Connection help

Problems connecting?

1 Press and release the **Restart** button on your Hub and wait for Power and Broadband lights to glow blue.
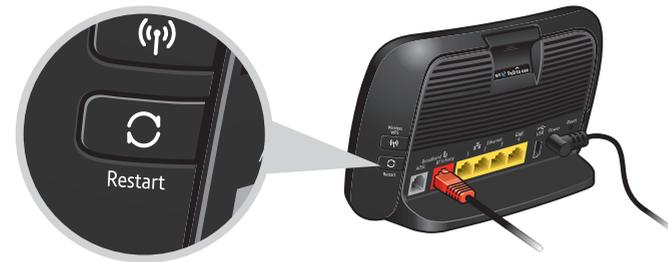
2 Shut down your computer or device, then turn it on again.

3 If you still can't connect and your Hub lights are all blue, check any specific instructions in your device manual. You could also get a stronger wireless signal if you move your device closer to your Hub.

For more help, to use a smartphone or another connection, visit your device manufacturer's support site. Or go to **bt.com/help/wireless**

Offices worldwide

How to connect using an Ethernet cable

Use the Ethernet cable (yellow ends) to connect one of your Hub's Ethernet sockets (also yellow) to your computer.

BT Infinity
Getting started

1   Connect your Hub and Openreach modem

When we've activated your BT Infinity, your old Hub or router will stop working. On the day we activate your BT Infinity, you need to connect your new BT Home Hub to the Openreach modem that's already fitted.

1. check that your Openreach modem's connected to a phone socket using the phone cable (grey)
2. check that your Openreach modem's connected to a power socket and turned on
3. connect your Hub's BT Infinity socket (red) to your Openreach modem using the Infinity cable (red ends)
4. connect your Hub to a power socket and turn it on

> ⚠ Don't plug in your BT Home Hub until the day we activate your BT Infinity. You'll lose your broadband connection for up to an hour while we transfer your service.
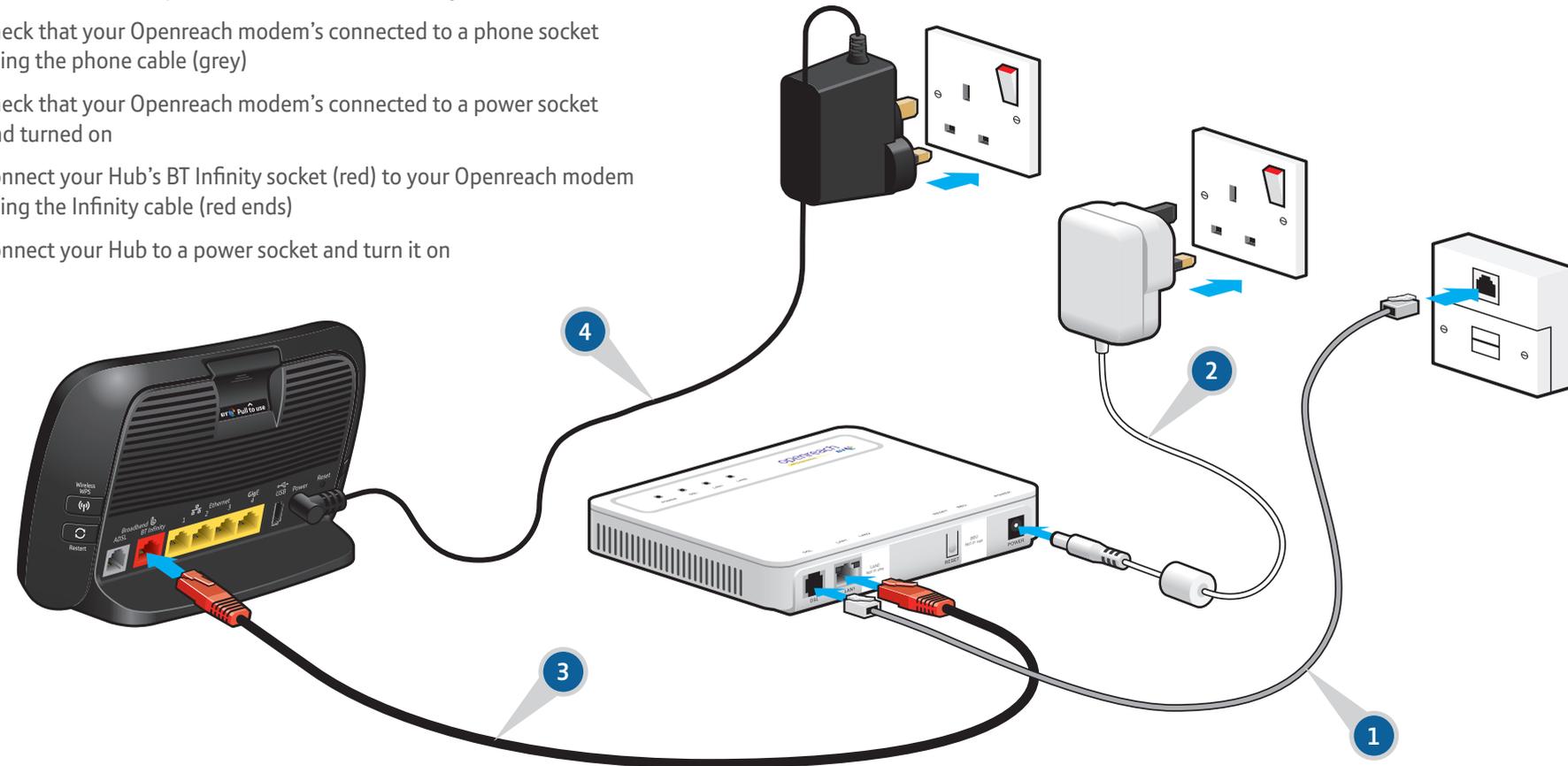
2   Check for broadband connection

Wait for your Hub's Broadband light to glow blue. It'll take a few minutes.

If it doesn't, your line might not be ready. Leave your Hub connected until its light turns blue or until after midnight on your broadband activation day. If it still isn't blue, go to **bt.com/help/broadband**.
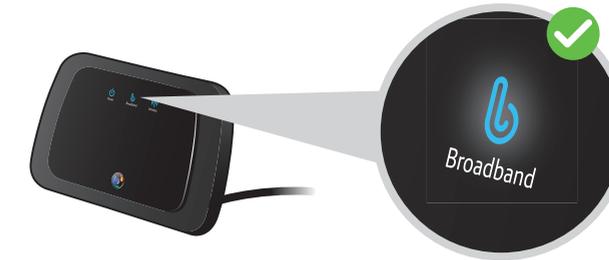
3   Insert the CD into your computer to continue set-up

Set-up will take a few minutes.
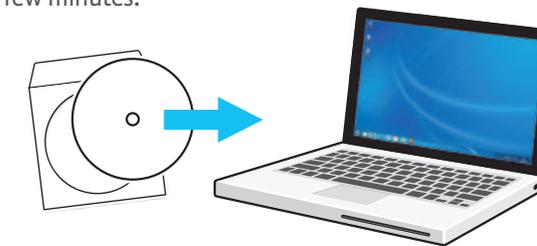
✔   All done

You should now be connected to the internet. Open your web browser and go to **btyahoo.com** or click on the BT Yahoo! desktop icon.

To set up more great BT broadband features, including security and email, go to **bt.com/start**

Want to connect with wi-fi?
Follow your device's instructions to connect it to a wireless network. When you see the list of available connections, you'll need your Hub's wireless network name / SSID (starting 'BTHub3') and wireless key. They're on the pull-out in the top of your Hub.

Got a question?
For some common questions about connecting, see page 13 of your User guide.

Wireless WPS PIN:
88888888
Admin Password
8888WWWW