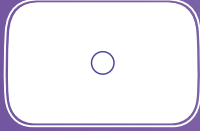





Your Smart Hub 3 is the first thing you should set up



# Smart Hub 3 User guide



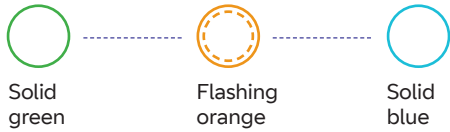
 **recycle** Together we can reduce paper consumption



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# Let's get started



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

Note: the first time you switch it on and connect, it will automatically restart after a few minutes.

## What the lights on your device mean

**Solid green**



**Your hub is starting up**

Leave your hub to start up. If the light remains solid green for 5 minutes, first check you're using the power adapter provided with your hub, then reboot your hub. If experiencing problems see help section.

**Solid orange**



**Your hub is working but isn't connected to the internet**

Try restarting your hub, check your broadband line activation date or connect a Hybrid Connect or Connectivity Backup up if you have one. If it's still not working, get in touch.

**Flashing orange**



**Your hub is connecting to broadband**

Give it at least three minutes to connect. The light will turn blue when your hub is ready. If it doesn't turn blue, check your broadband cable and filter (if you're using one) are plugged in correctly.

**No light**



**The power is off or the lights have been turned off**

Check the hub is plugged in, switched on and its lights haven't been turned off in the Hub Manager.

**Solid blue**



**Your hub is working and is connected to the internet**

If you can't get online, it might be your device. Try switching your device off and on.

**WPS flashing**



**WPS button**

When pressed, the light on your hub will flash blue to show it's waiting for you to press the WPS button on your computer or device.

**Solid white**



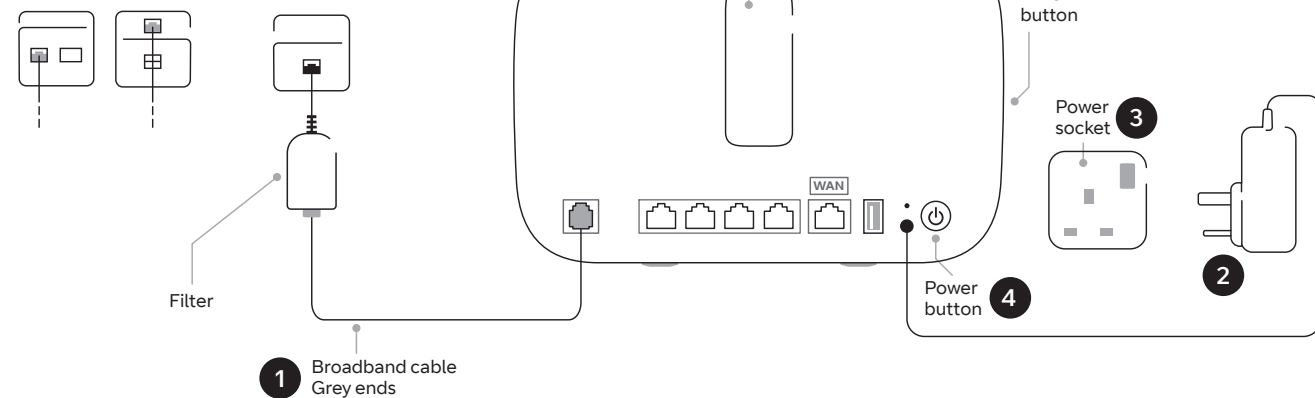
**Your hub is connected to mobile using Hybrid Connect**

Hybrid Connect is in use and in resilience mode, keeping you connected.

# Set up your hub

**Double master socket**  
No filter needed

**Single master socket**  
Use a filter



## 1. Connect your Smart Hub

Plug the broadband cable (grey ends) into your Smart Hub and the other end into your master phone socket. Depending on the socket, you might need to use a filter.

## 2. Power up

Plug in your hub and turn it on. After 5-10 minutes, a blue light will show that your hub is ready.

## 3. Connect your devices

Use your hub's network name and WiFi password (on the back of your hub) to connect your devices to the internet. Or, if your device has a camera, scan the QR code to quickly connect. If your device supports WPS, press the WPS button on the side of the hub and follow your device's instructions to connect. Don't forget to re-register any Digital Home Phones or devices to your new hub.

## Hybrid Connect / Connectivity Backup

If your hub light is solid orange or flashing orange, and you have a new Hybrid Connect or Connectivity Backup, you can now set it up to get online before your broadband activation date. If you already have Hybrid Connect then you'll need to switch it off and then on before re-pairing it to your new hub. You can also do this if you don't have a master socket or an Openreach modem yet.

## Manage your hub

Access the Hub Manager to manage your hub settings, change the WiFi network name or change passwords. Type **192.168.1.254** into a browser

## Help

**bt.com/help** is the quickest and easiest way to get help, all day, every day. Chat with us online at **bt.com/chat** We're here to help seven days a week between 7am and 11pm.

Call us for free on **150** or **0330 123 4150** from a BT or EE number in the UK.  
Mon - Fri 08:00 - 21:00  
Sat - Sun 08:00 - 20:00

Charges may apply if you're calling from another network. International call costs vary. Make sure you're next to your hub with a computer or device if you call. Get help from other users Join the conversations in the BT Community forum at **bt.com/community**.

This guide is available in other formats including braille, large print or audio CD by contacting us using the numbers above.