



Let's get started

Business Smart Hub

Set up guide



Hello

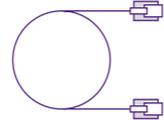
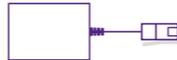
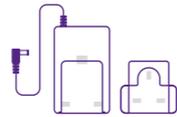
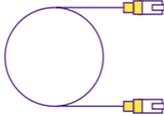
Welcome to your new hub.

The Business Smart Hub gives you faster wi-fi in more areas around your workplace than ever before. We've packed plenty of features in so your hub works smarter and faster.

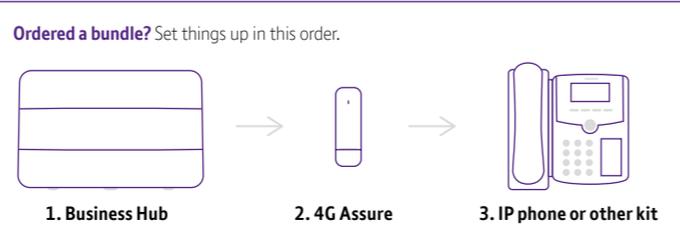
What's in this guide

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What's in the box

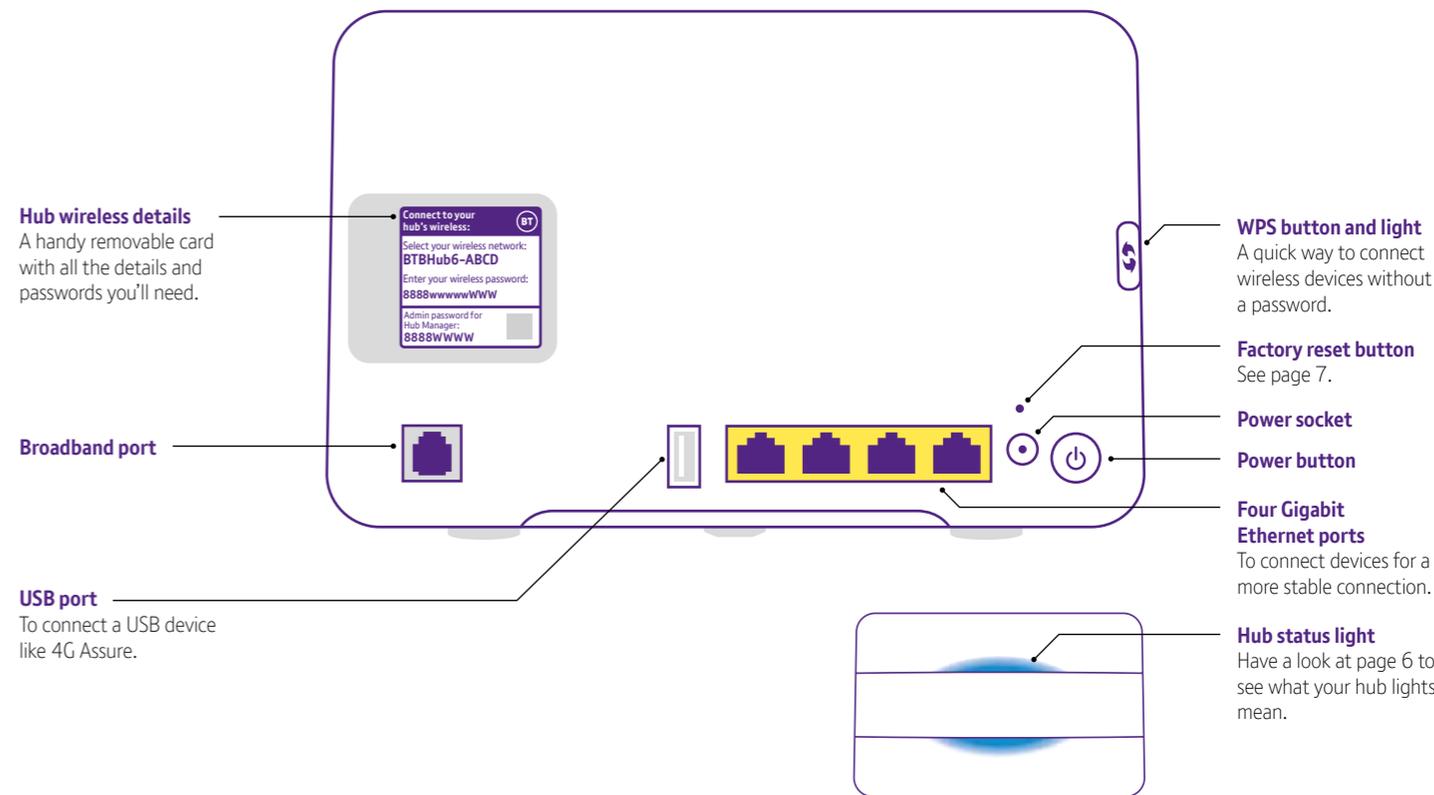
Business Smart Hub 	Broadband cable (grey ends). 	Filter 
Power cable and plug (in two parts). 	Ethernet cable (yellow ends). 	Extra sticker with hub details to keep somewhere handy. 

Ordered a bundle? Set things up in this order.



1. Business Hub **2. 4G Assure** **3. IP phone or other kit**

Get to know your Business Smart Hub



Hub wireless details
A handy removable card with all the details and passwords you'll need.

Broadband port

USB port
To connect a USB device like 4G Assure.

WPS button and light
A quick way to connect wireless devices without a password.

Factory reset button
See page 7.

Power socket

Power button

Four Gigabit Ethernet ports
To connect devices for a more stable connection.

Hub status light
Have a look at page 6 to see what your hub lights mean.

Set up and get connected

We'll email or text you when your broadband is ready. Once you've got that, just follow these three steps to get connected.

If we've arranged for an engineer to set up your broadband just have your new hub ready when they arrive.

Remember: if you've ordered 4G Assure you can get connected and online straight away, even if your broadband hasn't been activated yet. Follow the set up instructions in your 4G Assure set up guide after you've plugged in your hub.

1

Connect your new hub

Plug the broadband cable (grey ends) into your hub and the other end into your master phone socket.

A master socket is the main socket for the phone line in your premises. It's not an extension socket. Depending on your socket type, you might need to use the filter that came with your new hub.

2

Power up

Slide the two parts of the hub's power plug together until they click into place. Only use the plug that came with your hub.

Connect the power cable to your hub, plug it in at the wall. Switch the hub on using the power button.

After a few minutes, a blue light will show your hub is ready. If it doesn't turn blue, see pages 6 and 7. But if it's flashing purple, your broadband might not be activated yet.

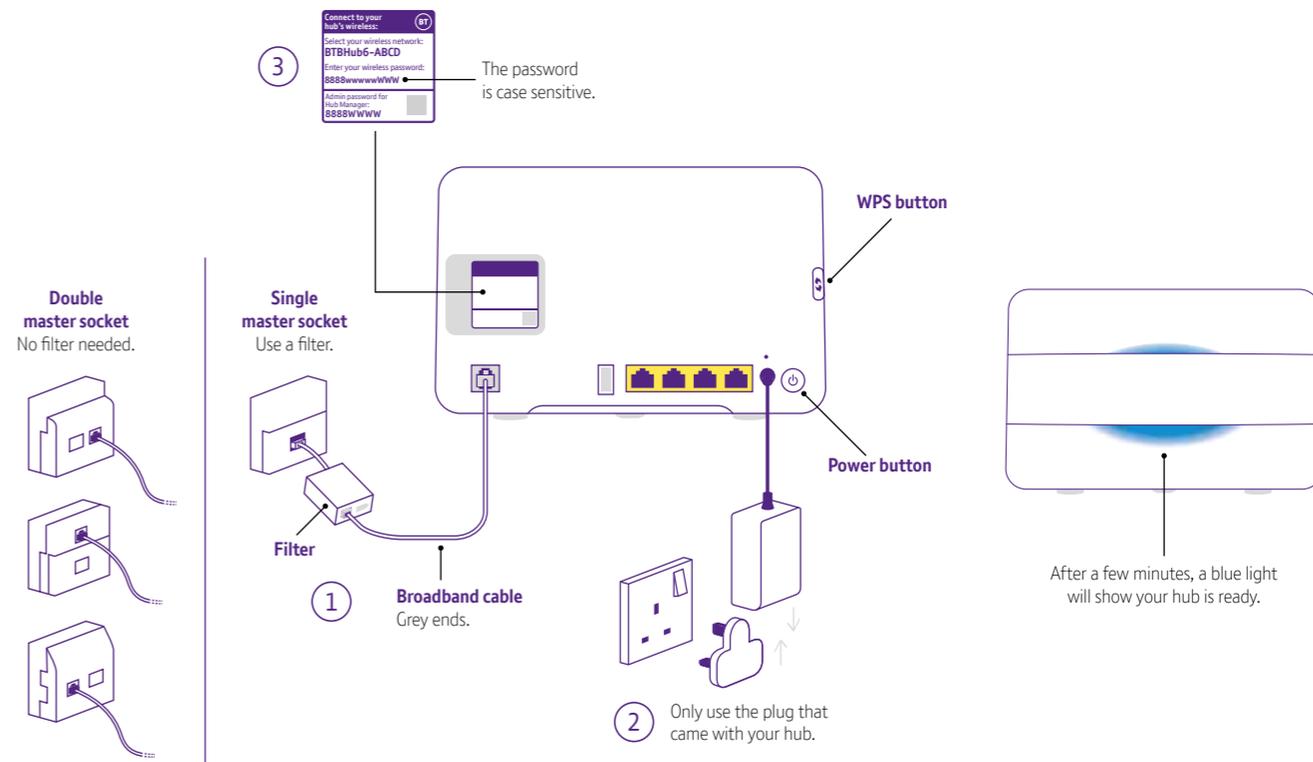
3

Connect your devices

You'll need the hub's wireless network name and password. They're on the back of the hub. It will be called something like BTBHub6-ABCD (it's case-sensitive).

If the device supports WPS, press the WPS button on your hub so you can connect without a password.

When you connect a device for the first time, open your web browser. Then use Smart Setup to manage any of your business extras.



Prefer a wired connection?

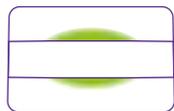
Using the Ethernet cable (yellow ends), connect your device to one of the Ethernet ports (yellow ports) on the back of the hub.

Using wi-fi

Visit bt.com/business/yourwi-fi for tips on how to get the best wi-fi signal in your premises.

What your hub lights mean

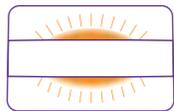
Steady green light



The hub is starting up

Wait a couple of minutes for it to start.

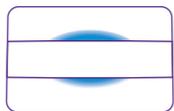
Flashing orange light



The hub is connecting to broadband

Give it a minute or two to connect. The light will turn blue when your hub is ready.

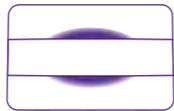
Steady blue light



The hub is working fine

You don't need to do anything.

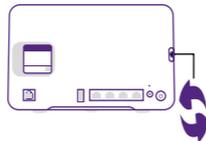
Steady purple light



Your 4G Assure dongle is connected to the hub and the hub is working on the 4G network

Your hub and dongle are working normally. We may call you if we notice any problems with the broadband network.

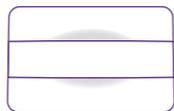
WPS button flashing



The hub is waiting for you to press the WPS button

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. No light means that it's connected successfully.

Steady white light



Your hub is connected in bridge mode

Your hub is connected and working fine but as a modem only. Wi-fi is off in this mode and you'll need to connect another router to use as an access point. You can switch off bridge mode in Hub Manager.

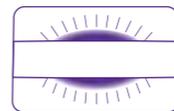
No light



The power is off or you've turned the light off

If you haven't turned the light off, check that the hub's power button is on, its power cable is plugged in correctly at the mains and power is turned on. If there's still no light, call us on 0800 800 154.

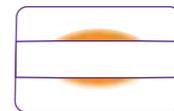
Flashing purple light



The hub is working but your broadband isn't connected

Make sure your broadband has been activated (you should have received a text or email). If it has, check that your broadband cable (grey ends) is plugged in correctly and you're using the filter (see page 4). It could take up to midnight for it to connect for the first time.

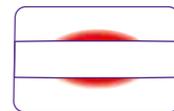
Steady orange light



The hub is working but isn't connected to the internet

Connect a device to your hub using a cable or wi-fi (see page 4). Open a new web browser on your device, click on Start Troubleshooting and follow the on-screen help wizard to get connected.

Steady red light



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 it, call us on 0800 800 154. Make sure you're next to your hub with a computer or device if you call.

Guest Wi-Fi

With Guest Wi-Fi you can give customers and clients brilliant free wi-fi. It makes it easy for you to attract more customers while keeping your network safe, secure and running smoothly.

You'll like Guest Wi-Fi because it is:

Free – no extra costs for you or your customers, you just need to switch it on. Up to 13 of your customers at a time can then enjoy unlimited wi-fi for free.

Simple – there are no log-in details or passwords to remember, guests can connect online straight away.

Fast – Guest Wi-Fi is a public network, so your service speeds on your private network are protected.

Safe and secure – there is no risk to your network as anything illegal or malicious is blocked.

How to switch on Guest Wi-Fi

It's really easy to turn on Guest Wi-Fi. Make sure your hub is set up and connected to the internet (see page 4).

You can then set it up by either:

BT Business app

Download the BT Business app on your mobile device (see page 9).

Select 'Public wi-fi' on the 'More' screen, choose your Broadband service and toggle Guest-Wi-Fi on.

My account

Log in at bt.com/business/myaccount

In 'Manage your services', select 'Hubs, wi-fi and 4G Assure' then select your broadband service. Under 'Public wi-fi', select 'Manage public wi-fi' and toggle Guest Wi-Fi on.



Get more with the BT Business app

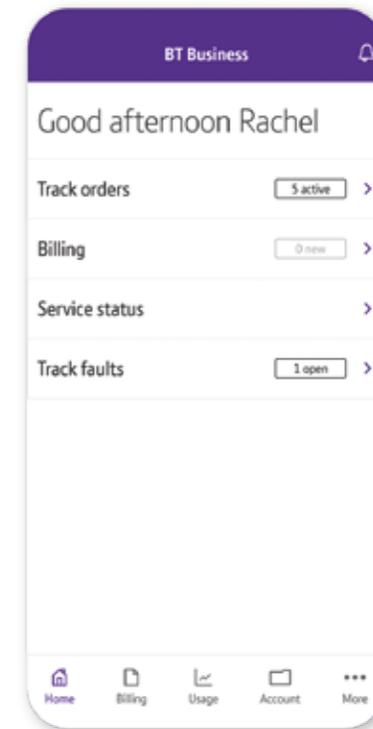
The BT Business app makes it easy to manage your account and get help if you need it. You can also check your connection status.

Use it to:

- track or change an order and get updates about its status
- check or change an engineer appointment
- view your bills and manage payments
- get help with your business services
- track a fault
- check your broadband speed
- set up Guest Wi-Fi.

If you can't find what you need, you can chat with us, or log in to your Business account at bt.com/business/myaccount

Download the BT Business app



Business extras

You can add and manage these at bt.com/business/myaccount
Here's a summary of what you get with your broadband service.

Included as standard

Free Guest Wi-Fi

With Guest Wi-Fi, you can offer all your customers free, unlimited wi-fi with one simple 'click' and no password or log in page.

Broadband support 24/7

Find support for your broadband 24 hours a day, with online self-help tools, reporting, tracking and answers to common questions.

Access to over five million BT Wi-Fi hotspots, available across the UK

Get free, unlimited data when you're connected to the internet in a BT Wi-Fi hotspot.

Optional extras

Static IP address

It's unique to you and doesn't change. You'll need one if you're running servers, websites, FTP hosting or need other bespoke connections.

IT Support

Get enhanced technical support on up to five devices for your broadband, PCs, Macs, smartphones, tablets, servers and software, 24 hours a day.

Microsoft Office 365

Work anywhere, anytime with access to Exchange email, voice and video calling with Teams. Access all your files in OneDrive for Business along with always up-to-date Office applications like Word, Excel, PowerPoint, and Outlook across all of your devices.

Need some help?

Go to bt.com/business/help

It's the quickest and easiest way to get help, all day, every day.

Chat to us at bt.com/bbchat

We're here to help Monday to Friday, between 8am and 8pm.

Call us

If you need to talk, give us a ring on **0800 800 154**.
Make sure you're next to your hub with a computer or device if you call.

Get help from other users

Join the conversation in our Business Community Forum at business.forums.bt.com

Get help from the app

Download the BT Business app for more help.
See page 9.

Other information

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Business Smart Hub Type A is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at bt.com

Radio transmission information

Frequency range (GHz)	Max power in the range (dBm)
2.412 – 2.742	19.98
5.15 – 5.25	22.87
5.25 – 5.35	22.89
5.37 – 5.725	25.53

The BT Smart Hub 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

Your device's operating temperature range is between +10°C and +45°C.

Recycling

Your hub is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin. Please recycle where facilities exist or send it back to us by free return. See bt.com/business/returnkit



Offices worldwide

The services we've described in this publication may not always be available and we may change them. Nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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