BT Home Hub 5

Information and troubleshooting guide for BT Infinity and BT Broadband

Contents

Power socket

BT main socket

Broadband DSL socket

Power button

Broadband cable (grey ends)

You'll need a broadband filter on every phone socket you use in your home, including any Sky box or similar connection.
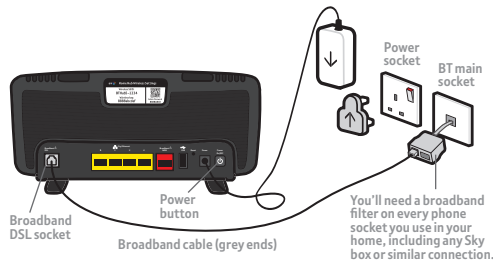
If you've got a double socket like one of these, you don't need to use a filter.

to Hub

to Hub

Broadband cable (grey ends)

Set-up summary

1 Get ready

Check the email or letter we sent you when we confirmed your order to find out which day your BT Infinity starts.

On that day, we'll email or text you when your broadband's ready. That might be late in the day.
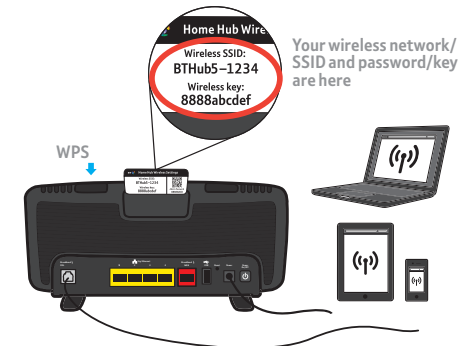
Leave your current Hub or router plugged in and wait until your broadband service stops working before doing step 2 below. If you want to do step 2 before you get our email or text, that's fine, but you might lose service for a bit until your BT Infinity is ready.

2 Unplug any existing broadband kit, then...

1. Connect your new Hub 5 directly to your phone socket using the broadband cable (light grey ends) and filter. See the diagram opposite.
2. Assemble the power plug (by sliding the two parts together), connect the power cable and switch on at the socket.
3. Press the Power button on the back of the Hub to turn it on.
4. Wait a couple of minutes. Coloured lights will flash while the Hub finishes a self-test and sets up your broadband. A steady blue light means your broadband's ready to use. If the light doesn't turn blue, carry on to step 3 and the Hub will help you fix things.

3 Connect to wireless

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

Home Hub Wire

Wireless SSID:
BTHub5–1234
Wireless key:
8888abcdef

Your wireless network/ SSID and password/key are here

WPS

For help setting up wireless on mobile devices, see page 6.

4 Set up your devices using Smart Setup

Smart Setup will help you get your broadband and extra services up and running on all your devices. To use it, just open your device's web browser. It only takes a few minutes and will make sure that all of your devices are set up properly.

When you've finished, log in to My BT using your BT ID and password. If you don't have one, you can get one at **bt.com/mybt**. You'll need your BT account number from your latest bill.

If you don't see Smart Setup, 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

With My BT, you can manage your bills, payments, products and extras online. So everything's in one place.

Go to bt.com/mybt to:

✔ see and manage all your inclusive extras
✔ look at, download and print your last 15 bills
✔ check how many calls you've made
✔ upgrade your calls, broadband and TV packages
✔ get help with all your BT services.

Get your inclusive extras at My BT

Download all your broadband extras from bt.com/mybt

BT Sport

As a BT Broadband customer, you can get BT Sport, including exclusively live Barclays Premier League football matches, all the live Aviva Premiership Rugby, WTA tennis and much more.

BT Wi-fi

With BT Broadband, you get free access to millions of wi-fi hotspots across the UK and abroad. You can get online with any wireless device and it's even easier to connect with the BT Wi-fi app, available for Apple, Android, Windows and BlackBerry devices. To get started, go to **bt.com/getwifi** or go to your App store.

BT Cloud

With BT Cloud you get secure access to your stuff online – whenever and wherever you want, using your computer, tablet or smartphone. All you need is an internet connection.

BT email

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

Online security

We want to make your time online as safe as we can – for you and your family. That's why we include BT Family Protection, our free parental controls software, with all our broadband packages. And to help protect your computers against viruses, spyware, phishing scams and other internet threats, there's BT NetProtect Plus. It's included with some BT Broadband packages or you can buy it for a small monthly fee.

BT SmartTalk

If you've got a BT calling plan, you can add it to your smartphone using the BT SmartTalk app. With BT SmartTalk you can call 0845, 0870 and 0800 numbers at landline rates from your mobile, call from abroad at the same rate as you do from your home phone and save your mobile credit by using your landline allowance on your mobile.

BT Broadband Desktop Help

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

Go to bt.com/mybt

More about set-up and speed

The first three days after set-up

After you've installed your Hub, it can take about three 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. Leaving your Hub connected and turned on when you're not using it will also make sure you get the latest software updates.

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. Your BT Home Hub 5 has four high-speed 1GB LAN Ethernet ports for wired networks.

Turning off Smart Setup

If you don't want Smart Setup to help you with your features when you connect a device, follow the steps at **bthub.home/online_install.html**.

How to set up wireless on your mobile/tablet

	Apple	Android
1. Click **Settings**		
2. Click **Wi-Fi**	Wi-Fi	Wi-Fi
3. Make sure wi-fi is on		
4. Click on your Hub's name	✓ BTHub5-1234	✓ BTHub5-1234
5. Enter your Wireless Password/key and click **Join** to connect	Home Hub Wireless — Wireless SSID: BTHub5-1234, Wireless key: 8888abcdef, Password: **********	Home Hub Wireless — Wireless SSID: BTHub5-1234, Wireless key: 8888abcdef, Password: **********

For other devices see bt.com/wireless-setup

More about wireless

Get the best wireless performance at home

The shorter the distance and the fewer floors and walls between your wireless device and Hub, the better your connection. And large pieces of furniture and electrical appliances can also affect the strength of wi-fi signals and can cause your connection to slow down or maybe stop.

Keep your Hub away from obstructions and, if you have problems connecting to the wireless, move your Hub and devices closer together to see if performance gets better. For more help and advice on getting the most from your wireless, go to **bt.com/help/wireless**.

You've got smart dual-band ac wireless

The BT Home Hub 5 uses Smart Wireless to connect to the best signal on either the 2.4GHz or 5GHz band, depending on what your device supports and where you are. To find out more about this, go to **bt.com/help/dualband**.

Use a BT dual-band ac dongle for Windows® (optional)

The BT Home Hub 5 is future ready and supports the very latest high-speed 5GHz wireless 802.11ac standard. To get the best from wireless 802.11ac, you'll need a supporting device or a BT Dual-band Dongle, which works with most PCs (not Macs).

Wireless 802.11ac will give you the best performance possible but your Hub also works with older wireless standards and supports three bonded channels for high-performance computers such as Apple Macbook Pro® (2012 onwards).

You can learn more about BT Dual-band 802.11ac Dongles, and buy them, at **bt.com/help/acdongle**

Already ordered a dual-band ac dongle?

You'll find the set-up guide at **bt.com/help/acdongle**

BT Home Hub connection troubleshooting

If your connection is down or you think your Hub is faulty, try these 3 steps before calling us:

1. Check power and all cables, 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 go green, blue, orange – then stay blue when ready. If it's red, see below.

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

	Hub light status	What's happening	What to do
	Power light is green or flashing green	Your Hub is starting up	Wait a couple of minutes for your Hub to start. The light will stay blue for more than 20 seconds when it's ready
	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	Power is off or there's a problem with your power supply	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 032 2974. 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 032 2974. 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

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.

Troubleshooting – other things to check

If no lights are showing, or if any of the lights are red, switch it off, wait 30 seconds then switch back on and wait for it to start up.

If it still shows no lights or at least one red light, call us on 0800 032 2974.

	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 you've still got an orange light the next day, call us on 0800 032 2974. 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 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 you've still got a red light the next day, call us on 0800 032 2974. 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

You can get help in four ways

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

Download BT Desktop Help
This free tool helps you sort out most common broadband connection and email problems.
Download it at **bt.com/help/btdesktophelp.**

Chat to us at bt.com/chat
You can chat with us online, seven days a week, between 7am and 11pm.

Call us
If you've tried the above and still need to speak with us, call us on 0800 032 2974. We're usually less busy between 10am and 6pm.
Make sure you're next to your Hub with a PC or device if you call.

Other information

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 **bt.com** The BT Home Hub 5 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 **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. 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.

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

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