



Let's get started

Important safety and care instructions

Your Smart Hub 2 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 (eg away from radiators, window sills or other electrical equipment that can get hot).

- Keep area ventilated (eg don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Don't try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock.

- Only use power adapters provided by BT for this specific device; contact our helpdesk if you need a replacement.
- Electronic devices have 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.
- Product may cause scratches or marks if placed on fragile surfaces (eg veneered or wood or delicate fabrics); place on a mat if needed.
- Don't use near flammable substances or in a flammable atmosphere (eg warehouse or garage).
- Designed for use at room temperatures between 0°C and 40°C.

Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull, twist or plug any cables.
- 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 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 our helpdesk.
- 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 compliance with European guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.
- There is a slight chance your product could be damaged by an electrical storm. We recommend that you unplugging the power and phone line cord during a storm.

- If you've got a pacemaker please check with your doctor before installation.
- Radio signals from this product may cause interference to hearing aids.

Other information

The BT Smart Hub 2 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

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Smart Hub 2 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: bt.com/producthelp

Restrictions	
Operations in the 5.15–5.35GHz band are restricted to indoor usage only.	
BE	BG
EL	ES
LT	LU
PT	RO
NO	IS
SI	LI
CH	TR
SE	FI
UK	SK
PL	AT
LV	HR
IE	IT
DE	DK
EE	CZ

Radio transmission information

Frequency range Max power in the range (dBm)

1.88 – 1.90	18.4
2.41 – 2.47	20
5.15 – 5.25	23
5.25 – 5.35	23
5.37 – 5.72	30
Power consumption	
Hub status	Watts
Off	0.036
Idle	8.48
On	14.04

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 here 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 wheellie 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: WEEE Take Back Scheme, BT Returns, BT DF, Darlington Road, Northallerton DL6 7ZY Website address: bt.com/weee

We're not responsible for the costs of returning items. 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 recycle.nsw.com to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 800 150*.

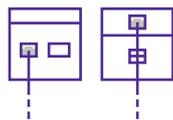


Let's set up your hub

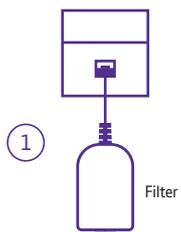
1. Connect your Smart Hub 2

Plug the broadband cable (grey ends) into your Smart Hub and the other end into your master phone socket. Depending on the socket type, you might need to use the filter that came in the box.

Double master socket
No filter needed



Single master socket
Use a filter



1

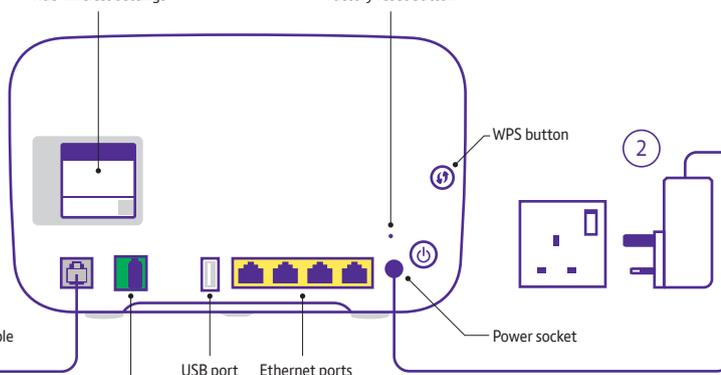
Filter

Broadband cable
grey ends

3

Hub wireless settings

Factory reset button



WPS button

2

Power socket

USB port Ethernet ports

Phone port

for Digital Voice customers only

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



Your hub is working but the broadband cable isn't connected.
Check if the broadband cable (grey ends) is plugged in correctly. And if you're using a filter, check that's plugged in correctly too.

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 on 0800 800 150*

Any time between 8am and 9pm. Make sure you're next to your hub with a computer or device if you call.

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

Get help from other users

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

If you're still having problems you can call us on 0800 800 150.*