

Works with all broadband providers



Let's get started

Premium Whole Home Wi-Fi



Offices worldwide
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Premium WHW 1.2



Need some help?

Go to bt.com/wholehomewifi
 See frequently asked questions. It's the quickest and easiest way to get help.

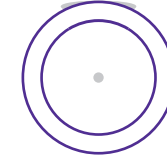
Call us on **0808 100 6116**
 Monday to Friday 9am to 5.30pm,
 Saturday 9am to 2pm.

Available in other formats including braille, large print or audio CD. If you would like a copy, please call **0808 100 6116**.

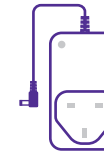
Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

What's in the box

Premium Whole Home Wi-Fi discs



Power adapter for each disc



Ethernet cable



Safety instructions and care

- Your Premium Whole Home Wi-Fi from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.
- For indoor use only.
 - Position all parts, including power adapters, away from heat and sun (eg adaptors, window sills or other electrical equipment that can get hot).
 - Keep area ventilated (eg don't put in cupboards or behind sofas) and don't block any vents with objects or thick carpets.
 - Only use power adapters provided by BT for this specific device; contact the BT helpdesk if you need a replacement.
 - Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes.
 - Product may cause scratches or marks if placed on fragile surfaces (eg veneered wood or delicate fabrics); place on a mat if needed.
 - Designed for use at room temperatures between 0 and 40°C.
- Care and maintenance
- Dust with a soft dry cloth; don't use water or solvent.
 - Regularly check that objects don't cover any parts or any vents that could cause overheating.

Installation and location

- If your devices or power adapters appear damaged, stop using them immediately. Switch off your electrical socket if it's safe to do so and contact the BT helpdesk. See terms of the guarantee.
- Don't try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock.
- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.

How to recycle your equipment

The symbol shown here means this product is electrical or electronic equipment, so DO NOT put it in your normal rubbish.

Check with your retailer for how to recycle or, if you're a householder, you can use your recycling centre. Go to our website to find out more about recycling electrical or electronic equipment.

Other information

Radio Equipment Directive Declaration

Hereby, British Telecommunications plc declares that the radio equipment type Premium Whole Home Wi-Fi (093591, 093592 & 093593) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: bt.com/wholehomewifi

Premium Whole Home Wi-Fi contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at bt.com/help/gplcode

Restrictions

This device can only be used in the UK as it may use frequencies in the 5.725–5.850GHz band, which are not allowed elsewhere in Europe.

Operations in the 5.15–5.35GHz band are restricted to indoor usage only.

NO	IS	LI	CH	TR		
PT	RO	SI	SK	FI	SE	UK
LT	LU	HU	MT	NL	AT	PL
EL	ES	FR	HR	IT	CY	LV
BE	BG	CZ	DK	DE	EE	IE

Radio transmission information

Frequency range (MHz)	Max power in the range (Watts)
2412–2472	100mW
5180–5240	200mW
5500–5700	1W
5725–5850	200mW

Disc status	Power consumption (per disc) (Watt/s)
In operation	11.4W
Network standby	7.24W
Off mode	0.08W

Elapsed time before going into standby mode
 5 minutes

Guarantee

- Your Premium Whole Home Wi-Fi is guaranteed for three years from when you bought it. This means we'll either repair it or replace all or part of the product if it isn't working properly. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.
- The guarantee only covers problems found in the 3-year guarantee period. You'll need your receipt or other proof of purchase.
- Your product is returned to BT or one of our partners as instructed.
- This guarantee doesn't cover any problems 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 doesn't affect your statutory rights.

Fold out for full instructions

Let's set up your discs

Important: please **don't switch on** your new discs until the app says you can.

1 Download the free app

Open your phone/tablet's browser and go to www.bt.com/WHW/app.



What does it work with?

iOS 9 and above and Android™ 5.0 and above.



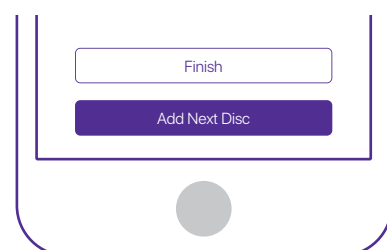
2 Open the app

Follow the steps on the app to plug in your first disc and connect to its wi-fi.



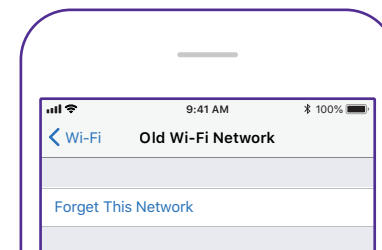
3 Add next disc

After you've connected to your first disc, the app will show you how to install the other disc(s) and all the settings for your new Premium Whole Home Wi-Fi network.



4 Finish up

To make sure your devices always connect to your new Premium Whole Home Wi-Fi network, follow the steps on the app to forget your old network.



Setting up more than one Whole Home Wi-Fi multipack?

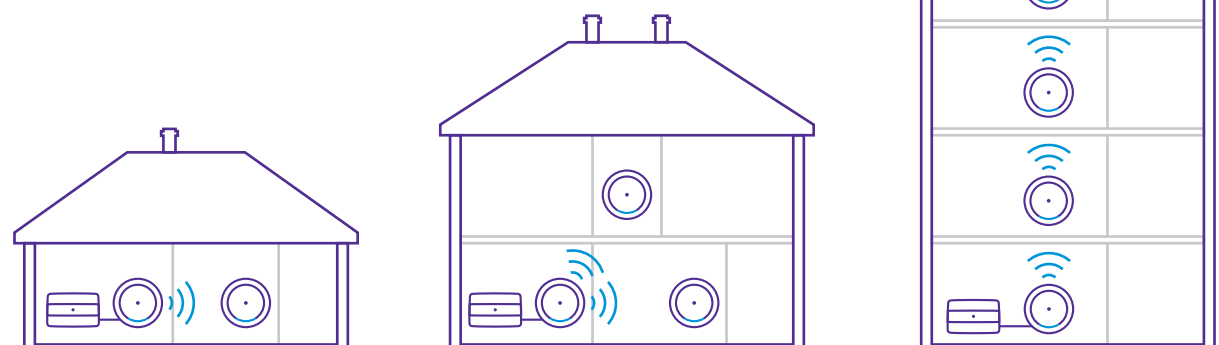
To install them on the same network, set up the first pack as shown here. Then to add the discs in the next pack, open the Whole Home Wi-Fi app, tap **Settings** then **Add Another Disc**.

Where's best?

Follow your app's location checker to find the best place for your disc(s). Make sure they aren't:

- covered or in a confined space – the vents on your discs should always be clear from anything that might block them
- on soft furnishings, carpets or delicate surfaces.

Here are some examples of how you might place the discs:



For extra coverage, you can buy more Premium Whole Home Wi-Fi Add-on discs at bt.com/shop. Only **Premium** Add-on discs will work with the discs in this box.

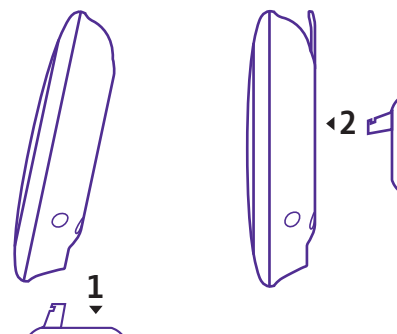
Wall mounting

Important: before you start, check that:

- the wall can support the weight of the disc
- you aren't drilling into any hidden wiring or plumbing.

We aren't responsible for any damage or injury caused while fixing your disc to the wall.

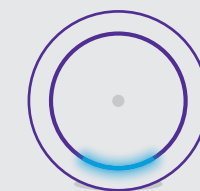
- To mount a disc on a wall, take its stand off and use it as a bracket.
- Slide up the wireless settings card on the back of the disc so you can see the wall mounting hole.



What your disc lights mean

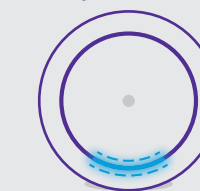
If your disc isn't showing a steady blue light, it might need a bit of help.

Blue



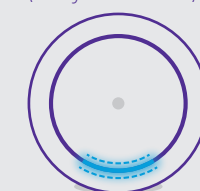
The disc is connected and working okay. If you can't get online, there might be a problem with your computer, tablet or mobile device.

Slow flashing blue (every two seconds)



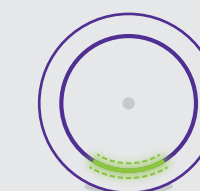
The disc is in WPS mode. Press the WPS button on the device you want to connect.

Fast flashing blue (every half second)



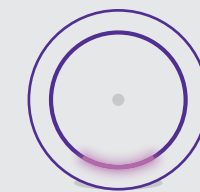
The disc is connecting to the Whole Home network. Wait about 15 seconds.

Flashing green



The new disc is syncing. The light should change to blue after about a minute.

Purple



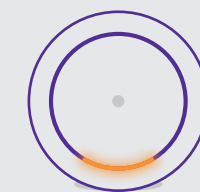
The disc is starting up. Wait a minute for it to turn blue.

Flashing purple



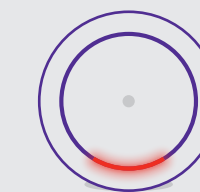
The disc is updating itself. Don't turn it off while it's doing this. Updating takes a couple of minutes.

Orange



The disc is okay but could be closer to others. Try moving it nearer to one of your other discs.

Red



There's a problem somewhere. Check the Ethernet connection with your hub. If needed, restart the disc (switch off then on). If the light's still red, try moving it nearer to one of your other discs.



Need to reset a disc?

Use a pin or paper clip to press the **Factory Reset** button on the back of the disc for about one second.