

BT Home Hub 4r

Follow the steps in this guide to set up your kit.

- 1** Plug in
- 2** Configure
- 3** Connect



If you need some further help, see the FAQs at bt.com/producthelp or call 0808 100 6116*

*Calls made from within the UK mainland network are free. Mobile and International call costs may vary.

Check box contents



**BT Hub 4r and
2-part power supply**



**To assemble the power plug
slide the two parts together,
as per the diagram.**



Grey ended broadband cable



Yellow ended Ethernet cable



2 ADSL filters



**Red ended Ethernet cable
(WAN - Fibre & Cable only)**

This guide

Find out more

- If you need more detailed instructions, Frequently Asked Questions are available at bt.com/producthelp
- If you cannot find the answer to your problem in the Frequently Asked Questions, then please call our free Helpline on 0808 100 6116*. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

General Information

How to recycle your equipment

The symbol shown here and on the product means that the product 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.

You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Guarantee

Your BT Home Hub 4r is guaranteed for a period of 1 year from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Hub or any component thereof which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- the guarantee shall only apply to defects that occur within the 1 year guarantee period
- proof of purchase is required
- the equipment is returned to BT or its agent as instructed.

This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents. This guarantee does not affect your statutory rights. To find out what to do if your hub is in or outside of the 1 year guarantee, please see the FAQs at bt.com/producthelp

Declaration of Conformity

For a copy of the Declaration of Conformity please refer to bt.com/producthelp

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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ADSL set-up

1 Plug in

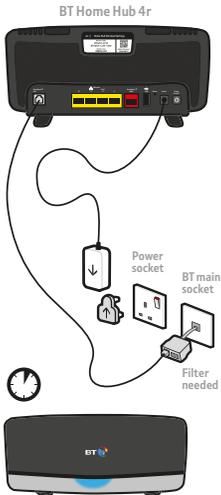
Unplug any existing broadband kit, then:

- 1 Assemble the power plug (by sliding the two parts together), connect the power cable and switch on at the socket.
- 2 Plug in the broadband cable (grey ends).
- 3 Press the Power button on the back of the BT Hub.

Wait for the blue light.

This might take a few minutes.

No blue light? See connection help overleaf.



2 Configure

If you are a BT broadband customer your Hub will automatically be configured for you by default.

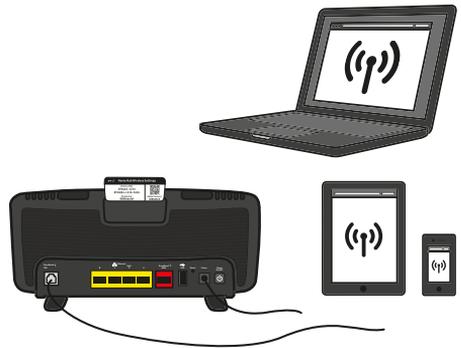
If you aren't a BT broadband customer you will need to enter your broadband configuration by following the step by step instructions below.

Simply open your web browser and type **bthub.home** in the address bar.

- 1 Click **Settings**.
- 2 Enter your Admin password, or if prompted set your new password. (This can be found on the card on the back of the Hub or on the base of the Hub). Click **OK**.
- 3 Click the **Broadband** tab along the top, you will need to click **Disconnect** if already connected.
- 4 Follow the link at the bottom of the page to the **Advanced Settings** page.
- 5 Click **Add**.
- 6 Enter the name of your internet provider and choose ADSL/ADSL2Plus as the Connection type. Your ISP connection, VPI/VCI and Encapsulation will automatically default to the correct settings, then click **Apply**. (If your broadband does not connect you may need to contact your service provider for your correct ISP Connection, VCI/VPI & Encapsulation settings).

- 7 From the drop down box you will now be able to choose the Internet Service Provider that you manually entered.
- 8 Enter your Broadband username and password. (You will have been sent these by your ISP provider, if you no longer have them contact your broadband provider).
- 9 Click **Connect**.

All done. You should now be connected to the internet and can close this window. Open your web browser and navigate to a page of your choice.



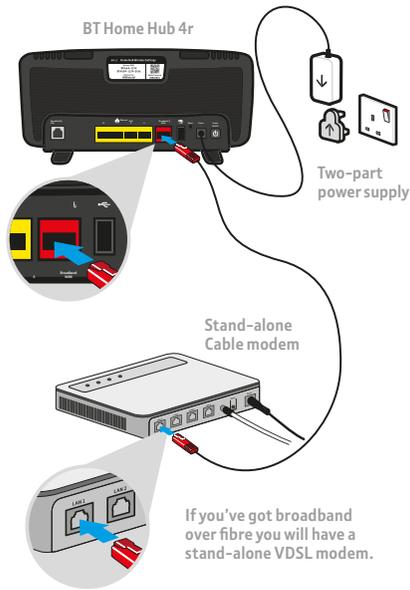
3 Connect

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

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.

Cable set-up



1 Plug in

IMPORTANT: Before you plug in and turn on your new BT Hub you must first configure your Cable Hub to be a standalone Modem. The instructions on how to do this will be available in your Cable Hub's user guide. Cable customers see our FAQs at bt.com/producthelp for a step by step example.

- 1 Assemble the power plug (by sliding the two parts together) connect the power cable and switch on at the socket.
- 2 Plug in Ethernet cable (red ends) into the red WAN port of the BT Hub and the other end into any of the LAN ports of the Cable Hub.
- 3 Press the Power button on the back of the BT Hub.

Wait for the blue light.

This might take a few minutes.

No blue light? See connection help overleaf.

Cable set-up (continued)

2 Configure

Simply open your web browser and type **bthub.home** in the address bar.

- 1 Click **Settings**.
- 2 Enter your Admin password, or if prompted set your new password. (This can be found on the card on the back of the BT Hub or on the base of the BT Hub). Click **Ok**.
- 3 Click the **Broadband** tab along the top, you will need to click **Disconnect** if already connected.
- 4 Follow the link at the bottom of the page to the **Advanced Settings** page.
- 5 Click **Add**.
- 6 Enter the name of your broadband provider and choose Cable as the Connection type. Your ISP connection will automatically default to the correct settings, then click **Apply**. (If your broadband does not connect you may need to contact your service provider for your correct ISP Connection).
- 7 From the drop down box you will now be able to choose the Internet Service Provider that you manually entered.
- 8 Click **Connect**.

All done. You should now be connected to the internet and can close this window. Open your web browser and navigate to a page of your choice.

3 Connect

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

Smart dual-band wireless

The BT Home Hub 4r uses Smart Wireless to ensure the best signal is available on both the 2.4GHz and 5GHz band.

Fibre set-up

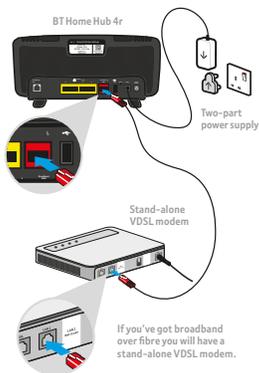
1 Plug in

Your fibre broadband has been specially installed by an engineer. If you move anything, please check the diagram below to see what goes where.

Unplug any existing broadband kit, then:

- 1 Assemble the power plug (by sliding the two parts together), connect the power cable and switch on at the socket.
- 2 Plug in Ethernet cable (red ends) into the red WAN port of the BT Hub and the other end into the WAN port of the Fibre VDSL Modem.
- 3 Press the Power button on the back of the BT Hub.

Wait for the blue light. This might take a few minutes.
No blue light? See connection help overleaf.



2 Configure

If you are a BT broadband customer your Hub will automatically be configured for you by default.

If you aren't a BT customer you will need to enter your Broadband configuration, follow the step by step instructions below.

Simply open your web browser and type **bthub.home** in the address bar.

- 1 Click **Settings**.
- 2 Enter your Admin password, or if prompted set your new password. (This can be found on the card on the back of the Hub or on the base of the Hub). Click **Ok**.
- 3 Click the **Broadband** tab along the top, you will need to click **Disconnect** if already connected.
- 4 Follow the link at the bottom of the page to the **Advanced Settings** page.
- 5 Click **Add**.
- 6 Enter the name of your internet provider and choose Fibre as the Connection type. Your ISP connection will default to PPPoE then click **Apply**.

- 7 From the drop down box you will now be able to choose the Internet Service Provider that you manually entered.
- 8 Enter your Broadband username and password. (You will have been sent these by your ISP provider, if you no longer have them contact your broadband provider)
- 9 Click **Connect**.

All done. You should now be connected to the internet and can close this window. Open your web browser and navigate to a page of your choice.

Tip: Getting the best from a wi-fi connection

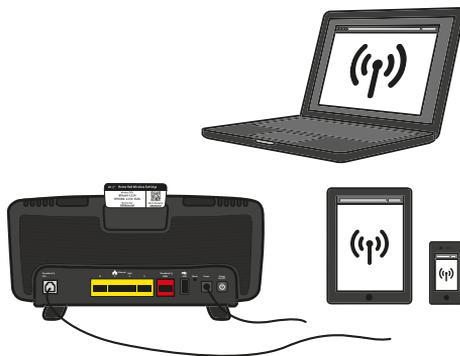
The shorter the distance and the fewer floors and walls between your wi-fi device and Hub, the better your wi-fi connection.

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.

3 Connect

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



BT Hub connection help

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.

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

	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 0808 100 6116*
	Power light is orange	This shows that there's a problem	Check the other lights in the silver bar at the bottom of the Hub and follow the instructions in the second table below.
	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 0808 100 6116*

	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 your broadband is switched on. If it's already after midnight, call us on 0808 100 6116*
	Broadband light is red	You've tried to log in with the wrong username and password	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 your broadband is switched on. If cables are okay and it's already after midnight, call us on 0808 100 6116*
	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

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

To get the best speed out of your broadband, use a wired connection. If you're connecting wirelessly, the 5GHz signal will usually give you the best speed.

Fine tune your Hub

Your BT Home Hub 4r 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 **bthub.home** into your browser. Your Admin password is on your Hub – we suggest you change this to your own when logged in.

Troubleshooting – other things to check

If you have broadband over fibre you will have a standalone VDSL modem.

You will need to check the VDSL's user guide for operating instructions.

For further help, call us on 0808 100 6116*



Got a question?

For common questions about connecting, go to [bt.com/producthelp](https://www.bt.com/producthelp)

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.