

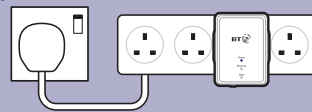


BT Essentials Wi-Fi Powerline 500 User Guide

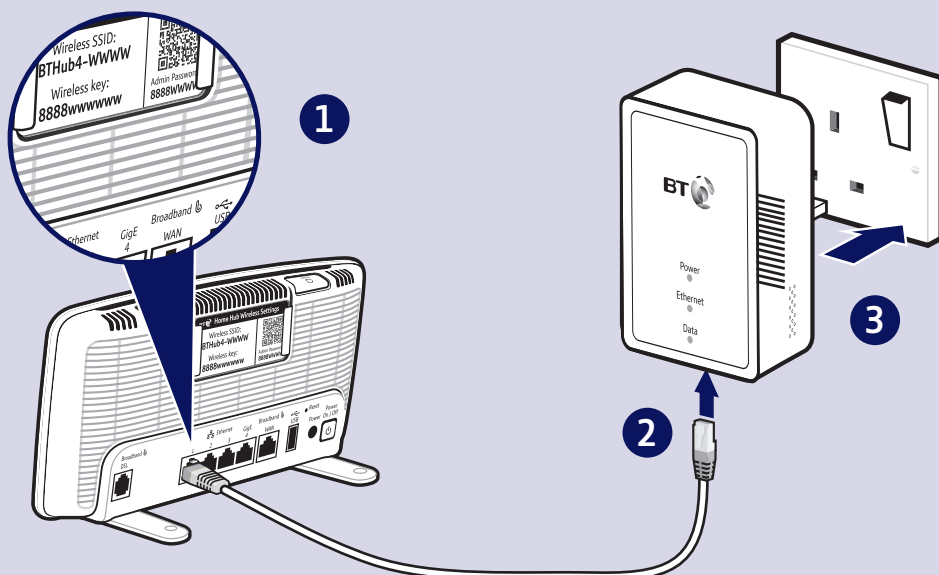
1 Plug in powerline near your router

- 1 Plug one end of the ethernet cable into a spare ethernet socket on your router/hub.
- 2 Plug the other end into the powerline; it's called 'BT Essentials Powerline 500' on the back label.

IMPORTANT: to work properly, powerline and wi-fi powerline must be plugged directly into the wall socket and not into extension leads.



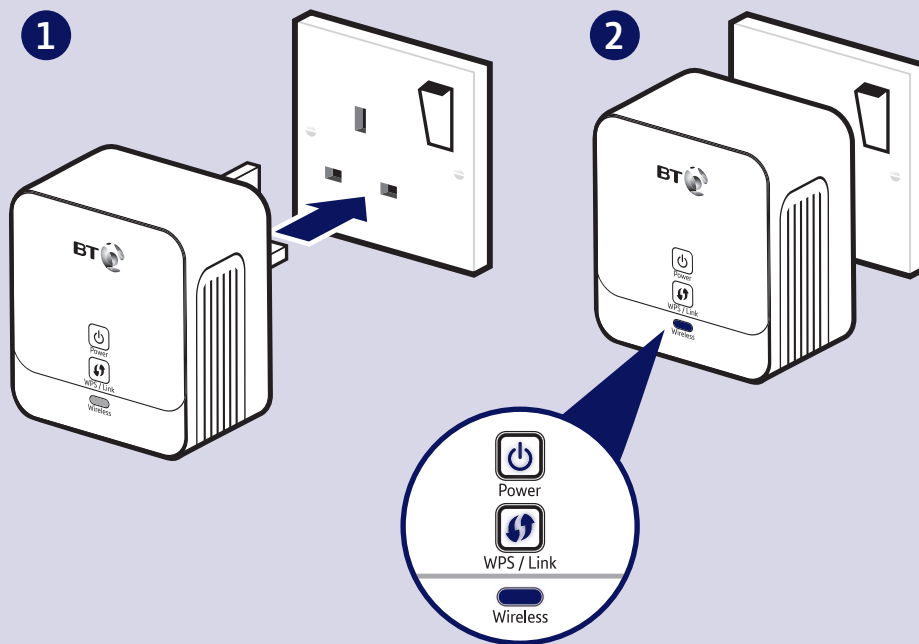
- 3 Plug the powerline directly into a wall power socket. Make sure the socket's switched on.



2 Plug in your wi-fi powerline

- 1 Plug the wi-fi powerline directly into a wall power socket near the device you want to connect. Make sure the socket's switched on.
- 2 Wait for connection to complete. Give it a couple of minutes. If everything's okay, the **Wireless**, **WPS/Link** and **Power** lights will be on.

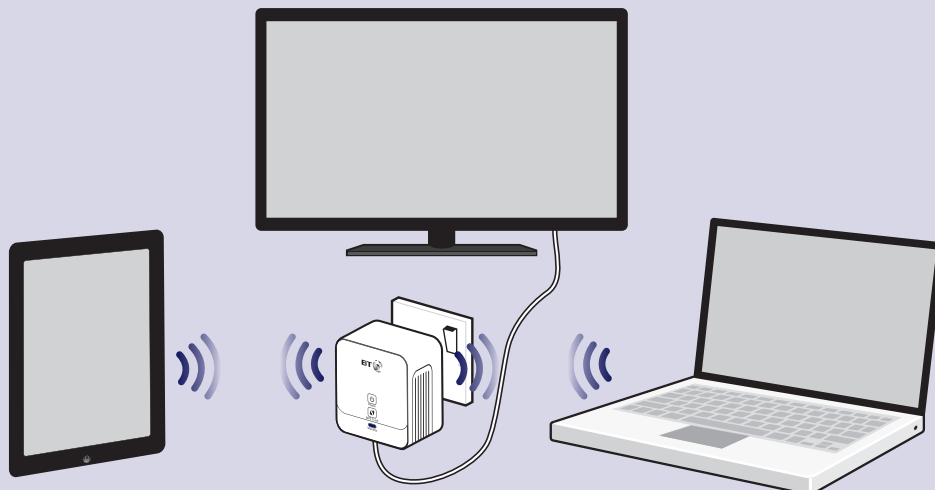
If the **WPS/Link** light doesn't light up, see Connection help overleaf.



3 Connect your devices

You can connect your devices using wi-fi or the ethernet cable.

- ☰ The wi-fi powerline can support separate devices connected to the ethernet ports and wi-fi at the same time.



To connect using wi-fi

☰ The wi-fi powerline supports easy wi-fi connection with its WPS button. If your device also supports WPS, you can use it instead of manually connecting your device. Just follow the instructions on the device you're trying to connect to the wi-fi powerline.

- 1 Use the wireless connection software or settings on your device to display the list of available wireless networks in your area.
- 2 Find your wi-fi powerline in the list and select it; it's called **BTEssentials-XXX**.
- 3 Enter your wi-fi powerline's wireless key printed on the sticker on this user guide.
- 4 Complete the connection on your device.

☰ The wi-fi powerline name (SSID) and wireless key can be found on the sticker attached to this user guide and on the labels on the top and back of the wi-fi powerline.

Wireless network/SSID:
BTEssentials-XXX
Wireless key:
XXXXXXXXXX
Admin password:
XXXXXXXXXX

☰ Your new wi-fi powerline and your existing wireless broadband router will show up as two separate networks. If your device shows both networks, it's worth giving both of them a go as one might be faster and more reliable than the other.

Light status

Essentials Wi-Fi Powerline

Light	Colour	Status	What's happening
Power	Green	On	Wi-fi powerline running normally
		Flashing	Wi-fi powerline pairing
	Green	Slow flashing	Wi-fi powerline in power saving mode
	-	Off	Wi-fi powerline turned off or boot-up failed
WPS/Link	Green	On	Wi-fi powerline connected to network, high transfer speed
	Green	Flashing	Wi-fi powerline connected to network, low transfer speed
	-	Off	Wi-fi powerline booting-up or boot-up failed or hotspot not connected to network
Wireless	Green	On	Wireless enabled, data is being transmitted/received
	-	Off	Wi-fi powerline booting-up or boot-up failed, or hotspot wireless disabled
	Orange	On	Wireless security disabled on the hotspot or guest network

Essentials Powerline

Light	Status	What's happening
Power	On	Powerline running normally
	Flashing	Powerline resetting, synchronising or power save mode
	Off	Powerline turned off
Ethernet	On	Device connected to powerline
	Flashing	Data being sent or received
	Off	No device connected to powerline or device switched off
Data	On	Powerline connected to network Green: High transfer speed Red: Low transfer speed
	Off	No connection to network

WPS/Link Button

What do you want to do?	Press and hold
Prepare to join a new network	WPS/Link button for 5 to 8 seconds
Join a new network or start WPS connection	WPS/Link button for 1 second
Reset to factory settings	WPS/Link button for 20 seconds

🔗 Connection help

For advanced settings e.g. to change the name (SSID) of your wi-fi powerline check the Frequently Asked Questions at bt.com/wifipowerline500

All the lights are off

- Make sure the wi-fi powerline is switched on. Press the **Power** button to switch on.

Can't connect to wi-fi powerline using wi-fi

- Make sure you've used the correct wireless network and key details printed on the settings card.
- If you don't know how to view the list of wireless devices in your area to connect to the wi-fi powerline, see help provided with your device. Or check the Frequently Asked Questions at bt.com/wifipowerline500

Poor wi-fi performance

- If your new wi-fi powerline and your existing wireless broadband router show up as two separate networks, you may want to try both wi-fi networks as one might be faster and more reliable than the other.
- Don't know if you're connected to the router or wi-fi powerline? The easiest way is to compare the signal strength displayed on your device with the wi-fi powerline switched on and off.
- Do not use the wi-fi powerline in an area where microwave and electric equipment may interfere with the wireless signal.
- Try to move the device nearer to your wi-fi powerline, which can improve the wireless signal quality.
- Thick/concrete walls and ceilings may affect wi-fi.

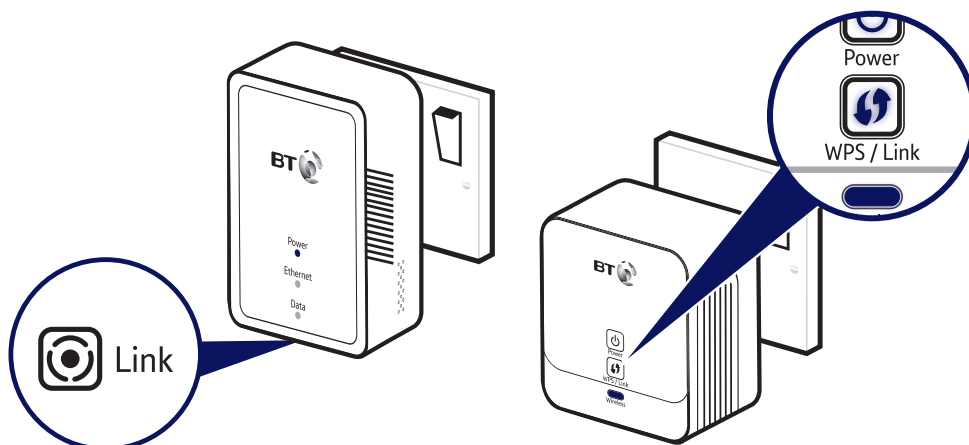
WPS/Link light is off or flashing

- If you are adding the wi-fi powerline to your existing network, press the **WPS/Link** button on your wi-fi powerline for 1 second (Power light starts flashing). Within 2 minutes, press the **Link** button on one of the powerline extenders already in your home for 1 second to complete the connection. The **WPS/Link** light will be steady green.
- To check if your home's electrical wiring is affecting your powerline extenders, try plugging units in the same room. Some old wiring or fuse boxes might affect your network performance.
- House appliances that draw large amounts of power, like refrigerators, freezers, microwaves and air conditioning systems, might cause interference with your network.
- For best network performance, use powerline extenders from BT.
- If there are no spare ports on your router/hub, you can unplug one of your existing devices and use an alternative like wi-fi or purchase a switch.

Reset to factory settings

If your powerline or wi-fi powerline stops working or becomes unpaired, you can reset both to their factory settings:


- 1 Make sure the powerline or wi-fi powerline is plugged in and the power socket's switched on.
- 2 Press the **Link** button (on the bottom of powerline) for more than 15 seconds or the **WPS/Link** button on the front of the wi-fi powerline for 20 seconds to restore factory default settings. Give it a couple of minutes. If everything's okay, the **Power** indicator on both will light up.



How to add more Powerline units to your existing network


You can expand your home network by adding more powerline units to your existing kit.

- 1 Plug your additional powerline directly into a wall power socket. Make sure the socket's switched on.
- 2 Press the **Link** button on your additional powerline for 5 to 8 seconds. Wait for the **Power** light to go back to steady green.
- 3 Press the **Link** button again, this time for 1 second.
- 4 Within 2 minutes, press the **Link** button on one of the powerline units already in your home for 1 second to complete the connection to the network.
- 5 Wait for connection to complete. If everything's okay, the **Power** and **Data** indicators on the new powerline will light up.

 **TIP:** you might find it easier to plug your new powerline in the same double power socket or near one of your existing ones whilst you set things up.

To connect using the ethernet cable

- 1 Connect your device to one of the ethernet ports on the wi-fi powerline.

 You'll need an ethernet cable for each device you want to connect to the wi-fi powerline.

General information

For information on safety instructions, technical information or setting up, please see the Frequently Asked Questions at bt.com/wifipowerline500

Guarantee

Your BT Essentials Wi-Fi Powerline 500 Kit is guaranteed for a period of 3 years 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 BT Essentials Wi-Fi Powerline 500 Kit 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 3 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 kit is in or outside of the 3 year guarantee, please see the Frequently Asked Questions at bt.com/wifipowerline500

The BT Essentials Wi-Fi Powerline 500 Kit is manufactured for BT by Shenzhen Gongjin Electronics Co., Ltd. in China.

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.

R&TTE Directive & Declaration of Conformity

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

For a copy of the Declaration of Conformity please refer to bt.com/wifipowerline500

This product uses open source codes available from bt.com/help/gplcode

BT Essentials Wi-Fi Powerline 500 power consumption

In operation	4.7 Watts
Network standby	2.7 Watts
Off mode	0.1 Watts

BT Essentials Powerline 500 power consumption

In operation	2.5 Watts
Network standby	1.9 Watts
Standby mode	0.4 Watts
Elapsed time before going into standby mode	5 Minutes

European address: Gongjin Europe Plc, Ashdown House, High Street, Cross In Hand, Heathfield, East Sussex

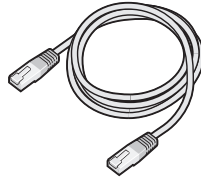
Box contents



BT Essentials
Wi-Fi Powerline 500



BT Essentials
Powerline 500



Ethernet cable

Wi-Fi Powerline default settings



Find out more

- If you need more help, go to bt.com/wifipowerline500 where you can view Frequently Asked Questions.
- 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.

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

Offices worldwide

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