



BT Infinity
User Guide



Contents

	Learn about... Your BT Home Hub and BT Infinity service.	2
	Help and troubleshooting Online Help, connection troubleshooting and general questions.	11
	Your BT Home Hub and Openreach modem Lights, buttons, features and set-up.	35
	Useful information Somewhere to note details and find contacts.	47
	Index	48



Learn about...



Your complete broadband package includes lots of great features to help you get the most out of the internet.

Use this section to learn about your service

Page

BT Infinity	3
BT Home Hub	3
Openreach modem	4
Wireless broadband	4
Connecting with a cable (wired broadband)	6
BT Infinity features and services	7
BT Broadband Desktop Help	8
BT Broadband Talk	8
Broadband speed	10





BT Infinity

BT Infinity uses a high-speed fibre optic cable to carry broadband between your local telephone exchange and a BT cabinet near where you live.

To install BT Infinity for your home, a BT engineer will connect the fibre optic cable at the BT cabinet to your telephone line. The engineer will fit a special modem in your home, set up your new Hub and connect your computer to the Hub (making sure your computer connects to the internet).

Fibre optic cables can carry broadband much faster than standard telephone wires, so you'll get a much faster internet connection. This means you'll enjoy even faster speeds (up to 40Mb*) for surfing, gaming and music downloads and much quicker uploads (up to 2Mb or 10Mb*, depending on which product you've bought) for large emails and photos.



To find out more about BT Infinity, go to www.bt.com/help/infinity

BT Home Hub

Your new BT Home Hub has been designed especially for the BT Infinity service.

The BT engineer will set up your new Hub when installing BT Infinity. Your new BT Home Hub will replace your old Hub, if you have one. (You may want to keep your old Hub or router safe in case you move back to standard broadband.)

You can use your new Hub to connect computers to the internet using wired or wireless connections. Your Hub automatically shares the internet across separate computers and devices (e.g. games consoles) and BT services such as BT Broadband Talk and BT Vision.



To find out more about your new BT Home Hub, see page 35.

* When you placed your order, we gave an estimate of the best speed your line could support. This may be a lot lower than the 'up to' speeds shown here.





Openreach modem

This is a VDSL modem, supplied and managed by Openreach. It connects your BT Home Hub to BT Infinity. The engineer will supply and fit the modem when setting up your new Hub.

The BT engineer will help you choose the best place for your Openreach modem. This would usually be near your telephone master socket but, if needed, the engineer can lay an extension cable so your modem can be up to 30 meters from the master socket. For more on troubleshooting the Openreach modem, see page 19.

! **Important:** the Openreach modem can be fixed on a surface or a wall but we strongly recommend that you mount it on a wall to keep it properly ventilated. Please **don't** place it on carpet.

Wireless broadband

Wireless broadband, also known as Wi-Fi, is an easy way to connect your computers, games consoles and other devices (including some mobile phones and printers) to your Hub.

It's handy because it means you can access broadband around your home – without having cables everywhere.

☰ **Note:** if your computer will be near your Hub permanently, you may wish to use the Ethernet cable (see page 6)

What you need

Your BT Home Hub is already wireless enabled, so you just need to check that your computer, games console or other device can connect wirelessly.

If you've bought a laptop in the last couple of years, it's likely to have wireless built in, but you may need to turn it on using a button or switch on your laptop. If you use a normal desktop computer, this may also have wireless built in. If you aren't sure, check your laptop or desktop computer manual.



If your computer doesn't have wireless built in, you'll need to fit a wireless adapter. These are available at www.bt.com/shop/adapter and most computer shops. Check your computer manual to make sure the type of adapter you plan to buy is compatible with your computer. The BT Home Hub can support 802.11.b/g or n compatible wireless adapters.

To make the most of your BT Infinity speed, we recommend that you get an 802.11n compatible wireless adapter.

It's not just for computers!

These days, a whole range of devices can connect wirelessly to your Hub and BT Infinity. These include the latest games consoles, mobile phones and printers.



To find out more, and to see our simple guides to connecting these devices, go to www.btgaming-and-gadgets.co.uk

Wireless security

For your security, your Hub is preset with a wireless network name and key. These details are unique to your Hub and prevent other people accessing it wirelessly. You can find these details on the back of your Hub and on your wireless settings card – you'll need to enter these details on any device that you want to connect wirelessly.

Getting a good wireless signal

It's important to have a good wireless signal between your Hub and devices to get the fastest, most reliable connection possible. Lots of things can affect this signal, including thick walls or ceilings, large metallic surfaces, such as radiators, mirrors and refrigerators, and the distance between your computer and Hub.

When setting up for the first time, try to position your device near your Hub. Once a wireless connection has been made, you can move the device further away.

Setting it up

Once your Hub is set up, the easiest way to set up wireless on each of your computers is to use your CD. This will guide you through the simple steps to get set up quickly and easily. Use this for each computer you want to connect.



If you'd prefer to manually set up a wireless connection, see page 24.





Out and about with BT FON

The other exciting part of using wireless with BT Infinity is that you can access the internet when you're out and about, using a mobile device such as a laptop or mobile phone.

BT Infinity comes with BT FON, allowing you to access the internet at hundreds of thousands of 'hotspots' around the world, including coffee shops, airports, hotels and motorway service stations.



With BT FON, you can also connect using other BT Home Hubs. Find out more at www.btfon.com

Need some help?

If you're having trouble setting up a wireless connection, see page 23 or plug in the Ethernet cable (yellow ends) and go to www.bt.com/gettingsetup

Connecting with a cable (wired broadband)

Ethernet cables can be used to connect computers, games consoles and other devices to your BT Home Hub.

Although a wireless connection gives you more flexibility to position your devices around your home, it can occasionally suffer from interference, which can affect your internet browsing. An Ethernet cable is generally not affected by interference so will give you a faster, more reliable connection. We therefore recommend using a wired connection if your computer or device is usually near your Hub.

Your Hub allows you to connect three devices with a wired connection.

Setting it up

Once your Hub is set up, the easiest way to set up a wired connection is to use your CD. This will guide you through the simple steps to get set up quickly and easily.



If you'd prefer to manually set up a wired connection, see page 26.



BT Infinity features and services

Once you've set up your Hub and are connected to the internet, you can access a wide range of great BT Infinity features and services, including:

BT Yahoo! Online – access your personal Home Page, email and search

BT online security – download your security software to help protect your computer

BT Digital Vault – use online storage to back up and share your files, photos and music



Find out about all the great things BT Infinity has to offer at www.bt.com/infinity/start

To set up your BT Infinity features or access your personal Home Page and email, you'll need your BT Total Broadband username. This is also known as your BT Yahoo! Mail address, or primary email address, and you chose it when you ordered your BT Infinity service. Your email address is usually **your.name@btinternet.com**. You'd have chosen your password at the same time. Your email address and password were sent to you by email or letter.

You don't need your username or password to get online, but you do need them to access your email and BT Infinity features.

- ➔ If you can't remember your password, you can reset it. Simply go to **bt.yahoo.com** and click on 'Forgot password?' on the sign-in page
- ➔ If you can't find your email address and password, please call us on 0800 111 4567

➔ For more information on BT Infinity, go to www.bt.com/infinity/start





BT Broadband Desktop Help

BT Broadband Desktop Help is included with your BT Infinity service. It's a tool that identifies problems with your broadband, email or wireless connection. Once it's installed on your computer, it continually checks your broadband connection. If there's a problem, BT Broadband Desktop Help automatically pops up to help fix it.

We've included BT Broadband Desktop Help on your CD or you can download it straight to your computer from www.btyahoo.com/broadbandhelp

BT Broadband Talk

Another exciting BT Infinity service is BT Broadband Talk. With BT Broadband Talk, you can connect a BT Hub Phone or standard touchtone phone to your Hub and make and receive phone calls over the internet. It's like having a virtual phone line¹ in your home without any extra line rental.

With BT Broadband Talk, you can enjoy:

- inclusive Evening & Weekend calls to UK² landlines
- great-value rates on international calls
- the freedom and flexibility of making more than one phone call at a time³
- a dedicated line for your children, your work or whatever you choose!

If the Phone light on your Hub is blue, BT Broadband Talk is set up and ready to use.



For more information about BT Broadband Talk, including how to set it up, voice mail, calling features and charges, please go to www.bt.com/setup/talk

¹ BT Broadband Talk is subject to status. Opt-in required. Quality of reception may not match that of a landline and may vary depending on internet traffic. Certain call types are not guaranteed, e.g. 999, 112 emergency calls. Service will fail if there's a power failure. Service restrictions apply. Limited emergency location information stored. Abuse policy applies. 12-month minimum term. Calls may deplete any usage allowance applied by other broadband providers. Call connection charge applies. Terms and conditions apply. See www.bt.com for the latest prices.

² Means 01, 02 and 03 numbers, excluding the Channel Islands. Other exclusions apply. Pence-per-minute charging applies after one hour. Redial before one hour to avoid call charges. Opt-in required.

³ For example, two calls can be made using BT Hub Phone handsets, and a third using a normal phone plugged into your Hub. Note: your BT Hub Phone will ring if someone calls your BT Broadband Talk number or your landline number. You can change this setting using Hub Manager.



BT Broadband Talk phones

You can buy a BT Hub Phone at www.bt.com/shop. If you already have a BT Hub Phone, see www.bt.com/setup/hubphone for help with connecting it to your Hub. If you'd prefer to use a standard touchtone phone, see www.bt.com/setup/talk

BT Broadband Talk phone number and password

We sent your phone number and password for BT Broadband Talk if you ordered this service when you ordered BT Infinity.

If your Hub's Phone light's blue, you can also find your BT Broadband Talk phone number using Hub Manager – see page 38. Or simply call your mobile, using a phone connected to your Hub, and note the number that's displayed! For your BT Broadband Talk password, please go to www.bt.com/broadbandtalk/youraccount and click the **Forgotten password** link.

If you still can't find your BT Broadband Talk phone number or password, please call us on 0800 111 4567.

Need some help?

For help and support, please go to www.bt.com/broadbandtalk/help

If your broadband connection isn't working, BT Broadband Talk will also stop. Try opening your web browser to check the connection. For help with fixing a connection problem, please go to page 12.

If your connection is working, but BT Broadband Talk isn't, try restarting your Hub. Simply press and release the **Restart** button on the side of your Hub. Restarting is likely to fix most BT Broadband Talk connection problems.



For more information on BT Broadband Talk, go to www.bt.com/setup/talk



Please note: if you don't use your BT Broadband Talk account for 90 days (to make or receive phone calls), we'll contact you to tell you the account will be stopped. To start using the service again, you'll need to order a new BT Broadband Talk account. You can order online at www.bt.com/bbtalk (please allow at least five days for your order to be completed).



Broadband speed

Broadband speeds vary from home to home and can go up and down throughout the day.

The maximum speed your line can support depends on a number of factors, the main one being how far you live from your street cabinet. You can find out more and check maximum download speeds at www.bt.com/broadband/speedtest

With BT Infinity and your BT Home Hub, you may decide to add a number of services to your home network. These, along with your other online activities – such as surfing, watching online video, gaming online or downloading files – could leave you with a busy broadband line!

When you have too many things happening at once, the speed or quality of service you receive may be affected. If this happens, you may notice slower download rates and interruptions to streaming services, such as online videos or phone calls. This is normal and not a fault with your service but, to help fix this, simply reduce the number of things happening at the same time over your broadband line.

 If you're having speed problems, go to www.bt.com/help/infinity

 Please note: if it's **less than ten days** since you first connected your Hub to broadband, please wait a little longer before checking your speed. To make sure you receive the fastest, most reliable service possible on your line, we'll remotely test it for up to ten days after you first connect your Hub. This may occasionally interrupt your service and cause your speed to vary. This is normal, and your speed will settle down after ten days.

If you use an online speed checker to test your broadband speed within these ten days, it may give you an inaccurate and misleading result.



Use this section to find out how to get lots of help online or if you need some help fixing a connection problem.

Use this section to find help with your service	Page
Online help	11
Connection troubleshooting	12
Troubleshooting the Openreach modem	19
General questions	22
BT Home IT Support	34
Billing enquiries	34

Online help

Find out what's included in your BT Infinity service and how to set up features such as email, security, your Home Page and web space at www.bt.com/infinity/start

If you've got a question, it may have been asked before. Search our frequently asked questions online at www.bt.com/help/infinity

If you can't find what you're looking for, maybe someone else who uses BT Infinity can answer your question in our online forum – go to www.bt.com/help/infinity



Connection troubleshooting

What to do if your internet connection isn't working

If you're having trouble connecting, check your Hub lights using the table below and follow the troubleshooting advice.

	Section	Page
 Upgrading light is flashing orange	A	13
 Power light is red	B	13
 Power light is orange	C	13
 Power light is off	D	14
 Broadband light is orange	E	14
 Broadband light is red	F	15
 Broadband light is off	G	16
 Broadband light is flashing orange	G	16
 Broadband light is blue	H	16





A Upgrading light is flashing orange

! **IMPORTANT** – do not turn off or restart your Hub when the Upgrading light is flashing orange.

Your Hub's software is being upgraded remotely. Please wait – it can take up to 30 minutes before your Hub automatically restarts. You won't be able to connect to broadband until the Broadband light glows blue.

B Power light is red

If the Power light is flashing or steady red, the Hub is in recovery mode. Please wait for your Hub to restart automatically. This can take up to two hours.

If the light is still red after two hours, press the **Restart** button on the side of your Hub. If it continues to flash red, or is steady red, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call).

C Power light is orange

Your Hub is restarting or BT Power Save is active. If your Hub is restarting, its Power light will glow and then flash orange for a couple of minutes. Please wait for your Hub's Broadband light to glow blue.

To wake the Hub from power save mode:

- 1 restart your Hub by pressing and releasing the **Restart** button on the side of the Hub
- 2 wait a few minutes for your Hub's Broadband light to glow steady blue
- 3 open your web browser on your computer to check you're connected to the internet

? For more information on BT Power Save, please see www.bt.com/setup/hubfeatures



D Power light is off

There's a problem with the power supply or your Hub.

- 1 Turn off and unplug your Hub's power.
- 2 Check that your Hub's power cable is correctly inserted into the power socket on the back of your Hub.
- 3 Check that your mains power socket is working.
- 4 Plug the Hub power cable back into mains power and turn on.
- 5 If no Hub lights are on, try resetting your Hub's default settings (see page 35).
- 6 Wait a couple of minutes for the Power light to glow blue.

If there still aren't any lights on after these steps, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call).

E Broadband light is orange

Your Hub is connecting to broadband. Please wait a while.



Note for the first 24 hours after set-up

After you've installed your Hub, it can take up to 24 hours to establish the fastest, most reliable service possible on your line. During this time, the Broadband light may flash orange between periods of steady blue and your broadband service may be interrupted. This is normal. Please leave your Hub connected and turned on and it should settle down after 24 hours.

...and the next ten days

We'll also remotely test your line for up to ten days after your broadband is activated. This may occasionally interrupt your service, causing the Broadband light to flash orange. This is normal, and should settle down after ten days.



If your Broadband light is still orange and you can't use your broadband service:

- 1 check that the DSL light on the Openreach modem is steady green. If it's off or flashing, see page 19
- 2 restart your Hub by pressing and releasing the **Restart** button on the side of the Hub
- 3 if your Broadband light is still orange, there may be a fault or interference on your line. Please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call)

F **Broadband light is red**

Broadband is active, but your Hub can't connect to it.

- 1 Check if anything, such as network maintenance, is affecting internet performance by calling broadband service status on 0800 169 0199.
- 2 If service is okay, restart your Hub by pressing and releasing the **Restart** button on the side of the Hub.
- 3 Wait a couple of minutes until the Broadband light glows blue and open your computer's web browser to check you're connected to the internet.
- 4 If the Broadband light is still red, try accessing the Hub Manager (see page 38), selecting **Settings**, then **Internet** and 'resetting the broadband username and password to defaults'.
- 5 If the Broadband light is still red, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call).



Note: if you aren't a BT Infinity customer, a red Broadband light on your Hub could mean your 'connection' username and password aren't configured correctly in your Hub Manager. Check the instructions supplied by your Internet Service Provider for more details. To find out how to access your Hub Manager, see page 38.



G **Broadband light is off or flashing orange**

Broadband isn't active on your line or there's a problem with the broadband signal reaching your Hub.

- 1 Check that the DSL light on the Openreach modem is steady green. If it's off or flashing, see page 19.
- 2 Check that the LAN1 light on the Openreach modem is steady green or flashing green. If it's off, see page 21.
- 3 Check that the broadband cable (red ends) is correctly inserted into your Hub's Broadband socket (red).
- 4 Check that the other end of the broadband cable is correctly inserted into the LAN1 socket on the Openreach modem.
- 5 Restart your Hub by pressing and releasing the Restart button on the side.
- 6 Check if anything, such as network maintenance, is affecting internet performance by calling broadband service status on 0800 169 0199.
- 7 If the Broadband light is still off, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call).

H **Broadband light is blue**

Your Hub is connected to broadband. The problem could be with your computer or its connection to your Hub.

To check if anything, such as network maintenance, is affecting internet performance, call our broadband service status line on 0800 169 0199. If there are no known issues in your area, try the following:

- 1 restart your Hub by pressing and releasing the Restart button on the side
- 2 restart your computer
- 3 wait for your Hub's Broadband light to turn steady blue
- 4 open your web browser and follow any on-screen troubleshooting instructions



 If a dial-up window appears, see page 33.

5 if you're using a firewall, check it's not blocking your browser's connection to the internet. Try temporarily turning off your firewall and then restarting your browser. If you can now access the internet, there's a problem with your firewall settings. To fix this problem, see your firewall's help information

6a if you're using a computer that's connected to your Hub using the Ethernet cable, check that this cable is inserted correctly by unplugging and plugging back in each plug. Try plugging the Ethernet cable into one of the other Ethernet sockets on the back of the Hub

 > If you still can't connect, please check that your computer's IP settings are correct (see page 32) or run your CD, which will automatically correct these settings

> For more help, follow the manual set-up steps on page 26

> If your computer has a wireless connection, you can try setting it up. This may help you to get online. For more help with fixing connection problems, go to www.bt.com/gettingsetup

6b if you're using wireless, many things can affect a wireless connection, including settings on your computer, position of your computer and Hub in your home, and interference with the wireless signal. The following tips may help:

- check that your computer's wireless adapter is fitted and/or turned on. Some laptop computers have a small switch – please see your computer manual for help
- check your wireless connection software – it should show if your computer's connected to your Hub. Try hovering your mouse over the icons in your system tray (usually on the lower right-hand corner of the screen) – one of these may indicate if your wireless is connected. Click or right-click on this to launch wireless manager
- try moving your computer closer to your Hub
- make sure the computer and Hub aren't close to large electrical appliances





 For help setting up a wireless connection, follow the manual set-up steps on page 24

Note: if the device you're connecting wirelessly is an 802.11b type adapter, it may not be compatible with the Hub's default settings. See 'I'm using a wireless adapter but can't get a wireless connection with my Hub. What do I need to do?' on page 31

 If you still can't connect:

- try changing wireless channels – see page 28
- check that your computer's IP settings are correct (see page 32, or run your CD to automatically correct these settings)

Note: if your computer has an Ethernet port, try plugging in the Ethernet cable. This may help you to get online.

 For more help with fixing connection problems, go to www.bt.com/gettingsetup

- 7 if none of the above solves this problem, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call)





Troubleshooting the Openreach modem

If you're having trouble connecting, check the lights on your Openreach modem using the table below and follow the troubleshooting advice.

		Section	Page
 POWER	Power light is off	A	19
 POWER	Power light is flashing green	B	20
 DSL	DSL light is off	C	20
 DSL	DSL light is flashing green	D	21
 LAN1	LAN1 is off	E	21
  DSL LAN1	DSL light is steady green and LAN1 is green	F	22

A **Power light is off**

There's a problem with the power supply or your modem.

- 1 Turn off and unplug your modem's power.
- 2 Check that your modem's power cable is correctly inserted into the power socket on the back of the modem.
- 3 Check that your mains power socket is working.
- 4 Plug the modem power cable back into mains power and turn on.

- 
- Learn about...
- 5 If the Power light is still off, try resetting the modem. Press and hold down the **Reset** button on the back of the modem for five seconds and wait a couple of minutes for the Power light to come on.
 - 6 Wait a couple of minutes for the Power light to glow green.
 - 7 If the Power light is still off, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call).

B  **Power light is flashing green**

Your modem is restarting. Please wait a couple of minutes for your modem's DSL light to glow green.

C  **DSL light is off**

Broadband isn't active on your telephone line or there's a problem with the broadband signal reaching your modem.

- 1 Check that the DSL cable is plugged in between the DSL socket of the Openreach modem and the data connection on your telephone socket or data extension socket.
- 2 If an extension cable has been installed to position your Openreach modem away from your main telephone socket, make sure that the lead is connected and hasn't been damaged.
- 3 Try resetting the modem. Press and hold down the **Reset** button on the back of the modem for five seconds and wait a couple of minutes for the Power light to come on.
- 4 If the DSL light is still off, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call).



D DSL light is flashing green

Your modem is connecting to broadband. Please wait a while.

Note for the first 24 hours after set-up

After BT Infinity has been installed, it can take up to 24 hours to establish the fastest, most reliable service possible on your line. During this time, the DSL light may flash green between periods of steady green and your broadband service may be interrupted. This is normal. Please leave your Hub and modem connected and turned on and it should settle down after 24 hours.

...and the next ten days

We'll also remotely test your line for up to ten days after your broadband is activated. This may occasionally interrupt your service, causing the DSL light to flash green. This is normal, and should settle down after ten days.

- 1 If the DSL light continues to flash, try restarting your modem. (Unplug the power supply, wait a few moments then plug it back in.)
- 2 If the DSL light is still flashing, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call).

E LAN1 is off

The Openreach modem can't detect your Hub.

- 1 Check that the broadband cable (red ends) is correctly inserted into your Hub's Broadband socket (red).
- 2 Check that the other end of the broadband cable is correctly inserted into the LAN1 socket on the Openreach modem.
- 3 Try resetting the modem. Press and hold down the Reset button on the back of the modem for five seconds and wait a couple of minutes for the Power light to come on.
- 4 Try restarting your Hub by pressing the Restart button on the side of the Hub.



- 5 Check if anything, such as network maintenance, is affecting internet performance by calling broadband service status on 0800 169 0199.
- 6 If the LAN1 light is still off, please call us on 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call).

F   **DSL light is steady green and LAN1 is green**

The modem is connected to broadband and connected to your Hub. Follow the lights table for your Hub on page 12 for further connection troubleshooting.

General questions

Use this section to find answers to common questions about connection problems.

Q Why should I only use the BT Home Hub and Openreach modem?

Most broadband equipment can only work with standard broadband (ADSL), but your Openreach modem uses different (VDSL) technology to give you faster broadband speeds.

This modem is part of the Openreach network and must be used. The BT Home Hub is designed to use the Openreach modem's Ethernet connection and allow you to connect your computers using Ethernet or wireless.

Q I already have a router that supports Ethernet WAN. May I use this instead of the BT Home Hub?

If you have a router that supports Ethernet WAN, you may use this in place of the BT Home Hub. Please bear in mind, though, that our helpdesk can't help with connection problems if you're using a non-BT-supplied router.

 **Note:** when setting up BT Infinity, the installation engineer can show that your internet connection is working only by using the BT Home Hub. The engineer will leave the Hub connected but you may, at your own discretion, unplug it and replace it with your own router.



Q My CD won't run. What should I do?

PC users: click on My Computer in the Windows Start menu, right-click your CD icon, then click BT Home Hub Setup.

Mac OS users: double-click the BT Infinity desktop icon, then double-click setup.app

If your CD still won't run, follow the steps on the next page for connecting your computer manually to your Hub.

Q I can't – or don't want to – use my CD. What should I do?

We recommend using your CD to help you set up a wired or wireless connection to your Hub but, if you'd prefer, you can follow our manual set-up steps (see 'How do I make a connection to my computer without using my CD?' below).

Q I've been asked to type in my BT Yahoo! Mail address and password. What's this?

You chose your BT Yahoo! Mail address (also known as your BT Total Broadband username) and password when you ordered your BT Infinity service. For more information about finding or resetting these details, see page 7.

Q How do I make a connection to my computer without using my CD?

The steps to follow are slightly different depending on what you're connecting (e.g. a computer, games console or other device) and how you're going to connect it (e.g. are you going to use wireless or the Ethernet cable).

Choose what you want to connect. I want to connect:

- my computer using wireless – go to **A**
- my games console or other device using wireless – go to **B**
- my computer using the Ethernet cable – go to **C**
- my games console or other device using the Ethernet cable – go to **D**
- more than three devices using the Ethernet cable – go to **E**

 If you aren't sure whether to use wireless or the Ethernet cable, see page 4.



A I want to connect my computer using wireless

- 1 If your computer is already connected to your Hub using an Ethernet cable, unplug this cable.
- 2 Place your computer close to your Hub for a good wireless signal.
- 3 If you haven't already, install your wireless adapter in your computer using the adapter manufacturer's instructions. If you're using a laptop with built-in wireless, turn on wireless by either using the wireless switch (if your computer has one) or activating wireless from within your wireless software. Your wireless adapter must be 802.11b, g or n compliant.

If you don't have a wireless adapter or your computer isn't wireless enabled, see page 4.

- 4 Find your Hub's preset network name/SSID and wireless key. These are printed on your wireless settings card (found in your Hub's box) and also on the back of your Hub.

Note: if your BT engineer, when setting up BT Infinity, changed your Hub's wireless network name and wireless key to match your previous Hub's settings, you'll need to use the details from your previous Hub.



Your wireless settings card



Wireless settings label (on back of Hub)

Default wireless settings

Authentication: WPA-PSK or WPA2-PSK (also known as WPA-Personal)

Encryption type: AES or TKIP

Mode: infrastructure (not ad hoc)



- 5 Follow the instructions below for your computer's operating system. If your wireless adapter has its own software, use it to set up your wireless connection (your software's 'help' section may be useful if you aren't sure how to do this).

Windows XP, Vista and 7

- 1 **XP:** go to Start, click Connect To:, click Wireless Network Connection
Vista: go to Start, click Connect To:, click Connect to network
7: click on the wireless icon in the system tray
- 2 Highlight your Hub's network name (checking that the last four digits match your Hub's details, e.g. BTHomeHub2-2345) and click Connect.
- 3 Type your Hub's wireless key into the:
XP: Network Key box
Vista/7: Security key or passphrase box
- 4 Click Connect and wait a few moments while your computer connects to your Hub.

Mac OS X

- 1 Click the AirPort Status icon in the menu bar.
- 2 Click your Hub's network name (checking that the last four digits match your Hub's details, e.g. BTHomeHub2-2345).
- 3 Mac OS X 10.4 and earlier only: in the Wireless Security box, select WPA Personal.
- 4 Type your Hub's wireless key into the Password box.
- 5 Click OK and wait a few moments while your computer connects to your Hub.



- > If your computer shows the message 'Windows cannot configure this wireless connection', see page 30
- > If your computer's wireless adapter/software doesn't have a WPA option, see page 29
- > If your Hub's wireless network name doesn't appear, or you're having problems connecting to your Hub, see the lights table on page 12

- 6 Open your web browser – you should be on the internet. If you can't connect to the internet, please restart your computer and try these steps again – or follow any related on-screen troubleshooting instructions.



- ❓ > If you still can't connect, please check that your computer's IP settings are correct (see page 32) or run your CD
- > If a dial-up window appears, see page 33

7 Congratulations – you're now connected to BT Infinity using your BT Home Hub. To continue set-up and explore BT Infinity's great features, including security, email, BT Broadband Talk and more, go to www.bt.com/infinity/start

B I want to connect my games console or other device using wireless

Find your Hub's wireless settings and type them into your wireless device when asked. Then simply follow your device's wireless set-up instructions. You shouldn't need to make any changes to your Hub – the connection should start working straight away.

- 🔍 For detailed instructions on most games consoles and popular wireless devices, go to www.btgaming-and-gadgets.co.uk

- ❓ If your device doesn't support WPA connection, see 'How do I change my Hub to accept WEP wireless connections?' on page 29.

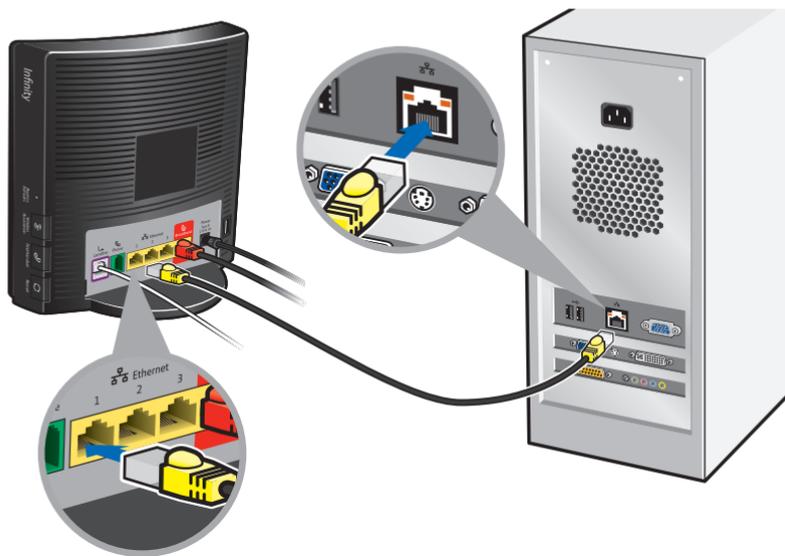
C I want to connect my computer using the Ethernet cable

1 Check that your computer has a spare Ethernet port. This is a small socket on the back or side of your computer and is usually marked LAN, Ethernet,  or . If you aren't sure, check the information supplied with your computer.

- ❓ If you don't have an Ethernet port, see page 31.

- 2** Plug one end of the Ethernet cable (yellow ends) into one of your Hub's Ethernet sockets.
- 3** Plug the other end of the Ethernet cable into your computer's Ethernet socket. Please see the illustration on the following page.





4 Open your web browser – you should be on the internet. If you can't connect to the internet, please restart your computer and try these steps again – or follow any related on-screen troubleshooting instructions.

- ② > If you still can't connect, please check that your computer's IP settings are correct (see page 32) or run your CD
- > If a dial-up window appears, see page 33
- > If you still have difficulty connecting to the Hub, see the lights table on page 12

5 **Congratulations** – you're now connected to BT Infinity using your BT Home Hub. To continue set-up and explore BT Infinity's great features, including security, email, BT Broadband Talk and more, go to www.bt.com/infinity/start





D I want to connect my games console or other device using the Ethernet cable

If your device has an Ethernet connection, simply plug it into your Hub using an Ethernet cable. You shouldn't need to make any changes to your Hub – the connection should start working straight away.



For detailed instructions on most games consoles and popular wireless devices, go to www.btgaming-and-gadgets.co.uk

E I want to connect more than three devices using the Ethernet cable

To connect more than three devices using Ethernet, you'll need an Ethernet switch. You can get these from www.bt.com/shop and most computer shops.

Q How do I change the wireless channel on my Hub?

- 1 Access Hub Manager by typing **bthomehub.home** into the address bar of your web browser.
- 2 Click Settings.
- 3 If asked, enter your Hub Manager password or if prompted set your own new password.
- 4 In the Basic Setting menu, click Change the wireless channel to avoid interference.
- 5 Click on the drop-down menu arrow and select the new channel.
- 6 Click Apply.
- 7 Wait a minute for your device to pick up the new channel.

If you're still experiencing problems, follow steps 1 to 5 again and use channel selection to choose an alternative wireless channel, then click **Apply**. Wait one minute for your device to pick up the new channel.



For more information on your Hub Manager, see page 38.





Q My computer or device doesn't work with WPA. Can I still use wireless on my Hub?

It may be possible to upgrade your computer operating system or wireless adapter to support WPA. See the wireless adapter manufacturer's web site for more information. If your adapter or device only supports WEP, you can change your Hub to accept WEP wireless connections – see below.

Q How do I change my Hub to accept WEP wireless connections?

WEP is a slightly less secure wireless setting than WPA (i.e. it can be slightly easier for someone to hack into your Hub's wireless connection and connect to your broadband). For more on security, see page 5.

! If you're connected using wireless, you'll briefly lose your connection to the internet when you change your wireless settings.

To configure your Hub to accept WEP:

- 1 access Hub Manager by typing **bthomehub.home** into the address bar of your web browser
- 2 click **Settings**
- 3 enter your Hub Manager password or if prompted set your own new password
- 4 click **Wireless**, then, under **Encryption**, select **Use WEP**
- 5 choose **WEP Key length**. We recommend 128-bit
- 6 under **WEP Encryption Key**, type in a new 'key' of your choice. You can use letters 'a' to 'f' or any numbers. It should be ten characters for 64-bit and 26 characters for 128-bit WEP key length. Please don't enter the default key that came with your Hub
- 7 make a note of your new key and click **Apply**





- 8 any devices already connected wirelessly to your Hub will be disconnected. To reconnect these, you'll need to reset their wireless connection using the new key you've just chosen



- > For more information on your Hub Manager, see page 38
- > If you need some help, please go to www.bt.com/broadband/help/hub or call 0800 111 4567 (please make sure you're at your computer, and that it's turned on, when you call)
- > For more information on wireless security, please go to www.bt.com/broadband/help and type 'wireless security' in the search box at the bottom of the page

Q My computer is showing a message 'Windows cannot configure this wireless connection' when I try to set up a wireless connection. What can I do?

Your computer's pre-installed wireless software is preventing you from using the Windows standard wireless software.

Find your computer's wireless software by hovering your mouse over the icons in your system tray (usually on the lower right-hand corner of the screen). If there's a wireless icon, right-click on it to run the wireless manager or utility. Or go to **Start** then **All Programs** and look through the list.

Once you find this software, you can use it to set up your wireless connection (your software's 'help' function may be useful, if you aren't sure how to do this) or there may be a tick box that allows Windows to control the wireless set-up. Then follow the instructions on page 24.



Q I'm using a wireless adapter but can't get a wireless connection with my Hub. What do I need to do?

If you're using a computer or device that has a wireless adapter that only supports 802.11b, it may not work with your Hub's default setting.

- 1 Using another computer that's connected to your Hub or, by first connecting your computer using the Ethernet cable (see below), access Hub Manager by typing **bthomehub.home** into the address bar of your web browser.
- 2 Click **Settings**.
- 3 If asked, enter your Hub Manager password or if prompted set your own new password.
- 4 Click **Advanced Settings**, then **Continue to Advanced Settings**.
- 5 Click **Wireless**, then, under **Wireless interface type**, change it to a different setting. (If you've found that the b/g/n option doesn't work, we suggest you select b/g, rather than just b, particularly if you're using a mix of b and g type wireless adapters.)
- 6 Click **Apply**.
- 7 You can now try to establish the wireless connection between the device and your Hub.

Q I don't have an Ethernet port. Can I still connect to the Hub using a cable?

You can use an Ethernet (wired) or wireless connection with your BT Home Hub. If your computer doesn't have an Ethernet port, you can add one by using a USB to Ethernet adapter or, for a desktop computer, a PCI Ethernet card. You can buy an adapter or card at a computer shop or www.bt.com/shop

Q How do I set my computer to obtain an IP address automatically?

Windows 98SE/Me

- 1 Go to Start then Settings and click Control Panel
- 2 Double-click the Network icon
- 3 Under the Configuration tab, select TCP/IP for the network adapter you use to connect to your Hub
- 4 Click Properties
- 5 Select Obtain an IP address automatically
- 6 Click OK twice
- 7 Restart your computer
- 8 Open your web browser

Windows 2000/XP/Vista/7 Mac OS X

- | | |
|---|---|
| <ol style="list-style-type: none">1 Go to Start and click Control Panel then:
2000/XP: click Network Connections
Vista: click Network and Sharing Centre, then Manage network connections
7: click Network and Internet, then Network and Sharing Centre, then Change Adapter Settings2 Right-click the icon for the network adapter you use to connect to your Hub3 Click Properties4 2000/XP/Vista: select TCP/IP
7: select TCP/IP v45 Click Properties6 Select Obtain an IP address automatically7 Click OK twice8 Open your web browser | <ol style="list-style-type: none">1 Go to the Apple menu, open System Preferences..., then click Network2 Select the adapter you use to connect to your router3 Mac OS X 10.4 and earlier only: select TCP/IP4 In Configure select the Using DHCP option5 Click Save/Apply Now and close the window6 Open your web browser |
|---|---|

Once you've successfully connected your computer to the internet, you're ready to continue your set-up and explore BT Infinity's great features, including security, email, BT Broadband Talk and more. Please go to www.bt.com/infinity/start





Q What do I do if a dial-up networking window appears when trying to connect to the internet?

Windows

- 1 Go to Start and click Control Panel then click Internet Options
- 2 Click the Connections tab
- 3 Select Never dial a connection
- 4 Click LAN Settings...
- 5 Tick Automatically detect settings
- 6 Click OK twice

Mac OS X

- 1 Select System Preferences then Network to show: Network Port Configurations
- 2 Drag Internal Modem to the bottom of the list, or 'untick' it to make it inactive

Once you've successfully connected your computer to the internet, you're ready to continue your set-up and explore BT Infinity's great features, including security, email, BT Broadband Talk and more. Please go to www.bt.com/infinity/start

Q How do I dispose of old equipment?

If you've received your new BT Home Hub as a replacement for a faulty one, please return the faulty one together with its power cable using the returns envelope sent with the replacement.

If you don't have a returns envelope or you've other old electrical equipment you'd like to dispose of, please follow your local authority's recycling advice.

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Hub to its default settings, see page 35.

We recommend that you keep your old Hub in case you move back to standard broadband.



For more help, please see www.bt.com/help/changinghubs


Learn about...

BT Home IT Support

While the other help listed here focuses on BT Infinity and the BT Home Hub, BT Home IT Support advisers can offer you straightforward, jargon-free help with a wide range of computer-related issues. For example: general computer problems, printers, MP3 players, games consoles, cameras, new software packages, setting up a new laptop, help with a virus, help connecting more computers to your Hub and more.

You can get help over the phone¹ or in person². To find out more, call 0800 876 6542 or go to www.bt.com/homeitsupport

Billing enquiries

To view or pay your BT bill online, please go to www.bt.com/account

If you've a problem and need help with your BT bill, please call 0800 800 150.

¹ £9.99 per month with minimum three-month subscription or £24.99 one-off fee for a single call. Some technical queries may not be resolvable. Fair usage policy applies. Exclusions, terms and conditions apply.

² Engineer visits: costs start from £88.99.

Prices shown include VAT at 17.5%. VAT rate and prices are subject to change. See www.bt.com for the latest prices.

Your BT Home Hub and Openreach modem



Here's a brief introduction to your main Hub features. For more advanced settings information, please see online help on page 11.

Use this section to find out about your Hub	Page
Hub buttons summary	35
Hub sockets summary	37
Hub Manager	38
Hub features	38
Openreach modem	38
Set-up	39
Changing to a standard broadband (ADSL) connection	42

Hub buttons summary

● [Reset to Defaults button](#)

⚠ WARNING: resetting your Hub means you'll lose any changes that have been made to your Hub software.

To reset your Hub to its factory default settings, removing all personal settings:

1 use a pin or paperclip to press and release the recessed Reset to Defaults button on the side of your Hub. All Hub lights will go out

ⓘ Press for less than 15 seconds to reset all settings except the shared address book and Hub Phone registration; press for more than 15 seconds to reset all settings.





- 2 wait for the Hub's Broadband light to glow blue – this may take several minutes
- 3 reset any changes that you or your engineer made before in Hub Manager. This may include:
 - activating BT Broadband Talk – if the Hub's Phone light is off, go to www.bt.com/bbt and follow the instructions
 - reactivating BT FON – go to www.btfon.com
 - resetting any wireless settings that you (or the engineer who set up your Hub) changed
 - resetting your Hub password and any Hub Manager changes – see page 38
 - port forwarding settings in Hub Manager

Wireless Association button

Sets your Hub to wireless association mode. Press this button and the Phone and Wireless lights flash orange. This button is used to connect a BT Hub Phone to your Hub. Please see the BT Hub Phone User Guide for more information.

Find handset button

Press once to make all handsets that are registered to the Hub ring.

Restart button

Restarting can often solve a broadband connection problem. To restart your Hub, simply press and release the **Restart** button at the side of the Hub. Restarting also wakes the Hub from BT Power Save – see www.bt.com/setup/hubfeatures





Hub sockets summary

Power socket	connects your Hub to mains power using the Hub's power cable
Landline	connects your Hub to your telephone line. Allows you to make and receive landline calls using a BT Hub Phone or a phone plugged into the Phone socket of your Hub. (If this cable is connected and there's a power failure, your landline automatically connects to a phone that's plugged into the Phone socket, so you can continue making telephone calls.)
Broadband socket	connects your Hub to your broadband line via the Openreach modem
Ethernet sockets	connect computers, games consoles or other devices using a wired connection
Phone socket	connects a standard telephone to your Hub for use with BT Broadband Talk
USB socket	connects external storage or another device to your Hub (we suggest you keep this socket free for future BT services)

-  > If you don't have a wireless adapter or your computer isn't wireless enabled, see page 4
- > If you don't have an Ethernet port, see page 31



Hub Manager

Your Hub is like a computer. It has its own software running, which controls how it works and what it does. You can change your Hub's settings using your Hub Manager – simply open your web browser and type **bthomehub.home** in the address bar.

Access to some of the settings in Hub Manager is secured using an Admin password. When accessing Hub Manager for the first time, you'll be asked to enter the Admin password from the back of your Hub and then to choose your own Admin password. There's some space on page 47 if you'd like to write it down.

If you can't remember your Admin password, you'll need to reset your Hub to its factory default settings so you can use the default Admin password from the back of your Hub. Please see page 35.

Hub features

Your Hub offers a wide range of features, many of which aren't needed for day-to-day use. BT Power Save mode and Access controls are popular everyday features that you may find interesting.

 To find out more about your Hub features, go to www.bt.com/setup/hubfeatures

Openreach modem

The Openreach modem is supplied and managed by Openreach. It connects your BT Home Hub to the BT Infinity service. You can't customise the Openreach modem.



Set-up

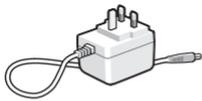
A BT engineer will visit to install your BT Infinity service and set up your BT Home Hub.

The diagrams and steps below may be useful if you ever need to unplug and then reconnect any of the equipment, e.g. if you receive a replacement Hub.

1 You may use these items:



Openreach modem



Modem power adapter



DSL cable



Ethernet cable (red ends)



BT Home Hub



User Guide and CD



Hub power adapter

You may not need all these items:



Wireless settings card



Cable cover

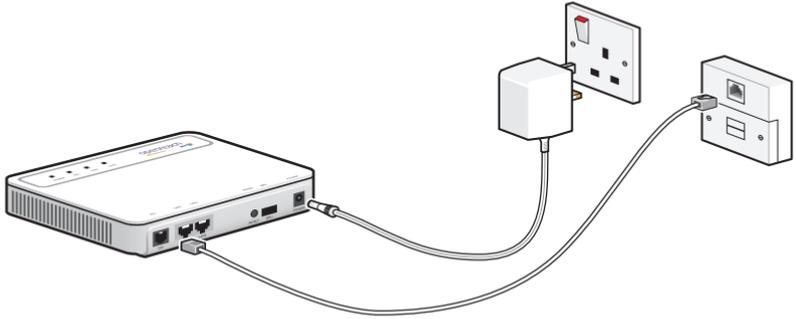


Landline cable

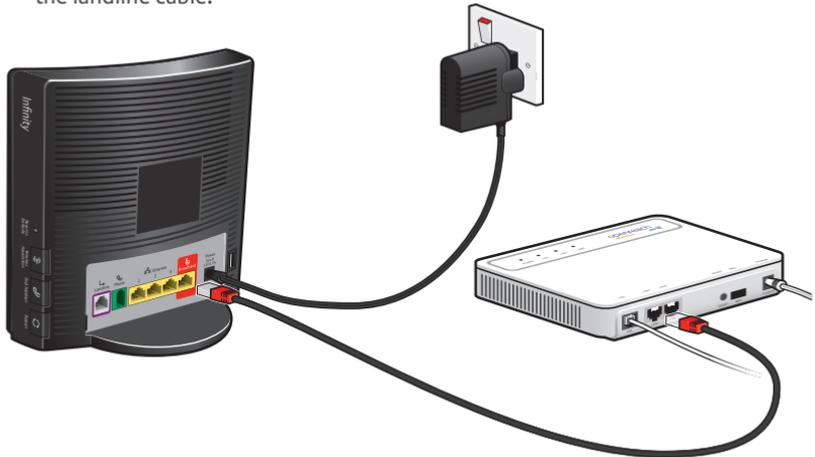


Ethernet cable (yellow ends)

- Learn about...
- 2 The Openreach modem connects to the mains power supply and to the engineer-installed socket using the DSL cable.



- Help
- 3 The Power light and DSL light on the Openreach modem glow steady green to show a successful connection to broadband. If these lights don't glow green, see the lights table on page 19.
- 4 Your Hub plugs into the mains power supply. It connects to the Openreach modem using the red broadband cable and to your telephone socket using the landline cable.



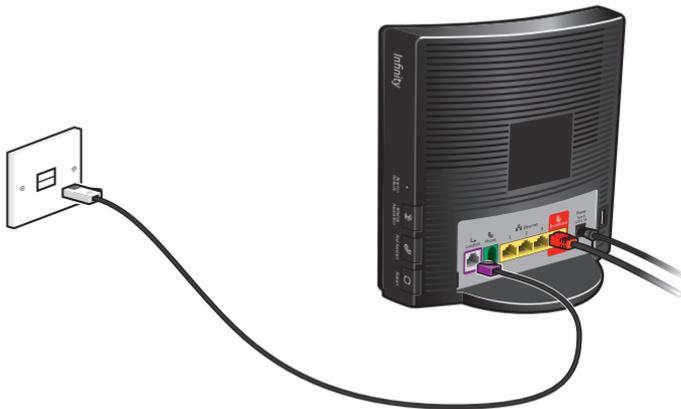
- 5 The Broadband light on your Hub will glow steady blue to show a successful connection to broadband. This may take a few minutes. If it doesn't glow blue, see the lights table on page 12.
- 6 Your computer connects to your Hub using a wireless or wired (Ethernet connection). For help to set up the connection, follow the steps on your CD or see page 23.

Landline cable (optional)

With the landline cable fitted:

- the telephone plugged into your Hub can be set to ring on incoming calls to your BT Broadband Talk **and** your home number. You can change this setting in Hub Manager
- you can make calls using your main home telephone number from the phone that's plugged into your Hub by dialling '5' before the number you wish to call. If you don't dial '5', you'll make the call using BT Broadband Talk
- the phone plugged into your Hub will automatically use your main home telephone line to make outgoing calls if there's a power cut or broadband service failure

Plug the purple connector into the purple landline socket on the back of your Hub and plug the other end of the cable into your home telephone socket.



Changing to a standard broadband (ADSL) connection

If for any reason you change back to standard broadband, using ADSL, these tips will help you reconnect your original BT Home Hub or other broadband router.

 **Note:** to change your broadband service, you'll need to place a new order. Only follow the steps below once you've placed your order, got a confirmed end-date for your BT Infinity service and got a start-date for your new broadband service.

Follow the steps below, depending on whether you make or receive landline calls on a telephone connected to your Hub (landline calls are made by dialling '5').

I don't make or receive landline calls on a telephone connected to my Hub

You need to reconnect your standard broadband (ADSL) router:

- 1 Unplug your Openreach modem and the BT Home Hub that you're using with BT Infinity.
- 2 Plug your old BT Home Hub (or other broadband router) into the socket from which you've just unplugged the Openreach modem. You don't need to fit any ADSL microfilters.
- 3 Connect your computer to your BT Home Hub (or other broadband router).

Your standard broadband (ADSL) service should now be ready to use.

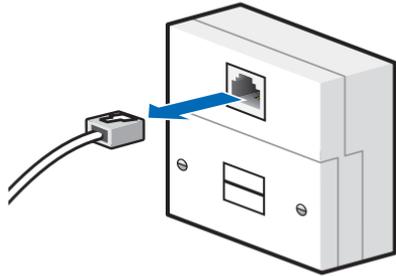




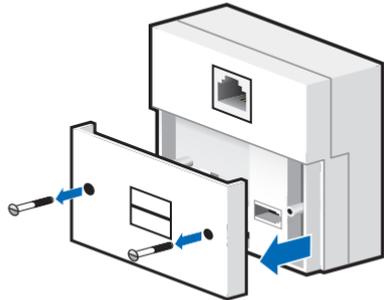
I **do** make or receive landline calls on a telephone connected to my Hub

You need to remove the fibre faceplate and reconnect your standard broadband (ADSL) router:

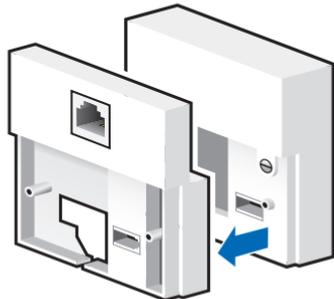
- 1 Unplug the special extension cable (if installed for BT Infinity) from the top data port on the master socket. (You'll no longer need this cable.)



- 2 Unscrew the front plate of the master socket.

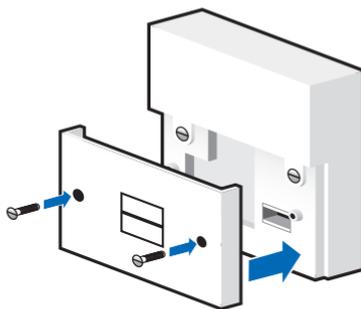


- 3 Lift off the fibre faceplate, being careful not to upset any wires inside the master socket.

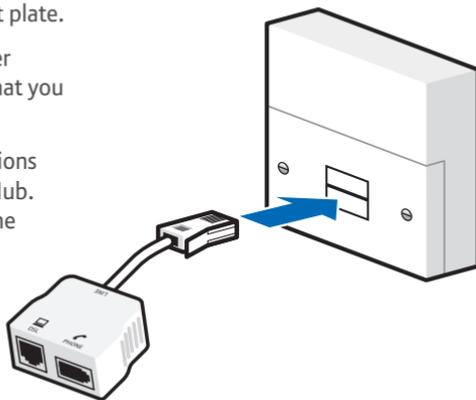




- 4 Find the shorter front plate screws – they should be in the recess of the master socket (if not, most hardware shops stock suitable screws).
- 5 Screw the front plate back into place.



- 6 Plug a microfilter into the front plate.
- 7 Plug a microfilter into any other extension telephone sockets that you have.
- 8 Follow the installation instructions for your standard broadband Hub. You can fit the Hub to any of the microfilters.



Notices

Warranty

We guarantee that the BT Home Hub will work to the relevant specification for the minimum period of your agreement* and that it will be free from faulty design, manufacture or materials. If at any time during the minimum period, you find that your BT Home Hub or other equipment isn't working properly, you may return it to us and we'll replace or (at our option) repair it.

We will not be responsible for any defects arising from fair wear and tear, accidental or willful damage, misuse or failure to follow our instructions. If you return any equipment as faulty, we may test the equipment – if it's working, we'll send it back to you. If we do so, we may charge you our costs for our testing and postage. This doesn't affect your legal rights relating to equipment that is faulty or wrongly described.

Safety and regulatory instructions for your Openreach modem and BT Home Hub

Please read this section carefully before set-up!

- Your Hub and Openreach modem will get warm once connected to the power supply. Although this is normal, you should make sure that your Hub and Openreach modem have adequate ventilation to prevent overheating. Never block the vents on your Hub or Openreach modem.
- Don't expose your Hub or Openreach modem to rain, water, moisture or direct sunshine.
- Don't spill liquid on your Hub or Openreach modem.

- Keep your Hub and Openreach modem away from sources of heat such as heaters or radiators.
- Don't try to disassemble or open up your Hub or Openreach modem yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.
- Before cleaning your Hub or Openreach modem, disconnect from its power supply. Use a damp cloth for cleaning.
- For better performance, don't place your Hub or Openreach modem on a television or computer monitor.
- If there's an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.
- The BT Home Hub intentionally generates low-level radio frequency signals and so there's a very small risk that it may interfere with sensitive medical devices, for example a heart pacemaker, when nearby. If you've any concerns, BT recommends that you consult the medical device manufacturer before using your BT Home Hub.
- The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible.

Important: please make sure you always use the power cable supplied with your new Hub – don't use any other power cable.

* The minimum period will be either 12 or 18 months depending on the Option you chose when you placed your order.

Save energy

Please avoid wasting energy while using your computer, games console or other equipment. You can set up your computers to go into standby or low-energy mode automatically. Your Hub has BT Power Save – see www.bt.com/setup/hubfeatures

Please disconnect your Hub from its power supply when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Hub to connect to your broadband line) will lose internet access and BT Broadband Talk won't work. Remember to restore power to your Hub before turning on your computer(s).

Product disposal instructions for residential users



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to reduce the impact on the environment, treat any hazardous substances and avoid increasing landfill.

The symbol shown above and on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin. When you've no more use for your product, please dispose of it following your local authority's recycling scheme. For more information, please contact your local authority or the retailer where you bought the product.

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Hub to its default settings, see page 35.

Declaration of Conformance

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 www.bt.com

GNU General Public Licence

The BT Home Hub 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: www.btyahoo.com/broadband/adhoc_pages/gplcode.html

Terms and conditions

BT Infinity and BT Broadband Talk are covered by terms and conditions. To review these, click on 'Terms and conditions' at www.bt.com/btbroadband

Windows is a registered trademark of Microsoft Corporation in the United States and other countries.



Useful information

Useful web site addresses

BT Infinity:	www.bt.com/infinity/start
Help and support:	www.bt.com/help/infinity
Your Hub Manager ¹ :	bthomehub.home

Default Hub settings

Broadband username (PPP):	bthomehub@btbroadband.com
Broadband password:	none required
Encapsulation:	PPPoE or PPP over Ethernet
Multiplexing:	VC based or VC Mux
VPI/VCI:	0/38
Wireless network name (SSID) ² :	
Wireless key (WPA PSK WEP) ² :	
Wireless interface:	Wi-Fi 802.11.b, g or n
Authentication:	WPA-PSK or WPA2-PSK (also known as WPA-Personal)
Encryption type:	AES or TKIP
Mode:	infrastructure (not ad hoc)
Hub Manager password ¹ :	

1 password printed on back of your Hub.

2 printed on back of your Hub and/or your wireless settings card.

Your details

BT Total Broadband username: _____

BT Total Broadband password: _____

(Your username and password are also your BT Yahoo! Mail address (email address) and password.)

BT Broadband Talk phone number: _____

BT Broadband Talk password: _____

Index

- Access controls 38
- ADSL 22, 42
- Broadband connection problems
 - 8, 12, 19
- Broadband light 12-16, 36, 41
- Broadband speed 10
- BT Broadband Talk 8-9, 37, 41, 46, 47
- BT Broadband Desktop Help 8
- BT Digital Vault 7
- BT FON 6, 36
- BT Home IT Support 34
- BT Hub Phone 8-9, 35, 36, 37
- BT online security 7
- BT Power Save 13, 36, 38, 46
- BT Total Broadband username 7, 23, 47
- BT Yahoo! Mail address 7, 23, 47
- BT Yahoo! Online 7
- Connecting devices to Hub 6
- Connecting without CD 23-28
- Connection troubleshooting 12-22
- Default settings for Hub 35, 38, 46
- Default wireless settings 24
- Dial-up networking window 33
- Disposing of old equipment 33, 46
- DSL light 15, 16, 19-22, 39-40
- Email 7, 11
- Email connection problems 8
- Ethernet 4, 6, 18, 22, 23, 26, 28, 31, 37, 39, 41
- Extension cable 4, 20, 43
- Fibre optic cable 3
- Forum 11
- Help 8, 11-34
- Hub buttons 35-36
- Hub default settings 18, 35-36, 38, 47
- Hub features 38
- Hub lights 12-18, 35
- Hub safety 45
- Hub sockets 37
- Hub Manager 38
- IP address 32
- IT support 34
- LAN1 light 16, 19, 21-22
- Mac OS 23, 25, 32, 33
- Notices 45-46
- Online help 11
- Openreach modem 4, 15, 16, 19-22, 35-42

Password 7, 9, 15, 23, 25, 29, 31, 36, 38, 47
Phone light 8, 9, 36
Power Save 13, 36, 38, 46
Power light 12-14, 19-21, 40
Reset Hub to defaults 14, 15, 33, 35-36, 38, 46
Reset modem 20, 21
Restart 9, 13, 15, 16, 17, 20, 21, 25, 27, 32, 36
Router 3, 22, 32, 42, 43
Safety instructions 45-46
Security 5, 7, 11, 25, 29
Set-up 14, 18, 21, 23, 39
Standard broadband 22, 42
Troubleshooting 12-22
Upgrading light 12-13
USB 31, 37
Useful information 47
Username 7, 23, 47
VDSL 4, 22
WEP 26, 29, 47
Wireless 4-6, 17-18, 23, 24-31, 37
Wireless adapter 4, 16-27, 23-24, 28, 30, 37
Wireless Association 36
Wireless broadband 4
Wireless channel 18, 28
Wireless connection problems 8
Wireless interface 31, 47
Wireless key 24, 25, 47
Wireless network name 5, 25, 47
Wireless security 5, 30
Wireless signal 5, 17, 24
Wireless settings card 5, 24, 39, 47
WPA 24, 25, 26, 29, 47



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