



# Welcome

Ultrafast Smart Hub user guide

# Hello

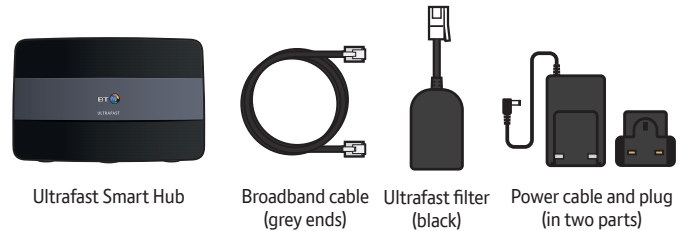
Powerful, clever and faster than ever – your sleek new Hub has arrived. We hope you have fun using it.

## Here's what's in this guide

What's in the box	2
Get to know your Ultrafast Smart Hub	3
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Thanks again for choosing BT.

## What's in the box



**i** Got a bundle, like a BT Mini Hub or BT TV, too?  
Set up your Smart Hub first before setting up anything else.



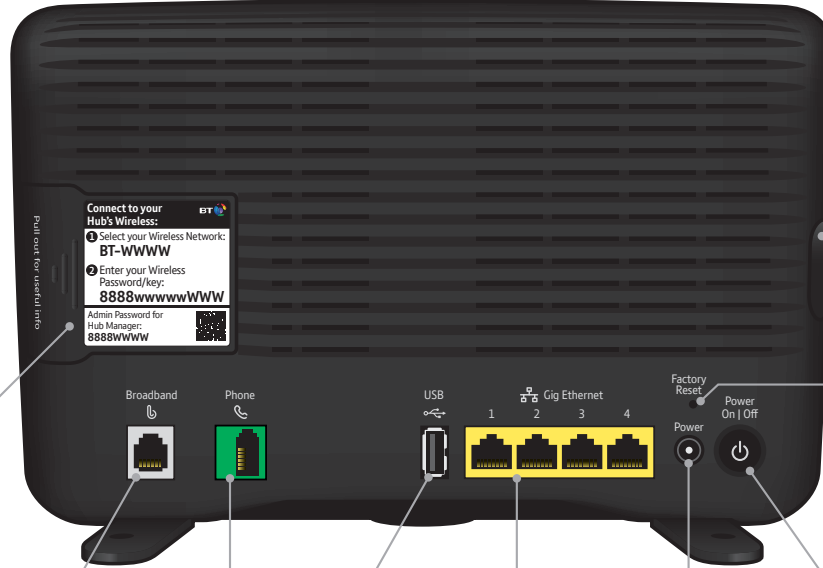
# Get to know your Ultrafast Smart Hub

Front



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

Back



Pull out for useful info

Broadband port

Phone port  
(not in use)

USB port  
(not in use)

Four Gig Ethernet ports  
To connect devices using a cable

Power socket

Power button

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


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

# 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.

**! You don't need an Openreach modem, so don't plug it in.**



## 2 Connect your Hub to the master phone socket

**If you've got an engineer coming to set things up for you:**

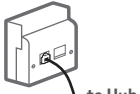
**You don't need to do anything.** They'll replace your phone socket with a new one like this. After the engineer's been, follow steps 6 to 8.



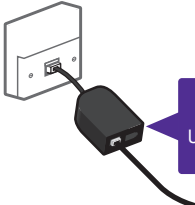
**If you're setting things up yourself:**

Using the broadband cable, connect your Hub to the master phone socket. Depending on the socket type, you might need your new black Ultrafast filter.

**Double socket:** no filter needed



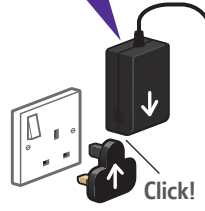
**Single socket:** use black Ultrafast filter



## 3 Plug in the 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.

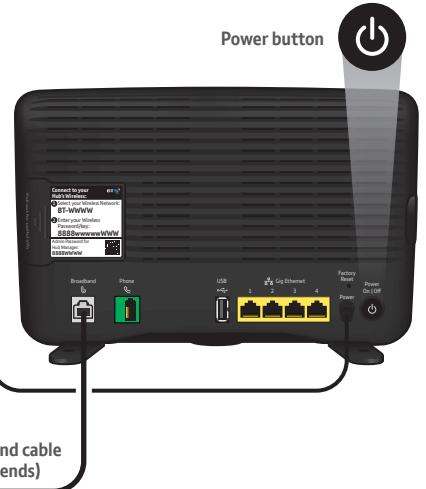
Only use the plug that came with your new Hub



**Ultrafast filter**  
Only use the black Ultrafast filter that came with your new Hub

## 4 Press the Power button

It's 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.**



## 5 Your Hub is ready

You're online when its light is blue.  
If it isn't blue, see page 8 for help with connecting.



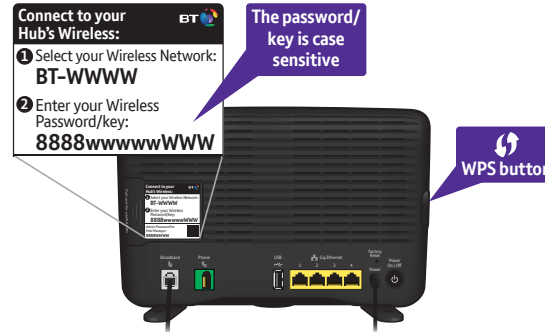
After a few minutes, a blue light will show your Hub is ready.

## 6 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 BT-WWWW. 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?** Use your Ethernet cable (yellow ends) to connect your device to any of the yellow Ethernet ports on the back of your Hub.

## 7 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, including BT Parental Controls.

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

## 8 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.**

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:

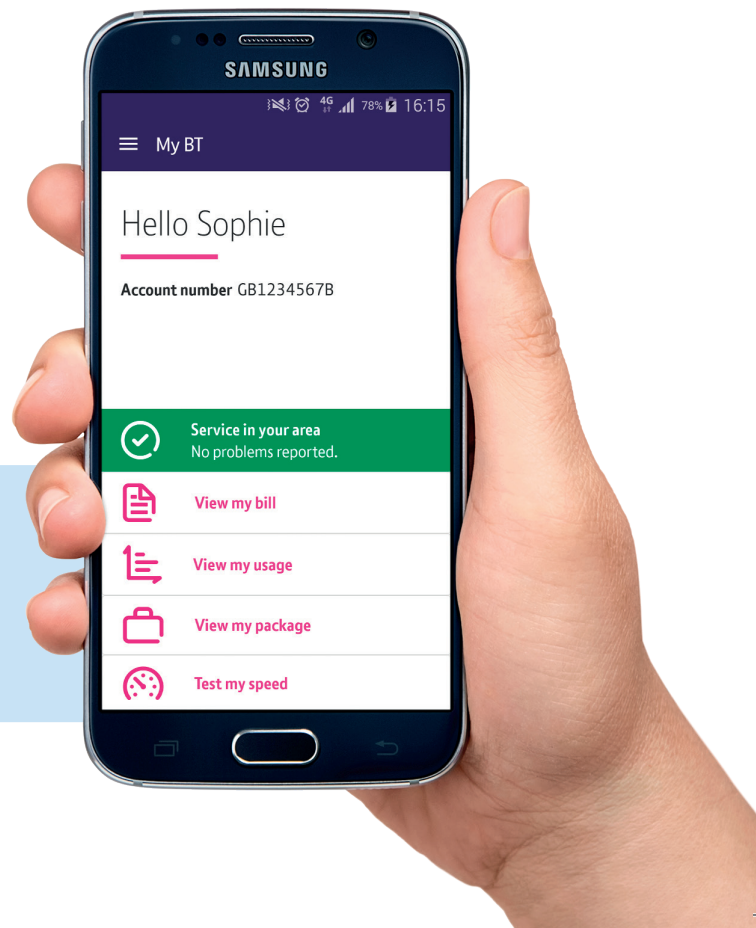
- ✓ track an order
- ✓ view your bills and manage payments
- ✓ check your calls and broadband usage
- ✓ see your inclusive BT Extras (see page 7)
- ✓ upgrade your calls, broadband and TV packages
- ✓ get help with your BT services.



## Download the My BT app

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

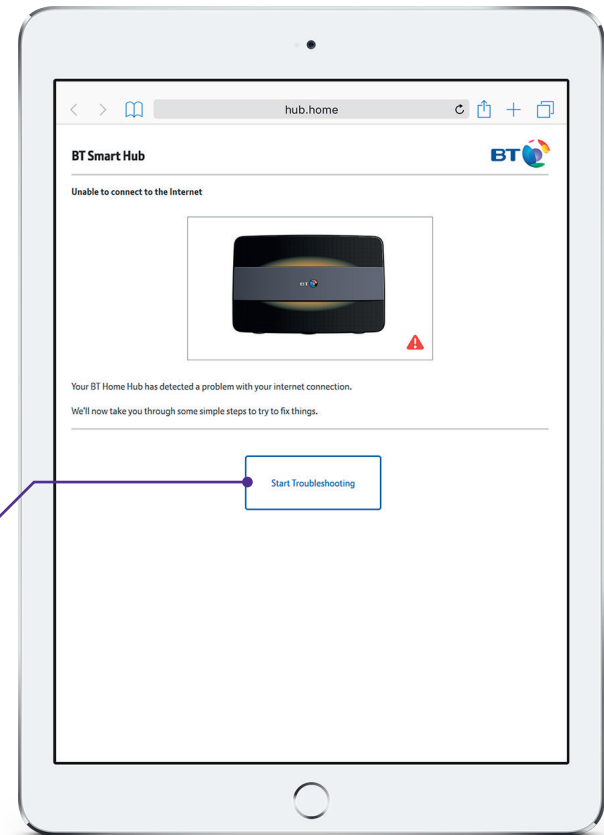
# Troubleshooting

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





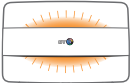
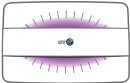
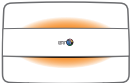
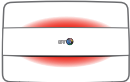
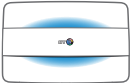


## Here's what to do

- 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 broadband cable isn't connected	Check the broadband cable (black, with grey ends) is plugged in correctly and you're using the black Ultrafast filter that came with your Hub. You can see which cable goes where on page 4. If setting up for the first time, it could take until midnight for your broadband to start
	<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
 		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

For more help, go to [bt.com/help/broadband](http://bt.com/help/broadband) 9

# 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)

It's 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.

Our Hubs contain 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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matters.org**

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support on keeping your  
children safe online