

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**.* Make sure you're next to your hub with a computer or device.

Get help from other users

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



Hybrid Connect

User guide



Plug in your Smart Hub 2 before setting up your Hybrid Connect device

*Calls from UK mainland and mobile networks are free. International call costs may vary.

What do the lights on the Hybrid Connect device mean?

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



Central light

Solid green Your device is starting up.



Flashing green Your device is not paired with your hub. Make sure your Smart Hub 2 is on and attached to your Hybrid Connect device.



Flashing blue Your device is connecting to your hub.



Solid blue Your device has successfully connected to your hub.



Solid orange Your device is too far from your hub.



Flashing red Your device cannot connect to your hub. Try running an Ethernet cable between them, and restarting your device.



Solid red There's a problem. Restart your device. If its light is still red, get in touch.



4G signal bars

Flashing blue Your device is connecting to the mobile network.



Solid blue Your device has a strong signal.



Solid white Your device is connected and using mobile data.



Flashing red Your device cannot connect to the mobile network. Follow the instructions in the next section.



Partially blue You may be able to improve your signal. Follow the instructions in the next section.



Partially white You may be able to improve your signal. Follow the instructions in the next section.



Solid red There's a problem with your device. We'd like to help, so please get in touch.



Not getting a strong 4G signal?

The Hybrid Connect device works best when it's attached to a Smart Hub 2 with an Ethernet cable.

But if it can't connect to the mobile network from beside your Smart Hub 2, it's time to try moving it to another location.

Look for somewhere that's:

- well ventilated
- raised up from the floor
- away from other electronics
- near a plug and a window
- relatively close to your hub.

The lights on the device can tell you whether you've found a good spot. Both the central light and the 4G signal bars should be blue. This would mean your device is connected to both the Smart Hub 2 and our mobile network. If your central light turns red then restart your device.

Important safety and care instructions

Keep for future reference.

Your Hybrid Connect from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

Installation and location

- For indoor use only in UK.
- Position all parts, including power adapters away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot).
- Keep area ventilated (e.g. don't put in cupboards or back of 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 required.
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage).
- Designed for use at room temperatures between 0 and 40°C.

Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.
- Dust with a soft dry cloth; no water or solvent.
- Regularly check that objects don't cover any parts or any vents which could cause overheating.
- When not in use, store in a dry place and away from extreme heat or cold.

Warnings

- If any parts of your product, power adapters or any cables appear damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk.
- Don't try to open your device or power adapters. There are no serviceable parts and you risk an electrical shock.
- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.
- If you've got a pacemaker please check with your doctor before installation.

Disposing of your old electrical and electronic equipment

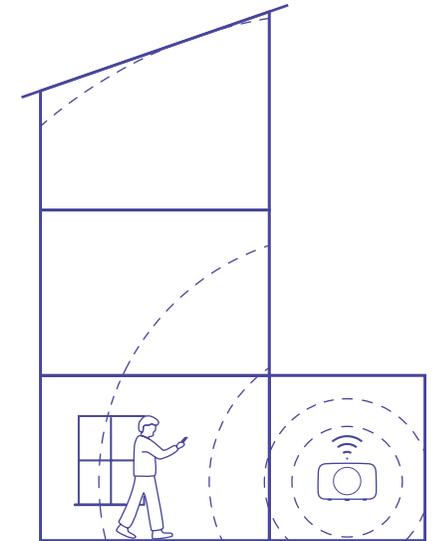
The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.



Location tips

Aim to put your Hybrid Connect near a window to give a great 4G signal, but also keep the device near to the hub (ideally the same room), to give a good wi-fi connection back to the hub.

Sometimes, the best thing is to leave your Hybrid Connect connected to your Smart Hub 2 if you already have a strong 4G connection whilst pairing.



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.

Other information

The Hybrid Connect 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

Equipment nameplate and markings can be found on the base of your Hybrid Connect.

Radio Equipment Directive Declaration of Conformity and Power Efficiency Info

- UK: Hereby, BT declares that the radio equipment type Hybrid Connect (model number LRDD6391BF-SA) is in compliance with Radio Equipment Regulations 2017.
- EU: Hereby, BT declares that the radio equipment type Hybrid Connect (model number LRDD6391BF-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)
5.15 - 5.25	23
5.25 - 5.35	23
5.470 - 5.725	30
LTE Bands 1/3/7/20/38	<23 dBm

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