



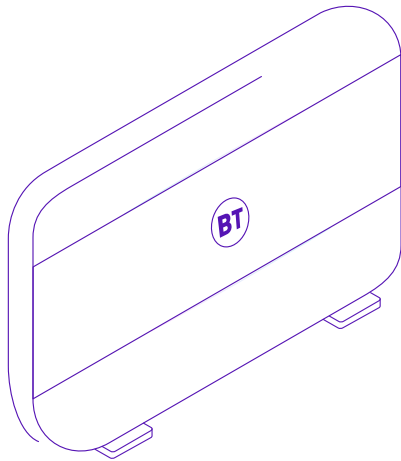
Ultra Standard Fibre 76

Self-serve
installation instruction

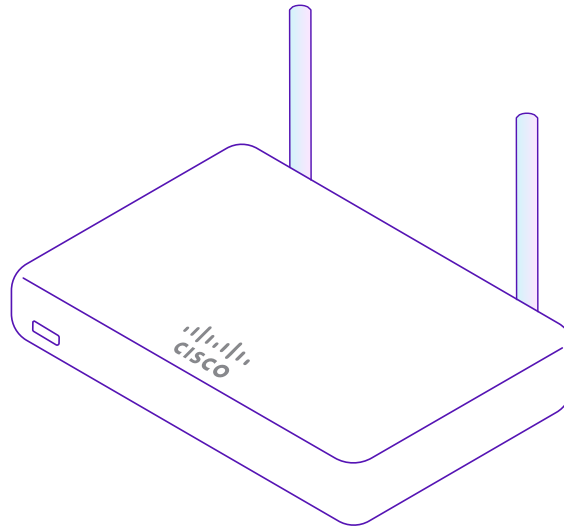


Let's
get started

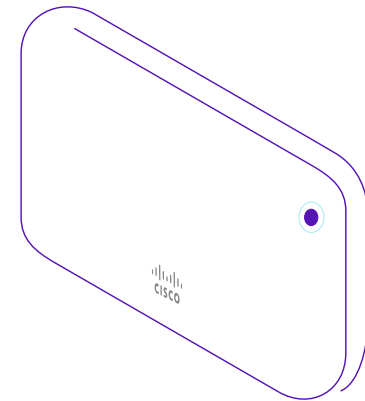
Here are the devices you should have received:



BT Smart Hub



Meraki MX67C security appliance



Meraki MR28 Wi-Fi access point

These are the devices you'll need to get your BT Business Ultra Broadband service set up once your broadband line is ready.

Please note: if you already have an existing broadband hub, you'll need to switch it off and unplug it before setting up your new equipment. The BT Smart Hub supplied with the BT Ultra service is configured to operate in a different way to your existing broadband hub.

Cables, connectors and accessories checklist:

BT Smart Hub

- 1x power adapter.
- 1x CAT5e ethernet cable.
- 1x broadband cable.

Meraki MX67C security appliance

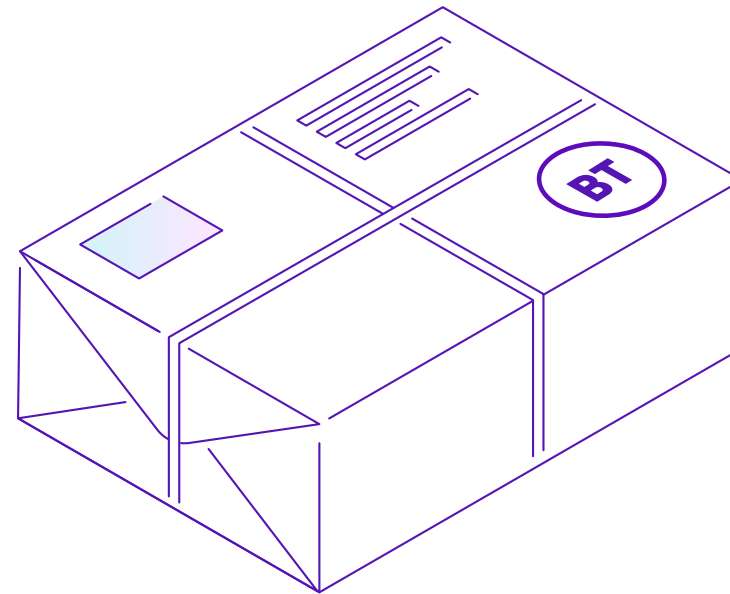
- 1x power adapter.
- 2x CAT5e ethernet cables.
- 2x LTE antennae (for 4G backup).

Meraki MR28 Wi-Fi access point

- 1x mount plate.
- 1x mount kit (includes wall screws).

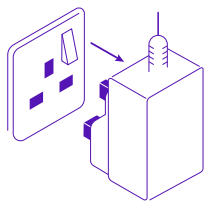
Miscellaneous

- 1x UK power cable (for MX67C).
- 1x power adapter (for MR28).
- 1x CAT5e ethernet cable (10 metre, for connecting MR28 to MX67C).



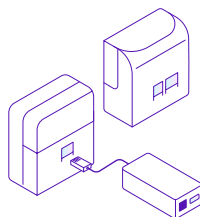
Part one:

Connect and power-up your BT Smart Hub



1. Remove your old hub.

Turn off and unplug your current hub before installing the new Business Smart Hub.

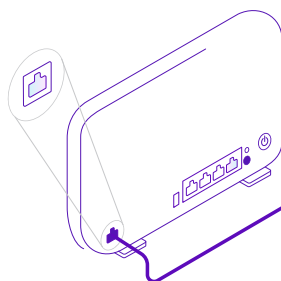


2. Check your phone socket.

Check if you have a single or double master socket.

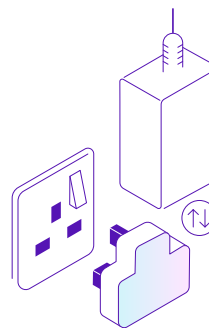
If you have a single one, use a filter to connect your broadband cable.

If you have a double master socket, you don't need a filter.



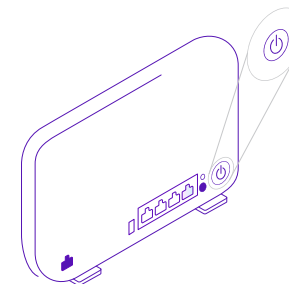
3. Plug your hub into your phone socket.

Plug the grey-ended broadband cable into your new hub and the master socket or filter. Keep the hub at least 1.5 metres away from devices like TVs, monitors, or speakers to avoid interference.



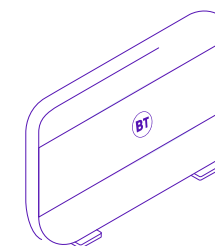
4. Plug in your hub.

Connect the power cable to your hub and plug it into the wall. Only use the plug that came with the hub.



5. Switch on your hub.

Switch on the hub using the power button on the back.



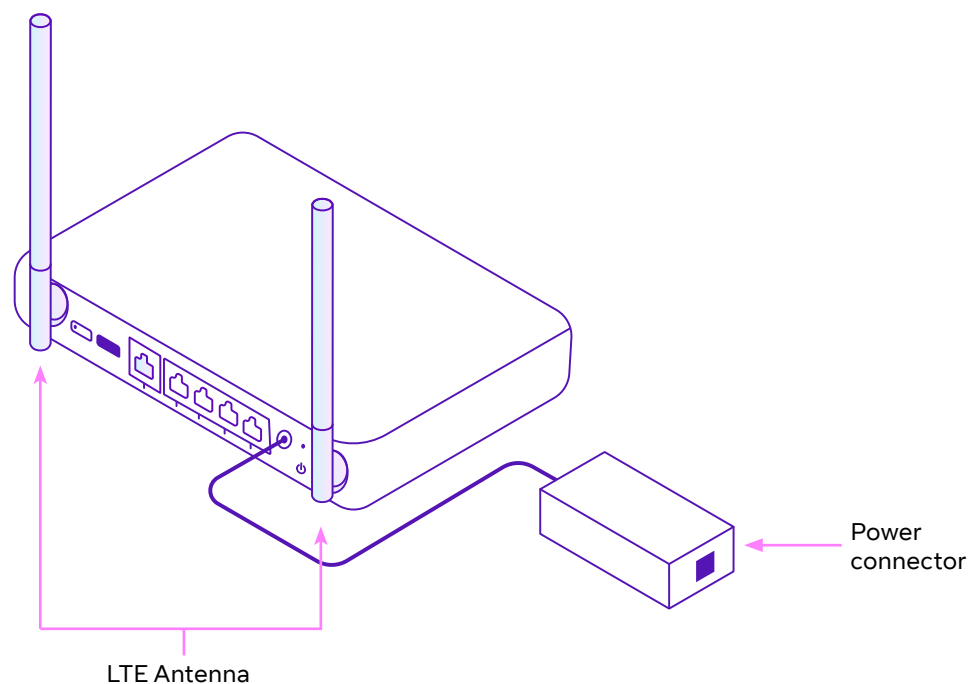
6. Wait for a solid white light.

When the hub is ready, the light will change from green to solid white. It will restart automatically the first time you turn it on. If the light is a different colour or off, click on this link for help: [‘What do the lights on your hub mean’ guide.](#)

Part two:

1. Set up and connect your security appliance

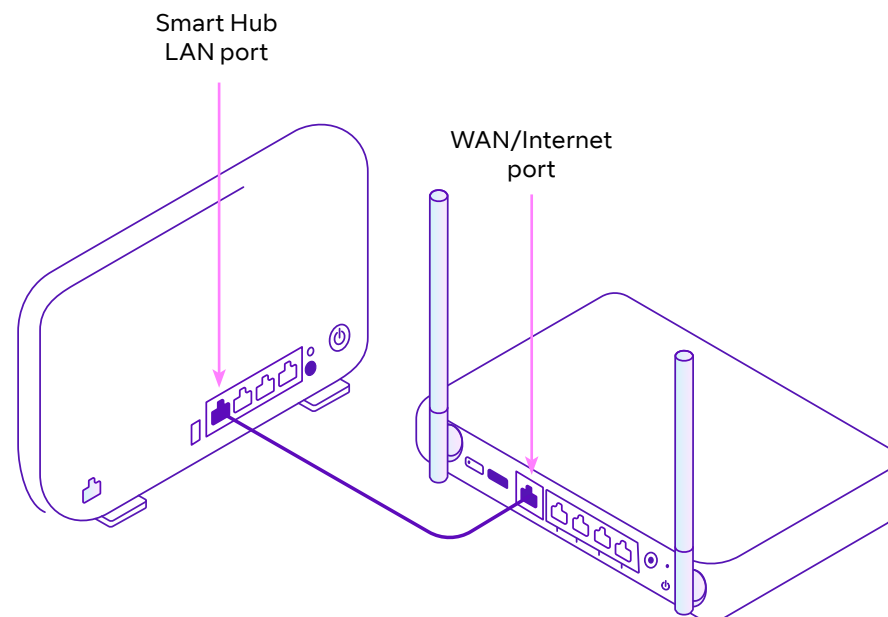
Connect the two LTE antennae to the rear of the security appliance – matching the diagram below. Plug one end of the UK power cable into the power adaptor and the other end into the power connector at the back of the security appliance. Then plug one of the UK power cables into the power adaptor, plug it into the wall, and switch the plug on.



Note: The LTE antennae provide signal for the 4G backup. Tighten the connectors until they are finger tight, but don't use pliers or a similar tool to tighten the connectors, as it isn't necessary.

2. Connect your BT Smart Hub to your security appliance




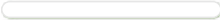

Using one of the CAT5e ethernet cables included in your delivery, connect the WAN/Internet port on the security appliance to the LAN port on the BT Smart Hub.

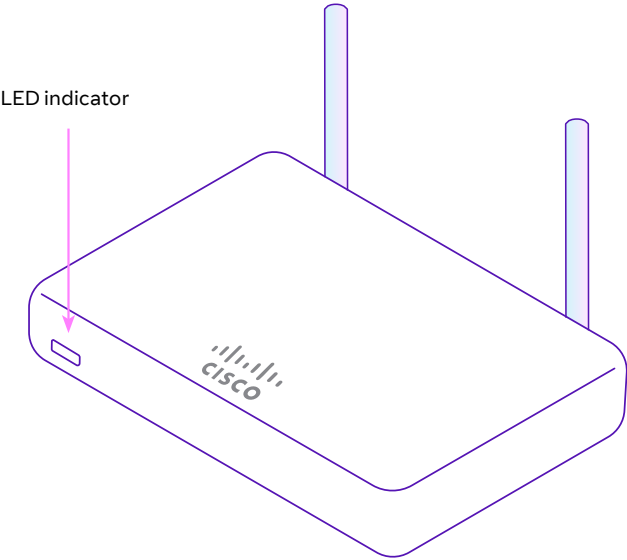


3. Wait for the white light on the security appliance



Once powered up and connected, the security appliance will take 10 to 15 minutes to connect and update to the latest firmware. It will display a solid white LED status once it's fully operational. The following table lists other LED statuses that the security appliance might display during set up or operation.

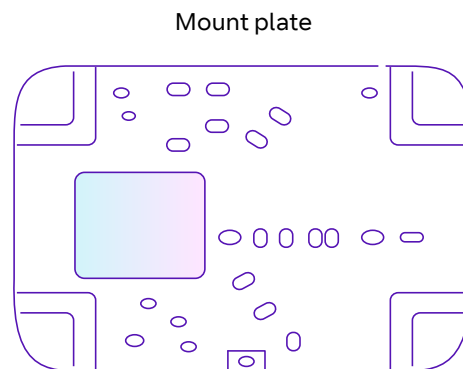
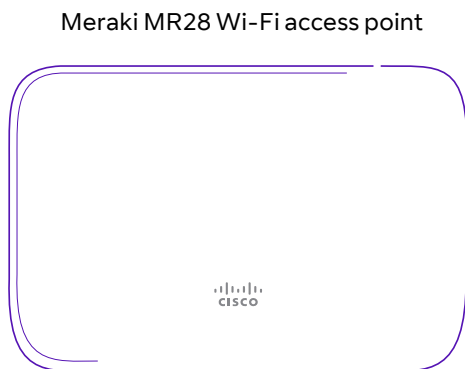
LED Status		Meaning
Solid orange		Power is applied but the appliance is not connected to the Meraki dashboard.
Rainbow colours:		The appliance is attempting to connect to Meraki dashboard.
Flashing white		Firmware upgrade in progress.
Solid white		Fully operational/connected, uplink actively using wired WAN.
Solid purple		Fully operational/connected, uplink actively using integrated cellular failover.



Part three:

1. Set up your Wi-Fi access point

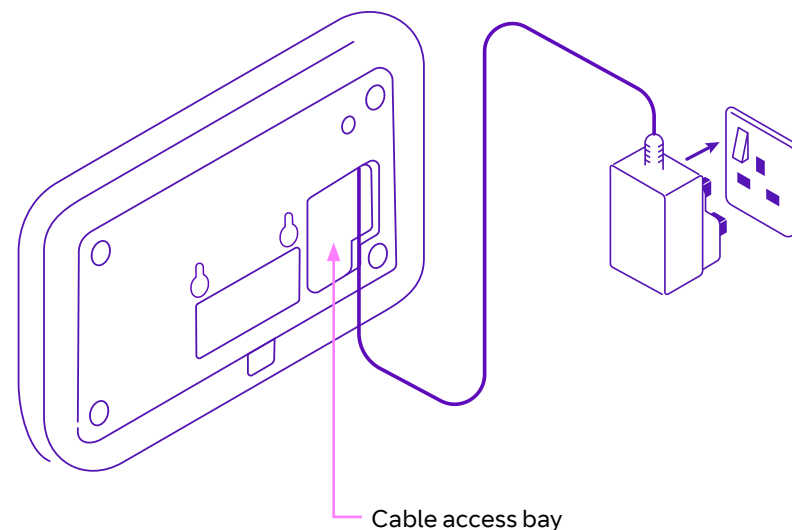
Remove the mounting plate on the back of the Wi-Fi access point to expose the cable access bay.



2. Plug the MR28 power adaptor into the Wi-Fi access point and power up

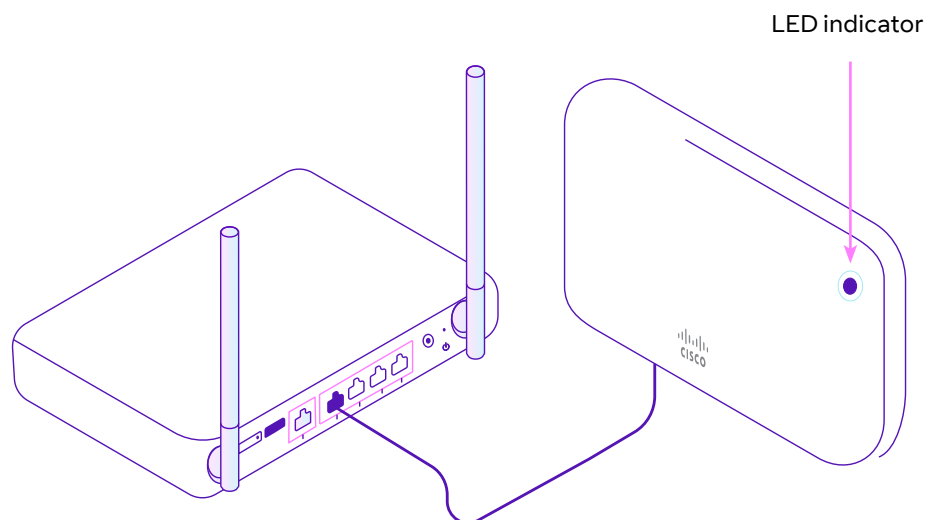
Plug the MR28 UK power adaptor into the Wi-Fi access point and switch the plug on. The MR28 access point will begin to power up.

You may wish to install the Wi-Fi access point using the mounting plate provided, but you can leave this for your BT Expert Setup engineer to complete at your chosen appointment.



3. Connect the 10 metre ethernet cable to the Wi-Fi access point

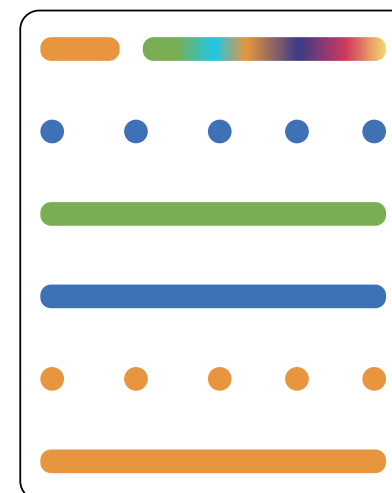
Insert one end of the 10 metre ethernet cable into the Wi-Fi access point and the other to the security appliance using one of the four LAN ports on the back.



4. Now, wait for the green light on the Wi-Fi access point

Now that the Wi-Fi access point is powered on and connected, you can monitor its installation via the LED in the top right-hand corner. The LED will turn solid green to show it is ready for connections. This should only take a few minutes.

LED Status



The Wi-Fi access point's LED conveys information about system functionality and performance.

Here's a short guide for you to refer to:

Rainbow – AP (access point) is initialising/scanning.

Blinking blue - AP is upgrading

Blue – AP is operational and has clients connected.

Green – AP is operational but with no clients connected.

Blinking orange – AP has a connection problem.

Orange – AP is booting (permanent orange suggests a hardware issue).

Part four:

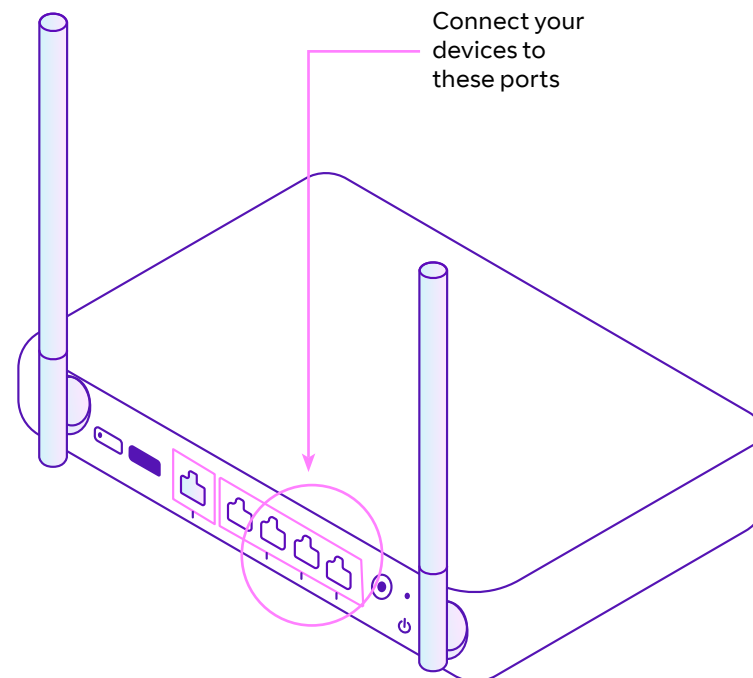
Connect your wireless devices

1. The Wi-Fi network **BTUltraBroadband** should now show as an available network on any wireless device you want to connect – including mobiles, tablets, or laptops.
2. The password for this network is the serial number on the bottom of your security router.
3. Once you've entered this password, you should be connected to your new BT Business Ultra Broadband network.



Connect your wired devices

If you have wired devices, such as computers, printers, or an existing network switch, you can connect these to the remaining three LAN ports on the security router.



Part five:

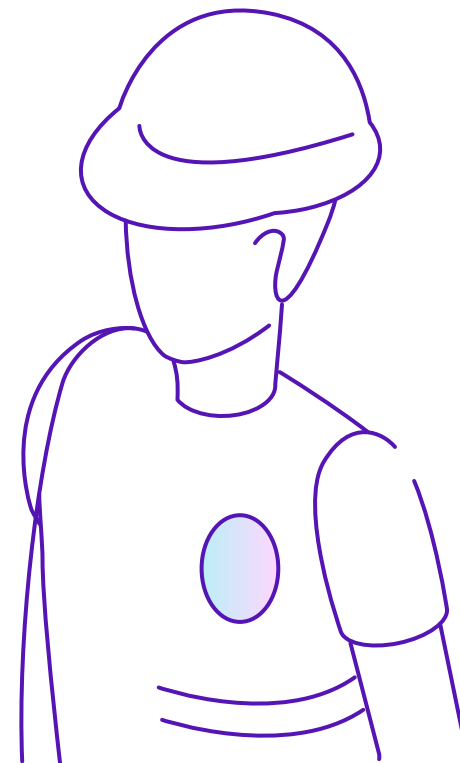
Tailoring your network with an Expert Setup appointment

Following your broadband installation, you'll receive a visit from one of our Expert Setup engineers. They'll help you complete the configuration of your Ultra service and complete the set up on your behalf. This service is included in your package – it won't cost you a penny.

Our engineers can help with things like:

- Installing up to two additional access points.
- Updating your Wi-Fi network name and password.
- Setting up Guest Wi-Fi, if you want this feature.
- Testing the 4G backup failover and failback operation.
- Modifying the initial IP address schema of the internal DHCP server to include reserve addressing and support for static IP addresses for LAN devices such as printers.

If you need to reschedule your visit,
call 0800 800 0152 / 154





Offices worldwide

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