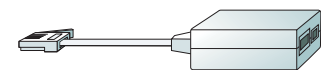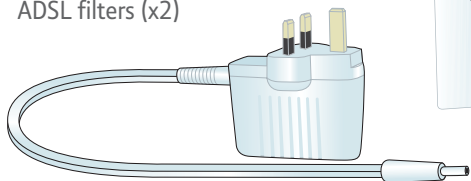# Quick Start. Follow these five simple steps to get online.

For more detailed instructions and troubleshooting, please see 'Set-up' in your User Guide.

1 Check your box contents.

ADSL filters (x2)

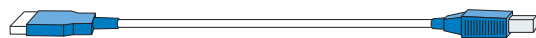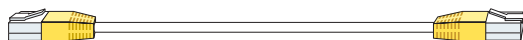Power adapter

Broadband cable (grey ends)

User Guide and CD

BT Home Hub

Please note:
You may not need to use all these items when setting up BT Total Broadband.

USB cable (blue ends)

Ethernet cable (yellow ends)

*Warning: choking hazard. Keep out of reach of children.

BT Home Hub Wireless Settings
You will need these details to set up a wireless connection to your BT Home Hub

Wireless
Network Name: BTHomeHUB-D311
Wireless Key: abcDef1234

BT
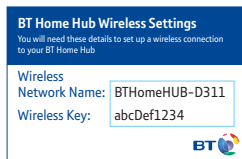
Wireless settings card

Cable tidy*

2 Fit an ADSL filter to every telephone socket that you use in your home. Sockets could be used by telephones, faxes and digital TV boxes (e.g. Sky). These devices need to use a filter to prevent interference with your broadband service.

3 Using the broadband cable (grey ends), connect your Hub to an ADSL filter and then connect the power supply.
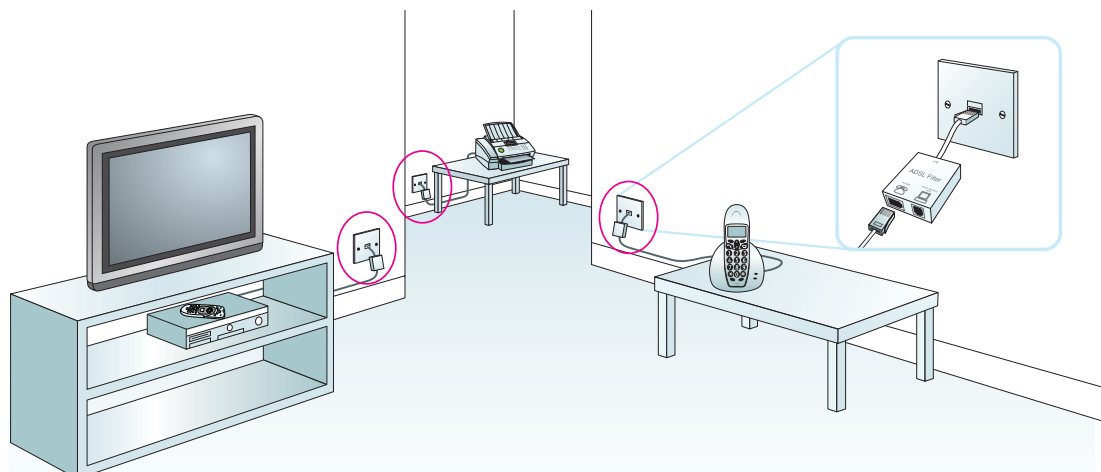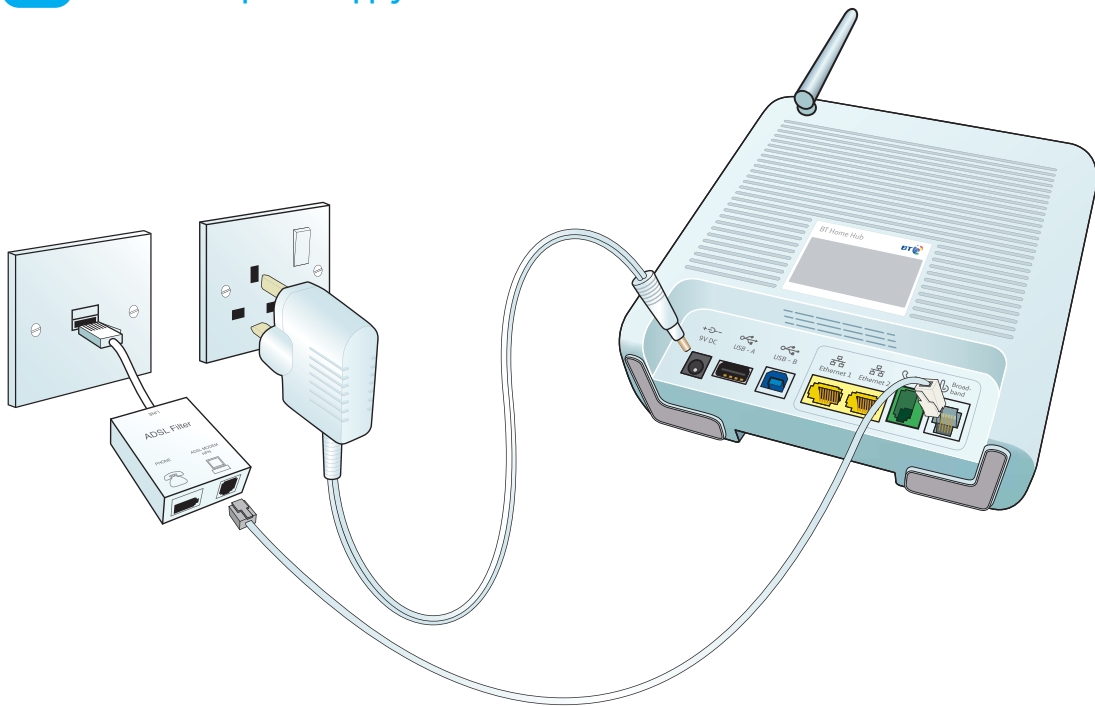
4 Raise your Hub's aerial and wait for the Broadband light to glow green (other lights may be on).

5 Insert the CD into your computer to continue set-up.

For more detailed instructions and troubleshooting, please see 'Set-up' in your User Guide.

BT Total Broadband
User Guide

Contents

To install your BT Home Hub, please follow your handy one-page Quick Start guide.

This User Guide booklet contains more detailed set-up and service information, including troubleshooting should you need it.

We can set it all up for you

For a small charge, a BT Home IT Support engineer can visit and set up your broadband, talk, email and security – and give you a brief introduction to the service.

Call **0800 876 6542** or go to **www.bt.com/homeitinstall**

Hold tight! Your super-fast broadband is here!

Set-up

Setting up your Hub and BT Total Broadband

Use this section for more detail than Quick Start.

If you prefer, we can set it all up for you. For a small charge, a BT Home IT Support engineer can visit and set up your broadband, talk, email and security – and give you a brief introduction to the service.

Call **0800 876 6542** or go to **www.bt.com/homeitinstall**

1. Before you start

Check your box contents
If you've ordered a BT Hub Phone, BT Fusion or BT Vision, please set them up **after** this Hub and BT Total Broadband set-up.
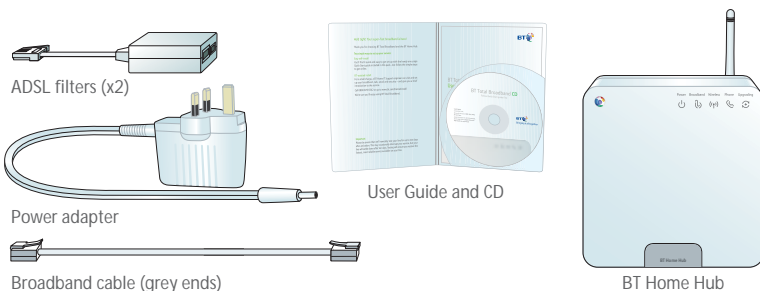
ADSL filters (x2)

Power adapter

Broadband cable (grey ends)

User Guide and CD

BT Home Hub

Please note: you may not need to use all these items when setting up BT Total Broadband.
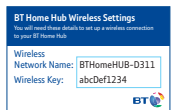
USB cable (blue ends)

Ethernet cable (yellow ends)

*Warning: choking hazard. Keep out of reach of children.

BT Home Hub Wireless Settings
You will need these details to set up a wireless connection to your BT Home Hub

Wireless
Network Name: BTHomeHUB-D311
Wireless Key: abcDef1234

Wireless settings card

Cable tidy*

You can start setting up your Hub any time. But please bear in mind that your new broadband line may not be activated until 8pm on your activation day. When you get to step 4, you'll be able to tell when your broadband service is active as your Hub's Broadband light will glow green.

Remove existing modem
Unplug any existing modem or router from its ADSL filter or telephone line. Please also disconnect it from your computer.

Have details handy
You'll need your BT Total Broadband username and password (this is also your BT Yahoo! Mail address – or email address – and password). These details were sent to you by letter or email. If you don't have these, please call us on **0800 111 4567**.

If you ordered BT Broadband Talk, you may also need its phone number and password. If you don't have these, you can activate the service later.

Position your Hub
Decide where you want your Hub. It needs to be:

1. close to a mains power outlet and phone socket

2. close to your computer, if using cables to connect your computer to Hub, **or** positioned centrally in your home, if connecting using wireless

Avoid positioning your Hub near to a microwave oven, fridge or metallic surface (e.g. mirror).

2. Fit your ADSL filters

An ADSL filter (also known as a microfilter) is a device that allows broadband to work over the same line as your telephone service.

You need an ADSL filter fitted to phone sockets used by devices such as:

- phones
- fax machines
- digital TV boxes (e.g. Freeview, Sky)
- monitored alarm systems
- extension bells
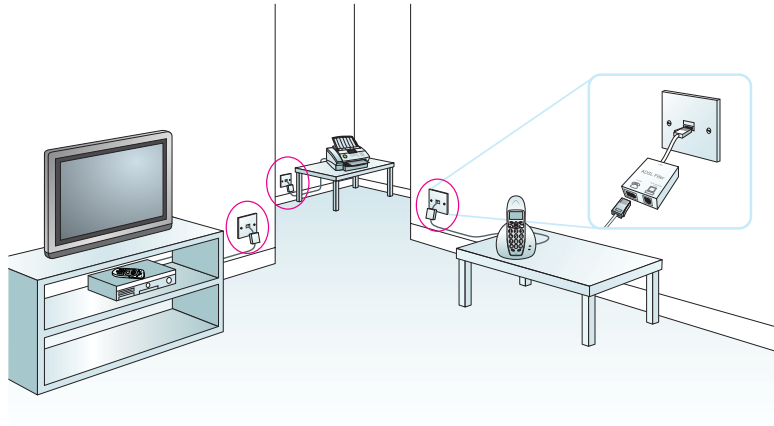
At each phone socket that you're using:

- unplug the device from the socket
- plug an ADSL filter into the socket
- plug the device you just unplugged into the ADSL filter's phone socket
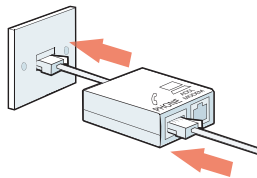
When don't I need an ADSL filter?

You don't need to use an ADSL filter if you have a broadband (ADSL) master socket. When you get to step 3, you'll simply plug your broadband cable straight into the ADSL master socket's 'DSL' socket.

A broadband (ADSL) master socket looks like this:

Using a socket doubler?

If you use a socket doubler to connect more than one phone to a single socket, you can use a single ADSL filter, but please make sure that it's fitted as shown here.
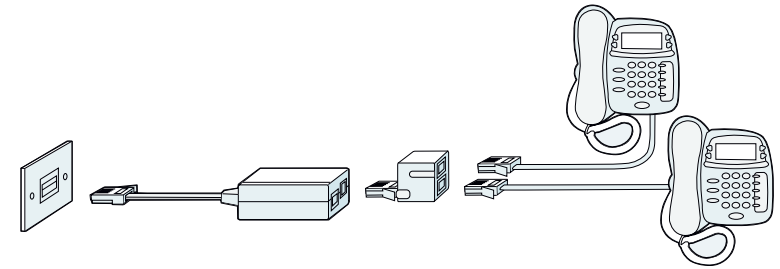
Not enough ADSL filters?

You can order BT ADSL filters at **www.bt.com/shop** and most computer shops or by calling us on **0800 800 150**.

You can still install broadband even if all devices don't yet have an ADSL filter, but you must unplug any device without an ADSL filter from its phone socket. You can reconnect the device once you've an ADSL filter for it.

3. Connect your BT Home Hub

Plug the broadband cable (grey ends) into the 'Broadband' socket on your Hub and the 'DSL' socket on one of the ADSL filters.

Plug the power cable into your Hub's 9V DC socket and a nearby power supply. Turn on power at the power socket.

Use the cable tidy* to keep the power and broadband cables neat. Simply twist either end of the tidy to open a gap and then slide the cables into it.
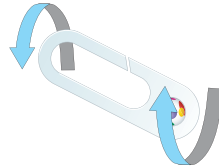
*Warning: choking hazard. Keep out of reach of children.

Need to use an extension lead?

Make sure it isn't longer than 10 metres. Keep the distance between the phone socket, ADSL filter and Hub to a minimum.

Extension lead for the Hub

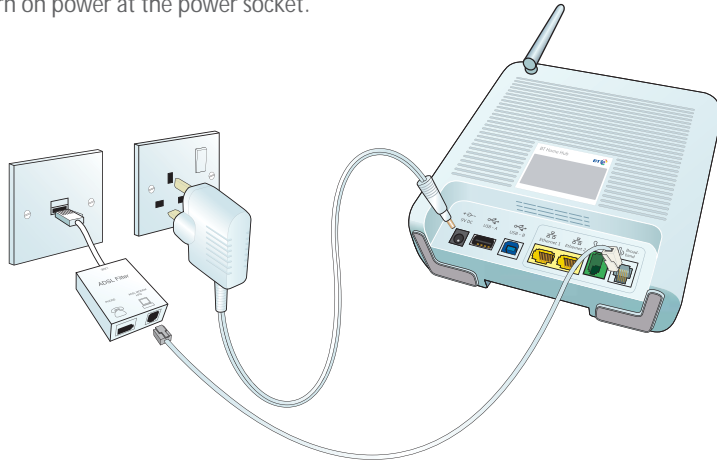10 metres maximum
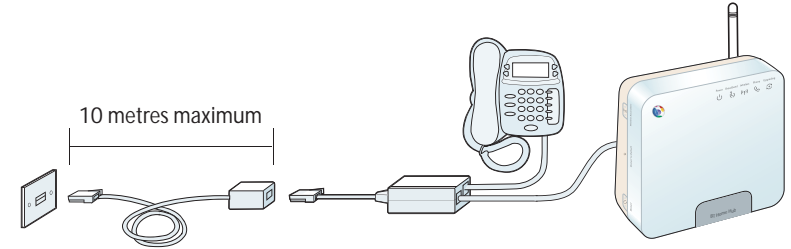
Important: you must **not** have an ADSL filter at each end of an extension lead.

If you need to extend the distance by more than 10 metres, we suggest you use a longer Ethernet cable between your computer and your router. Please **do not** connect your computer yet.

4. Wait for your Hub's Broadband light to glow green

Your Hub will synchronise with your broadband service.
This will take a few minutes.
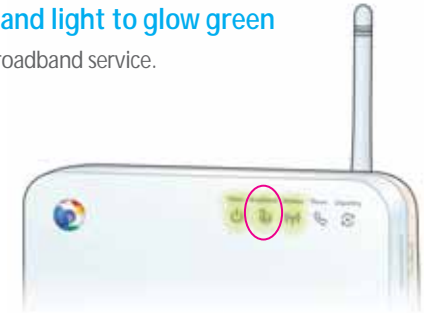
TROUBLESHOOTING

If the Broadband light isn't glowing green after a few minutes, please wait a little longer (in some cases up to an hour). Please bear in mind that your broadband service may not be activated until 8pm on activation day. For more help and information, please see connection troubleshooting on page 31.

5. Insert the CD into your computer

We recommend you use our CD. It'll help you: choose and make the connection to suit you, install your BT Total Broadband software and get you online. It'll also help you set up BT Broadband Talk (if ordered). However, if you have problems with the CD or decide not to use it, you can still connect your computer to your Hub using the manual set-up steps on page 12.

TROUBLESHOOTING

If the CD doesn't automatically run:

PC users: wait 30 seconds, then click on 'My Computer' in the Windows Start menu, then click the CD icon. In the list of files, double-click 'setup'.

Mac OS users: double-click the BT Total Broadband desktop icon, then double-click 'Install.app'.

Connecting additional computers

You can also use the CD to connect additional computers to your Hub. Simply insert the CD in the additional computer and follow the on-screen instructions.

When you're connected and online

To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community* – go to Broadband Life at **www.bt.com/broadbandlife**

*Opt in required. Wireless-enabled equipment required. Conditions apply.

Advanced

Advanced set-up and features

If you're familiar with making changes to your computer and would prefer to connect your computer to your Hub without using the CD, this section can help. This section also contains information about changing your Hub settings.

Manual set-up

Make sure that your Hub's Broadband light is steady green. If it isn't, see page 31.

You'll need to decide whether to connect using an Ethernet cable (option A), a USB cable (option B) or a wireless connection (option C). We recommend you choose Ethernet, if your computer supports Ethernet connections.

Option A – if you want to connect using an Ethernet cable

1. Plug one end of the Ethernet cable (yellow ends) into one of your Hub's Ethernet sockets.

2. Plug the other end of the Ethernet cable into your computer's Ethernet socket.

3. Open your web browser – you should be on the internet.

4. To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community* – go to **www.broadbandlife**

*Opt in required. Wireless-enabled equipment required. Conditions apply.

> **TROUBLESHOOTING**
> If you aren't connected to the internet, please restart your computer and try the above again. If you still can't connect, please check your computer's IP settings are correct. Please go to page 37 for details.
> If a dial-up networking window appears when trying to connect to the internet, please see page 37.

Option B – if you want to connect using a USB cable (Windows PCs only)

1. Install USB drivers by running either 'BTHomeHub_USB.exe', which is located in your CD's utility folder, or downloading them from **www.btyahoo.com/drivers**

2. Plug one end of the USB cable (blue ends) into your Hub's USB-B socket.

3. Plug the other end of the USB cable into one of your computer's USB sockets.

4. Open your web browser – you should be on the internet.

5. To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community* – go to **www.bt.com/broadbandlife**

If you wish to remove USB drivers, select 'System' from within the Windows 'Control Panel', then click on the 'Device Manager' tab. Click on the '+' sign next to 'Network adapters'. Select 'Thomson ST Remote NDIS Device'. Click 'Remove'.

*Opt in required. Wireless-enabled equipment required. Conditions apply.

> **TROUBLESHOOTING**
> If you aren't connected to the internet, please restart your computer and try the above again. If you still can't connect, please check your computer's IP settings are correct. Please see page 37 for details.
> If a dial-up networking window appears when trying to connect to the internet, please see page 37.

Option C – if you want to connect using a wireless connection

1. If your computer is already connected to your Hub using a USB or Ethernet cable, unplug this cable.

2. Place your computer close to the Hub for a good wireless signal.

3. If you haven't already, install your wireless adapter in your computer using the adapter manufacturer's instructions. If you're using a laptop with built-in wireless, turn wireless on by either using a wireless switch (if your computer has one) or activating wireless from within your wireless software.

4. Find the network name/SSID and wireless key for your Hub printed on its back. These are also on your wireless settings card.

Network name/SSID: _____

Wireless key: _____

Authentication: Open

Encryption type: WEP 64 bit

5. Using your preferred wireless connection software, look for your Hub's wireless network name or SSID in the list of available wireless networks.

When prompted, type in your Hub's wireless key to connect to it.

How to connect to your Hub using popular wireless connection applications

Windows XP and Window Vista	BT Wireless Connection Manager (Windows PCs only)	Mac OS-X
Go to 'Start', click 'Connect To'. **XP:** click 'Wireless Network Connection'. **Vista:** click 'Connect to network'.	Go to 'Start' then 'All Programs', and click 'BT Wireless Connection Manager'. BT Wireless Connection Manager will launch and search for wireless networks in range.	Click the 'AirPort Status' icon in the menu bar.
Highlight your Hub's network name (e.g. BT Home Hub-022B) and click 'Connect'.	Highlight your Hub's network name (e.g. BT HomeHub-022B) and click 'Connect'.	Highlight your Hub's network name.
XP: type your Hub's wireless key (WEP) into the 'Network Key' box. Click 'Connect'. **Vista:** type your Hub's wireless key (WEP) into the 'Security key or passphrase' box. Click 'Connect'.	Select: Authentication: 'Open system' Encryption: 'WEP 40-bit or 64-bit key' Key Type: 'Hexadecimal' (10 characters) In the security key box, type in the 10-character wireless key for your Hub. Check that the 'Save this information' and 'Attempt to use this connection first' boxes are ticked. Click 'OK'.	In the 'Wireless Security' box, select 'WEP 40/128-bit hex'. In the 'Password' box, enter the 10-character wireless key printed on your Hub's back. If the 'WEP 40/128-bit hex' option doesn't appear on your version of Mac OS-X, select 'WEP Password' and type a '$' character in the 'Password' box followed by the 10-character wireless key.

6. Open your web browser to connect to the internet.

7. To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community* – go to **www.bt.com/broadbandlife**

*Opt in required. Wireless-enabled equipment required. Conditions apply.

TROUBLESHOOTING

If you aren't connected to the internet, please restart your computer and try option C on page 13 again. If you still can't connect, please check your computer's IP settings are correct. Please go to page 37 for details.

If a dial-up networking window appears when trying to connect to the internet, please see page 37. If your wireless signal is poor or intermittent, please see page 36.

Setting up email

You'll need your BT Total Broadband username/BT Yahoo! Mail address and password.

You can access your email using webmail at **bt.yahoo.com/webmail**

Or, for help setting up your email account in an email application such as Outlook or Outlook Express, go to **www.bt.com/broadband/help** and click 'Email'. You may need these details:

Incoming mail server (POP 3): mail.btinternet.com

Outgoing mail server (SMTP): mail.btinternet.com

SMTP authentication: enabled

Connect to your BT Broadband Talk service

Activate BT Broadband Talk and connect a phone to make internet calls at great-value rates

1. If your Hub's Phone light is already glowing green, go to step 5.

2. Make sure you have your BT Broadband Talk phone number and password. You'll find these details in your order confirmation email or letter.

3. Open your web browser and type **www.bt.com/bbv** into the address bar and press enter. Follow the on-screen instructions.

4. The Phone light on your Hub will glow green when your BT Broadband Talk service is activated.

5. If you're going to be using a BT Hub Phone, please follow the instructions that came with it.

6. If you're going to be using a standard phone, plug it into the green phone socket on the back of your Hub.

Find out more

To find out more about making calls with this service, see page 22.

Hub Manager

Your Hub is like a computer. It has its own software running, which controls how it works and what it does.

You can find technical help and also make changes to the way your Hub works by using the Hub Manager.

To access Hub Manager, click its desktop icon or open your web browser and type **bthomehub.home** in the address bar.

You may need a username and password to access some of your Hub's advanced settings.

> ### Hub Manager default username and password
> **Username:** admin   **Password:** admin

Buttons on the side of your Hub

Wireless Association button
Sets your Hub to wireless association mode. Press and hold this button until the Phone and Wireless lights flash orange. This button is used to connect a BT Hub Phone to your Hub. Please refer to the BT Hub Phone userguide for more information.

Reset to Defaults button
To reset your Hub to its factory default settings:

1. press and hold the recessed Reset to Defaults button on the side of your Hub for 2-3 seconds until your Hub lights go out

2. press and hold the button for 2-3 seconds until your Hub lights go out

3. stop pressing and wait for the Hub's Broadband light to glow green – this may take several minutes

Remember: resetting your Hub means you also have to reset any BT FON settings and BT Broadband Talk service again – see page 15.

Restart button
Can often solve a broadband connection problem. To restart your Hub, simply press and release the Restart button at the side of the Hub.

Hub lights

Here's a quick summary of what your lights mean.

Light status	Power ⏻	Broadband	Wireless ((•))	Phone	Upgrading
Steady green	Hub power on	Connected to broadband	Wireless enabled	BT Broadband Talk enabled	–
Flashing orange	Hub starting up	Connecting to broadband (please wait)	–	Connecting to BT Broadband Talk	Hub software upgrading (please wait – this may take up to 30 minutes) **Please do not turn off or restart your Hub**
Flashing orange			Registering wireless		
Steady orange	Hub software upgrading (please wait – this may take up to 30 minutes) **Please do not turn off or restart your Hub**	Confirming broadband service (please wait)	Wireless enabled without security. Security disabled in Hub Manager (see page 17)	BT Broadband Talk registration failed (see page 15)	–
Flashing red	Hub in recovery mode. Firmware recovery tool is ready to use	–	–	–	–
Steady red	Hub start-up failed (see page 31)	Broadband service confirmation failed (see page 31)	–	–	–
Off	Hub power off	Broadband line isn't detected (see page 31)	Wireless disabled	BT Broadband Talk isn't enabled (see page 15)	–

Firmware updates

IMPORTANT – DO NOT TURN OFF OR RESTART YOUR HUB WHEN THE UPGRADING LIGHT IS FLASHING ORANGE.

We may occasionally send software updates (known as firmware) to your Hub. When updates are being installed, your Hub's Upgrading light will flash orange and you won't be able to connect to the internet for up to 30 minutes. Please avoid trying to connect to the internet until any software updates are complete.

Connecting a games console

You can set up a games console to play games online. Your games console will connect to your Hub using an Ethernet cable or wireless connection. Follow your games console instructions.

If you wish to host an online game, you may need to use your Hub Manager to set up Games and Application sharing on your Hub. This allows inbound traffic on a particular port to be routed to your games console. To find out more, click on 'Help' in the Hub Manager. You can find out how to access your Hub Manager on page 17.

Using other modems

We recommend you use the BT Home Hub to get the most out of your BT Total Broadband service. However, if you're going to be using another type of modem or router, please follow its set-up instructions.

You may need the following information:

Connection, PPP or username:	broadband.user@btbroadband.com
Password:	None required*
Encapsulation:	PPPoA or PPP over ATM
Multiplexing:	VC-based or VC Mux
VPI/VCI:	0/38

*The BT Total Broadband network doesn't need a connection password. However, some routers do require one. If you're asked for a password, just enter 'password' and confirm, as required.

Learn about…

Learn about…

To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and optional membership of the BT FON Wi-Fi Community* – go to **www.bt.com/broadbandlife**

*Opt in required. Wireless-enabled equipment required. Conditions apply.

BT Home Hub

Your versatile BT Home Hub is a:

• broadband router – enjoy a high-speed connection to the internet

• wireless access point – enjoy the freedom to connect your computer without wires

• digital cordless (or DECT) phone base station – enjoy the freedom to wander when on the phone*

• versatile interface for BT Vision – our new digital TV service

You can also use your Hub to:

• make phone calls over the internet – enjoy great-value call rates with BT Broadband Talk

• make mobile calls over the internet – enjoy great-value rates on your mobile at home and in BT Openzone hotspots with BT Fusion

*Subject to phone range limits.

Please note: additional equipment or services may be required to enable some of the features listed.

Your Hub is designed for the future and will grow with your needs – giving you the peace of mind that you'll always be up to date.

Your Hub is designed to update itself automatically, allowing you to easily add new products and services. For example, if you aren't already using BT Broadband Talk, you can easily enable the service and add a BT Hub Phone so you can make and receive BT Broadband Talk calls around the home.

BT Broadband Talk – make great-value calls over the internet

You can use this service to make cheap phone calls over the internet. Enjoy inclusive UK* Evening and Weekend calls and great-value international rates. To find out more or activate your service, go to **www.bt.com/setup/talk**

The BT Hub Phone is designed to work with BT Broadband Talk and your BT Home Hub. It's a digital cordless telephone with High Definition Sound (Hi-dS™). You can buy a BT Hub Phone at **www.bt.com/shop**

Once you've activated your service, you'll notice BT Broadband Talk has a high-pitched dial tone. This lets you know you're about to make a BT Broadband Talk call. Like a mobile phone, you'll need to dial any phone number in full (i.e. including the area code). This applies to local numbers, too. You must leave your Hub turned on to make and receive BT Broadband Talk calls. You can, however, turn your computer off and still use BT Broadband Talk. You can't make calls to the operator, non-BT directory enquiries or dial-up Internet Service Providers using the BT Broadband Talk service.

To make normal calls using your landline, you'll still use your phone plugged into its phone socket via an ADSL filter. You won't, however, be able to take advantage of BT Broadband Talk rates when you make calls using this phone.

Please note that BT Broadband Talk doesn't currently support number portability, text relay or directory enquiries for disabled customers.

For help with your service, go to **www.bt.com/broadbandtalk/help**

*Means numbers beginning 01, 02 or 03 excluding the Channel Islands. Other exclusions apply. Pence-per-minute charging applies after one hour. Redial before one hour to avoid call charges. Opt in required. Quality of reception may not match landline. Access to emergency services is provided but calls, including emergency calls to 999 or 112 made via BT Broadband Talk, may not work in the event of a power cut or broadband connection failure. These failures may be caused by reasons outside our control. BT Broadband Talk does not currently support number portability, text relay or Directory Enquiries for disabled customers. Abuse policy applies. Touchtone telephone required.

Emergency calls

If you make an emergency call to 999 or 112 from your BT Broadband Talk phone or BT Hub Phone, your Hub will automatically use your standard telephone line. This is a safety measure to ensure the emergency services can identify your location, if necessary.

Important: if there's a power failure, your BT Hub Phone and/or DECT cordless phone will not work. Alternative arrangements should be made for access to emergency services. If you have a standard telephone plugged into the phone socket on your Hub, this will automatically use your standard telephone line. You'll know this because the dial tone will be normal and not the high-pitched tone used by the BT Broadband Talk service.

If there's a broadband failure, any BT Hub Phone, DECT cordless phone and/or standard phone connected to your Hub will automatically use your standard telephone line. You'll know this because the dial tone will be normal and not the high-pitched tone used by the BT Broadband Talk service.

Online security

You can help protect yourself, your family and computer from viruses, hackers and unwanted content.

To activate or check your security:

• **Option 1 customers:** get the peace of mind that comes with Norton AntiVirus™ and Norton Personal Firewall™ for a small charge, by subscribing to BT NetProtect at **www.bt.com/btnetprotect**

• **Option 2 and 3 customers:** if you don't have your BT Yahoo! Online Protection, please install it at **bt.yahoo.com/getprotected**

To find out more about your security, go to **www.bt.com/setup/protect**

Email service

You can access your email by using either:
• webmail at **bt.yahoo.com/webmail** or
• an email program such as Outlook Express
To find out more about setting up and using email, go to **www.bt.com/setup/start**

Saving money on mobile calls at home

You can route calls through your broadband connection using BT Fusion and enjoy four minutes' mobile talk time for only one of your valuable inclusive minutes.

To find out more about BT Fusion, go to **www.bt.com/setup/fusion**

BT Vision – bringing you Freeview TV and on demand entertainment

This new digital TV service gives you access to Freeview digital TV and radio channels via a rooftop aerial, plus a great range of on demand entertainment sent to you via BT Total Broadband.

You can watch films or music videos on demand (VoD). And there's streaming TV and TV on demand, including top-quality programmes like Film4, BBC Three, Sky Sports News, BBC News 24 and CBeebies – all at the touch of a button.

To find out more about BT Vision, go to **www.bt.com/setup/vision**

BT Yahoo! Online software

This software allows you to access key services* such as your BT Yahoo! Browser, BT Yahoo! Toolbar and Yahoo! Messenger. Download it at **bt.software.yahoo.com**

* BT Yahoo! Online software isn't available to Mac OS users. The BT Yahoo! Browser isn't available to Vista OS users.

BT Yahoo! Online features

To watch exclusive tutorials, please go to **btyahoo.com/tutorials**

BT Digital Vault – protecting and sharing your photos and files online

You get a FREE BT Digital Vault with your BT Total Broadband service. This means you can back up and share your precious photos and files online – and access them from any internet-connected computer.

Start backing up your photos and files online for FREE at **www.bt.com/digitalvault**

BT Home IT Support: one-to-one help from IT professionals

Need help setting up your wireless broadband securely? Struggling with your printer? Want to upload photos online but don't know how? BT Home IT Support advisors can offer you straightforward, jargon-free help on a wide range of IT issues over the phone[1] or in person[2].

To find out more, call **0800 876 6542** or go to **www.bt.com/homeitsupport**

1. £9.99 per month with minimum 3-month subscription or £25 one-off fee for a single call. Some technical queries may not be resolvable. Fair usage policy applies. Exclusions, terms and conditions apply.
2. Engineer visits: costs start from £50.

Managing your accounts

To view and pay BT bills, choose paper-free billing, review your profile, change your account password and postal address, go to **www.bt.com/setup/manage**

Using wireless at home or when away

You can use wireless (Wi-Fi) to connect your computer to the internet (and devices such as printers) using radio signals rather than cables.

At home
Using wireless instead of cables in your home gives you greater flexibility in choosing where to position your Hub, computer and related devices such as a printer or internet-connected telephone. Such devices can even be in different rooms – very handy, especially if you've more than one computer or phone in your home.

The BT Home Hub has a built-in wireless adapter that sends the broadband signal through the air. The signal can then be received by a computer with built-in wireless or a fitted wireless adapter. Security codes are used when setting up the wireless connection to make sure only computers that you allow can connect to your Hub.

Find out more about using wireless at home at **www.bt.com/setup/homewireless**

To connect to your Hub using wireless, see option C on page 13.

Away from home
You can also enjoy the freedom provided by wireless connections when you're away from home. Your BT Total Broadband package includes optional membership to the BT FON Wi-Fi Community.* Once you join, you can have inclusive Wi-Fi internet access in hundreds of thousands of locations around the world.

To join at no extra cost, or simply find out more about the BT FON Wi-Fi Community, go to **www.bt.com/setup/btfon**

*Opt-in required. Wireless-enabled equipment required. Conditions apply.

Common questions about wireless

What do I need to use wireless?
Your computer needs to be using a wireless adapter or have built-in wireless functionality. The wireless adapter should be Wi-Fi, 802.11b or 802.11g compatible.

How can I tell if my computer has built-in wireless?
If you're using a laptop purchased within the last year or two, it's likely to have wireless built in. Check the documentation supplied with the computer.

Where can I buy a wireless adapter?
These are available at **www.bt.com/shop** and most computer shops. Check your computer manual to make sure the type of adapter you plan to purchase is compatible with your computer.

Where can I get help with my computer's wireless?
Please see your computer or wireless adapter manual. For help with setting up a wireless connection to your Hub, see option C on page 13.

Is my wireless connection secure?

Your Hub is set with standard WEP 64-bit security, which helps prevent others accessing your data transfers or connecting to your wireless network. It can also support alternative wireless security options such as WPA and Network ID hiding – you can set these up using your Hub Manager. For more information, please go to **www.bt.com/broadband/help** and type 'wireless security' in the search box at the bottom of the page.

Need help with wireless?

Use BT Home IT Call* for straightforward, jargon-free advice and support over the phone whenever you need it. Go to BT Home IT Call at **www.bt.com/homeitsupport**

*Terms, conditions and charges apply.

Help

Help and troubleshooting

Getting help is easy

There are lots of ways to get some help, if you need it – please see below.

If you've problems connecting to your broadband service...

1. Try restarting

Restarting fixes most connection problems. Please try restarting your computer, then press and release the Restart button on the side of your Hub and wait for the Broadband light to glow green.

2. Follow the Hub lights guide or try Desktop Help

If you've restarted and still have connection problems, follow the lights guide on page 31 or run Desktop Help (if installed) for assisted troubleshooting. To run Desktop Help, double-click the BT Broadband Desktop Help icon on your desktop.

3. Contact us

If you've tried the two options above and you're still having problems, call **0800 169 0199** to check service status. Then, if service status for your area is okay, call the 24-hour BT Total Broadband helpdesk* on **0800 111 4567**.

If you've any other queries...

1. Try online help

There's lots of help and advice online – from common questions and information about broadband speed and usage, to compatibility, setting up email and BT Broadband Talk. See **www.bt.com/broadband/help**

2. Other computer problems

If you've a problem that isn't broadband-related, such as a computer or device issue, try BT Home IT Support – see page 36.

Connection troubleshooting

If you can't connect to the internet, follow this lights guide. See page 18 for full lights guide.

Lights guide

Upgrading light is flashing orange
Go to 'A' on page 32.

Power light is red
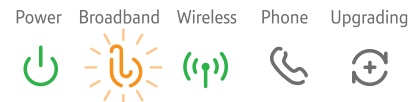Go to 'B' on page 32.

No lights
Go to 'C' on page 32.

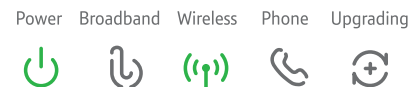**Broadband light is flashing orange**
Go to 'D' on page 32.

Broadband light is red
Go to 'E' on page 33.

Broadband light is off
Go to 'F' on page 33.

Broadband light is green
Go to 'G' on page 34.

A. Upgrading light is flashing orange

IMPORTANT – DO NOT TURN OFF OR RESTART YOUR HUB WHEN THE UPGRADING LIGHT IS FLASHING ORANGE.

Your Hub's software is being upgraded remotely. It can take up to 30 minutes before your Hub automatically restarts. You won't be able to connect to broadband until the Broadband light glows green.

B. Power light is red

If Power light is flashing red, please wait two minutes for your Hub to restart. If it continues to flash red or is steady red, please contact us – see page 30.

C. No lights

1. Turn off and unplug Hub power.

2. Check Hub power cable is correctly inserted in Hub socket.

3. Check mains power is working.

4. Plug Hub power cable into mains and turn on.

5. If no lights on the Hub, try resetting the Hub's default settings. See page 17.

6. Wait a couple of minutes for the Power light to glow green.

If there are still no lights after above steps, please contact us – see page 30.

D. Broadband light is flashing orange

Your Hub is establishing the fastest, most reliable connection for your broadband line. If the Broadband light occasionally flashes orange between periods of steady green, please wait until it glows a steady green. **This can take up to 24 hours**.

Important. Please be aware that we'll remotely test your line for up to 10 days after activation. This may occasionally interrupt your service, but your line will settle down after 10 days. Testing will ensure you receive the fastest, most reliable service available on your line.

If your Broadband light is still flashing after 24 hours, please try the following:

1. restart your Hub by pressing and releasing the Restart button on the side of the Hub

2. check that any extension sockets you may be using have an ADSL filter fitted (see page 9)

3. if you're using an extension lead or extension socket, plug the ADSL filter and Hub directly into the main phone socket

4. unplug any other telephone devices (such as telephones, fax machines, digital TV boxes etc.) in your home, leaving only your Hub and its ADSL filter

5. if the Broadband light is now a steady green: either your home's wiring or an ADSL filter may be faulty. Reconnect each ADSL filter and telephone device in turn, checking the Broadband light, to find out if any device is faulty. Also make sure that every device in use is using an ADSL filter

6. if your Broadband light continues to flash, there may be a fault or interference on your line. Please contact us – see page 30

E. Broadband light is red

Broadband is active, but your Hub can't connect to it.

1. Check broadband service status by calling **0800 169 0199**. If service is okay, turn off your Hub.

2. Wait one minute then turn it on again.

3. Wait a couple of minutes until the Broadband light glows green.

4. If the Broadband light is still red, try resetting the Hub's default settings – see page 17.

5. If the Broadband light is still red, please contact us – see page 30.

Note: if you aren't a BT Total Broadband customer, a red Broadband light on your Hub could mean your connection user name and password aren't configured correctly in Hub Manager. Check the instructions supplied by your Internet Service Provider for more details.

F. Broadband light is off

1. Make sure it is after 8pm on your broadband activation day. If not, please wait until after this time.

2. If it's after 8pm on your broadband activation day, check that the broadband cable is correctly inserted into your Hub's 'Broadband' socket.

3. Check that the other end of the broadband cable is correctly inserted into the ADSL filter's 'DSL' socket, and that the ADSL filter is correctly plugged into your phone socket.

4. Plug a telephone into the 'Phone' socket on the ADSL filter and listen for a dial tone.

5. Follow the appropriate instructions in this dial tone table.

There's no dial tone:	There is a dial tone:
1. try swapping the ADSL filter or temporarily plugging your phone directly into the telephone socket – if there's a dial tone this indicates a faulty ADSL filter 2. if you're using an extension socket or extension lead, plug the ADSL filter directly into the main phone socket and listen again **If there's now a dial tone at the main socket, but not at the extension:** the extension lead, wiring or socket is faulty. Please call us on **0800 800 151** or contact a qualified engineer for assistance. **If there's no dial tone at the main socket:** there's a problem with your telephone line. Please call us on **0800 800 151**.	1. check broadband service status by calling **0800 169 0199**. If service is okay, and you're using an extension lead or extension socket, plug the ADSL filter and Hub directly into the main phone socket 2. unplug any other telephone devices (such as telephones, fax machines, digital TV boxes etc.) in your home, leaving only your Hub and its ADSL filter **If the Broadband light is now a steady green:** either your home's wiring or an ADSL filter may be faulty. Reconnect each ADSL filter and telephone device in turn, checking the Broadband light, to find out if one is faulty. Also make sure that every telephone device that's plugged in uses an ADSL filter. If you were setting up for the first time, and the Broadband light is now steady green, insert the CD to continue set-up. **If the Broadband light is still off:** and today is your activation day, please wait until after 8pm. If you still have no Broadband light after 8pm, please contact us – see page 30.

G. Broadband light is green

Your Hub is connected to broadband, but there may be a problem with your computer and/or its connection to the Hub.

1. Restart your Hub by pressing and releasing the Restart button at the side of the Hub.

2. Restart your computer.

3. Run BT Broadband Desktop Help. See page 30.

4. **If you're using an Ethernet or USB cable:** check this cable between your Hub and computer is inserted correctly. See manual set-up steps on page 12.

If you're using wireless: check that your computer's wireless adaptor is fitted and/or turned on. Some laptop computers have a small switch – please refer to your computer manual if you need help. Using your wireless connection software, check that your wireless software is connected to your Hub – for help, see manual set-up steps on page 13. If the wireless software can't connect, please see page 36.

If you still can't connect to broadband, please contact us – see page 30.

General troubleshooting

My CD won't run. What should I do?

PC users: wait 30 seconds, then click on 'My Computer' in the Windows Start menu, then click the CD icon. In the list of files, double-click 'setup'.

Mac OS users: double-click the 'BT Home Hub' desktop icon then double-click 'Install.app'.

If you're an advanced user, you could also try manual set-up on page 12. Or call us on **0800 111 4567**.

Where can I find my username and password?

These details were sent to you by email or letter when you ordered the service. If you can't find them, please contact us – see page 30.

If you've a username but can't remember your password, you can reset your password. Go to **bt.yahoo.com** and click 'Forgot password?' on the sign-in page.

What is my Hub Manager username and password?

Please go to page 17 for the default Hub Manager settings.

Where can I find my BT Broadband Talk phone number and password?

These details were sent to you by email when you ordered the service. If you can't find them, please contact us – see page 30.

My broadband connection to my Hub is unreliable. What should I do?

Please check:
- your ADSL filters are fitted correctly
- any extension lead – try connecting Hub and ADSL filter to socket without it

Need help with home computing?

BT Home IT Support is here to help with professional IT support and advice across a wide range of computer and IT devices.

For help over the phone or in your home, go to **www.bt.com/homeitsupport** or call **0800 876 6542**.

Moving home?

Call us on **0800 800 150**, giving at least five days' notice. Broadband service is subject to availability at your new home.

The wireless connection to my Hub is unreliable. What can I do?

We recommend you keep your Hub and computers at least 20 feet away from refrigerators and microwave ovens. Thick walls, metallic surfaces (e.g. mirrors) and other wireless networks can also cause slow or unreliable connections.

The distance between your computer and Hub can also affect your wireless connection. When setting up a wireless connection for the first time, try to position your computer close to your Hub, making sure there are no walls or barriers between them. Once a wireless connection has been made, you can move your computer farther away.

Your computer or wireless device should indicate the strength of the wireless signal received. If you think your Hub is suffering from interference, try moving it and/or adjusting its aerial position.

Advanced users: you can also try changing the channel that your Hub is broadcasting on. To find out how to do this, please go to **www.bt.com/help/search** and type 'hub wireless channel' into the search box.

How do I set my computer to obtain an IP address automatically?

Windows 98SE/Me	Windows 2000/XP/Vista	Apple Mac OS-X
1. Go to 'Start' then 'Settings' and click 'Control Panel' 2. Double-click the 'Network' icon 3. Under the 'Configuration' tab, select 'TCP/IP' for the network adapter you use to connect to your Hub 4. Click 'Properties' 5. Select 'Obtain an IP address automatically' 6. Click 'OK' twice 7. Restart your computer	1. Go to 'Start' and click 'Control Panel' then: **2000/XP:** click 'Network Connections' **Vista:** click 'Network and Sharing Centre', then 'Manage network connections' 2. Right-click the icon for the network adapter you use to connect to your Hub 3. Click 'Properties' 4. Select 'TCP/IP' 5. Click 'Properties' 6. Select 'Obtain an IP address automatically' 7. Click 'OK' twice	1. Go to the Apple menu, open 'System Preferences', then click 'Network' 2. Select 'TCP/IP' (not OS-X 10.5) 3. Select the adapter you use to connect to your router 4. In 'Configure:', select the 'Using DHCP' option 5. Click 'Save/Apply Now' and close the window

What do I do if a dial-up networking window appears when trying to connect to the internet?

Windows	Apple Mac OS-X
1. Go to 'Start' and click 'Control Panel' then click 'Internet Options' 2. Click the 'Connections' tab 3. Select 'Never dial a connection' 4. Click 'LAN Settings…' 5. Tick 'Automatically detect settings' 6. Click 'OK' twice	Check the IP address using the table above

Notices

Bandwidth

As you know, with BT Total Broadband and your BT Home Hub you can enjoy adding a number of services to your home network. Add these to all the online activities you may also be doing – such as listening to internet radio, watching online video and downloading files – and you'll end up with a busy broadband line!

Please bear in mind that too many things happening at once over your broadband line may affect the quality of service you receive – this is normal and not a fault with your service. In the unlikely event that this happens to your network, you'll notice slow downloads and possible small interruptions to phone calls. Simply try to reduce the number of things happening at once over your broadband line. Your service can also be affected if the internet is busy.

Safety and regulatory instructions

Please read this document carefully prior to set-up!

1. The Hub will get warm once it is connected to the power supply. Although this is normal, you should make sure that your Hub has adequate ventilation to prevent it from overheating. Never block the vents on your Hub.

2. Don't expose your Hub to rain, water, moisture or direct sunshine.

3. Don't spill liquid on your Hub.

4. Keep your Hub away from sources of heat such as heaters or radiators.

5. Don't attempt to disassemble or open up your Hub yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.

6. Before cleaning, disconnect your Hub from its power supply. Use a damp cloth for cleaning.

7. For better performance, don't place your Hub on a television or computer monitor.

8. In the event of an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.

9. This product intentionally generates low-level radio frequency signals and as such, there is a very small risk that this product may interfere with sensitive medical devices, for example a heart pacemaker, when in close proximity. If you have any concerns, BT recommends that you consult the medical device manufacturer before using this product.

10. The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible.

Please save energy

Please avoid wasting energy while using your computer, games console or other equipment. You can set up your computers to go into standby or low-energy usage mode automatically.

Please disconnect your Hub from its power supply when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Hub to connect to your broadband line) will lose internet access and BT Broadband Talk won't work. Remember to restore power to your Hub before turning your computer(s) on.

Product disposal instructions for residential users

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

The symbol shown above and on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin. When you have no further use for it, please dispose of the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Declaration of Conformance

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 **www.bt.com**

GNU General Public Licence

The BT Home 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: **www.btyahoo.com/broadband/adhoc_pages/gplcode.html**

Terms and conditions

BT Total Broadband and BT Broadband Talk are covered by terms and conditions. To review these, click on 'Terms and conditions' at **www.bt.com/btbroadband**

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms part of any contract.

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V2

Wood fibre from sustainable forests

Useful information

Useful web site addresses

Broadband Life: **www.bt.com/broadbandlife**

Your BT Yahoo! Home Page: **bt.yahoo.com**

Help and support: **www.bt.com/broadband/help**

BT Yahoo! Online help: **bt.yahoo.com/help**

BT Broadband Talk help: **www.bt.com/broadbandtalk/help**

BT Digital Vault: **www.bt.com/digitalvault**

BT Home IT Support: **www.bt.com/homeitsupport**

Your Hub Manager: **bthomehub.home**

Your details

BT Total Broadband username: _____

BT Total Broadband password: _____

Your username and password are also your BT Yahoo! Mail address (email address) and password.

BT Broadband Talk
telephone number: _____

BT Broadband Talk password: _____

Wireless network name (SSID): _____

Wireless key (WEP): _____

BT Hub Manager username: admin _____

BT Hub Manager password: admin _____