BT broadband

Information and troubleshooting guide

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Set-up summary

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Plug things in

Unplug any existing broadband kit, then:
1. Plug in the broadband cable (grey ends)
2. Plug in power and turn on

2. Power socket BT main socket

Filter needed

1.
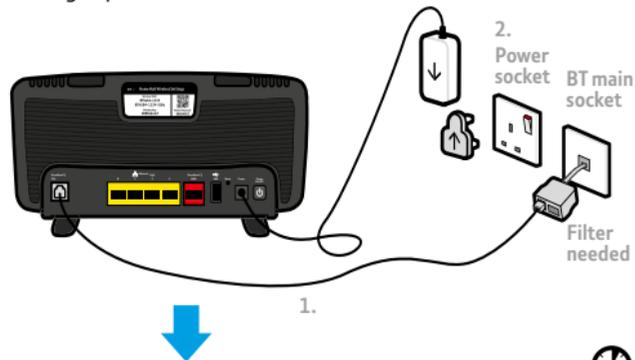
2

Wait for the blue light

This might take a few minutes.
No blue light? See page 8

3

Connect to wi-fi

1. Connect your device using wi-fi details on the card
2. Or if your device supports WPS, press WPS to connect automatically

2. WPS 1.
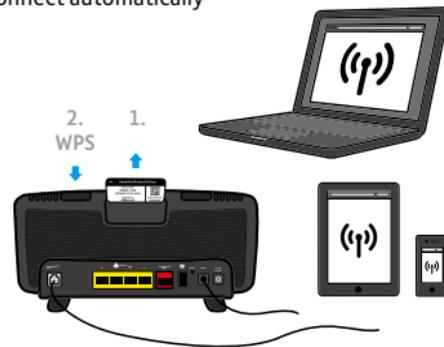
Tip: can't connect to wi-fi?
Use your Ethernet cable (yellow ends).
Using your Ethernet cable might give you the fastest speed, but connecting wirelessly may be more convenient.
Or see **bt.com/wireless-setup.**

4

Get your broadband extras

Open your device's web browser to follow the Smart Setup. Then log in with your BT ID which you might have set up when you ordered your broadband. It's normally your contact email address. If you haven't got a BT ID yet, you'll need an email address and your BT account number to sign up (you can find this on your bill).

If you don't see a log-in screen, go to **bt.com/mybt**.

See page 4 for more on My BT and your extras.

Important: follow steps 3 and 4 for each device to connect it.

My BT – all your extras in one place

We've made it easy to control your account online at any time with My BT. Everything is at your fingertips.

Log in or sign up at bt.com/mybt to:

✔ use unlimited public wi-fi

✔ set up online security and parental controls

✔ see your bill and data usage

✔ get help if you need it

✔ download your BT apps

Download all your broadband extras from bt.com/mybt

BT Cloud

Store your precious files online for handy back-up and easy access.

Online security

- BT NetProtect Plus
- Parental controls

BT Broadband Desktop Help

A free tool that helps you sort out most common broadband connection and email problems (PCs only).

Your email

You can access your BT email account from anywhere, at any time. To reset your email password, go to **bt.com/help/password**.

Set-up and speed tips

The first ten days after set-up

After you've installed your Hub, it can take about ten days to establish the fastest, most reliable broadband possible on your line. During this time, your Hub might restart and your broadband might be interrupted. This is normal. Leave your Hub connected and turned on and it should soon settle down.

Getting up to speed

Go to **bt.com/improve-speed** to make sure you're getting the best speed possible. To get the best speed out of your BT broadband, use a wired connection. If you're connecting wirelessly, the 5GHz signal will usually give you the best speed. During this time, your Hub might restart and your broadband might be interrupted – this is normal.

Fine tune your Hub

Your BT Home Hub 4 has its own software, which controls how it works and what it does. You don't need to change anything, but if you want to, type **bthomehub.home** into your browser. Your Admin password is on your Hub – we suggest you change this to your own when logged in.

Turning off the Smart Setup wizard

If you don't want to use the wizard to help you set up your features, follow the steps at **bthub.home/online_install.html**.
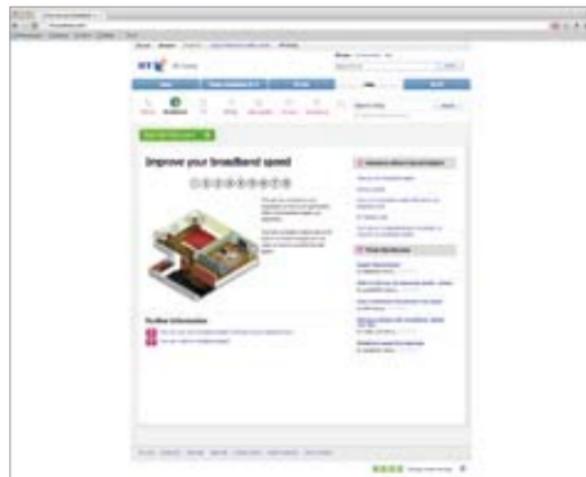
Wi-fi tips

Getting the best from a wi-fi connection

The shorter the distance and the fewer floors and walls between your wi-fi device and Hub, the better your wi-fi connection.

Automatic dual band Smart Wireless (2.4GHz and 5GHz bands)

The BT Home Hub 4 uses Smart Wireless to connect to the best signal on either band, depending on what your device supports and where you are. To find out more about this, go to **bt.com/help/dualband.**

Problem with your broadband?

And if you've a problem with your broadband, BT Wi-fi means you might be able to get online if you're in range of someone else's. For more about this, go to **bt.com/help/btwifibackup.**

BT Wi-fi

BT Total Broadband comes with BT Wi-fi, the UK's largest public wi-fi network. We've over 4.5 million public wi-fi hotspots in the UK to get you online when you're out and about. Find out more at **bt.com/wifi.**

BT Hub connection troubleshooting

If your connection is down or you think your Hub is faulty, try these three steps before calling us:

1. Check power and cables and make sure filters are fitted, then switch your computer and devices off and then on.

2. While they're restarting, press and hold your Hub's Restart button until your Hub light goes orange.

3. While your Hub reboots, its light will flash then go blue. If it's red, see below.

Make sure you're next to your Hub with a PC or device if you call.

Think you have a faulty Hub?

Nearly all the Hubs we get back as faulty are actually fine. So if you think yours isn't working properly, run through the three steps on the left and check the light table below.

If you return your Hub and it turns out to be working fine, you might need to pay for a replacement – so send it back only if you're sure it's faulty.

	Hub light status	What's happening	What to do
	Power light is blue	Your Hub is working fine	If you can't get online, please check your device or computer settings with the manufacturer
	Power light is off	There's a problem with your power supply or power is off	Check that the power switch on the back of your Hub is on, the power cable's plugged in correctly at the mains and that power is on. If there's still no light, call us on 0800 111 4567. We're not so busy and can help you much faster if you call between 10am and 6pm
	Power light is orange	This shows that there's a problem somewhere	Check the other lights in the silver bar at the bottom of the Hub and follow the instructions on pages 10 and 11
	Power light is red	You're not connected to broadband	Press the Restart button and release it when the Power light turns orange
			Your Hub will restart and the Power light will glow steady blue. If it's still red, reset your Hub using a paper clip to press the recessed Reset button on the back of your Hub for a few seconds
			If this doesn't fix it, call us on 0800 111 4567. We're not so busy and can help you much faster if you call between 10am and 6pm

BT Hub connection troubleshooting continued

If your Hub light isn't glowing blue, warning lights will appear in the silver bar at the bottom of your Hub.

Got a question?

For common questions about connecting, go to **bt.com/help.**

If your broadband isn't working, your Hub will automatically open a help page with some useful checks to try.

If you've completed all these checks and need to call, please make sure you're next to your Hub and a PC or device.

	Hub light status	What's happening	What to do
	Broadband light is orange	You're connected to broadband but your account might not be switched on yet	Wait until after midnight on the day we switch on your broadband. If it's already after midnight, call us on 0800 111 4567. We're not so busy and can help you much faster if you call between 10am and 6pm
	Broadband light is red	You've tried to log in with the wrong username and password	The BT Home Hub is suitable only for BT Total Broadband. It is not suitable for any other broadband provider's or BT Business Broadband lines. Reset your Hub's password by using a paper clip to press the recessed Reset button on the back of your Hub for a few seconds
	Broadband light is flashing red	There's a problem with your broadband line	Check all the cables are plugged in correctly and that it's after midnight on the day we switch on your broadband. If cables are okay and it's already after midnight, call us on 0800 111 4567. We're not so busy and can help you much faster if you call between 10am and 6pm
	Wireless light is red	You've switched off wireless security for one or both wireless channels	Turn on your security – in the wireless tab in your Hub Manager
	Wireless light is flashing orange	Your Hub is in WPS automatic connection mode	Click the button to connect (on your computer or adapter) without entering a pass key. The Hub will return to normal mode after a few minutes

Support

Download BT Desktop Help (PCs only)

This free tool helps you sort out most common broadband connection and email problems. Download it at **bt.com/mybt**.

Get help fast

The quickest and easiest way to get help, all day every day, is to go to **bt.com/help.**

Or you can call us on **0800 111 4567.** We're not so busy and can help you much faster if you call between 10am and 6pm. Make sure you're next to your Hub with a PC or device if you call.

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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Registered Office: 81 Newgate Street, London EC1A 7AJ
Registered in England No. 1800000

Version number: BB 2.0

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How to recycle your equipment

Your Hub is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin.

It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

If you've bought something from us that comes under the WEEE Directive (it'll have this symbol on it 🗑) and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way. Here's the address:

WEEE Take Back Scheme
BT Returns
BT DF
Darlington Road
Northallerton
DL6 7ZY

You'll need to pay the postage. Or, if you don't want to send it to us, ask your local council how to recycle it.

Call 0800 800 150 to get this leaflet in Braille, large print or audio CD