



Smart Hub 2

User guide

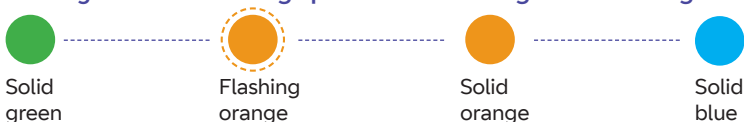


Your new Smart Hub 2 is the first thing you should set up

Let's get started

This hub will give you faster wi-fi in more places than ever before.

While your hub is starting up it will flash through a series of lights



What the lights on your hub mean

Solid green **Your hub is starting up**
Leave your hub to start up, it should take approximately 60 seconds to fully turn on before it attempts to connect.



Solid blue **Your hub is working and is connected to the internet**
If you can't get online, it might be your device. Try switching your device off and on.



Solid orange **Your hub is working but isn't connected to the internet**
Connect a device, open a new web browser window and follow the help wizard to get connected.



Solid red **There's a problem somewhere**
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.



Solid purple **Your hub is connected to 4G using Hybrid Connect**
Your broadband is down but you can continue to use the internet.



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.



Flashing purple **Your hub is working but the broadband cable isn't connected**
Check if the broadband cable and filter (if you're using one) are plugged in correctly.



No light **The power is off or the lights have been turned off**
Check the hub is plugged in, switched on and its lights haven't been turned off in the Hub Manager.



WPS button flashing
If it's flashing blue, it's waiting for you to press the WPS button on your computer or device. If it's flashing red, it didn't connect – wait a couple of minutes and try again.



Business extras

We've packed plenty of features into your hub to make sure it works smarter and faster. You can add and manage these at bt.com/business/setupextras

Your broadband package comes with Guest Wi-Fi, around-the-clock support and access to over five million wi-fi hotspots.

You can also choose optional extras, including a Static IP address, IT Support and Microsoft Office 365.

Need some help?

Go to bt.com/business/help. It's the quickest and easiest way to get help, all day, every day.

Get help from the app. Download the BT Business app for more help.

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](tel:0800800154). 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 conversation in our Business Community Forum at business.forums.bt.com

Important safety and care instructions

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 (i.e. away from radiators, window sills or other electrical equipment that can get hot).
- Keep area ventilated (i.e. don't put in cupboards or behind sofas) 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 our 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.
- 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. a warehouse or garage).
- Designed for use at room temperatures between 0°C and 40°C.

Care and maintenance

- Treat all parts with care; don't shock or vibrate them, 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 electric 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 to comply 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 unplug 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 and Power Efficiency Info

- UK: Hereby, BT declares that the radio equipment type Smart Hub 2 (model number GRV9517UAC34-A-SA) is in compliance with Radio Equipment Regulations 2017.
- EU: Hereby, BT declares that the radio equipment type Smart Hub 2 (model number GRV9517UAC34-A-SA) is in compliance with Directive 2014/53/EU.

The full text of both declarations of conformity is available at: bt.com/business/help

Restrictions

This radio equipment is subject to certain restrictions when it is placed on the market in Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE), Northern Ireland (UK(NI)), Norway (NO), Switzerland (CH), Iceland (IS), Turkey (TR), Lichtenstein (LI).

Wi-Fi 5 GHz: The frequency band 5150-5350 MHz is limited to indoor use.

This radio equipment is also subject to certain restrictions when it is placed on the market in United Kingdom (UK):

In accordance with the relevant statutory requirements in the UK, the 5150 to 5350 MHz frequency range is restricted to indoor use in the United Kingdom.

Radio transmission information

| Frequency range (GHz) | 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 |

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. The equipment provided to you will remain the property of BT at all times (excluding outright sale equipment).

You'll need to return it back to us within 60 days of telling us you want to cancel or we may need to charge you for it.

As the environment is important to BT, simply send your equipment back to us so we can get rid of it in an environmentally friendly way. You can do this by following the easy steps on bt.com/business/returnkit

If this equipment is a replacement for something similar, then you can also dispose of your old kit by following the instructions above.

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