BT Business Total Broadband
# Getting started and troubleshooting

For online help, go to
www.bt.com/business/help/broadband

# Contents

To install your BT Business Hub 3, please see the Getting Started section of this guide.

# Getting up to speed

For the first ten days or so, your broadband might slow down or even stop now and again. That's normal. It takes that long for your broadband to reach its top speed. You can help it along by leaving your Hub on all the time, and using your broadband as much as you can for the first ten days.

After ten days, you can check your broadband speed at **www.speedtester.bt.com**

When you use the broadband speed tester:

- plug your computer directly into your BT Business Hub with an Ethernet cable – if you use wireless or connect to a Local Area Network (LAN), you won't get an accurate result

- leave your browser open on your computer but close any other tabs or applications

- make sure there's no one else using your network – if there is, you won't get an accurate result

- leave your computer to run the test until it finishes

The speed of your broadband line isn't the only factor that affects how quickly you can work online. There are other things you can do to improve performance:

**Wireless or wired**

A wireless connection can be very convenient, but it isn't the fastest way to connect. Connecting directly to your Hub with an Ethernet cable will be faster and more reliable. If you're going to connect wirelessly, remember that greater distances and being in different rooms or on different floors will reduce connection speed and reliability. Keep your Hub away from other electrical devices or large metal objects, as these can interfere with the signal. You might also want to consider upgrading your computer to the latest wireless 'n' technology for faster wireless speeds – you can now get wireless cards with this at **www.businessdirect.bt.com** or high street computer shops.

**Your computer and the internet**

The power of your computer can greatly affect performance – if you have an older, less powerful processor, you may not be getting the best out of your broadband speed and might want to consider upgrading. Having lots of windows open and lots of users accessing the internet at the same time on the same broadband line, can also affect performance. And remember, if lots of people are accessing a web site, the site might not be able to send information to you as fast as you can receive it.

# Get some help www.bt.com/business/help/broadband

Use these pages to find out where to get lots of help online or if you need some help fixing a connection problem. There's also connection troubleshooting on page 20.

## Online help

There's no need to call and maybe wait in a queue if you're online and need some help or advice. Simply go to **www.bt.com/business/help/broadband**

**Other ways to get help**
Run BT Broadband Desktop Help – see below

Connecting other computers and devices: go to page 10.

Connection troubleshooting: go to page 20.

## Desktop help – new and better than ever

BT Broadband Desktop Help (PCs only) is included with your BT Business Total Broadband service. It's a tool that identifies problems with your broadband, email or wireless connection. Once it's installed on your computer, it continually checks your broadband connection. If there's a problem, BT Broadband Desktop Help automatically pops up to help fix it.

**BT Broadband Desktop Help will:**

- analyse your computer and equipment

- help you fix the problem, step by step

- automatically retest your connection

To open BT Broadband Desktop Help, just double-click  on your desktop or download it straight to your computer from **www.bt.com/business/help/desktopdownload**

⊜ Note: BT Broadband Desktop Help only works with PCs using Windows 7, Vista or XP. Sorry, it doesn't work with Macs. If you use a Mac, please try other help options in this guide.

Once connected, your new fast connection means faster help, if you need it. Just go to **www.bt.com/business/help/broadband**

⑦ If you still have problems connecting, see page 20.

# Getting started

**Follow these simple steps to set up your BT Business Hub 3 and get online**
You can start setting up at any time, but if you're new to BT Business Total Broadband your line might not be activated until midnight on your activation day. We'll show you how to tell if your line's active during set-up.
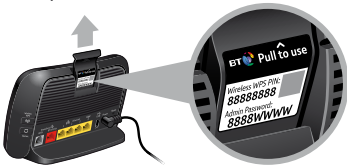
① **Check contents**   You've got two boxes:

### Hub box

BT Business Hub 3 with power supply



Hub pull-out



BT ⬤ Pull to use
^
Wireless WPS PIN:
**88888888**
Admin Password:
**8888WWWW**

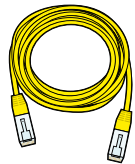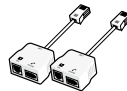### Welcome pack



User guide



Set-up CD



Ethernet cable (yellow ends)
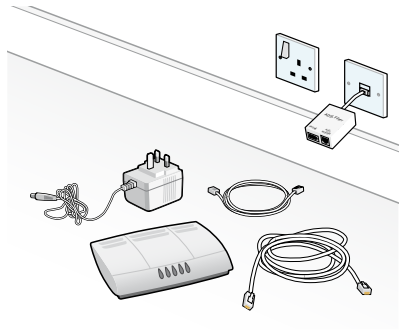


ADSL filters (x2)



Broadband cable (grey ends)

Something missing? Contact us online at **www.bt.com/business/help/contactus** or call the number under 'Need help?' in your 'welcome' emails and letters.

## ② **Unplug any existing broadband equipment**

If you've had broadband before – from BT or elsewhere – unplug your old modem, router or Hub and set it aside. You can leave your ADSL filters plugged in for the moment.



## ③ **Fit ADSL filters**

Fit an ADSL filter to every phone socket that you use in your place of work, unless you have filters in place from a previous service. Use your new ones where you can.

Sockets could be used by telephones, faxes or other devices. These devices need to use a filter to prevent interference with your broadband service.
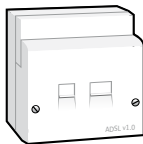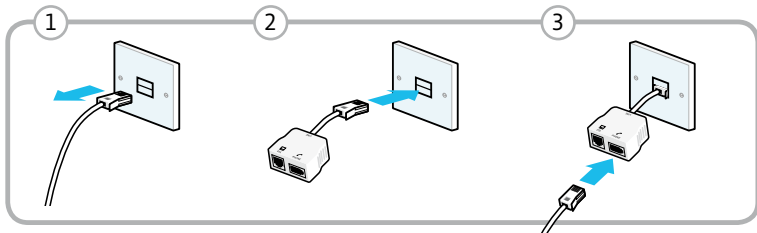




If you've an ADSL master socket (which looks like this), plug your broadband cable straight into the ADSL master socket's DSL socket.

## 4 Connect your Hub

1 Using the broadband cable (grey ends), connect your Hub to an ADSL filter.

2 Plug your Hub into a mains power socket.
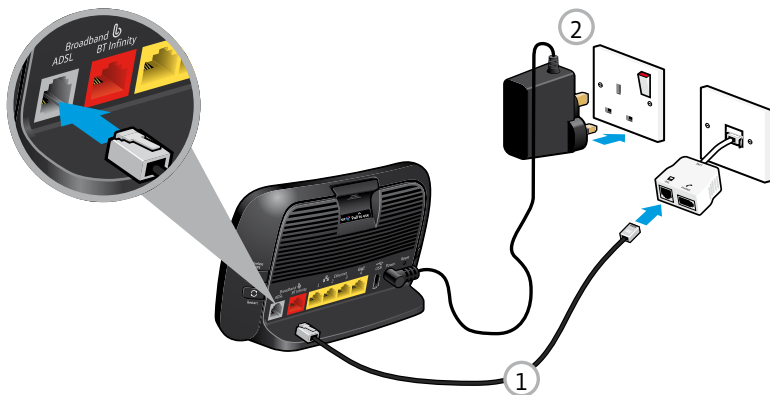


## 5 Wait for your Hub's Broadband light to glow blue

This will take a few minutes. If it doesn't glow blue, go to page 20.
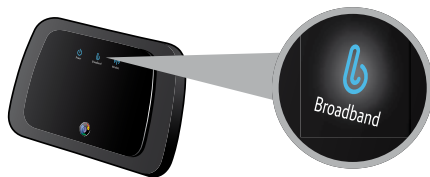
**6** **Insert the CD into your computer to continue set-up**

Set-up will take a few minutes.
No CD? Go to page 11.



✅ All done

You should now be connected to the internet.

# Connect other computers and devices

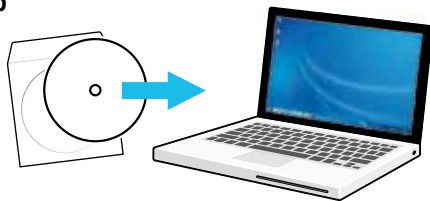## How to connect other computers or devices using the CD

Set-up will have helped you connect your main computer to BT Business Total Broadband, but if you'd like to connect any other computers or devices, simply run your CD on the computer or device and follow the CD's set-up wizard. It's the easiest way to connect other devices.

**(?) My CD won't run. What should I do?**
PC users: click on **My Computer** in the Windows Start menu, right-click your CD icon, then click **BT Business Hub Setup**.

Mac OS users: double-click the BT Total Broadband desktop icon, then double-click **setup.app**.

**(?) How can I find out if my computer or device works with wireless?**
Your BT Business Hub 3 is wireless enabled, so you just need to check that your computer or other device can connect wirelessly.

If you've bought a laptop in the last couple of years, it's likely to have wireless built in but you may need to turn it on using a button or switch on your laptop. If you use a normal desktop computer, this may also have wireless built in. If you aren't sure, check your laptop or desktop computer manual.

If your computer doesn't have wireless built in, you'll need to fit a wireless adapter. You can get one at **www.businessdirect.bt.com** or most high street computer shops. Check your computer manual to make sure the type of adapter you plan to buy is compatible with your computer. We recommend that you get an 802.11n compatible wireless adapter, though an 802.11b or g wireless adapter will also work.

To find out more, go to **www.bt.com/business/help/hub3wifi**

# How to connect other computers or devices without using the CD

### If you've a wired device

Simply plug its Ethernet cable into one of the spare Ethernet (yellow) ports on the back of your Hub.

We suggest you use an Ethernet connection if your computer or device is usually near your Hub.

You'll then need to check your network login details in your Hub Manager (see page 17).
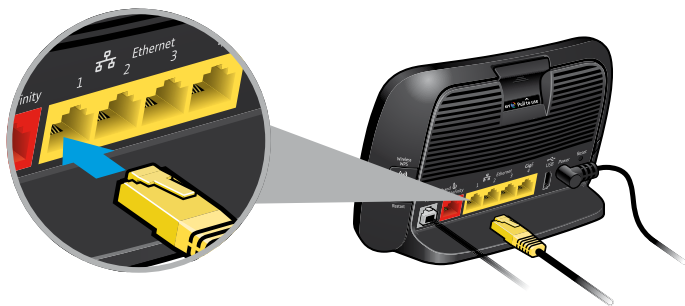


### If you've a wireless device such as laptop, netbook or smartphone

Use its wireless feature to connect to your Hub. You'll need your Hub's wireless network name and wireless key. You can find these on your Hub's handy pull-out (see page 16). There's a space on page 31 for you to keep a note of these details. Once you've found these, follow the instructions that came with your device – for the Hub, read on.

If you're trying to connect a computer or a device, turn on its wireless – there's usually some sort of switch. Then try hovering your mouse or cursor over the icons in your computer's system tray or status bar, and look for a wireless icon. If you're using Windows Vista or XP, you can also try clicking Start then Connect to... . If your computer's got a wireless connection, find your Hub's wireless network name in any list displayed (it will start with 'BTHub3...'), highlight it and click Connect. If you need to, type in your Hub's wireless key.

You'll then need to check your network login details in your Hub Manager (see page 17).

**An even easier way to connect devices**
Your clever new Hub has a **WPS** (wi-fi protected set-up) button. This means all you need to do to connect a WPS-enabled device or PC (running Windows 7 or Windows Vista with Service Pack 2) is:

- use the device or PC you're trying to connect to broadband

- find and select your Hub's network name

- click **Automatically connect**

- press the **WPS** button on your Hub within two minutes
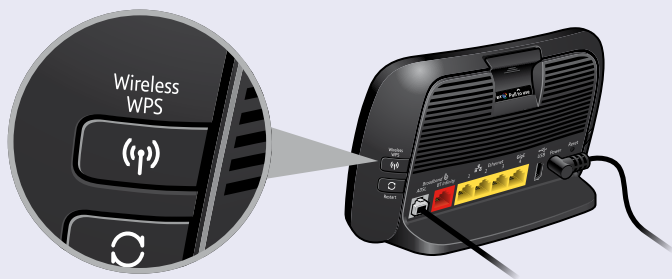
To find out more about WPS, go to **www.wi-fi.org/wifi-protected-setup**

**You may need these details:**

| | |
|---|---|
| Authentication type: | WPA2-PSK or WPA-PSK |
| Encryption type: | AES (WPA2) or TKIP (WPA) |
| Mode: | infrastructure (not ad hoc) |

# What to do if you have a problem connecting your computer to your Hub

If the computer's never been connected to the Hub before, see the Getting Started section of this guide.

Check the Hub lights table and troubleshooting on page 20. If the Broadband light is blue, broadband to your Hub is okay. If your computer can't connect, these tips may help.

1   If you haven't already, press the **Restart** ⟳ button on your Hub and then try restarting your computer. This often gets connections up and running again.



2.  If you're trying to get to a certain web page, try getting a different web page. The problem may be with the web site you're trying to get.

3.  If you're using a firewall, check it isn't blocking your web browser's connection to the internet. Try temporarily turning off your firewall and then restarting your browser. If you can now get on the internet, there's a problem with your firewall settings. To fix this problem, see your firewall's help information.

4.  Make sure that the 'Automatically detect settings' box is checked in Internet Options/ Connections/LAN settings. Then restart your computer.

**If your computer's connected using an Ethernet cable (yellow ends)**
Check that this cable is plugged in correctly by unplugging and plugging back in each end.

Or try plugging the Ethernet cable into one of the other yellow Ethernet sockets on the back of your Hub.

**If you're using wireless, many things can affect a wireless connection**
You could have a problem with interference on your wireless signal, your computer settings or where your computer and Hub are placed. Keep your Hub and computer wireless device away from large metal objects (such as PC cabinets or metal shelving), which restrict the wireless signal and reduce connection speed and reliability.

These tips may help.

• Check that your computer's wireless is turned on. Some laptops have a small switch or you might need to turn it on from within your wireless software – please see your computer manual for help

• If you're using a wireless adapter, check it's correctly connected and installed

• Check your wireless connection software – it should show if your computer's connected to your Hub. Try hovering your mouse or cursor over the icons in your computer's system tray (usually on the lower right-hand corner of the screen) – one of these may show if your wireless is connected. Click or right-click on this to launch wireless manager

If you still can't get a wireless connection...

• Try moving your computer closer to your Hub

• Move your computer and Hub away from large electrical appliances

• Temporarily turn off other wireless devices, such as wireless TV/video senders or security cameras

• If you've a desktop PC, check if the wireless adapter's at the back – the signal will be obstructed. To help improve the connection, try putting your PC on (not beneath) your desk or inserting a wireless card in the front of your PC. Even better, consider getting a longer Ethernet cable to plug into your Hub and computer – you can get these from **www.businessdirect.bt.com** or high street computer shops

• If you've a laptop with an internal wireless card, consider getting an external adapter with wireless 'n' technology. (Some of the latest laptops have wireless 'n' technology, but if your laptop's over a year old it's likely to have 'g' technology, which has a lower speed and range.)

(?) Note: if your computer has an Ethernet port, try plugging in the Ethernet cable. This may help you to get online. For more help with fixing connection problems, go to **www.bt.com/business/help/hub3**

(?) If you still have problems connecting, see page 20.

### Change wireless channel

Your Hub is always monitoring the wireless channel it's using and if it detects too much interference, it will automatically change to another channel. If you want to refresh a channel, follow the steps below. Or you can manually change to a channel of your choice – but this will stop the automatic channel selection feature.

**1** Open BT Broadband Desktop Help by double-clicking its icon 🔀 on your desktop.

**2** Click **PC Healthcheck**.

**3** Click the wireless tab.

**4** Follow the instructions to change wireless channel.

If you can't use desktop help, you can manually change wireless channels using the steps below. You'll need a computer connected to the Hub to access your Hub Manager.

**1** Access Hub Manager by typing **http://btbusinesshub.home** into the address bar of your web browser.

**2** Click Settings.

**3** If asked, enter your Hub Admin password or set your own new password. You'll find your Hub Admin password on the bottom of your Hub.

**4** In the Basic Settings menu, click Change the wireless channel to avoid interference.

**5** Scroll down to the channel selection option and choose a new channel from the drop-down menu. We suggest you try channel 1, 6 or 11 first.

**6** Click Apply to confirm the change. Then wait 60 seconds for your computer to find the new settings automatically. (You don't need to change any settings on your computer.)

# About your Hub

## Hub Manager

Your BT Business Hub 3 is like a computer. It has its own software running, which controls how it works and what it does. You can change your Hub's settings using your Hub Manager – simply open your web browser and type **http://btbusinesshub.home** in the address bar.

Access to your Hub Manager is secured using a password. When accessing the Hub Manager for the first time, you'll be asked to enter the Admin password – see your Hub's handy pull-out. You'll then be asked to enter a new password of your choice. There's some space on page 31, if you'd like to write it down.

You can also enter a password hint that can help you remember your password when you need it.



BT Business Hub 3.0 Settings  Made in China  Rated Input 12V ⎓ 1A
Wireless network
**BTHub3–ABCD**
Wireless key:
**1234abcdef**      Serial number:
Admin password:    +064422+1234567890
**1234ABCD**
Wireless WPS PIN:   MAC 000111222333444
**12345678**

**Example only**

If you can't remember your Admin password, you can use the Password Override feature. When you're in Hub Manager, press the Password Override button. Then press and hold the WPS button for about 20 seconds and you'll then need to enter the wireless key (see your Hub's pull-out) as the username, and the serial number (see under Hub) as the password. You'll then need to enter a new password as if you were accessing the Hub Manager for the first time.

### Your network login details

If you want to set up your Hub without using the CD, or you've had to reset your Hub, you'll need to make sure that your unique network login username and password (sent to you in your 'welcome' emails and letters) are entered in your Hub Manager.

Open your Hub Manager and click the Broadband User Name **Configure** button. Make sure this matches the details sent to you in your 'welcome' emails and letters. If it doesn't, click **Disconnect**, enter the username and password sent to you and click **Connect**.

> (?) Note: if you're using using a corporate VPN, you'll need to disconnect first. Then go to your Hub Manager at **http://btbusinesshub.home** and follow the on-screen instructions.

### Hub sockets summary
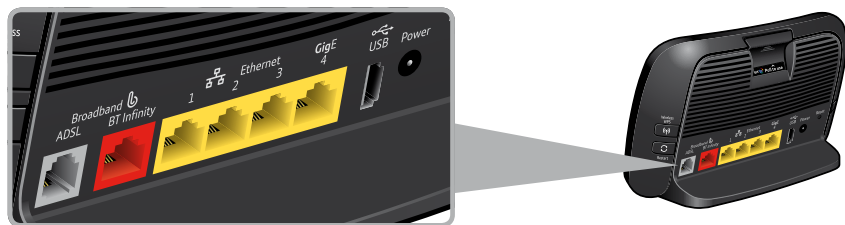


| | |
|---|---|
| Broadband: ADSL socket (grey) | connects your Hub to your broadband line via an ADSL filter |
| Broadband: BT Infinity socket (red) | only for BT Infinity for business and fibre optic products |
| Ethernet sockets (yellow) 1–4 | connects computers, servers or other devices using a wired connection (no. 4 is a GigE port, which is used for high-speed devices or servers) |
| USB socket | for connecting USB 2.0 memory devices or external hard drives |
| Power socket | connects your Hub to mains power using the Hub's power cable |

## Hub features

Your Hub offers a wide range of features, many of which aren't needed for day-to-day use. Power Save mode and Access controls are popular everyday features that you may find useful.

## BT Power Save

Your BT Business Hub 3 comes with Power Save, which means it goes into sleep mode if there's been no activity for over five minutes. All lights will be dimmed and your Hub will wake up as soon as you need it.

You can also set a manual Power Save to turn off wireless between preset times of the day. You do this through your Hub Manager (the Power light will then be orange).

🔍 To find out more about your Hub features, go to **www.bt.com/business/help/hub3**

## Static IP

If you've ordered Static IP addresses, you can find out more about them and how to assign them at **www.bt.com/business/help/IPAddresses**

## BT Wi-fi

Your new BT Business Hub 3 comes already set up as a BT Wi-fi hotspot, so you can offer your customers wireless access from your premises – and even earn some extra income. To find out how to change the settings or disable the hotspot, go to **www.bt.com/business/help/hub3wifi**

## WPS

You'll also get a WPS (wi-fi protected set-up) PIN with your BT Business Hub 3. You won't need to use this yet, but might do in the future.

🔍 To find out more, go to **www.bt.com/business/help/hub3**

# Resetting your Hub

⚠️ **WARNING: resetting your Hub means you'll lose any changes that have been made to your Hub settings.**
**Tip:** you can back up your settings before you reset your Hub. To find out more, go to **www.bt.com/business/help/hub3**

To reset your Hub to its factory default settings, removing all personal settings:

1  use a pin or paperclip to press and release the **Reset** button on the back of your Hub. All Hub lights will go out

2  wait for the Hub's Broadband light to glow blue – this may take several minutes

3  reset any changes that you made before in Hub Manager
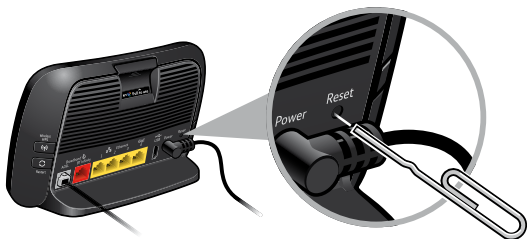
This may include:
• reactivating your BT Wi-fi hotspot settings
• resetting any wireless settings that you changed
• resetting your Hub Admin password and any Hub Manager changes
• resetting your network login details (see page 17)

# What to do with an old Hub

If you've got a new Hub as a replacement for a faulty one, please return the faulty one using the returns envelope sent with the replacement. If you don't have a returns envelope or you've other old electrical equipment you'd like to dispose of, please follow your local authority's recycling advice.

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Hub to its default settings, see above. For more help, go to **www.bt.com/business/help/hub3**

# Connection troubleshooting

The first thing to do if your connection isn't working is check your Hub lights and find out what to do using the table below.

| Hub light status | | What's happening |
|---|---|---|
| | Power light is off | There's a problem with your power supply or power is off |
| | Power light briefly solid orange and then flashing orange | Hub is restarting |
| | Power light is red | Hub has a problem restarting |
| | Power light is orange | BT Power Save is active |
| | Power light is blue | Hub's Power supply is okay |
| | Broadband light is off | There isn't a broadband connection |
| | Broadband light flashing orange, then purple and orange | Hub's connecting to broadband |
| | Broadband light is flashing orange for more than few minutes | Hub can't connect to broadband |

| **What to do** |
| --- |
| Check your power cable's plugged in correctly at the socket and that mains power is on.<br>Note: check your Hub's Power button is on |
| Wait until light turns blue – this can take a few minutes |
| Wait a few minutes. If light turns blue, all's okay. If light stays red, call us – see page 22 |
| You can wake up your Hub by pressing and releasing its Restart button.<br>For more about BT Power Save, see page 18 or go to **www.bt.com/business/help/hub3powersave** |
| Nothing – power's okay |
| Check your Power light is blue and that your broadband cable's connected correctly.<br>Then press and release your Hub's Restart button.<br>If you've got a computer connected to your Hub, open your web browser for some help.<br>Or go to page 26. |
| Wait until light turns blue – this can take a few minutes If it's still flashing after 24 hours, go to page 24 |
| Check you've got ADSL filters plugged in correctly in all your phone sockets.<br>Then press and release your Hub's Restart button.<br>If you've got a computer connected to your Hub, open your web browser for some help |

Continued...

| Hub light status | | What's happening |
|---|---|---|
| | Broadband light is orange | Hub can't connect to broadband |
| | Broadband light is red | Broadband's active, but can't connect |
| | Broadband light is blue | Hub's broadband is okay |
| | Wireless light is off | Wireless isn't active |
| | Wireless light is orange | Wireless security is off |
| | Wireless light is flashing orange | Hub is connecting to a device using wireless via WPS |
| | All lights are dimmed | Hub is sleeping in power save mode to save energy |
| | All lights are flashing blue | Password override in progress |

Still not working? You can get lots more help online at **www.bt.com/business/help/hub3**. Or call us on the number shown under 'Need help?' in your 'welcome' emails and letters. For more help to fix a fault, go to **www.bt.com/business/faults**

## What to do

Check you've got ADSL filters plugged in correctly in all your phone sockets.
Then press and release your Hub's Restart button. Check service status Check service status on 0800 169 0199.

If you've got a computer connected to your Hub, open your web browser for some help

Wait a few minutes. Then reset your broadband username in your Hub Manager at **http://btbusinesshub.home**. Note: if you're connecting to another broadband service your username will be different from the one we gave you.

If you've got a computer connected to your Hub, open your web browser for some help. Or go to page 25

You've a problem with your computer connection, go to page 29

If your Power light is orange, this means your Hub is sleeping in Power Save mode to save energy. You can wake up your Hub by pressing and releasing its Restart button.

If your Power light blue is blue, go to your Hub Manager at **http://btbusinesshub.home** to switch on wireless. For more help, go to **www.bt.com/business/help/hub3wifi**

It's a good idea to have your security on for your safety. Go to your Hub Manager at **http://btbusinesshub.home** to switch on security.

For more help, go to **www.bt.com/business/help/hub3**

Wait two minutes for your Wireless light to turn blue – it'll turn orange if security's off (see above to find out how turn security on). To find out more about WPS go to page 12.

For more help, go to **www.bt.com/business/help/hub3wifi**

Lights return to full power as soon as the Hub sees any activity. For more about BT Power save, see page 18 or go to **www.bt.com/business/help/hub3powersave**

Wait two minutes for all lights to turn steady blue.
For more help, go to **www.bt.com/business/help/hub3**

(?) To restart your Hub, press and release the **Restart** button on the back of your Hub. Wait for the Power light to turn blue.

(≡) **Note for the first 24 hours after set-up**
After you've installed your Hub, it can take up to 24 hours to establish the fastest, most reliable service possible on your line. During this time, the Broadband light may flash orange between periods of steady blue and your broadband service may be interrupted. This is normal. Please leave your Hub connected and turned on and it should settle down after 24 hours.

**...and the next ten days**
We'll also remotely test your line for up to ten days after your broadband is activated. This may occasionally interrupt your service, causing the Broadband light to flash orange. This is normal, and should settle down after ten days.

## Q  What if my Broadband light is still flashing after 24 hours?

If your Broadband light's still flashing after 24 hours and you can't use your broadband service:

1  restart your Hub by pressing and releasing the Restart button on the back of the Hub

2  check that any extension sockets you're using have an ADSL filter fitted (see page 7)

3  if you're using an extension lead or extension socket, plug the ADSL filter and Hub directly into your main phone socket

4  unplug any other telephone devices (such as telephones, fax machines, digital TV boxes etc.), leaving only your Hub and its ADSL filter plugged in

5  if the Broadband light is now a steady blue, either your location's wiring or an ADSL filter may be faulty. Reconnect each ADSL filter 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 an ADSL filter. If you moved your Hub, try moving it back. When the Broadband light is blue, and your computer is connected to your Hub, open your web browser – you should now be on the internet

6  if your Broadband light continues to flash, there may be a fault or interference on your line. Please call us on the number shown under 'Need help?' in your 'welcome' emails and letters (please make sure you're at your computer, and that it's turned on, when you call)

### ⓑ Broadband light is red

Broadband is active, but your Hub can't connect to it.

1. If you're moving your broadband to BT, make sure it's after midnight on your broadband activation day. If it isn't, please wait until after this.

2. Check if anything, such as network maintenance, is affecting internet performance by calling broadband service status on 0800 169 0199.

3. If service is okay, restart your Hub by pressing and releasing the Restart button on the back of the Hub.

4. Wait a couple of minutes until the Broadband light glows blue and open your computer's web browser to check you're connected to the internet.

5. If the Broadband light is still red, try accessing the Hub Manager (see page 16), selecting Settings, then Internet and click Reset username.

6. If the Broadband light is still red, try resetting the Hub's default settings – see page 19.

7. If the Broadband light is still red, please call us on the number shown under 'Need help?' in your 'welcome' emails and letters (please make sure you're at your computer, and that it's turned on, when you call).

⑦ Note: the BT Business Hub will only work with a BT broadband service. If you aren't a BT Business Total Broadband customer, a red Broadband light on your Hub could mean your 'connection' username and password aren't configured correctly in your Hub Manager. To find out how to access your Hub Manager, see page 16.

### Broadband light is off

Broadband isn't active on your telephone line or there's a problem with the broadband signal reaching your Hub.

1 Make sure it's after midnight on your broadband activation day. If not, please wait until after this time.

2 If it's after midnight on your broadband activation day, check that the broadband cable (grey ends) is correctly inserted into your Hub's Broadband socket (grey).

3 Check that the other end of the broadband cable is correctly inserted into the ADSL filter's DSL socket, and that the ADSL filter is correctly plugged into your phone socket – see page 7.

4 Plug a phone into the Phone socket on the ADSL filter and listen for a dial tone.

5 Follow the appropriate instructions in the dial tone table on page 27.

## There's no dial tone:

1 try unplugging the filter and plugging your phone directly into the phone socket – if there's a dial tone this means there's a faulty ADSL filter. Try swapping the filter
2 if you're using an extension socket or extension lead, plug the ADSL filter 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 800 154 or contact a qualified engineer for help. You can try connecting your Hub to your main phone socket. If the Broadband light turns blue, your Hub's now connected to broadband. Connect your computer to your Hub and open your web browser

**If there's no dial tone at the main socket:** there's likely to be a problem with your telephone line. Please call us on 0800 800 154

## There is a dial tone:

1 check if anything, such as network maintenance, is affecting internet performance by calling broadband service status on 0800 169 0199. If service is okay, and you're using an extension lead or extension socket, plug the ADSL filter and Hub directly into the main phone socket
2 unplug any other telephone devices (such as telephones, fax machines, digital TV boxes etc.), leaving only your Hub and its ADSL filter plugged in

**If the Broadband light is now a steady blue:** either your wiring or an ADSL filter may be faulty. Reconnect each ADSL filter 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 an ADSL filter. If you moved your Hub, try moving it back. When the Broadband light is blue, and your computer is connected to your Hub, open your web browser – you should now be on the internet

**If the Broadband light is still off:** and today is your activation day, please wait until after midnight. If you still have no Broadband light after midnight, please call us on the number shown under 'Need help?' in your 'welcome' emails and letters (please make sure you're at your computer, and that it's turned on, when you call)

### ⓑ Broadband light is blue

Your Hub is connected to broadband. The problem could be with your computer or its connection to your Hub.

To check if anything, such as network maintenance, is affecting internet performance, call our broadband service status line on 0800 169 0199. If there are no known issues in your area, try the following:

**1**  restart your Hub by pressing and releasing the Restart button on the back

**2**  restart your computer

**3**  wait for your Hub's Broadband light to turn steady blue

**4**  open your web browser and follow any on-screen troubleshooting instructions

**5**  if you're using a firewall, check it's not blocking your browser's connection to the internet. Try temporarily turning off your firewall and then restarting your browser. If you can now access the internet, there is a problem with your firewall settings. To fix this problem, see your firewall's help information

**6a if you're using a computer that's connected to your Hub using the Ethernet cable**

Check that this cable is inserted correctly by unplugging and plugging back in each plug.

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⑦  > If you still can't connect, run your BT Business Total Broadband set-up CD, which will automatically correct these settings

> For more help, follow the manual set-up steps on page 11

> If your computer has a wireless connection, you can try setting it up. This may help you to get online. For more help with fixing connection problems, go to **www.bt.com/business/help/hub3**

**6b if you're using wireless**

Many things can affect a wireless connection, including settings on your computer, position of your computer and Hub, and interference with the wireless signal. The following tips may help:

- check that your computer's wireless adapter is fitted and/or turned on. Some laptop computers have a small switch – please see your computer manual for help

- check your wireless connection software – it should show if your computer's connected to your Hub. Try hovering your mouse over the icons in your system tray (usually on the lower right-hand corner of the screen) – one of these may indicate if your wireless is connected. Click or right-click on this to launch wireless manager

- try moving your computer closer to your Hub

- make sure the computer and Hub aren't close to large electrical appliances

(?) If you still can't connect:
  - try refreshing the wireless network channel – see page 15
  - run your CD to automatically correct these settings

Note: if your computer has an Ethernet port, try plugging in the Ethernet cable. This may help you to get online. For more help with fixing connection problems, go to **www.bt.com/business/help/hub3**

7  If neither of the above solves this problem, please call us on the number shown under 'Need help?' in your 'welcome' emails and letters (please make sure you're at your computer, and that it's turned on, when you call)

# Useful information

## Useful web site addresses

| | |
|---|---|
| Help and support: | www.bt.com/business/help/broadband |
| Your Hub Manager: | http://btbusinesshub.home |

password – see page 16.

## Jot down your details here

BT network login username:

BT network login password:

**Default Hub settings**

| | |
|---|---|
| Broadband username (PPP): | green-light@service.btclick.com |
| Broadband password: | none required |
| Encapsulation: | PPPoA |
| Multiplexing: | VC based or VC Mux |
| Wireless network name/SSID: | |
| Wireless key: | |

The factory settings are printed on your Hub's pull-out. Make a note of any changes here.

| | |
|---|---|
| Wireless interface: | wi-fi 802.11.b, g or n |
| Authentication: | WPA-PSK or WPA2-PSK (also known as WPA-Personal) |
| Encryption type: | AES or TKIP |
| Mode: | infrastructure (not ad hoc) |
| Hub Admin password: | |

Your password's printed under your Hub and on its pull-out. Make a note of any changes here.

# The small print

### Warranty

Your BT Business Hub 3 will arrive fault-free and will work like it should for the minimum period of your contract. If during that time it stops working, and you've followed the advice on page 4, you should contact us. If we ask you to return it, we'll decide to replace or repair it – except if the fault's caused by general use, accidental or deliberate damage, not using it properly or not following the instructions in this User guide. If you return it, we may test it. If it's working, we'll send it back to you – but you might need to pay our testing and postage costs. This doesn't affect your legal rights.

### Safety and regulatory instructions for your BT Business Hub
**Please read this document carefully before set-up.**

- Your Hub will get warm once connected to the power supply. Although this is normal, you should make sure that your Hub has adequate ventilation to prevent overheating. Never block the vents on your Hub.

- Don't expose your Hub to rain, water, moisture or direct sunshine.

- Don't spill liquid on your Hub.

- Keep your Hub away from sources of heat such as heaters or radiators.

- Don't try to disassemble or open up your Hub yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.

- Before cleaning your Hub, disconnect its power supply. Use a damp cloth for cleaning.

- For better performance, don't place your Hub on a television or computer monitor.

- If there's an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.

- The BT Business Hub intentionally generates low-level radio frequency signals and so there's a very small risk that it may interfere with sensitive medical devices, for example a heart pacemaker, when nearby. If you've any concerns, we recommend that you consult the medical device manufacturer before using your BT Business Hub.

- The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible. Important: please make sure you always use the power cable supplied with your new Hub – don't use any other power cable.

### Save energy

Please avoid wasting energy while using your computer, games console or other equipment. You can set up your computers to go into standby or low-energy mode automatically. Your Hub has BT Power Save – see **www.bt.com/business/help/hub3powersave**

Please disconnect your Hub from its power supply when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Hub to connect to your broadband line) will lose internet access. Remember to restore power to your Hub before turning on your computer(s).

### How to recycle your equipment

Your Hub is classed as Electrical or Electronic Equipment, so you shouldn't throw it out with normal household or commercial waste.

Instead, we recommend you ask your local council how to recycle it along with your kit. It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) to recycle products using the best possible techniques, helping to minimise the environmental impact, treat hazardous substances safely and avoid too much landfill.

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Hub to its default settings, see page 19.

### Declaration of Conformance

Declaration of Conformance with European Community Directive 1999/EC.

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at **www.bt.com**

### GNU General Public License

The BT Business 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 **www.btyahoo.com/broadband/adhoc_pages/gplcode.html**

### Terms and conditions

BT Business Total Broadband is covered by terms and conditions. To review these, go to **www.bt.com/terms**

Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

# Index

## Offices worldwide