

**It's easy to get up  
and running.**



Download the Business Hub 5 user guide here.

Or visit  
[www.bt.com/business/hub5guide](http://www.bt.com/business/hub5guide)



### **Set up your first device using Smart Setup**

Smart Setup will help you get your broadband and additional services up and running. To use it, just open a web browser on the first device you connect to your Hub. It only takes a few minutes and will make sure that all future devices are set up properly.

### **Additional Services**

#### **Static IP**

If you have ordered Static IP, your allocated IP address is shown on the welcome email. For single static IP, you don't need to do anything – we have already assigned this to you.

If you have multiple Static IPs; further Hub configuration is required.

Please visit [www.bt.com/staticipsetup](http://www.bt.com/staticipsetup) for guidance.

#### **Port Forwarding**

For help with setting up port forwarding, go to [www.bt.com/business/portforwarding](http://www.bt.com/business/portforwarding).

### **Connecting to wireless**

Connect each of your devices using the wireless details on the card on the back of your Hub. Or, if your device supports WPS, press the WPS button to connect automatically.

### **BT Wi-fi**

Don't lose your wi-fi connection when you leave the office. Set up BT Wi-fi on your mobile or tablet to get online for free at millions of BT Wi-fi hotspots. To get started, download the BT Wi-fi app or visit [www.bt.com/business/btwifi](http://www.bt.com/business/btwifi).

### **Need Help?**






If you need to contact us, use our chat facilities available from [www.bt.com/bbchat](http://www.bt.com/bbchat).






You can find out more about the Hub at [www.bt.com/business/hubhelp](http://www.bt.com/business/hubhelp).

Once you have turned your Hub on, wait for the Blue broadband light. This may take a few minutes. (Coloured lights will flash while the Hub finishes a self-test and sets up your broadband).



If your Hub light isn't glowing steady blue after setup, warning lights will appear in the bar at the bottom of your Hub. See the table below for what these mean.

Hub light status	What's happening	What to do
	Power light is green or flashing green	Your Hub is starting up
	Power light is blue	Your Hub is working fine
	Power light is off	Power is off or there's a problem with your power supply
	Power light is orange	You're not connected to broadband
	Power light is red	This shows that there's a problem somewhere
		Press the Restart button and release it when the Power light turns orange
		Your Hub will restart and the Power light will glow steady blue. If it's still red, reset your Hub using a paper clip to press the recessed Reset button on the back of your Hub for a few seconds
		If this doesn't fix it, call us on 0800 800 154. Make sure you're next to your Hub with a PC or device if you call

Hub light status	What's happening	What to do
	Broadband light is orange	You're connected to broadband but your account might not be switched on yet
	Broadband light is red	You've tried to log in with the wrong username and password
	Broadband light is flashing red	There's a problem with your broadband line
	Wireless light is red	You've switched off wireless security for one or both wireless channels
	Wireless light is flashing orange	Your Hub is in WPS automatic connection mode
		Click the button to connect (on your computer or adapter) without entering a pass key. The Hub will return to normal mode after a few minutes