Film >



Sport >



TV >



# Get some help

[www.bt.com/help](http://www.bt.com/help)

Use these pages to find out where to get lots of help online or if you need some help fixing a connection problem. There's also connection troubleshooting in your **User guide**.

## New, better online help

There's no need to call and maybe wait in a queue if you're online and need some help or advice: simply go to [www.bt.com/help](http://www.bt.com/help)

## Other ways to get help

Advice, tutorials, common questions and videos: go to [www.bt.com/start](http://www.bt.com/start)

Tips from other users in our forums: go to [www.bt.com/community](http://www.bt.com/community)

Connecting additional computers and troubleshooting: see your **User guide**.



## Problems connecting?


If you can't get online, try:

### 1 Restarting

Before trying anything else, restart your computer and your Hub. This fixes most connection problems.

To restart your Hub, press and release the **Restart** button on its back. Wait for the Power and Broadband lights to turn blue.

### 2 Running desktop help (PCs only) – new and better than ever

If restarting didn't work, run free BT Broadband Desktop Help – just double-click  on your desktop. If it isn't on your desktop, you can download BT Broadband Desktop Help at [www.bt.com/help/broadbanddesktophelp](http://www.bt.com/help/broadbanddesktophelp)

**BT Broadband Desktop Help will:**

- alert you if you have a problem
- support you 24 hours a day
- help you get back online
- set up or troubleshoot your email account
- run a PC health check
- fix problems in the background
- help you set up your home network

### 3 Your User guide, page 30

## Your bill explained

After your order, you might get an interim bill that's bigger than you expected. If you're an existing customer, you might see charges for some of your old service as well as the new.

You might also see charges for equipment and an engineer visit, if ordered.

To find out more about your bill, go to [www.bt.com/mybt](http://www.bt.com/mybt)

## Help with computer problems

While the other help listed here focuses on BT Total Broadband and the BT Home Hub, our **BT Home IT Support** team can offer you straightforward, jargon-free help with a wide range of computer-related issues.

You can get help over the phone<sup>1</sup> or in person<sup>2</sup>.

To find out more, go to [www.bt.com/homeitsupport](http://www.bt.com/homeitsupport)

---

1 12-month subscription £9 a month. We might not be able to fix some technical problems. Policy on fair use applies. Exclusions, terms and conditions apply.

2 Engineer visits: charges start from £90.

Prices shown include VAT at 20%. VAT rate and prices may change. See [www.bt.com](http://www.bt.com) for the latest prices.

# Better business – better future

## Did you know?

Your BT Home Hub 3 is our most energy-efficient Hub yet. That's good for your wallet and means we all use fewer natural resources.

But that's not all. We're working hard to use fewer raw materials in all our products to make them more energy-efficient. For example, our Home Hub 3 uses 25 per cent less plastic than our previous Hub and runs on half the energy of an 11 watt energy saving light bulb (if your Hub's on for eight hours and on standby for 16 hours a day) and the Vision+ box™ has been redesigned to use 27 per cent less energy.

As a company, we've also been working to reduce our environmental impact. We were one of the first UK firms to actively curb CO2 emissions and we're committed to reducing our carbon intensity by 80 per cent by 2020. So far, we've achieved a 43 per cent reduction by becoming more energy-efficient.

We'd be delighted to tell you more. Just go to [www.bt.com/betterworld](http://www.bt.com/betterworld)

## Your BT Home Hub 3 is fibre-ready

Your BT Home Hub 3 also works with our new fibre optic broadband.

Our UK-wide project aims to make fibre-based broadband available to at least 66 per cent of the UK – or some 15 million homes – by summer 2015.

Four million premises were connected by the end of 2010 in the largest single commercial investment in fibre-based broadband ever undertaken in the UK.

## BT and London 2012

BT is the Official Communications Services Partner and a Sustainability Partner for the London 2012 Olympic & Paralympic Games.

BT – a responsible business, helping to meet some of the global challenges. Delivering innovative solutions that benefit society while supporting long-term growth, creating competitive advantage and building successful relationships with our stakeholders.

We also believe in corporate social responsibility – our voluntary contribution to sustainable development involving a company-wide, coordinated approach to managing social, economic and environmental issues.

First we need to make sure that the building blocks of a responsible business are in place. Then we focus on three key issues: climate change, sustainable economic growth and a more inclusive society.



## Thanks for choosing BT Total Broadband



## Offices worldwide

The services we've described in this publication may not always be available and we may change them. And nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

© British Telecommunications plc 2011  
Registered Office: 81 Newgate Street, London EC1A 7AJ  
Registered in England No. 1800000

V3

Written and designed by The Art & Design Partnership  
and Muse Publishing

Printed in Tunisia

Web sites in this booklet are for illustration purposes only.  
BT is not responsible for content of third party sites.