

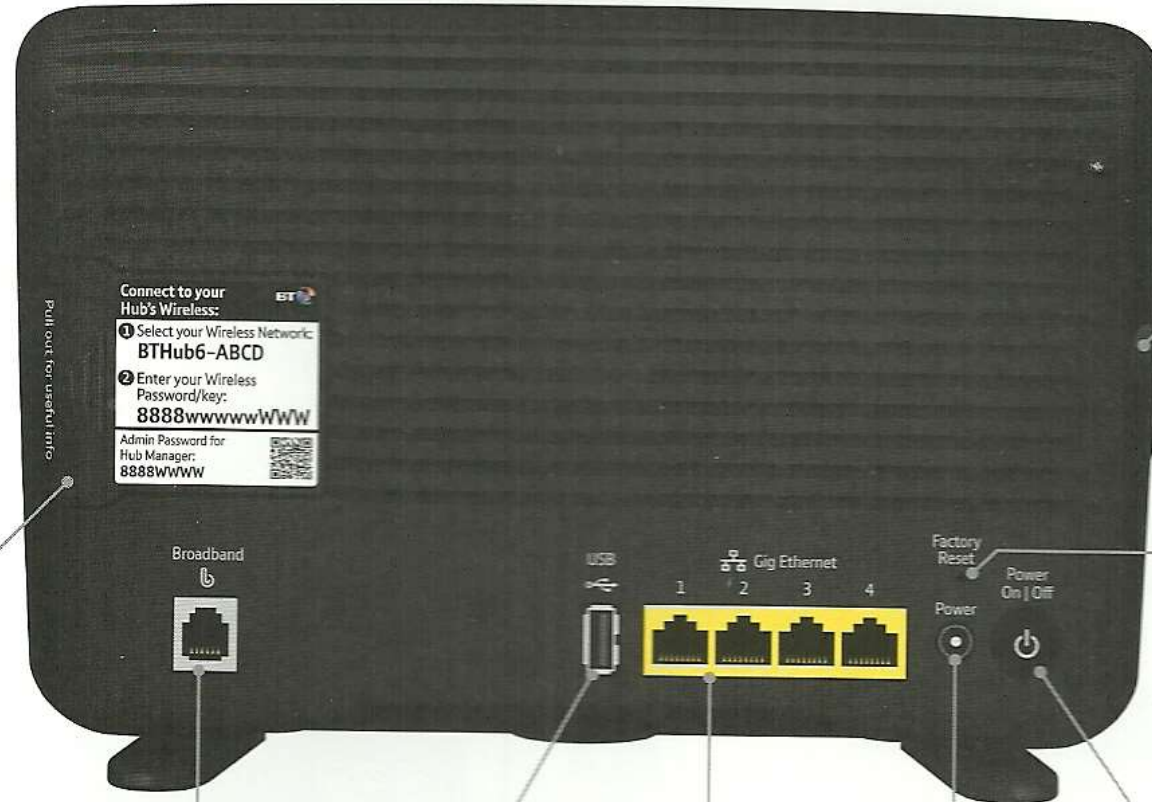
Get to know your BT Smart Hub

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

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

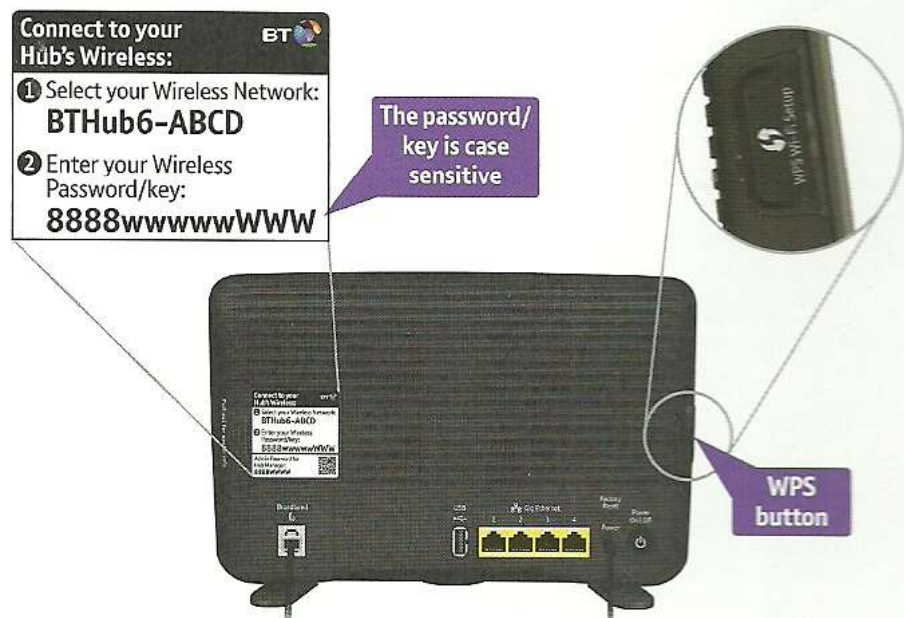
Power socket

Power button

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, just press the WPS button on your Hub – it's a quick way to connect.



i Can't connect using wireless?
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

Whenever 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/smartswoff

4 Getting the best wi-fi signal at home

For tips on how to get the best wi-fi signal in your home, go to bt.com/yourwi-fi

✓ **All done.**

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.

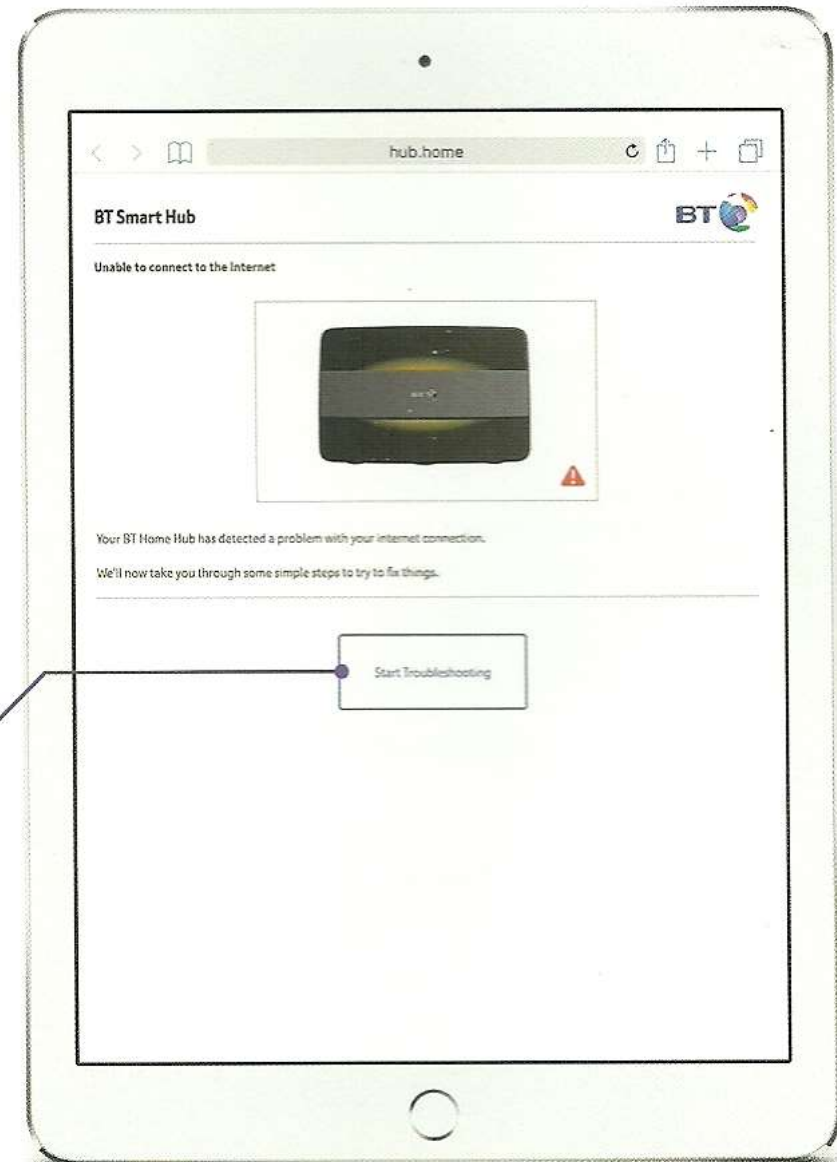


Or



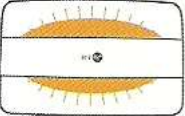
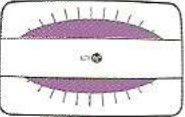
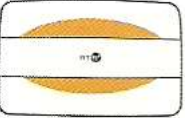


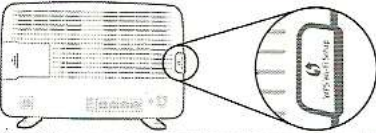


Here's what to do

- 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
	No light 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
	Green light The Hub is starting up	Wait a couple of minutes for it to start
	Flashing orange light 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
	Flashing purple light 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
	Steady orange light 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
	Red light 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
	Blue light 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
	WPS button and light	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