

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.)

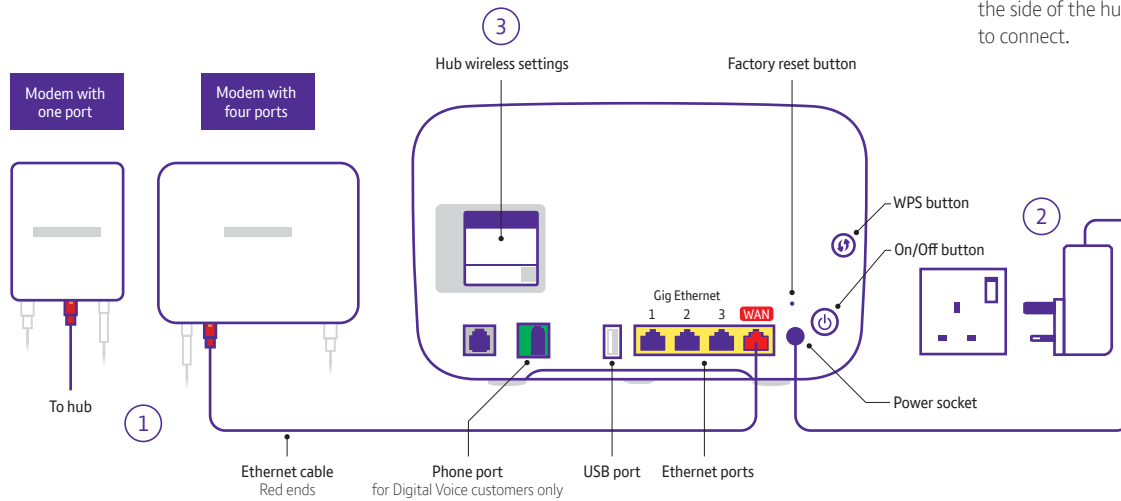
2. Power up

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

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.



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.



Orange

Your hub is working but isn't connected to the internet.
Connect a device to your hub. Open a new web browser window and follow the on-screen help wizard to get connected.



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.



Red

There's a problem somewhere.
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.



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.



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.



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.

If you're still having problems you can call us on 0330 123 4150.