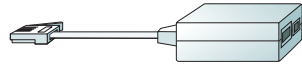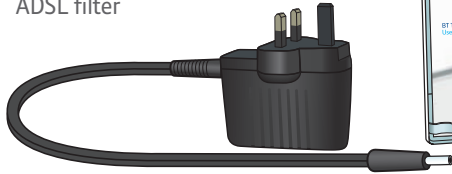# Quick Start. Follow these five simple steps to get online.

For help or more information, please see the User Guide.

## 1 Check your box contents.
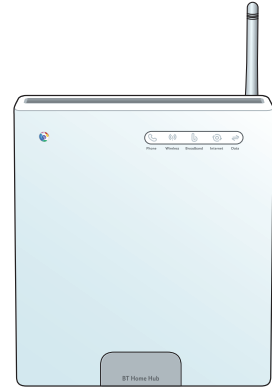
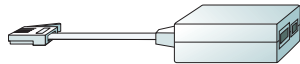ADSL filter

Power adapter

Broadband cable (grey ends)

User Guide and CD

BT Home Hub

ADSL filter

Converter (green end)
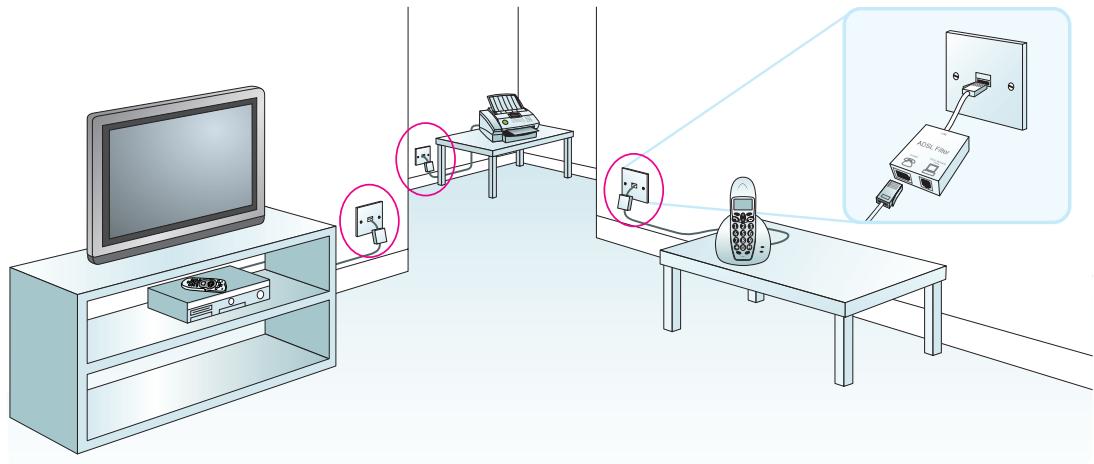
USB cable (blue ends)

Ethernet cable (yellow ends)

**Please note:**
you may not need
to use all these items
when setting up
BT Total Broadband

## 2 Fit an ADSL filter to every telephone socket that you use in your home. Sockets could be used by telephones, faxes and digital TV boxes (e.g. Sky). These devices need to use a filter to prevent interference with your broadband service.

**3** Using the broadband cable (grey ends), connect your Hub to an ADSL filter and then connect the power supply.
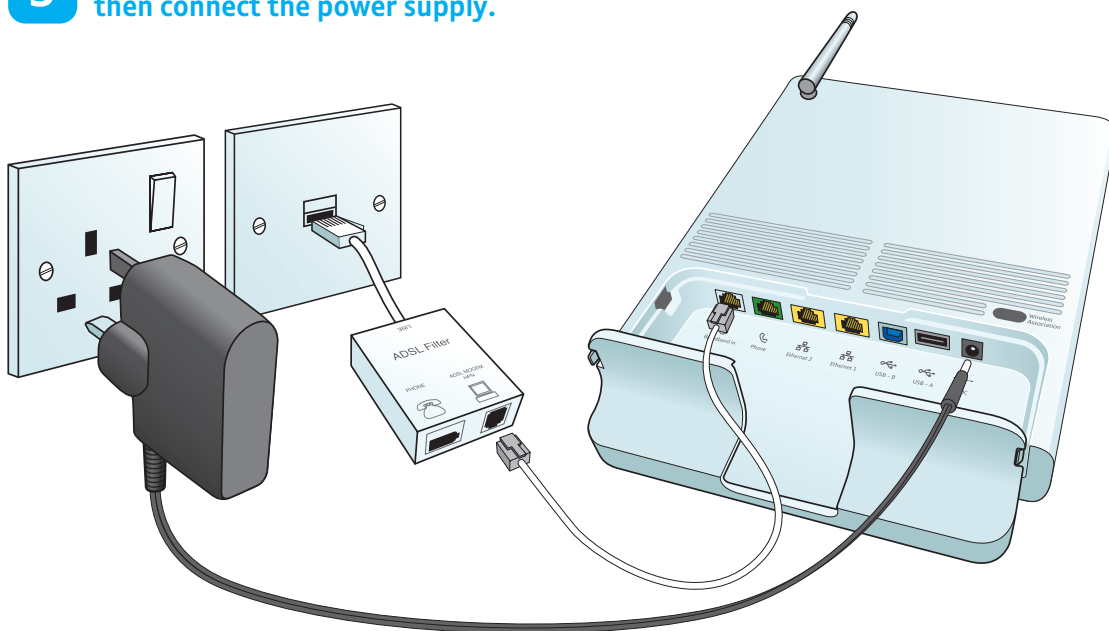
**4** Raise the Hub's aerial and wait for the Broadband light to turn a steady green (other lights may be on or flashing).
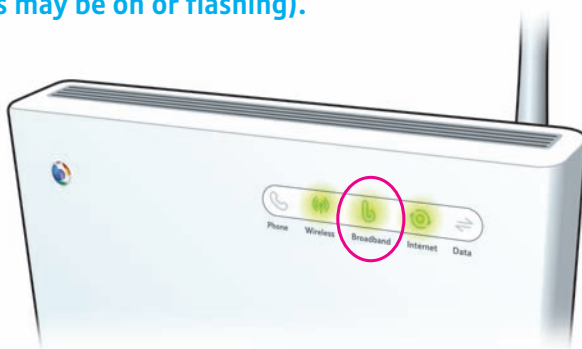
**5** Insert the CD into your computer to continue the installation.

BT

Bringing it all together

# BT Total Broadband
# User Guide

Phone    Wireless    Broadband    Internet    Data

# Contents
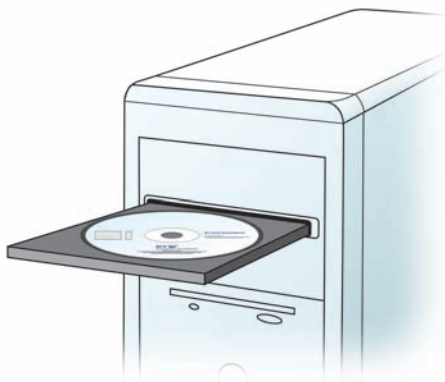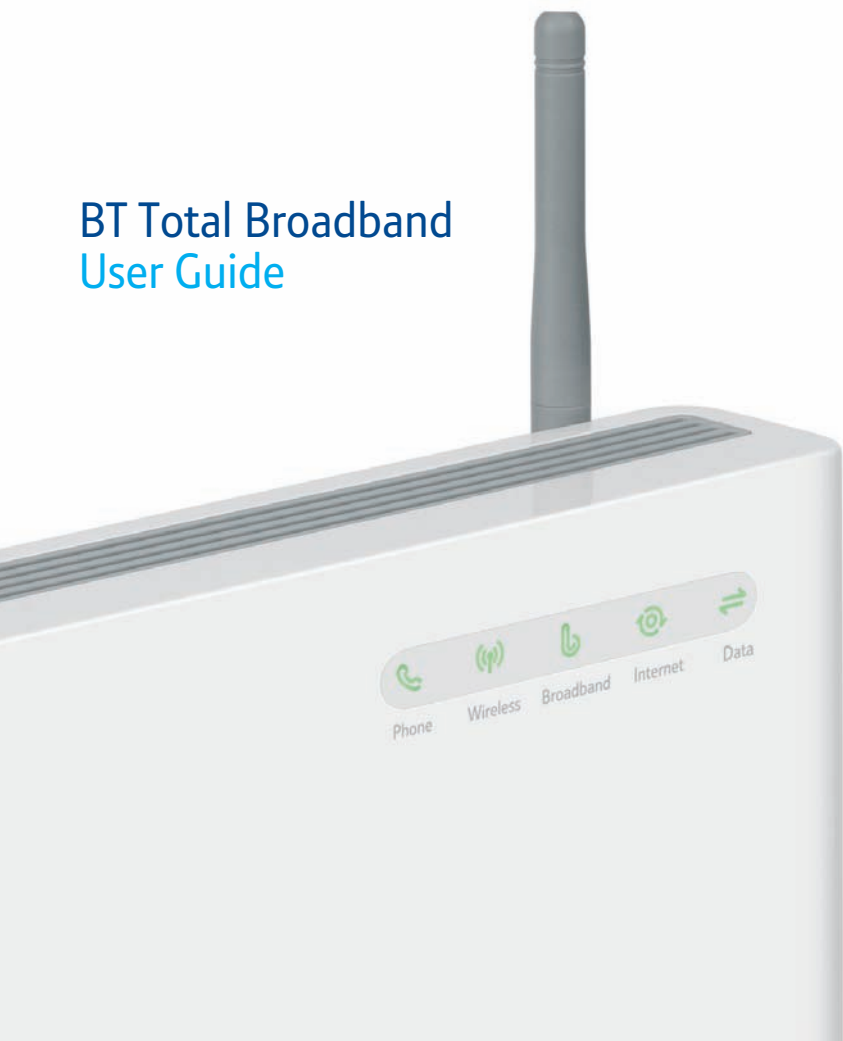
To install your BT Home Hub, please follow your one-page Quick Start guide.

This User Guide booklet contains more detailed set-up and service information, including troubleshooting.

### We can set it all up for you

For a small charge, a BT Home IT Engineer can visit and set up your broadband, talk, email and security – and give you a brief introduction to your BT Total Broadband service.

Call **0800 876 6542** or go to **www.bt.com/broadbandinstall**

Hold tight!
Your super-fast broadband is here!

Set-up

## Setting up your Hub and BT Total Broadband

Use this section for more detail than Quick Start.

If you'd prefer someone to get you online with BT Total Broadband rather than use this guide, we can help. For a small charge, a BT Home IT Engineer can visit and set up your broadband, talk, email and security – and give you a brief introduction to your BT Total Broadband service. Call **0800 876 6542** or go to **www.bt.com/broadbandinstall**

## 1. Before you start

### Check your box contents



ADSL filter

Power adapter

Broadband cable (grey ends)
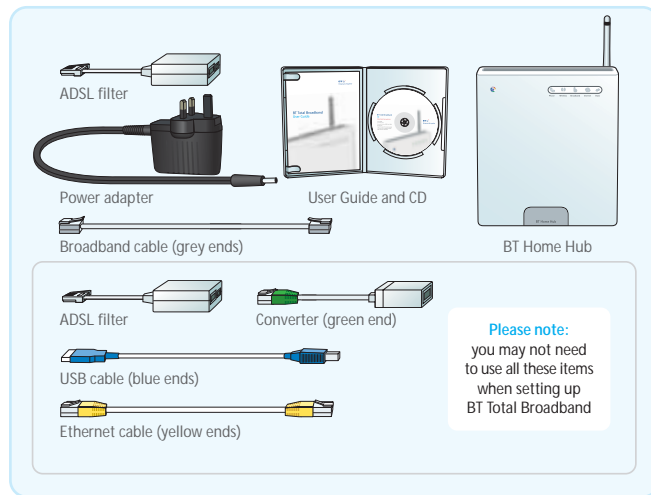
User Guide and CD

BT Home Hub

ADSL filter

Converter (green end)

USB cable (blue ends)

Ethernet cable (yellow ends)

**Please note:** you may not need to use all these items when setting up BT Total Broadband

If you've ordered a BT Hub Phone, BT Fusion or BT Vision, please set them up <u>after</u> this Hub and BT Total Broadband set-up.

You can start setting up your Hub any time. But please bear in mind that your new broadband line may not be activated until 8pm on your activation day. When you get to step 4, you'll be able to tell when your broadband service is active as the Hub's Broadband light turns a steady green.

### Remove existing modem

Unplug any existing modem or router from its ADSL filter or telephone line. Please also disconnect it from your computer.

### Have details handy

You'll need your BT Total Broadband username and password (this is also your BT Yahoo! Mail address – or email address – and password). These details were sent to you by letter or email. If you don't have these, please call us on **0800 111 4567.**

If you ordered BT Broadband Talk, you may also need its phone number and password. If you don't have these, you can activate the service later.

### Position your Hub

The following information will help you decide where to put your Hub.

**Your Hub needs to be:**

1. close to a mains power outlet and phone socket.

2. close to your computer, if using cables to connect your computer to Hub, **or** positioned centrally in your home, if connecting using wireless.

Avoid positioning your Hub near to a microwave oven, fridge or metallic surface (e.g. mirror).

## 2. Fit your ADSL filters

An ADSL filter (also known as a microfilter) is a device that allows broadband to work over the same line as your telephone service.

You need an ADSL filter fitted to phone sockets used by devices such as:

- phones
- fax machines
- digital TV boxes (e.g. Freeview, Sky)
- monitored alarm systems
- extension bells
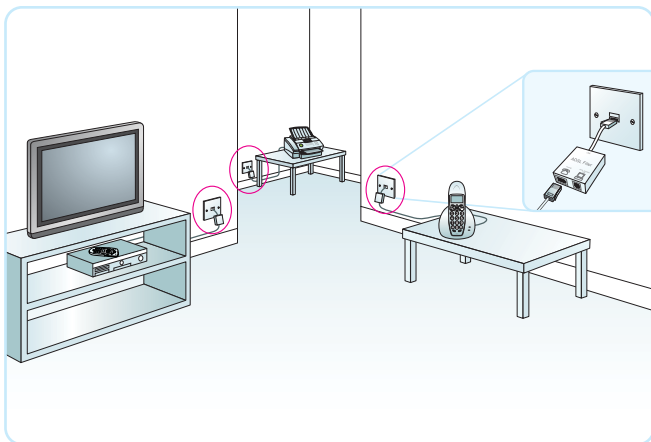


At each phone socket that you're using:

- unplug the device from the socket
- plug an ADSL filter into the socket
- plug the device you just unplugged into the ADSL filter's phone socket
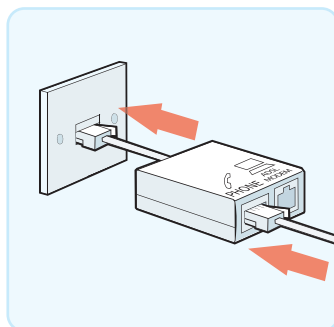


### When don't I need an ADSL filter?

You don't need to use an ADSL filter if you have a broadband (ADSL) master socket. When you get to step 3, you'll simply plug your broadband cable straight into the ADSL master socket's 'DSL' socket.

A broadband (ADSL) master socket looks like this:
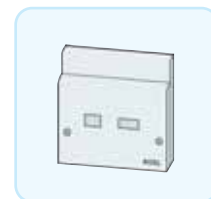


### Using a socket doubler?

If you use a socket doubler to connect more than one phone to a single socket, you can use a single ADSL filter, but please make sure that it's fitted as shown below.
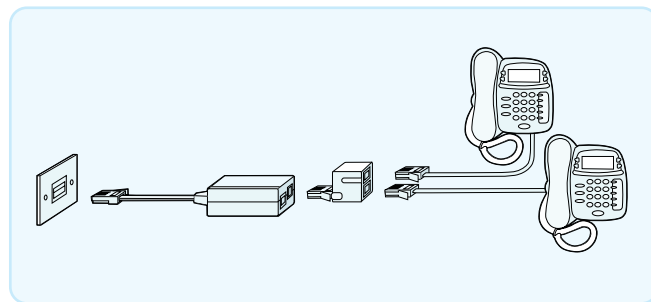


### Not enough ADSL filters?

You can order BT ADSL filters at **www.bt.com/shop** and most computer shops or by calling us on **0800 800 150**.

You can still install broadband even if all devices don't yet have an ADSL filter, but you must unplug any device without an ADSL filter from its phone socket. You can reconnect the device once you've an ADSL filter for it.

## 3. Connect your BT Home Hub

The Hub's connection sockets are behind a panel at its rear.
Lay your BT Home Hub face down, pinch clips and pull to open.

Plug the broadband cable (grey ends) into the 'Broadband' socket on the Hub and the 'DSL' socket on one of the ADSL filters.

Plug the power cable into the Hub's 9V DC socket and a nearby power supply. Switch on power at the power socket.
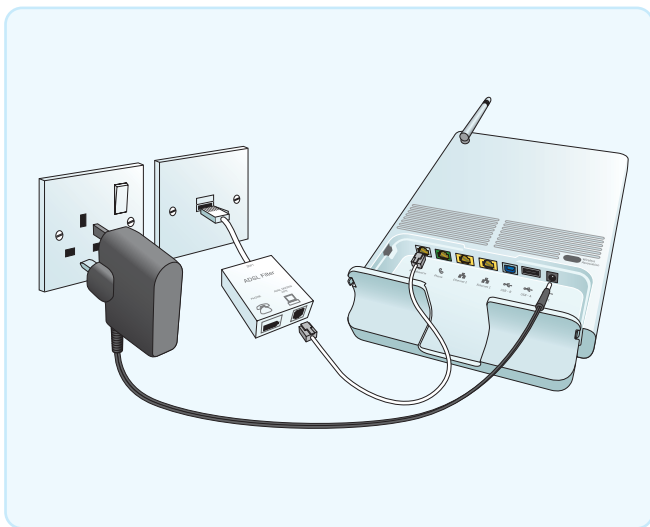


If you do need to extend the distance between your computer and the Hub, we suggest you use a longer Ethernet cable or wireless connection (see option C on page 13).

Please **do not** connect your computer yet.

### Need to use an extension lead?
Make sure it isn't longer than 10 metres. Keep the distance between the phone socket, ADSL filter and Hub to a minimum.

### Extension lead for the Hub



10 metre maximum
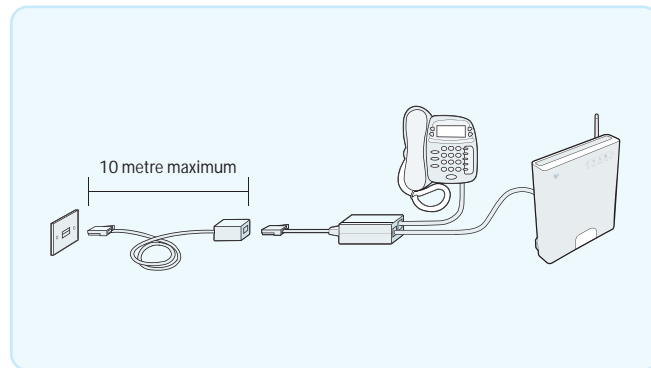
**Important:** you must **not** have an ADSL filter at each end of an extension lead.

## 4. Wait for your Hub's Broadband light to turn a steady green

Your Hub will synchronise with your broadband service. This will take a few minutes.



**TROUBLESHOOTING**

If the Broadband light isn't a steady green after a few minutes, please wait a little longer (in some cases up to an hour). Please bear in mind that your broadband service may not be activated until 8pm on activation day.
For more help and information, please see the troubleshooting steps on page 31.

## 5. Insert the CD into your computer
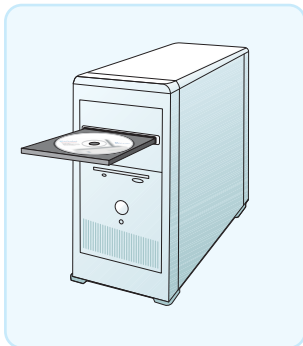
We recommend you use our installation CD. It'll help you: choose and make the connection to suit you, install your BT Total Broadband software and get you online. It'll also help you set up BT Broadband Talk (if ordered). However, if you have problems with the CD or decide not to use it, you can still connect your computer to the Hub using the manual set-up steps on page 12.

**TROUBLESHOOTING**

If the CD doesn't automatically run:

PC users: wait 30 seconds, then click on 'My Computer' in the Windows Start menu, then click the CD icon. In the list of files, double-click 'setup.'
Mac OS users: double-click the 'BT Home Hub' desktop icon.

### Connecting additional computers

You can also use the CD to connect additional computers to your Hub. Simply insert the CD in the additional computer and follow the on-screen instructions.

### When you're connected and online

To help you make the most of your BT Total Broadband service and all its great features and options – including email, movies, inclusive calls and wireless – go to Broadband Life at **www.bt.com/broadbandlife**

Advanced

# Advanced set-up and features

## Advanced set-up and features

If you're familiar with making changes to your computer and would prefer to connect your computer to the Hub without using the CD, this section can help. This section also contains information about changing your Hub settings.

## Manual set-up

Make sure that your Hub's Broadband and Internet lights are a steady green. If they aren't, see page 31.

**You'll need to decide whether to connect using Ethernet (option A), USB (option B) or wireless (option C). We recommend you choose Ethernet, if your computer supports Ethernet connections.**

### Option A – if you want to connect using Ethernet

1. Plug one end of the Ethernet cable (yellow ends) into one of the Hub's Ethernet sockets.

2. Plug the other end of the Ethernet cable into your computer's Ethernet socket.

3. Open your web browser – you should be on the internet.

4. To help you make the most of all your great features and options – including email, movies, inclusive calls and wireless – go to **www.bt.com/broadbandlife**

> **TROUBLESHOOTING**
>
> If you aren't connected to the internet, please restart your computer and try the above again. If you still can't connect, please check your computer's IP settings are correct. Please go to page 36 for details.
>
> If a dial-up networking window appears when trying to connect to the internet, please go to page 36.

### Option B – if you want to connect using USB (Windows PCs only)

1. Download USB drivers at **www.btyahoo.com/drivers** or install them by running 'BTHomeHub_USB.exe' which is located in the utility folder of your installation CD.

2. Plug one end of the USB cable (blue ends) into the Hub's USB-B socket.

3. Plug the other end of the USB cable into one of your computer's USB sockets.

4. Open your web browser – you should be on the internet.

5. To help you make the most of all your great features and options – including email, movies, inclusive calls and wireless – go to **www.bt.com/broadbandlife**

If you wish to remove USB drivers, select 'System' from within the Windows 'Control Panel', then click on the 'Device Manager' tab. Click on the '+' sign next to 'Network adapters'. Select 'Thomson ST Remote NDIS Device'. Click 'Remove'.

> **TROUBLESHOOTING**
>
> If you aren't connected to the internet, please restart your computer and try the above again. If you still can't connect, please check your computer's IP settings are correct. Please go to page 36 for details.
>
> If a dial-up networking window appears when trying to connect to the internet, please go to page 36.

### Option C – if you want to connect using wireless

1. If your computer is already connected to the Hub using USB or Ethernet, unplug the connecting cable.

2. Place your computer close to the BT Home 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 wireless on by either using a wireless switch (if your computer has one) or activating wireless from within your wireless software.

**4.** Find the SSID and wireless key for your BT Home Hub printed on its back.



SSID: _____

Wireless key: _____

Authentication: Open

Encryption type: WEP 64 bit

**5.** Using your preferred wireless connection software, look for your Hub's wireless network name or SSID in the list of available wireless networks.

When prompted, type in the Hub's wireless key to connect to it.

**We have listed below how you can do this with some of the more popular wireless connection software**

| Windows XP and Window Vista | BT Wireless Connection Manager (Windows PCs only) | Mac OS-X |
|---|---|---|
| Go to 'Start', click 'Connect To'.<br>**XP:** click 'Wireless Network Connection'.<br>**Vista:** click 'Connect to network'. | Go to 'Start' then 'All Programs', and click 'BT Wireless Connection Manager'.<br>BT Wireless Connection Manager will launch and search for wireless networks in range. | Click the 'AirPort Status' icon in the menu bar. |
| Highlight your Hub's SSID (e.g. BT HomeHub-022B) and click 'Connect'. | Highlight your Hub's SSID (e.g. BT HomeHub-022B) and click 'Connect'. | Highlight your Hub's SSID. |
| **XP:** type your Hub's wireless key (WEP) into the 'Network Key' box. Click 'Connect'.<br>**Vista:** type your Hub's wireless key (WEP) into the 'Security key or passphrase' box. Click 'Connect'. | Select:<br>Authentication: 'Open system'<br>Encryption: 'WEP 40-bit or 64-bit key'<br>Key Type: 'Hexadecimal (10 characters)<br>In the security key box, type in the 10-character wireless key for your Hub.<br>Check that the 'Save this information' and 'Attempt to use this connection first' boxes are ticked. Click OK. | In the 'Wireless Security' box, select 'WEP 40/128-bit hex'.<br>In the 'Password' box, enter the 10-character wireless key printed on the Hub's back.<br>If the 'WEP 40/128-bit hex' option doesn't appear on your version of Mac OS-X, select 'WEP Password' and type a '$' character in the 'Password' box followed by the 10-character wireless key. |

**6.** Open your web browser to connect to the internet.

**7.** To help you make the most of all your great features and options – including email, movies, inclusive calls and wireless – go to **www.bt.com/broadbandlife**

## Setting up email

You'll need your BT Total Broadband username/BT Yahoo! Mail address and password.

You can access your email using webmail at **bt.yahoo.com/webmail**

Or, for help setting up your email account in an email application such as Outlook or Outlook Express, go to **www.bt.com/broadband/help** and click 'Email'. You may need the details listed below:

**Incoming mail server (POP 3)**: mail.btinternet.com

**Outgoing mail server (SMTP)**: mail.btinternet.com

**SMTP authentication:** enabled

## Connect to your BT Broadband Talk service

### Activate BT Broadband Talk and connect a phone to make cheap internet calls

**1.** If your Hub's Phone light is already on and a steady green, go to step 5 below.

**2.** Make sure you have your BT Broadband Talk phone number and password. You'll find these details in your order confirmation email or letter.

**3.** Open your web browser and type **www.bt.com/bbv** into the address bar and press enter. Follow the on-screen instructions.

**4.** The Phone light on your Hub will be a steady green when your BT Broadband Talk service is activated.

**5.** If you're going to be using a BT Hub Phone, please follow the instructions that came with it.

**6.** If you're going to be using a standard phone, open the back of the Hub and plug the converter (green end) into the Phone socket.
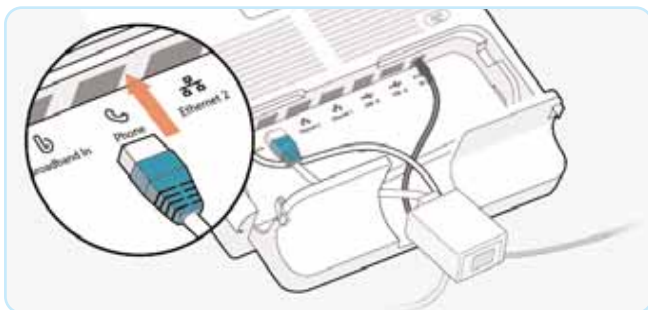


**7.** Plug a phone into the converter.
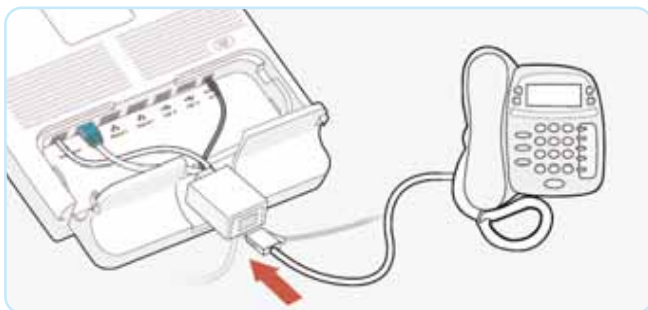


**Find out more**

To find out more about making calls with this service, go to page 22.

## 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 find technical help and also make changes to the way your Hub works by using the Hub Manager.

To access Hub Manager, click its desktop icon or open your web browser and type **bthomehub.home** in the address bar.

You may need a username and password to access some of the Hub's advanced settings. Use these defaults:

> ## Hub Manager default username and password
> **username:** admin
> **password:** admin

## Firmware updates

We may occasionally send software updates (known as firmware) to your Hub. When updates are being installed, your internet connection will stop working for up to 30 minutes. All lights on the Hub will flash. Please wait until any updates are complete before continuing to use the internet.

## Resetting your Hub



To return the Hub to its factory setting, you need to press and hold the wireless association button on the Hub's back panel for at least 15 seconds – then release it. The reset process may take several minutes. The Hub is reset and ready for normal use when its Broadband and Internet lights are glowing steady green.

**Remember:** resetting your Hub will mean you have to activate your BT Broadband Talk service again. See page 15.

## Hub lights

Here's a quick summary of what your lights mean.

| All Hub lights are green | | | | | |
|---|---|---|---|---|---|
| Lights | Phone | Wireless | Broadband | Internet | Data |
| On | BT Broadband Talk enabled | Wireless enabled | Connected to broadband | Connected to internet | A computer or device is connected to the Hub using an Ethernet connection |
| Flashing | Hub in DECT wireless association mode (for more information, see Hub Phone User Guide) or BT Broadband Talk call in progress | Wireless in use[1] | Establishing broadband connection | Data transferring between the Hub and internet Note: can occur without a computer being connected | Data transferring through an Ethernet connection |
| Off | BT Broadband Talk disabled | Wireless disabled | No broadband signal | No internet connection | Ethernet connection not in use |

| All lights are flashing |
|---|
| IMPORTANT – DO NOT TURN OFF HUB POWER WHEN ALL LIGHTS ARE FLASHING. Your Hub has either just been switched on or its software is being upgraded remotely. All lights will flash for several minutes and then go out and then reset to the appropriate status shown in step 4 (see page 9). A remote software upgrade may take up to 30 minutes. |

| All lights are off |
|---|
| Hub power has been turned off or a remote software upgrade to the Hub may be in progress. Wait for ten minutes and then check if the lights are flashing (see above). If all lights are still off after ten minutes, please check that the power supply to your Hub is turned on. |

1. Other wireless devices, such as a neighbour's hub or computer, may automatically send a wireless signal that your Hub recognises and then ignores. This will cause the light to flash but does not mean another device is accessing your Hub. Your wireless key is needed to connect to your Hub using wireless. For more information on wireless security, see **www.bt.com/broadband/help**

## Connecting a games console

You can set up a games console to play games online. Your games console will connect to your Hub using an Ethernet or wireless connection. Follow your games console instructions.

If you wish to host an online game, you may need to use your Hub Manager to set up Games and Application sharing on your Hub. This allows inbound traffic on a particular port to be routed to your games console. To find out more, click on 'Help' in the Hub Manager. You can find out how to access your Hub Manager on page 17.

## Using other modems

We recommend you use the BT Home Hub to get the most out of your BT Total Broadband service. However, if you're going to be using another type of modem or router, please follow its set-up instructions.

## You may need the following information:

Connection, PPP or username: broadband.user@btbroadband.com
Password: None required*
Encapsulation: PPPoA or PPP over ATM
Multiplexing: VC-based or VC Mux
VPI/VCI: 0/38

* The BT Total Broadband network doesn't need a connection password. However, some routers do require one. If you're asked for a password, just enter 'password' and confirm, as required.

Learn about

# Learn about...

## BT Total Broadband

To help you make the most of your BT Total Broadband service and all its great features and options – including email, videos, inclusive calls and wireless – learn more with Broadband Life at **www.bt.com/broadbandlife**

## BT Home Hub

Your versatile BT Home Hub is a:

- broadband router – enjoy a high-speed connection to the internet
- wireless access point – enjoy the freedom to connect your computer without wires
- route to making calls over the internet – enjoy great-value call rates with BT Broadband Talk
- digital cordless (or DECT) phone base station – enjoy the freedom to wander when on the phone*
- mobile calls over the internet enabler – enjoy great-value rates on your mobile at home with BT Fusion
- device designed for the future that will grow with your needs – enjoy the peace of mind that you'll always be up to date

\* Subject to phone range limits.

Please note: additional equipment or services may be required to enable some of the features listed.

Your BT Home Hub is designed to update itself automatically, allowing you to easily add new products and services. For example, if you aren't already using BT Broadband Talk, you can easily enable the service and add a BT Hub Phone so you can make and receive BT Broadband Talk calls around the home.

## BT Broadband Talk

You can use this service to make cheap phone calls over the internet. Enjoy inclusive UK* Evening and Weekend calls and great-value international rates. To find out more or activate your service, go to **www.bt.com/broadbandlife** and click on 'Start communicating'.

The BT Hub Phone is designed to work with BT Broadband Talk and your BT Home Hub. It's a digital cordless telephone with High Definition Sound (Hi-dS™). You can buy a BT Hub Phone at **www.bt.com/shop**

Once you've activated your service, you'll notice BT Broadband Talk has a high-pitched dial tone. This lets you know you're about to make a BT Broadband Talk call. Like a mobile phone, you'll need to dial any phone number in full (i.e. including the area code). This applies to local numbers, too. You must leave your Hub switched on to make and receive BT Broadband Talk calls. You can, however, turn your computer off and still use BT Broadband Talk. You can't make calls to the operator, non-BT directory enquiries or dial-up Internet Service Providers using the BT Broadband Talk service.

To make normal calls using your landline, you'll still use your phone plugged into its phone socket via an ADSL filter. You won't, however, be able to take advantage of BT Broadband Talk rates when you make calls using this phone.

Please note: BT Broadband Talk doesn't currently support number portability, text relay or directory enquiries for disabled customers.

For help with your service, go to **www.bt.com/broadbandtalk/help**

\* Means numbers beginning 01 or 02 excluding Channel Islands. Other exclusions apply. Pence per minute charging applies after one hour. Redial before one hour to avoid call charges. Quality of reception may not match landline. Service restrictions apply, e.g. 999 calls. Limited emergency location information stored. Service will fail if there is a power failure. Abuse policy applies. Touchtone telephone required.

### Emergency calls

If you make an emergency call to 999 or 112 from your BT Broadband Talk phone or BT Hub Phone, the Hub will automatically use your standard telephone line. This is a safety measure to ensure the emergency services can identify your location, if necessary.

**Important:** if there's a power failure, your BT Hub Phone and/or DECT cordless phone will not work. Alternative arrangements should be made for access to emergency services. If you have a standard telephone plugged into the phone socket on the Hub, this will automatically use your standard telephone line. You'll know this because the dial tone will be normal and not the high-pitched tone used by the BT Broadband Talk service.

If there's a broadband failure, any BT Hub Phone, DECT cordless phone and/or standard phone connected to your Hub will automatically use your standard telephone line. You'll know this because the dial tone will be normal and not the high-pitched tone used by the BT Broadband Talk service.

## Online security

You can help protect yourself, your family and computer from viruses, hackers and unwanted content.

To activate or check your security:

• **Option 1 customers:** get the peace of mind that comes with Norton AntiVirus™ and Norton Personal Firewall™ for a small charge, by subscribing to BT NetProtect at **www.bt.com/btnetprotect**

• **Option 2 and 3 customers:** if you don't have your BT Yahoo! Online Protection, please install it at **bt.yahoo.com/getprotected**

To find out more about your security, go to **www.bt.com/broadbandlife** and click on 'Get protected'.

## Email service

You can access your email by using either:

• webmail at **bt.yahoo.com/webmail** or

• an email program such as Outlook Express

To find out more about setting up and using email, go to **www.bt.com/broadbandlife** and click on 'Get started'.

## Saving money on mobile calls at home

You can route calls through your broadband connection using BT Fusion and enjoy four minutes mobile talk time for only one of your valuable inclusive minutes.

To find out more about BT Fusion, go to **www.bt.com/broadbandlife** and click on 'Start communicating'.

## BT Vision

This new digital TV service gives you access to Freeview digital TV and radio channels via a rooftop aerial, plus a great range of on demand entertainment sent to you via BT Total Broadband.

You can watch films or music videos on demand (VoD). And there's streaming TV and TV on demand, including top-quality programmes like FilmFour, BBC3, Sky Sports News, BBC News 24 and CBeebies – all at the touch of a button.

To find out more about BT Vision, go to **www.bt.com/broadbandlife** and click on 'Entertain yourself'.

## BT Yahoo! Online software

This software allows you to access key services[1] such as your BT Yahoo! Browser, BT Yahoo! Toolbar and Yahoo! Messenger. Download it at **bt.software.yahoo.com**

## BT Yahoo! Online features

To watch exclusive tutorials on these – and other – fantastic features, please go to **btyahoo.com/tutorials**

## Protecting and sharing your photos and files online

Only BT Total Broadband now offers six months' FREE BT Digital Vault[2], which automatically backs up your precious photos and files online. You get up to 5GB of storage and can access your files any time you like from any internet-connected computer.

Find out more about your free online back-up at **www.bt.com/digitalvault**

1. BT Yahoo! online software is not available to Mac OS users. The software is not installed by the CD if your computer is running Windows Vista. For the latest information, please go to **btyahoo.com/broadband/vistasoftware**

2. Option 3 customers: includes 5GB storage and automatic back-up for the duration of the contract. Conditions apply. Option 1 and 2 customers: automatic back-up offer ends 17th October 2007. Subscription to 20GB product required after 6 months to keep automatic back-up. Not Mac compatible. Conditions apply.

## BT Home IT Support: one to one help from IT professionals

Need help installing your wireless broadband securely? Struggling with your printer? Want to upload photos online but don't know how? BT Home IT Support advisors can offer you straightforward, jargon-free help on a wide range of IT issues over the phone[1] or in person.[2]

To find out more, call **0800 876 6542**.

1. £9.99 per month with minimum 3-month subscription or £25 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 £50.

## Managing your accounts

To view and pay BT bills, choose paper-free billing, review your profile, change your account password and postal address, go to **www.bt.com/broadbandlife** and click on 'Manage your accounts'.

## Using wireless at home or when away

You can use wireless (Wi-Fi) to connect your computer to the internet (and devices such as printers) using radio signals rather than cables.

### At home
Using wireless instead of cables in your home gives you greater flexibility in choosing where to position your Hub, computer and related devices such as printer or internet-connected telephone. Such devices can even be in different rooms – very handy, especially if you've more than one computer or phone in your home.

The BT Home Hub has a built-in wireless adapter that sends the broadband signal through the air. The signal can then be received by a computer with built-in wireless or a fitted wireless adapter. Security codes are used when setting up the wireless connection to make sure only computers that you allow can connect to your Hub.

Find out more about using wireless at home at **www.bt.com/broadbandlife**

To connect to your Hub using wireless, see option C on page 13.

### Away from home
You can also enjoy the freedom provided by wireless connections when you're away from home. Your BT Total Broadband package includes 250 inclusive wireless minutes a month[*] so that when you're out and about you can connect securely to the internet at broadband speed using a laptop or Personal Digital Assistant (PDA) in any of thousands of BT Openzone hotspots (such as railway stations, airports and coffee shops) in the UK, Ireland and abroad.

Find out more about BT Openzone at **www.btopenzone.com**

*Available to new customers and those changing their BT Total Broadband package. Your 250 inclusive minutes a month for the period of your contract are available in advance (i.e. 3,000 or 4,500 inclusive minutes, depending on your broadband contract) to allow you greater flexibility of use. When you've used up all your inclusive minutes – or it's after your first 12 or 18 months – you'll need to buy a voucher or subscription to continue using the service. Inclusive minutes do not apply when roaming abroad. Within two weeks of your broadband activation, we'll send an email containing a registration code to your BT Yahoo! Mail address. Use this code to register online in order to get your inclusive BT Openzone minutes.

## Common questions about wireless

### What do I need to use wireless?
Your computer needs to be using a wireless adapter or have built-in wireless functionality. The wireless adapter should be 'Wi-Fi', 802.11b or 802.11g compatible.

### How can I tell if my computer has built-in wireless?
If you're using a laptop purchased within the last year or two, this may have wireless built in. Check the documentation supplied with the computer.

### Where can I buy a wireless adapter?
These are available at **www.bt.com/shop** and most computer shops. Check your computer manual to make sure the type of adapter you plan to purchase is compatible with your computer.

### Where can I get help with my computer's wireless?
Please see your computer or wireless adapter manual. For help with setting up a wireless connection to your BT Home Hub, see option C on page 13. For help with setting up a wireless connection to BT Openzone, go to **www.btopenzone.com**

Help

# Help and troubleshooting

## Getting help is easy

You can view tutorials about your service or get help from your desktop, online or via our 24-hour helpdesk.

For the most effective problem solving, we suggest you use these options in the following order:

### 1. Use BT Broadband Desktop Help

If you're having problems with your connection or email access, simply double-click this desktop icon (Windows PCs only).[1]

Or see 'Troubleshooting' on page 31.

1. At time of publication, BT Broadband Desktop Help is not available on Windows Vista. Please go to **btyahoo.com/broadband/vistasoftware** for up-to-date information on the latest software available.

### Free broadband service status

To find out if there's a known problem with our service before calling the helpdesk, please call 0800 169 0199.

### 2. Try Online Help

It's easy to get help online. Choose:
BT Total Broadband: **www.bt.com/broadband/help**
BT Yahoo! Online: **bt.yahoo.com/help**
BT Yahoo! Online tours and tutorials: **bt.yahoo.com/tutorials**
BT Broadband Talk: **www.bt.com/broadbandtalk/help**

### 3. Contact 24-hour BT Total Broadband helpdesk

If you're still having problems, contact us at 0800 111 4567.

### Need help with home computing?

Try BT Home IT Call for straightforward, jargon-free advice and support over the phone. Go to BT Home IT Advisor at **www.bt.com/broadbandlife** and click on 'Get help and support'.

### Moving home?

Call us on 0800 800 150, giving at least five days' notice. Broadband service is subject to availability at your new premises.

## Troubleshooting

### Using Hub lights to check broadband connection

If you can't connect to the internet, the first thing to check is whether your Hub is connected to your broadband line. You can confirm this by checking the lights on your Hub. Your Broadband light should be a steady green and your Internet light a flickering or steady green – if they are, go to page 34.

### All lights are flashing?



| Phone | Wireless | Broadband | Internet | Data |

**IMPORTANT** – DO NOT TURN OFF HUB POWER WHEN ALL LIGHTS ARE FLASHING.

Your Hub has either just been switched on or its software is being upgraded remotely. All lights will flash for several minutes and then go out and then reset to the appropriate status shown above. A remote software upgrade may take up to 30 minutes.

### No lights?



| Phone | Wireless | Broadband | Internet | Data |

1. Switch off and unplug Hub power.

2. Check Hub power cable is correctly inserted in Hub socket.

3. Check mains power is working.

4. Plug Hub power cable into mains and turn on.

5. Wait a couple of minutes for Wireless light to come on.

6. If no lights on the Hub, try resetting the Hub. See page 17.

If still no lights after above steps, please contact us – see page 30.

## Broadband light is flashing?

Phone　**Wireless**　**Broadband**　Internet　Data

Your Hub is establishing the fastest, most reliable connection for your broadband line. If the Broadband light flashes occasionally between periods of steady green, please leave it a little longer, until the Broadband light turns a steady green. **This can take up to 24 hours**. If your Broadband light is constantly flashing:

**1.** Turn off the Hub.

**2.** Wait one minute then turn it on again.

**3.** Wait a few minutes for the Broadband light to come on.

If it continues to constantly flash, follow the 'Hub lost its broadband connection?' steps below to check for any problems with your ADSL filters or telephone wiring.

**Please note:** we'll be remotely testing your line for ten days after your activation – so you may notice your Broadband light occasionally goes off and then flashes, interrupting your broadband service. This is normal, and should settle down after ten days.

## Broadband light is off?

Phone　**Wireless**　Broadband　Internet　Data

**1.** Check that the broadband cable is correctly inserted into the Hub 'Broadband' socket.

**2.** Check that the other end of the broadband cable is correctly inserted into the ADSL filter's 'DSL' socket, and that the ADSL filter is correctly plugged into your phone socket.

**3.** Plug a telephone into the 'Phone' socket on the ADSL filter and listen for a dial tone.

| There's no dial tone: | There is a dial tone: |
|---|---|
| 1. try swapping the ADSL filter or temporarily plugging your phone directly into the telephone socket – if there's a dial tone this indicates a faulty ADSL filter<br><br>2. if you're using an extension socket or extension lead, plug the ADSL filter directly into the main phone socket and listen again<br><br>**If there's now a dial tone at the main socket, but not at the extension:** the extension lead, wiring or socket is faulty. Please call us on 0800 800 151 or contact a qualified engineer for assistance.<br><br>**If there's no dial tone at the main socket:** there's a problem with your telephone line. Please call us on 0800 800 151. | 1. and you're using an extension lead or extension socket, plug the ADSL filter and Hub directly into the main phone socket<br><br>2. unplug any other telephone devices (such as telephones, fax machines, digital TV boxes etc.) in your home, leaving only the Hub and its ADSL filter<br><br>**If the Broadband light is now a steady green:** either your home's wiring or an ADSL filter may be faulty. Reconnect each ADSL filter and telephone device in turn, checking the Broadband light, to find out if one is faulty. Also make sure that every telephone device that's plugged in uses a ADSL filter.<br><br>**If the Broadband light is still off:** and today is your activation day, please wait until after 8pm. If you still have no Broadband light after 8pm, please contact us – see page 30. |

## Internet light on the Hub is off?

Phone　**Wireless**　**Broadband**　Internet　Data

**1.** Turn off the Hub.

**2.** Wait one minute then turn on again.

**3.** Wait a couple of minutes until the Broadband light is on.

**4.** Wait a couple of minutes for the Internet light to show steady green or flash.

If the Internet light still isn't on, please contact us – see page 30.

**Broadband light and Internet light on, but your computer still can't connect to the internet?**

1. Check all cables between your Hub and computer are inserted correctly.

2. Turn off your Hub and computer then turn them on again (Hub first). This can often fix connection problems.

3. Run BT Broadband Desktop Help. See page 30.

4. If you did not use the installation CD to set up, check manual steps on page 12.

5. If you're using wireless, see page 35.

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

PC users: wait 30 seconds, then click on 'My Computer' in the Windows Start menu, then click the CD icon. In the list of files, double-click 'Set up'.

Mac OS users: double-click the 'BT Home Hub' desktop icon. If you're an advanced user, you could also try manual set-up on page 12. Or call us on **0800 111 4567**.

**Where can I find my username and password?**

These details were sent to you by email or letter when you ordered the service. If you can't find them, contact us – see page 30.

If you've a username but can't remember your password, you can reset your password. Go to **bt.yahoo.com** and click 'Forgot password?' on the Sign-in page.

**What is my Hub Manager username and password?**

Please go to page 17 for the default Hub Manager settings.

**Where can I find my BT Broadband Talk phone number and password?**

These details were sent to you by email when you ordered the service. If you can't find them, contact us – see page 30.

**My broadband connection to my hub is unreliable. What should I do?**

Check:

• your ADSL filters are fitted correctly

• any extension lead – try connecting Hub and ADSL filter to socket without it

**The wireless connection to my hub is unreliable. What can I do?**

We recommend you keep your Hub and computers at least 20 feet away from refrigerators and microwave ovens. Thick walls, metallic surfaces (e.g. mirrors) and other wireless networks can also cause slow or unreliable connections.

The distance between your computer and Hub can also affect your wireless connection. When setting up a wireless connection for the first time, try to position your computer close to the Hub, making sure there are no walls or barriers between them. Once a wireless connection has been made, you can move your computer farther away.

Your computer or wireless device should indicate the strength of the wireless signal received. If you think your Hub is suffering from interference, try moving it and/or adjusting its aerial position.

Advanced users: you can also try changing the channel that the Hub is broadcasting on. To find out how to do this, please go to **www.bt.com/help/search** and type 'hub wireless channel' into the search box.

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

| Windows 98SE/Me | Windows 2000/XP/Vista | Apple Mac OS X |
|---|---|---|
| 1. Go to 'Start' then 'Settings' and click 'Control Panel'<br><br>2. Double-click the 'Network' icon<br><br>3. Under the 'Configuration' tab, select 'TCP/IP' for the network adapter you use to connect to your BT Home Hub<br><br>4. Click 'Properties'<br><br>5. Select 'Obtain an IP address automatically'<br><br>6. Click 'OK' twice | 1. Go to 'Start' and click 'Control Panel' then: **2000/XP**: click 'NetworkConnections'<br><br>**Vista**: click 'Network and Sharing Centre', then 'Manage network connections'<br><br>2. Right-click the icon for the network adapter you use to connect to your BT Home Hub<br><br>3. Click 'Properties'<br><br>4. Select 'TCP/IP'<br><br>5. Click 'Properties'<br><br>6. Select 'Obtain an IP address automatically'<br><br>7. Click 'OK' twice | 1. Go to the Apple menu or the dock, open 'System Preferences', then click 'Network'<br><br>2. Select 'TCP/IP'<br><br>3. In 'Show:/Connect via:', select the adapter you use to connect to your BT Home Hub<br><br>4. In 'Configure:', select the 'Using DHCP' option<br><br>5. Click 'Save/Apply Now' and close the window |

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

| Windows | Apple Mac OS X |
|---|---|
| 1. Go to 'Start' and click 'Control Panel' then click 'Internet Options.'<br><br>2. Click the 'Connections' tab.<br><br>3. Select 'Never dial a connection.'<br><br>4. Click 'LAN Settings…'<br><br>5. Tick 'Automatically detect settings.'<br><br>6. Click 'OK' twice. | Check the IP address using the table above. |

## Notices

### Bandwidth

As you know, with BT Total Broadband and your BT Home Hub you can enjoy adding a number of services to your home network. Add these to all the online activities you may also be doing – such as listening to internet radio, watching online video and downloading files – and you'll end up with a busy broadband line!

Please bear in mind that too many things happening at once over your broadband line may affect the quality of service you receive – this is normal and not a fault with your service. In the unlikely event that this happens to your network, you'll notice slow downloads and possible small interruptions to phone calls. Simply try to reduce the number of things happening at once over your broadband line. Your service can also be affected if the internet is busy.

### Safety and regulatory instructions

Please read this document carefully prior to installation!

1. The Hub will get warm once it is connected to the power supply. Although this is normal, you should make sure that the Hub has adequate ventilation to prevent it from overheating. Never block the vents on the Hub.

2. Don't expose the Hub to rain, water, moisture or direct sunshine.

3. Don't spill liquid on the Hub.

4. Keep the Hub away from sources of heat such as heaters or radiators.

5. Don't attempt to disassemble or open covers of the Hub yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.

6. Before cleaning, disconnect the Hub from its power supply. Use a damp cloth for cleaning.

7. Proper ventilation is necessary to prevent the Hub from overheating.

8. For better performance, don't place the Hub on a television or computer monitor.

9. In the event of an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.

10. This product intentionally generates low-level radio frequency signals and as such, there is a very small risk that this product may interfere with sensitive medical devices, for example a heart pacemaker, when in close proximity. If you have any concerns, BT recommends that you consult the medical device manufacturer before using this product.

11. 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.

### Please 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 usage mode automatically.

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

### 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 minimise the impact on the environment, treat any hazardous substances and avoid the 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 have no further use for it, please dispose of the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### 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**

**Offices worldwide**

The services described in this publication are
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# Useful Information

## Useful web site addresses

| | |
|---|---|
| Broadband Life: | **www.bt.com/broadbandlife** |
| Your BT Yahoo! Home Page: | **bt.yahoo.com** |
| Help and support: | **www.bt.com/broadband/help** |
| BT Broadband Talk help: | **www.bt.com/broadbandtalk/help** |
| Your Hub Manager: | **bthomehub.home** |

## 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
telephone number: _____

BT Broadband Talk
password: _____

Wireless network name
(SSID): _____

Wireless key (WEP): _____

BT Hub Manager username: admin (default) _____

BT Hub Manager password: admin (default) _____