



Business Smart Hub

User guide

Now with
Guest Wi-fi

Hello

Powerful, clever and faster than ever
– your sleek new Hub has arrived.

Here's what's in this guide

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Thanks again for choosing BT Business.
You made a good choice.

What's in the box



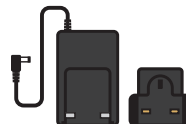
Business Smart Hub



Broadband cable
(grey ends)



Filter



Power cable and plug
(in two parts)



Extra sticker with
Hub details to put
somewhere handy



Ethernet cable
(yellow ends)



User guide

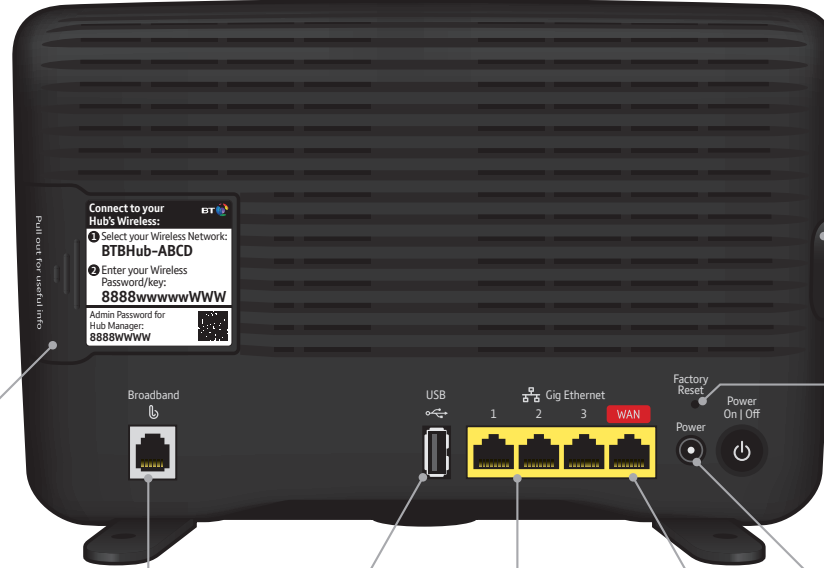
Get to know your Business Smart Hub

Front



Hub status light
Have a look at pages 8–9 to see what your Hub lights mean

Back



Hub wireless settings
A handy removable card with all the details and passwords you'll need (your Admin password is on the back)

Broadband port

USB port
To connect a USB device, like a hard drive or printer

Three Gigabit Ethernet ports
To connect devices for a more stable connection

WAN port
To connect your Hub to the external modem

Power socket

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

Factory Reset button
See page 9

For more help, go to bt.com/business/hubhelp 3

Getting ready for your new broadband

We've arranged for an engineer to come and set up your Hub. Here's what you need to do to get ready and what to do once they've got you connected.

Your new equipment

Keep your new Smart Hub somewhere safe for when the engineer comes to set up your broadband.

Installing Business Broadband at your premises

The engineer will help you decide the best place for your Hub. They might also suggest installing some extra cabling to give you the fastest speeds and best wireless coverage.

Power sockets

The engineer will usually fit the Hub near a main phone socket. So make sure you've got a spare power socket there or have an extension cable available.

Alarms

If you've got an alarm on your phone line, please tell the alarm provider that there might be a false alert while we're installing your broadband.

1 Once everything's set up

When your Hub is connected and your broadband is up and running, the Hub's light will glow blue.

Now you can connect your devices, finish setting up online with Smart Setup and switch on Guest Wi-fi.



A blue light shows your Hub is ready.

2 Connect your devices

You'll need the Hub's wireless network name and password. They're on the back of the Hub. Your Hub will be called something like BTBHub6-ABCD. If the device supports WPS, press the WPS button on your Hub so you can connect without a password.



i Prefer a wired connection?

Using the Ethernet cable (yellow ends), connect your device to Ethernet port 1, 2 or 3 on the back of the Hub.

3 Smart Setup

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

4 Go to your Hub Manager

From here, you can switch on Guest Wi-Fi and change any Hub settings.

Turn over to see how. >

5 Switch on Guest Wi-Fi

Offer free, secure wi-fi for your guests – without the need for a password.

You'll like Guest Wi-Fi because:

- ✓ your network is safe and secure
- ✓ guests won't need a password
- ✓ they'll be happier and stay longer
- ✓ your private network is prioritised.

Note: Guest Wi-Fi can have up to 13 users at a time. Performance will vary with your broadband speed.

To find out more about Guest Wi-Fi, or if you'd like to leave any feedback, head over to bt.com/business/guestwifi



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How to switch on Guest Wi-Fi

- 1 Make sure your Hub is set up and connected to the internet (see page 4).
- 2 Open a web browser window and type <http://btbusinesshub.home> into the address bar to open your Hub Manager.
- 3 Click on the Public Wi-Fi tile (beneath Wireless).
- 4 Enter your Admin password (it's on the card on the back of your Hub – it's not the same as your Wireless password).
- 5 Toggle Guest Wi-Fi on and confirm you want to make the change.
- 6 Once it's ready BT_Guest_Wi-Fi will be shown as 'Active', but sometimes it will appear in your devices' available wi-fi networks before the Hub Manager shows it is ready. It usually takes a few minutes but can take up to 24 hours to turn on.

i Other settings you can change using Hub Manager

Apart from switching on Guest Wi-Fi, you can also change your username and password, Admin password, wi-fi settings and test your broadband. You can log in to your Hub Manager using steps 1–2 above.

8 How to get a strong wi-fi signal

To make the most of your wi-fi, follow the tips at bt.com/business/yourwi-fi

✓ All done.

Get more with the Business app

The Business app makes it easy to manage your account and services, and get help if you need it.

Download the app 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 the service status
- ✓ and if you can't find what you need, you can chat with us.

Or log in to your BT Business My Account at bt.com/business/myaccount



Download the Business app

It's available for Apple® and Android™ smartphones.

Go to the Apple App Store® or Google Play™ on your device and search for 'BT Business app'.



For more help, go to bt.com/business/hubhelp 7

Troubleshooting and what your Hub lights mean

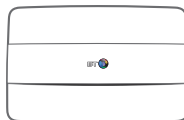
If your Hub is showing an orange light, it's running okay but needs a bit of help connecting to the internet.



Here's what to do

- 1 Connect a device to the Hub using wireless or an Ethernet cable (see page 5).
- 2 Open a new web browser on your device.
- 3 Click on **Start Troubleshooting**.
- 4 Follow the on-screen help wizard to get connected.

No light



What's happening

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

What to do

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

Green



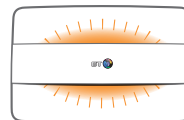
What's happening

The Hub is starting up

What to do

Wait a couple of minutes for it to start

Flashing orange



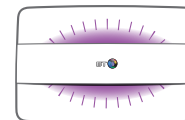
What's happening

The Hub is connecting to broadband

What to do

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

Flashing purple



What's happening

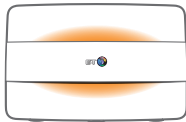
The Hub is working but your broadband isn't connected

What to do

Make sure your broadband has been activated (you should have received a text or email).

It could take up to midnight for it to connect for the first time

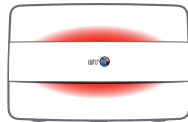
Orange



What's happening
The Hub is working but isn't connected to the internet

What to do
Connect a device to your Hub using a cable or wi-fi. Open a new web browser window and follow the on-screen help wizard to get connected

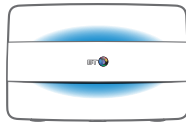
Red



What's happening
There's a problem somewhere

What to do
Using the power button, turn your Hub off and on again. If the light still doesn't turn blue, use a paper clip (or something similar) to press your Hub's Factory Reset button. If this doesn't fix it, call us on 0800 800 154. Have your Hub and a computer or device close to hand

Blue



What's happening
The Hub is working fine

What to do
If you can't get online, there might be a problem with your computer, tablet or mobile device. Turn it off and then on and try again. If you've still got a problem, get some help from the manufacturer or supplier

White



What's happening
Your Hub is connected in bridge mode

What to do
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, if needed

WPS button flashing



What to do
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

Business Extras

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

Included as standard

Access to five million BT Wi-fi UK hotspots

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

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

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.

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

Mozy Backup

Automatically back up your documents and data using a highly secure encrypted service. It helps protect your business from data theft, ransomware attacks and accidental deletion of documents

BT Device Protection by Symantec

Guard your business, anywhere, with internet security and anti-virus protection for PCs, Macs, tablets and smartphones

IT Support for PCs, Macs, devices and servers 24/7

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 online or offline with access to Microsoft Word, Excel, PowerPoint, Outlook, Skype and OneDrive from your computer, tablet or phone

If you ever need some help

Choose the way that suits you.

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 the BT Business Community Forum at business.forums.bt.com

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/business/hubhelp

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 Hub is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin. You'll find instructions for recycling the Hub and other BT equipment on the back of your Hub's box.



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

For more help, go to bt.com/business/hubhelp **11**



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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large print or audio CD.

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