

Connection help

Don't know if you're connecting via Hub/router or extender?

- The easiest way is to compare the signal strength displayed on your device with the extender switched on and off. The extender simply relays the data from your Hub/router. It's your device that controls which signal it connects to.

Can't connect extender to Hub/router

- If the range lights continue to scroll for more than 1 minute after connection attempt, check your Hub/router is switched on and try moving your extender closer to it.
- If your device often loses internet access and the extender's **Too far** or a bit too far light is on, try moving the extender to another socket.
- If you're trying to use WPS but it doesn't work (**Too far** and **Too close** (red) lights continue to flash), it may be your router is incompatible with the WPS function in the extender. Try switching the extender off and on again and repeat Method 1. If it still fails, follow the steps in Method 2, to connect without using the WPS button.
- If you can't connect using Method 2, check you've selected the correct wireless network and entered the correct wireless key.

Can't connect to internet

- Check your Hub/router is connected to the internet and your wi-fi is working correctly.

Can't connect your device to wireless

- Make sure your device is correctly set up to connect to your Hub/router before trying to use the extender.
- Microwaves and some electrical equipment may interfere with the wireless signal.
- Check the lights on your extender and make sure you are in **Good Range**. If not see the section 'Move extender to optimum location'.
- Thick/concrete walls and ceilings will affect wireless performance.

What the lights on your Wi-Fi Extender mean

Light	Status	What's happening
	Flashing red	Extender not configured to connect to Hub/router. Turn over and go to step 1
	Scrolling red/blue	Extender is connecting to Hub/router. If scrolling for more than 1 minute, check your Hub/router is switched on and try moving your extender closer to it
	Solid blue	Extender is connected to only one wireless band (2.4Ghz or 5GHz). Press the WPS button to try connecting to the second band. If the problem persists, please refer to bt.com/producthelp
	Flashing blue slowly	WPS connection in progress
	Flashing blue quickly	WPS connection error

All lights are off

- Check the power socket is working and switched on.
- Check the extender is turned on (the **On/Off** button is on the side).
- The lights might've been switched off in the Advanced Settings (see below).

Extender lights too bright?

If the extender's lights are distracting you, they can dimmed or turned off in your extender's settings page. Open your web browser and enter <http://mybtdevice.home>.

If you turn the lights off, the extender will still indicate if there are any problems.

Resetting your extender

If the extender stops working you can reset it to its default settings. This is also useful if you lose or forget your Admin password.

- Make sure the extender is plugged in and switched on. Press and hold the **Reset** button (on the side of the extender) for 1 second.
- Give the extender a couple of minutes to restart. You'll need to reconnect the extender to your Hub or router (see overleaf).

Safety instructions, precautions and care

Your Wi-Fi Extender 2600 from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.

Installation and location

- For indoor use only in UK and Ireland
- 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 cables out of young children's reach
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes
- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required
- Designed for use at room temperatures between 0 and 40°C

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

Care and maintenance

- 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

Warnings

- If your device appears damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk. See terms in the Guarantee section of the user guide
- Don't try to open your devices 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

Find out more

If you need help, go to bt.com/producthelp to view Frequently Asked Questions.

If you cannot find the answer to your problem in the Frequently Asked Questions, please call our free Helpline on **0808 100 6116***. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

General information

Guarantee

Your Wi-Fi Extender 2600 is guaranteed for 3 years from when you bought it. This means we'll either repair it or replace all or part of the product if it's not working properly. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.

Guarantee conditions:

- The guarantee only covers problems found in the 3 year guarantee period
- You'll need your receipt or other proof of purchase as instructed
- Your product is returned to BT or one of our partners as instructed
- This guarantee doesn't cover any problems caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents
- This guarantee doesn't affect your statutory rights.

This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at repair or adjustment other than through approved agents.

This guarantee does not affect your statutory rights.

To find out what to do if your extender is in or outside of the three year guarantee, please see the FAQ at bt.com/producthelp

How to recycle your equipment

The symbol shown here means this product is electrical or electronic equipment, so DO NOT put it in your normal rubbish.

Check with your retailer for how to recycle or if you're a householder you can use your local recycling centre. Find out more about recycling electrical or electronic equipment at www.bt.com/weee.

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Wi-Fi Extender 2600 (092657) is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: bt.com/producthelp

The Wi-Fi Extender 2600 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

Frequency ranges

Frequency range (GHz)	Max power in the range
2.412–2.472	19.71dBm (93.5mW)
5.150–5.350	21.81dBm (151.7mW)
5.470–5.725	27.64dBm (580.8mW)

 Operations in the 5.15–5.35GHz band are restricted to indoor usage only.									
BE	BG	CZ	DK	DE	EE	IE	EL	ES	
FR	HR	IT	CY	LV	LT	LU	HU	MT	
NL	AT	PL	PT	RO	SI	SK	FI	SE	
UK	NO	IS	LI	CH	TR				

Power consumption

Off mode	0.2 watts
In operation	10.1 watts
Network standby	5.5 watts
Elapsed time before going into standby mode	5 minutes

Check the box contents

Wi-Fi Extender 2600



Ethernet cable



Wi-Fi Extender default settings



Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0808 100 6116*.

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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Wi-Fi Extender 2600 User Guide

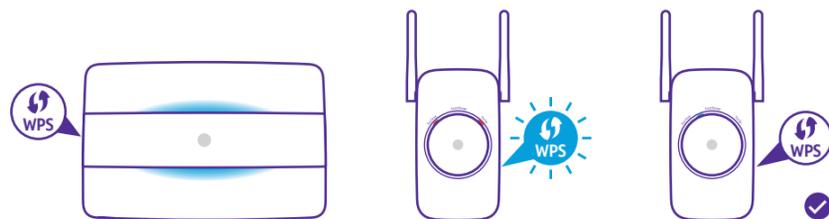


1 Connect to your Hub or router

Connection to your router is very easy if it supports WPS; most recent routers do (e.g. BT Home Hub 3 and later). If yours does, use Method 1 below. If your router doesn't have a WPS button – or this method fails – go to 'Method 2' below.

Method 1 – Connect using WPS button

- 1 Check the **On/Off** switch on the side of the extender is switched on and plug the extender into a power socket near your Hub or router.
Wait 90 seconds or so for the extender to start up. The **Too close** and **Too far** lights will flash red showing the extender is ready to set up.
- 2 Press the **WPS** button on your Hub/router.
- 3 Within 2 minutes, press and hold the **WPS** button on the extender for 1 second. The button will flash blue as the extender connects to both the 2.4GHz and 5GHz bands.
- 4 When the **WPS** button on your extender stops flashing and one of the range lights on the front is lit, the extender is linked with your Hub/router. You're now ready to find the best place to put it – see step 2 below.



★ Note

If the WPS button stays blue, then only one band was connected. Press the **WPS** button again for 1 second on both the extender and Hub/router. If the WPS light remains blue please refer to the FAQs available at bt.com/producthelp. You can still continue to use the extender with only one band configured.

If connecting using WPS doesn't work (WPS light stops flashing and the **Too far** and **Too close** red lights continue to flash), please use 'Method 2 – Without WPS button' opposite.

★ Important

The WPS button on your extender is only used to connect to the router and can't be used to connect devices.

2 Move extender to optimum location

- 1 Plug the extender **directly into a wall power socket** halfway between your Hub/router and the area you wish to extend wi-fi to.

★ Important

The device must be plugged directly into the wall socket and remain in an upright position at all times to ensure optimum performance.

- 2 Give the extender 90 seconds to start up. The range lights on the front will scroll back and forth while it reconnects to your router. After about 90 seconds, the signal quality will be shown. Ideally the **Good Range** light will be solid blue and you can go to point 4.



★ Important

If the range lights continue to scroll back and forth for more than 1 minute. Check your Hub/router is switched on and try moving your extender closer to it.

OR Method 2 – Without WPS button

If you don't have a WPS button on your Hub/router, you can set up your extender using the web based set-up with an internet browser on your computer.

★ Important

Before following these instructions, make sure your computer is not connected to the internet (unplug its ethernet cable or disconnect from your wi-fi network).

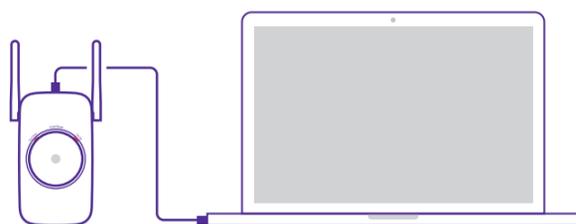
- 1 Check the **On/Off** switch on the side of the extender is switched on and plug the extender into a power socket near your Hub or router.
Wait 90 seconds or so for the extender to start up. The **Too close** and **Too far** lights will flash red showing the extender is ready to set up.
- 2 Connect your computer to the extender either wirelessly or with the Ethernet cable:

Connect wirelessly

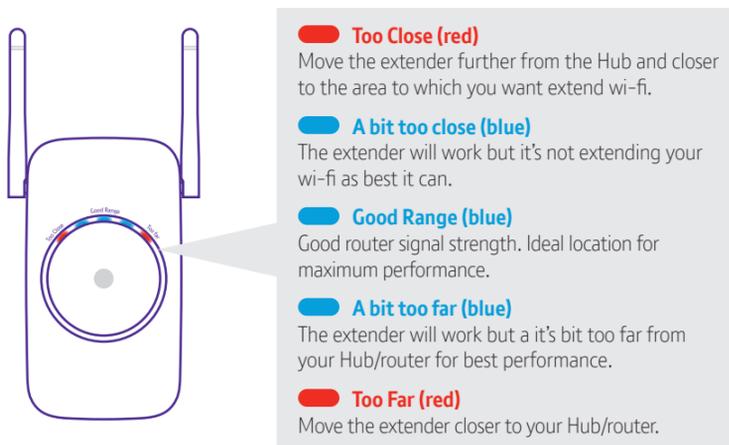
- Use the wireless connection software or settings on your computer to display the list of available wireless networks in your area.
- Find your extender in the list and select it; it's called **BTWifiExtndr-XXX**.
- Enter your extender's wireless key (printed on the back of this guide).
- Complete the connection on your computer.

Connect using the Ethernet cable

Insert the Ethernet cable into the extender and the other end into your computer.



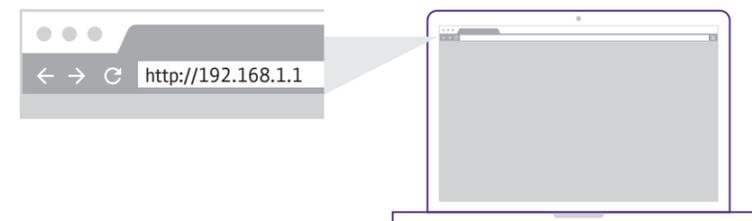
- 3 If necessary, move the extender closer or further away from your Hub/router depending on what the range lights are showing (see table opposite). Keep moving the extender until you find the best location.



★ Tip

It's normal for the range lights to change occasionally. This is because wireless signals can vary due to other factors, e.g. nearby electrical appliances/devices.

- 3 Open your web browser and enter **http://192.168.1.1** in the address field to open the extender's login page.



Enter your extender's Admin password (printed on the back of this guide), then click **Login**.

Click **Start** (at the bottom) and follow the on-screen connection wizard.

- 4 Once the connection wizard is complete and you click **Finish**, your browser will lose connection to the extender (ignore any browser error messages).

When the extender's range lights stop flashing and one of the range lights on the front is lit, the extender is linked with your Hub/router. You're now ready to find the best place to put it – see step 2 below.

★ Tip

Full instructions on how to connect devices using different operating systems are in the Frequently Asked Questions, available at bt.com/producthelp

3 Connect your devices

The extender's wireless network name is the same as your Hub/router with **EXT-** added to the front. For example, if your Hub/router network name is **BTHub-ABCD**, your extender's will be **EXT-BTHub-ABCD**.

- 1 From your device, select your extender's wireless network.
- 2 Enter the wireless key/password – **this is the same as your Hub/router**.

The Wi-Fi Extender 2600 has dual-band wi-fi and uses smart wireless technology to automatically connect your devices to the band that will give you the best signal as you move around. The 5GHz band will give the best performance when close to the extender, the 2.4GHz band is best for range.

★ Tip

The extender will decide which of its bands is the best for your wireless network device to connect too. It doesn't decide which wireless network your device connects to. It's your device that chooses. For example, if you move away from your extender and nearer to your Hub/router, your device may not automatically switch networks.

Using a wired connection

If your device has an Ethernet port, you can also connect using the supplied Ethernet cable. Plug one end into the top of the extender and the other into your device.

You'll still be able to keep your wireless devices connected to the extender at the same time.