SH2 FTTP 9.0 (104024)

Apple and the Apple logo are trademarks of Apple Inc., registered in the US and other countries. App Store is a service mark of Apple Inc. Android, Coogle Play and the Coogle Play logo are trademarks of Coogle LLC. We're registered in England at BT plc, London, E1 8EE, UK (company number 1800000).

- Designed for use at room temperatures between 0°C and 40°C. or garage). a flammable atmosphere (eg warehouse
- Don't use near flammable substances or in delicate fabrics); place on a mat if needed. on Tragile surtaces (eg veneered wood or
- Product may cause scratches or marks if placed may apply such as in hospitals.
 - before using or installing where restrictions This device uses wireless technology; check near sources of water or splashes.
 - devices and power adapters in damp areas or Electronic devices hate liquids; don't place
- you need a repiacement. this specific device; contact our helpdesk if Only use power adapters provided by BT for
- children's reach. • Keep device and cables out of young
- any vents with objects or thick carpets. cuppoards or back of sofas) and don't block
 - Keep area ventilated (eg don't put in edulpment that can get hot). radiators, window sills or other electrical
- morf yewe ge) and sun heat morf yewe Position all parts, including power adapters
- Not standing it as designed could cause
- Keep device uprignt on its feet at all times.
 - For indoor use only in the UK. notaallation and location

Keep these instructions safe for future reference.

ınstəlling and using it.

read the following instructions carefully before ly with European safety standards. Please Your Smart Hub 2 from BT is manufactured to

important safety and care instructions



bt.com/terms/otherlegalstuff

10 TING THE SUPPORT PERIOD TOR YOUR DEVICE

bt.com/help/gpicode

The relevant code available for download at In accordance with the GPL, BT has made covered by the GMU General Public License (GPL). The BI Smart Hub 2 contains code that is

Other information

interference to hearing aids.

- Radio signals from this product may cause /our doctor before installation.
- phone line cord during a storm. recommend that you unplug the power and
- be damaged by an electrical storm. We • There is a slight chance your product could
- distance of 20cm between the unit and muminim 6 min derated with a minimum to be compliant with European Guidelines
- This device has been evaluated for and shown you risk an electrical shock.
- adapters. There are no serviceable parts and Don't try to open your devices or power do so and contact our helpdesk.
- Switch off your electrical socket if it's safe to автадеа, stop using tnem іттеаіатеіу.
 - Warnings

from extreme heat or cold.

- When not in use, store in a dry place and away barts or any vents that could cause overheating.
 - Regularly check that objects don't cover any
 - Dust with a soft dry cloth; don't use water and don't pull or twist any cables.
- Ireat all parts with care; no shock or vibration,

Care and maintenance

United Kingdom (UK): strictions when it is placed on the market in l his radio equipment is also subject to certain

MHz is limited to indoor use. Vi-Fi 5 GHz: The frequency band 5150-5350

Lichtenstein (LI).

witzerland (CH), Iceland (IS), Turkey (TR), (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Śweden (SE), Morthern Ireland (UK(MI)), Norway (NO), (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lituria (LV), Lituria (LV), Lituria (LV), Hungary (LV), Maita (MI), Wetherlands (ML), Austria (LV), Maita (MV), Metherlands (MV), Austria (LV), Austria (LV), Maita (MV), Metherlands (MV), Maita (MV), Metherlands (MV), Mether (CZ), Denmark (DK), Germany (DE), Estonia (ES), France (EE), Ireland (IE), Creece (EL), Spain (ES), France (EL), Spain (ES), France Belgium (BE), Bulgaria (BC), Czech Republic escuccions when it is piaced on the market in This radio equipment is subject to certain

Restrictions available at: bt.com/producthelp

The Smart Hub 2 power efficiency information is conformity is available at: bt.com/producthelp 2023. The full text of the UK declaration of Relevant Connectable Products) Regulations intrastructure (Security Requirements for Product Security and Telecommunications Sadio Equipment Regulations 2017 and The

equipment type Smart Hub Z (model number GRV9517UAC3-A-A-S) is in compliance with Hereby, B1 declares that the radio

Declaration of Conformity UK - Radio Equipment Directive

bt.com/producthelp

declaration of conformity is available at: Directive 2014/53/EU. The full text of the EU equipment type Smart Hub Z (model number is in compliance with Hereby, BT declares that the radio

Declaration of Conformity EU - Kadio Equipment Directive

by following the instructions above. similar, then you can also dispose of your old kit If this equipment is a replacement for something

宗 C

of it in an environmentally friendly way. send your equipment back to us so we can get rid As the environment is important to BI, simply

on bt.com/returns

tor it. You can do this by following the easy steps you want to cancel or we may need to charge you (excluding outright sale equipment). You'll need to return it back to us within 60 days of telling us to you will remain the property of BT at all times not recycled correctly. The equipment provided be harmful to people or the environment if it's

normal rubbish at the end of its working life. product, means you shouldn't throw it in your separate collection and environmentally sound management. The symbol shown here and on a and electronic equipment and to maximise its minimise the unsorted waste disposal of electrical The Covernment has a legal requirement to M

nectronic equipment Disposing of your old electrical and

27.2-74.2	30
5.25–82.8	73
5.15–5.25	73
74.2-14.2	70
T.88-1.90	18.4
Frequency range (CHz)	Max power in the range (ABM)

лигеа кіпдаот.

frequency range is restricted to indoor use in the In accordance with the relevant statutory requirements in the UK, the 5150 to 5350 MHz



Let's get started

Let's set up your hub

1. Connect your Smart Hub 2

Plug the Ethernet cable (red ends) into your hub's WAN port. Then plug the other end into the Openreach modem's PORT 1 / LAN 1 port. (The number of ports on these modems can vary.)

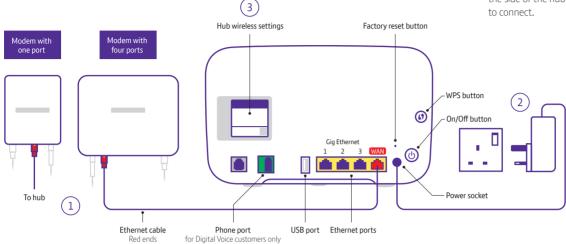
2. Power up

Slide the two parts of the power supply until they click into place. Connect the hub and turn it on. After at least three minutes, a blue light will show that your hub is ready.

3. Connect your devices

Use your hub's network name and password to connect your devices to the internet. They're on the back of the hub. To quickly connect, you can scan the QR code with your device's camera.

If your device supports WPS, press the WPS button on the side of the hub and follow your device's instructions to connect



The My BT app is the quickest, easiest way to manage your account on the go, check your usage and get a helping hand with all your BT products. Search 'My BT' in your app store to download.

Manage your hub

Access the Hub Manager to manage your hub settings, change the hub's name or change passwords. Type 192.168.1.254 into a browser to view the Hub Manager.





What your hub lights mean

Blue

Your hub is connected to your broadband okay.



If you can't get online, it might be your device. Try switching your device off and on.

Flashing purple

Orange

The Hub is working but the Ethernet cable isn't connected.



If your Openreach modem has got more than one Port/LAN port, try plugging the Ethernet cable (red ends) into the next one along. If this doesn't fix your issue call us on the number below

Your hub is working but isn't connected

No light

The power is off or the lights have been turned off using the Hub Manager.



Check that the hub is plugged in, switched on and that its lights haven't been turned off in the Hub Manager. If this doesn't fix your issue call us on the number below.

Red

There's a problem somewhere.

Connect a device to your hub.

Open a new web browser window

and follow the on-screen help wizard

to the internet.

to get connected.



Using the Power button, turn your hub off and on again. If the light still doesn't turn blue, use a paper clip to press your hub's factory reset button. If this doesn't fix your issue call us on the number below.

Green

Your hub is starting up.



Wait for at least three minutes for it to turn blue. If it stays green, turn your hub off and on again. If the light still doesn't turn blue, use a paper clip to press your hub's factory reset button. If this doesn't fix your issue call us on the number below.

WPS button flashing



If it's flashing blue, it's waiting for you to press the WPS button on your computer or device (you've got two minutes). If it's flashing red, it didn't connect – give it a couple of minutes and try again.

Flashing orange

Your hub is connecting to broadband. Give it at least three minutes to connect. The light will turn blue when your hub is ready.

Need more help?

Go to bt.com/help

It's the quickest and easiest way to get help, all day, every day.

Chat with us online at bt.com/chat

We're here to help seven days a week between 7am and 11pm.

Call us for free on 150 or 0330 123 4150 from a BT or EE number in the UK.

Mon - Fri 08:00 - 21:00, Sat - Sun 08:00 - 20:00 Charges may apply if you're calling from another network. International call costs vary.

Make sure you're next to your hub with a computer or device if you call.

Get help from other users

Join the conversations in the BT Community forum at **bt.com/community**

This guide is available in other formats including braille, large print or audio CD by contacting us using the numbers above.