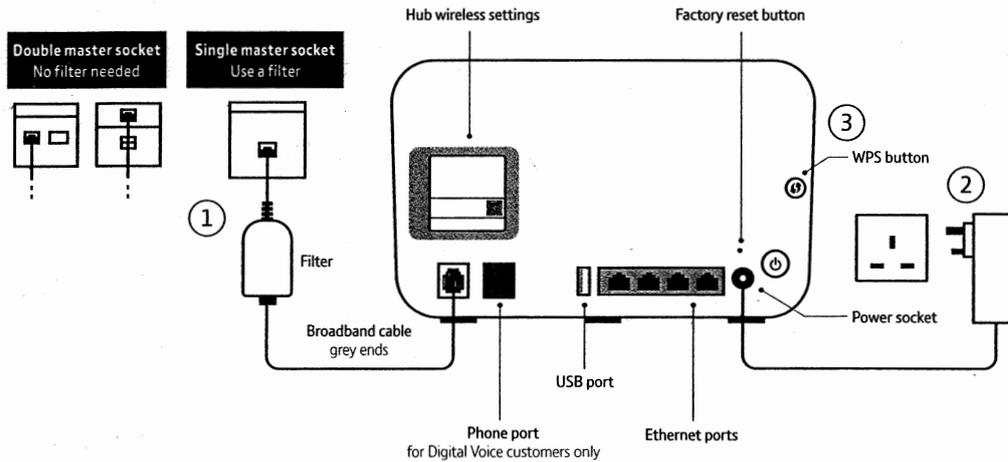# WiFi Hub INSTRUCTIONS ②

1. Connect your Smart Hub 2
Plug the broadband cable (grey ends) into your Smart Hub and the other end into your master phone socket. Depending on the socket type, you might need to use a filter.

2. Power up
Slide the two parts of the power supply until they click into place. Connect the hub and turn it on. After at least three minutes, a blue light will show that your hub is ready.

3. Connect your devices
Use your network name and password to connect your devices to the internet. They're at the back of the hub. If your device supports WPS, press the WPS button on the side of the hub and follow your device's instructions to connect.

Hub wireless settings
Factory reset button
③ WPS button
②
Power socket
Double master socket — No filter needed
Single master socket — Use a filter
① Filter
Broadband cable grey ends
USB port
Phone port — for Digital Voice customers only
Ethernet ports

The My BT app is the quickest, easiest way to manage your account on the go, check your usage and get a helping hand with all your BT products. Search 'My BT' in your app store to download.

Google Play   App Store

Manage your hub
Access the Hub Manager to manage your hub settings, change the hub's name or change passwords. Type 192.168.1.254 into a browser to view the Hub Manager.

What your hub lights mean

Need more help? ③

Blue — Your hub is connected to your broadband okay.
If you can't get online, it might be your device. Try switching your device off and on.

Flashing purple — Your hub is working but the broadband cable isn't connected.
Check if the broadband cable (grey ends) is plugged in correctly. And if you're using a filter, check that's plugged in correctly too.

No light — The power is off or the lights have been turned off using the Hub Manager.
Check that the hub is plugged in, switched on and that its lights haven't been turned off in the Hub Manager. If this doesn't fix your issue call us on the number below.

Orange — Your hub is working but isn't connected to the internet.
Connect a device to your hub. Open a new web browser window and follow the on-screen help wizard to get connected.

Green — Your hub is starting up.
Wait for at least three minutes for it to turn blue. If it stays green, 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 your issue call us on the number below.

Red — 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 your issue call us on the number below.

Flashing orange — Your hub is connecting to broadband.
Give it at least three minutes to connect. The light will turn blue when your hub is ready.

WPS button flashing — 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.

Go to bt.com/help
It's the quickest and easiest way to get help, all day, every day.

Chat with us online at bt.com/chat
We're here to help seven days a week between 7am and 11pm.

Call us on 0800 800 150
Any time between 8am and 9pm. Make sure you're next to your hub with a computer or device if you call.

Get help from other users
Join the conversations in the BT Community forum at bt.com/community

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If you're still having problems you can call us on 0800 800 150   ) TELEPHONE NUMBER