

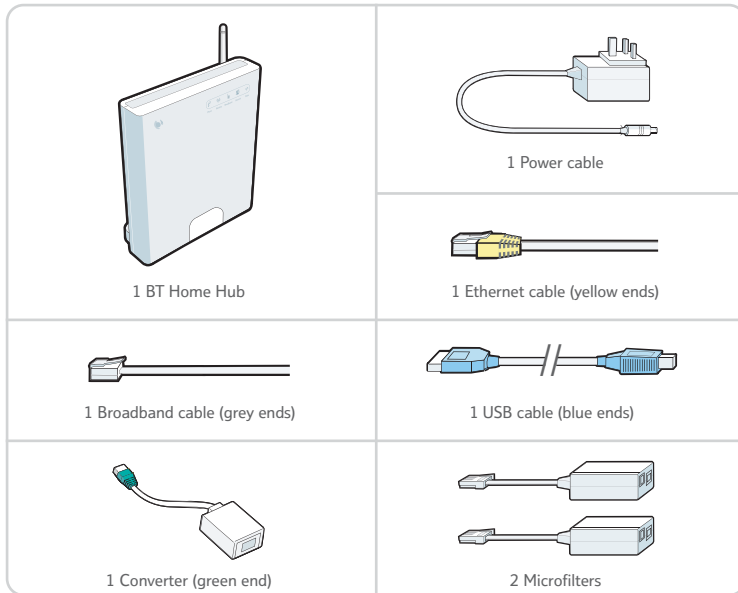


## **BT Total Broadband** **Set-up Guide**

### **Part one**

# 1 Before you start

1. Before you start, please check that you've received an email or voice message from us confirming that your broadband service has been activated.
2. Check that your BT Home Hub box contains:



Please note: you may not need to use all the above cables when setting up BT Total Broadband.

3. Enter your details here:  
(You'll need these later)

## BT Yahoo! Mail

Address:

Password:

These details were sent to you by email or letter.

## BT Broadband Talk

Phone number:

Password:

These details were sent to you by email, if you ordered BT Broadband Talk.

4. **Wireless internet:** if you're planning to set up a wireless connection, your computer needs to have built-in wireless or a wireless adapter installed and turned on before you continue – in both cases, if you need some help, follow the wireless product manufacturer's instructions.

If you aren't sure whether you want to use wireless or would rather leave setting it up until later, please go to the next step.

## CAUTION

### Positioning your BT Home Hub

If you're going to connect your Hub using cables, position it close to your computer, a phone socket and a power socket.

If you're using wireless, for the best signal, position the Hub centrally in your home close to a phone socket and a power socket that isn't near to a microwave oven, fridge or metallic surface (e.g. mirror).

## TIPS

### More about BT Broadband Talk

For more about BT Broadband Talk, please see your User Guide page 32.

### Why choose wireless?

A wireless connection to your BT Home Hub gives you the freedom of broadband access almost anywhere in your home. No trailing cables or extra phone sockets are required. Note: wireless range varies, depending on your home environment.

If your computer is permanently located within easy reach of the Hub, we recommend that you use a wired connection.

## TROUBLESHOOTING

### Something missing or damaged?

Call us on 0800 328 1605.

### Where can I get help with my computer's wireless?

Please see your computer or wireless adapter manual.

### What type of wireless adapter do I need?

A USB or PCI wireless adapter for a PC, USB or PCMCIA card for a laptop. The wireless adapter should be 'Wi-Fi', 802.11b or 802.11g compatible. These are available at [www.bt.com/shop](http://www.bt.com/shop) and most computer shops. If you're using a laptop purchased within the last year or two, this may have wireless built in. Check the manufacturer's information before purchasing a wireless adapter.

## 2 Plug in microfilters

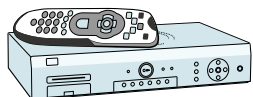
1. For your broadband to work correctly, you need a microfilter plugged into each phone socket that you use in your home, including sockets used by the following devices:



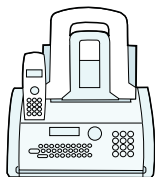
telephones



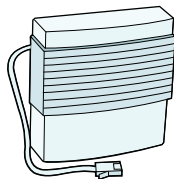
answering machines



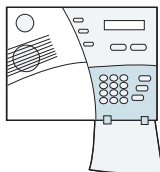
digital TV boxes  
(e.g. Freeview, Sky)



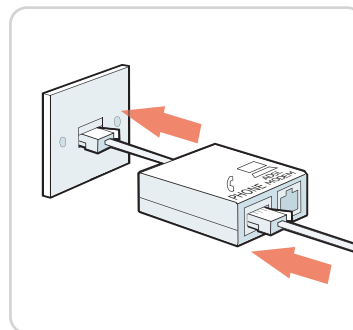
fax machines



extension bells



alarm systems



2. At each phone socket that you're using:

- unplug the device from the socket
- plug a microfilter into the socket
- plug the device you just unplugged into the microfilter's phone socket

### CAUTION



#### Unused sockets

Unused sockets will not need a microfilter, unless you're planning to connect your Hub to a previously unused socket.

#### If you have an existing dial-up or broadband service...

Disconnect any external modem (or router) from your computer and phone line before setting up BT Total Broadband.

#### If you're using an extension lead or socket doubler...

Please see User Guide page 9 for more information.

### TIPS



#### Need more microfilters?

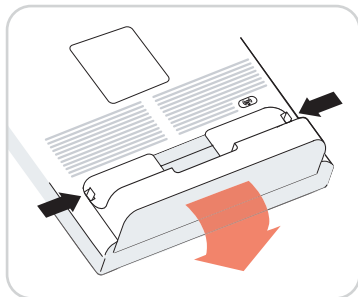
You can order additional BT Microfilters at [www.bt.com/shop](http://www.bt.com/shop), or by calling us on 0800 800 150.

You can continue to install and use BT Total Broadband, but you must unplug any device without a microfilter from its phone socket. Only plug in the device once you have a microfilter for it.

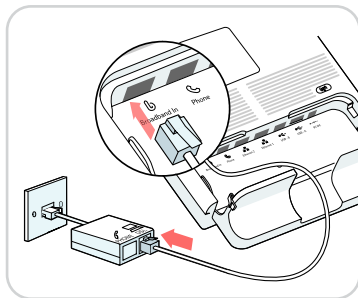
#### Phone service via your microfilter phone sockets

Please note that any phone you plug in to a microfilter's phone socket will use the standard PSTN network to make phone calls, not the BT Broadband Talk service.

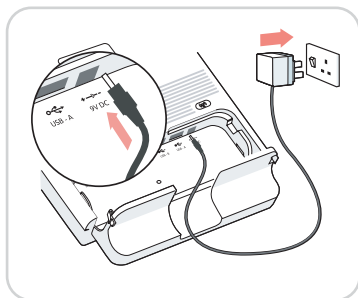
# 3 Connect Hub to phone line



1. Lay your BT Home Hub face down on a soft surface and open the back.

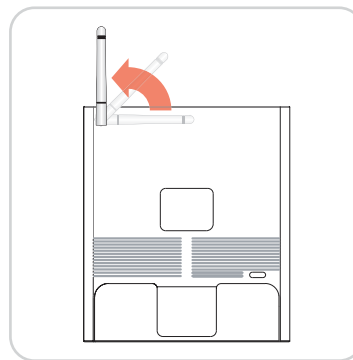


2. Plug the broadband cable (grey ends) into:
  - the Hub's broadband socket
  - the microfilter that's connected to the nearby phone socket.



3. Plug the power cable into:
  - the Hub's 9V DC socket
  - a nearby power supply and switch on power at the socket.

4. Please **do not** connect your computer to the Hub yet. We'll tell you when and how to connect later.



5. Close the back of the Hub, stand it up and raise the aerial on the back.



6. All Hub lights will be off. After two minutes, check that your Broadband light is on or flashing.

## CAUTION

**Do not switch off your Hub while it's updating.**

Once you've connected your Hub to your phone line, we're able to automatically update it for you. Software updates enhance your BT Home Hub's performance and will be automatically installed when available. An updating session takes about ten minutes – please do not switch off your Hub during an update.

## What happens during an update.

All five lights will flash slowly in unison. After a couple of minutes, your Hub will restart itself and all lights will turn off. As the Hub restarts, all five lights will flash in unison again but this time more quickly. When the update is complete, the Broadband and Internet lights will be steady green – it's now safe to turn off your Hub, if you need to.

## TROUBLESHOOTING

**What do I do if my Hub's Broadband light is off?**

Please see 'Troubleshooting' on the other side of this sheet.

## 4 Take a break

1. Please leave everything for about an hour before continuing to set up your BT Total Broadband service. We need this time to establish the fastest, most reliable broadband speed (currently up to 8Mb) we can offer on your line.



2. After about an hour, check that your Hub's Broadband light is steady green, then continue to the next step.

### CAUTION



**Don't turn off power to your Hub.**  
Turning off the power will stop us testing your line.

You can still use your phone and computer during this time. Your Hub lights may flash between periods of steady green.

### TROUBLESHOOTING



**My Broadband light isn't steady green after an hour. What do I do?**

Every line is different, so it's impossible to say exactly how long this will take. For most lines, it takes about an hour.

If, after an hour, your Broadband light still flashes occasionally between periods of steady green, please leave it a little longer. In rare cases, it can take up to 24 hours. If your Hub's Broadband light is constantly flashing, please see 'Troubleshooting' on the other side of this sheet.

# 5 Insert CD



1. Check that your Hub's Broadband light is steady green, and the Internet light is steady green or flashing.



2. Insert your BT Total Broadband CD to connect your computer to the Hub and continue set-up.

Note: this won't affect your email settings or browser favourites.

3. Once you've finished setting up your BT Total Broadband service, and you're ready to go online, simply double-click the BT Yahoo! Broadband icon (shown below) on your desktop.

## TROUBLESHOOTING



**What do I do if my Hub's internet light is off?**

Please see 'Troubleshooting' on the other side of this sheet.

**What do I do if my CD doesn't start automatically?**

**PC users:** wait 30 seconds, then click on 'My Computer' in the Windows Start menu, then click the CD icon. In the list of files, double-click 'setup'. **Mac OS users:** double-click the 'BT Home Hub' desktop icon.

If your CD still doesn't work, try using another CD to check if your CD drive is working. If your CD drive works okay but the BT Total Broadband still doesn't run, please call the technical helpdesk on **0845 600 7030** (calls charged at up to 4p a minute on the BT network. Mobiles and other network charges may vary).

**Enjoy your  
BT Total Broadband  
service.**



**BT Yahoo!  
Broadband**

# Troubleshooting

THE INFORMATION BELOW SUMMARISES THE DIAGNOSTIC STEPS FOLLOWED BY OUR HELPDESK, AND MAY HELP YOU SOLVE YOUR PROBLEM WITHOUT NEEDING TO CALL US.



## No lights on the Hub?

If you've just plugged the Hub into the mains power socket, please wait a couple of minutes, after which your Wireless light should come on.



If, after a few minutes, there are no lights on the Hub:

1. switch off and unplug the Hub at the mains power socket
2. open the cable cover at the back of the Hub and check that the power cable is pushed into the power socket correctly. Important: make sure you're using the power cable supplied with your BT Home Hub
3. check that your mains power socket is working – try plugging something else in to check this
4. plug the Hub power cable back into the mains socket, turn it on and wait a couple of minutes for the Wireless light to come on
5. if there are still no lights on the Hub, try resetting the Hub to its factory settings by following the instructions in your User Guide page 21

Once you've completed these steps, if there are still no lights on the Hub after a couple of minutes, please call our BT Total Broadband technical helpdesk on **0845 600 7030\***

## Broadband light on the Hub is flashing?

Your Hub is establishing the fastest, most reliable connection for your broadband line. If the Broadband light flashes occasionally between periods of steady green, please leave it a little longer until the Broadband light turns steady green. This can take up to 24 hours.



If your Broadband light is constantly flashing:

1. turn off the Hub
2. wait one minute then turn it on again
3. wait for a few minutes until the Broadband light comes on. If it continues to constantly flash, follow the 'Broadband light on the Hub is off?' steps to check for any problems with your microfilters or telephone wiring

## Broadband light on the Hub is off?

1. Open the cable cover at the back of the Hub and check that the broadband cable is pushed into the 'Broadband' socket correctly.
2. Check that the other end of the broadband cable is pushed into the ADSL socket on the microfilter correctly, and that the microfilter is correctly plugged into your phone socket.
3. Plug a telephone into the 'Phone' socket on the microfilter and listen for a dial tone.



For information on extension leads, extension sockets and socket doublers, please see User Guide page 9.

### There's no dial tone:

1. try swapping the microfilter or temporarily plugging your phone directly into the telephone socket – if there's a dial tone this indicates a faulty microfilter.
  2. if you're using an extension socket or extension lead, plug the microfilter directly into the main phone socket and listen again
- If there's now a dial tone at the main socket, but not at the extension: the extension lead, wiring or socket is faulty. Please call us on **0800 800 151** or contact a qualified engineer for assistance.
  - If there's no dial tone at the main socket: there's a problem with your telephone line. Please call us on **0800 800 151**.

### There is a dial tone:

1. and you're using an extension lead or extension socket, plug the microfilter and Hub directly into the main phone socket.
  2. unplug any other telephone devices (such as telephones, fax machines, digital TV boxes, etc.) in your home, leaving only the Hub and its microfilter.
- If the Broadband light is now steady green: either your home's wiring or a microfilter may be faulty. Reconnect each microfilter and telephone device in turn, checking the Broadband light, to find out if one is faulty. Also make sure that every telephone device that's plugged in uses a microfilter.
  - If the Broadband light is still off: and today is your activation day, please wait until after 8pm. If you still have no Broadband light after 8pm, please call our BT Total Broadband technical helpdesk on **0845 600 7030\***

## Internet light on the Hub is off?

1. Turn off the Hub.
2. Wait one minute then turn on again.
3. Wait for a couple of minutes until the Broadband light is on.
4. Wait a couple of minutes for the Internet light to show a steady green or flash.



If the Internet light still isn't on, please call us on **0845 600 7030\***

## All lights are flashing?

**IMPORTANT – DO NOT TURN OFF HUB POWER WHEN ALL LIGHTS ARE FLASHING.**

Your Hub software is being upgraded remotely. All lights will flash for several minutes and then go out and then reset to the appropriate status shown in Step 5. This can take up to ten minutes.

\*Calls charged at up to 4p a minute on the BT network. Mobiles and other network charges may vary.

**Hold tight! Your super-fast broadband is here!**