

What's in the box



Whole Home Wi-Fi 6 disc



Power adapter



Ethernet cable



Let's get started Whole Home Wi-Fi 6 Add-on

For any broadband network

Start here



Important safety and care instructions

Keep for future reference

Your Whole Home Wi-Fi 6 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.

Installation and location

- For indoor use only in the UK.
- Position all parts, including power adapters, away from heat and sun (e.g. away from radiators, windowsills or other electrical equipment that can get hot).
- Keep area ventilated (e.g. don't put behind sofas or in cupboards) and don't block any vents with objects or thick carpets.
- Keep device and cables out of young children's reach.
- 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.

- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals.
- If any parts of your product, power adapters or any cables 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 if you've got a pacemaker please check where restrictions may apply such as in hospitals.

- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if needed.

- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage).
- Designed for use at room temperatures between 0 and 40°C.

Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.
- 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.
- When not in use, store in a dry place and away from extreme heat or cold.

Warnings

- If you don't wish to return kit to us, lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods. If you're a household user, you can also take it to your local recycling centre – go to recyclenow.com to find the one nearest to you. Please dispose of this carefully and help to protect our planet.
- If any parts of your product, power adapters or any cables 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 if you've got a pacemaker please check where restrictions may apply such as in hospitals.

Disposing of your old electrical and electronic equipment



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

This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. Check with your retailer to find out how to recycle your old equipment, or if you've bought something from us that has the crossed out wheeble bin symbol on it and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way. Here's the address: WEE Take Back Scheme, BT Returns, BT DF, Darlington Road, Northallerton, DL6 7ZY, UK.

We're not responsible for the costs of returning items.

Other information



Whole Home Wi-Fi 6 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

EU – Radio Equipment Directive

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.

Radio transmission information

Frequency range Max power in

| 2412–2472 | 100mW |
|-----------|-------|
| 5180–5240 | 200mW |
| 5500–5700 | 1W |
| 5725–5850 | 200mW |

Guarantee

Your Whole Home Wi-Fi 6 is guaranteed for three years from the date of purchase. This means we'll either repair it or replace it for you when you bought it. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.

Guarantee conditions:

- 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.

(TR), Lichtenstein (LI).

Switzerland (CH), Iceland (IS), Turkey

(NO),

Northern Ireland (UK(NI)), Norway (NO),

Slovakia (SK), Finland (FI), Sweden (SE),

(PT), Romania (RO), Slovenia (SI),

(NL), Austria (AT), Poland (PL), Portugal

Hungary (HU), Malta (MT), Netherlands

(LV), Lithuania (LT), Luxembourg (LU),

Croatia (HR), Italy (IT), Cyprus (CY), Latvia

Greece (EL), Spain (ES), France (FR),

Germany (DE), Estonia (EE), Ireland (IE),

Czech Republic (CZ), Denmark (DK),

market in Belgium (BE), Bulgaria (BG),

restrictions when it is placed on the

This radio equipment is subject to certain

Restrictions

bt.com/wholehomewifi

efficiency information is available at:

The Whole Home Wi-Fi 6 power

text of the UK declaration of conformity

Equipment Regulations 2017. The full

(F368) is in compliance with Radio

equipment type Whole Home Wi-Fi 6

Hereby, BT declares that the radio

Declaration of Conformity

bt.com/wholehomewifi

declaration of conformity is available at:

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.

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

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

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Whole Home Wi-Fi 6



Let's set up your disc

Important: make sure you've already set up your Whole Home Wi-Fi 6 discs. Please **don't switch on** your new Add-on disc until the app says you can.

1 Move near your hub

You need your new disc and your mobile device with the Whole Home Wi-Fi app installed.

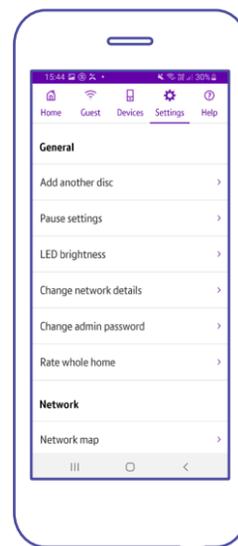
We'll tell you later when to move the disc to where you want it.

Not got the app? Open your phone/tablet's browser and go to bt.com/WHW/app.



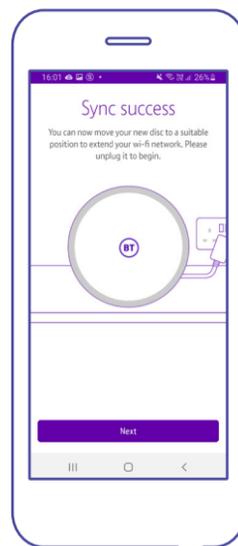
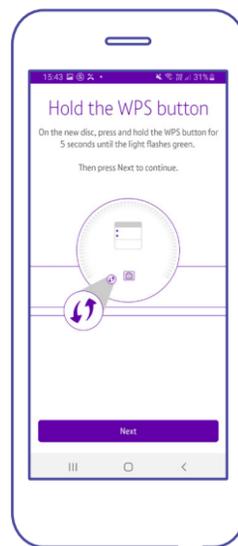
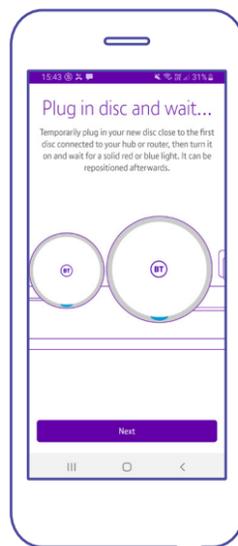
2 Open the app

Tap **Settings** then **Add another disc**.



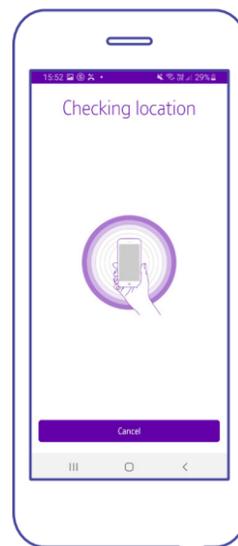
3 Sync the new disc

Follow the steps on the app to link your new disc to your existing network.



4 Locate the new disc

Use the app to find a suitable place for your new disc. The app will then tell you when to turn the disc on and finish set-up.



Wi-fi password

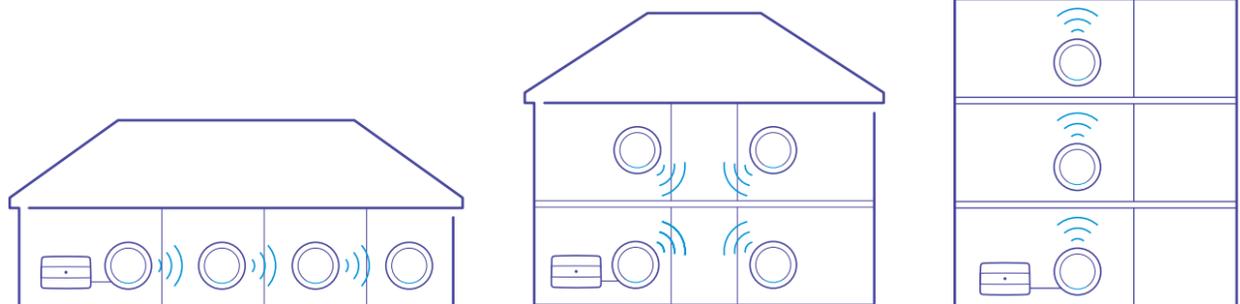
Your new disc uses the same wi-fi details as your existing discs. You can write these on the blank wireless card on the back of your new disc.

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 Whole Home Wi-Fi 6 Add-on discs at bt.com/shop. Only Wi-Fi 6 Add-on discs will work with the discs in this box.

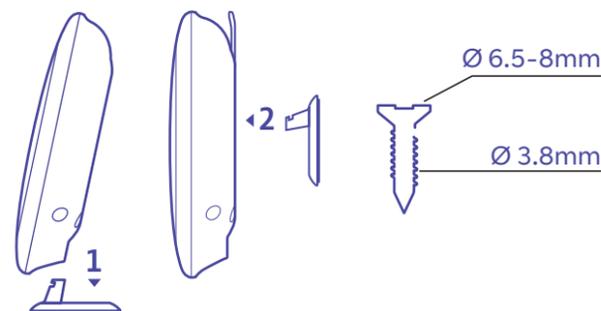
Wall mounting

Important: before you start, check that the wall can support the weight of the disc and that 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.

The equipment is only suitable for mounting at heights equal or less than 2m.

- To mount a disc on a wall, take its stand off and use it as a bracket. We recommend using tapping wood screws and suitable rawl plugs, with a maximum diameter of 3.8mm and screw head between 6.5-8mm.
- 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.

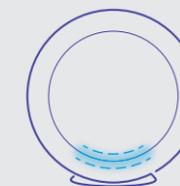
Blue



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)

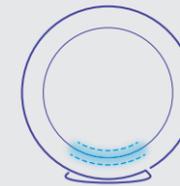


The disc is in WPS mode

Press the WPS button on the device you want to connect.

This LED sequence is also seen when the disc is obtaining an IP address. Please check your main hub to ensure it is working correctly.

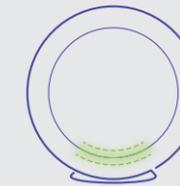
Fast flashing blue (every half second)



The disc is connecting to the Whole Home network

Wait about 15 seconds.

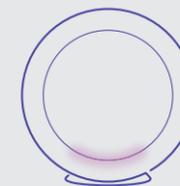
Flashing green



The new disc is syncing

The light should change to blue after about a minute.

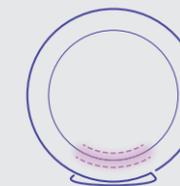
Purple



The disc is starting up

Wait a minute for it to turn blue.

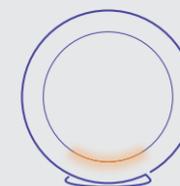
Flashing purple



The disc is updating itself

Don't turn it off while it's doing this. Updating takes a couple of minutes.

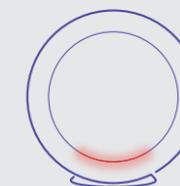
Orange



The disc is okay but could be closer to others

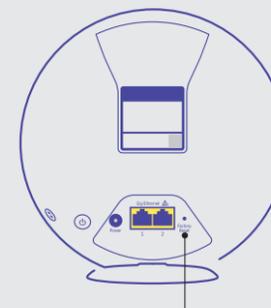
Try moving it nearer to one of your other discs.

Red



There's a problem somewhere

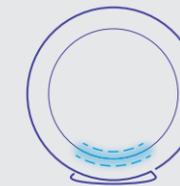
Check the Ethernet connection with your hub. If needed, restart the disc (switch off then on). If the light's still red, try moving it nearer to one of your other discs.



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.

Flashing red and blue



The disc is connected but temporarily can't communicate with the primary disc

During this time the disc will not broadcast a Wi-Fi network. There can be several causes of this state. Try rebooting your router or the individual disc to resolve the problem. If it continues, please contact the helpdesk.