



## BT Total Broadband Getting Started

## → Start here

### Follow these simple steps to set up your BT Home Hub and get online.

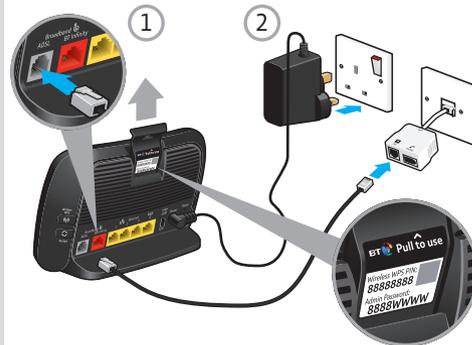
You can start setting up at any time, but if you're new to BT Total Broadband your line might not be activated until midnight on your activation day.

- 1 Unplug any existing broadband kit**  
If you've had broadband before – from BT or elsewhere – unplug your old modem, router or Hub and set it aside. You can leave any ADSL filters plugged in for the moment.

- 2 Fit your ADSL filters**  
Fit a filter to every phone socket that you use in your home, unless you have filters in place from a previous service. Use your new ones where you can. Sockets could be used by telephones, faxes and digital TV boxes. All these devices plugged into phone sockets need a filter to prevent interference with your broadband service.

**Need more filters?** Go to [bt.com/shop](http://bt.com/shop)

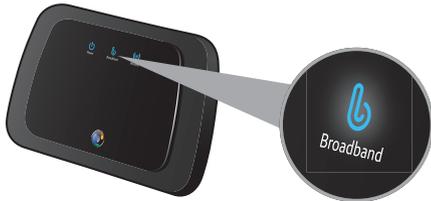
- 3 Connect your Hub**
  - Using the broadband cable (grey ends), connect your Hub to an ADSL filter.
  - Plug your Hub into a mains power socket.



Your SSID and wireless key details are on the front of this tab

## 4 Wait for your Hub's Broadband light to glow blue

This will take a few minutes. If it doesn't glow blue, see page 6.



## 5 Insert the CD into your computer to continue set-up

Set-up will take a few minutes.

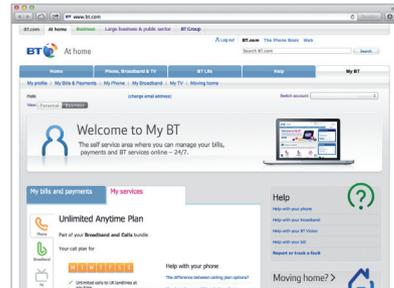


## ✓ All done

You should now be connected to the internet.

Open your web browser, go to [bt.com/mybt](http://bt.com/mybt) and log in.

To sign up to My BT, you'll need your email address and your BT account number (you can find this on your bill).



To set up more great BT Total Broadband features, including security and email, go to [bt.com/start](http://bt.com/start)

## Got a question?

For some common questions about connecting, go to [bt.com/help](http://bt.com/help)

# Some tips

## Getting connected

Your broadband line might not be active until midnight on your activation day.

If it's past midnight, and your Hub lights aren't on, check it's switched on (the switch is on the back).

Check all cables are plugged in correctly and that you've a filter in every working telephone socket.

If the lights are on but not blue, see page 6.

## Connecting with wireless (wi-fi)

Your SSID and wireless key are on the pull-out tab on the top of your Hub.

If you've got wireless connection or speed problems, it's quick and easy to use our new online wireless set-up and troubleshooting wizard at [bt.com/wireless-setup](http://bt.com/wireless-setup). You might need to get online first using your Ethernet cable (yellow ends).

## Connecting with cable

For the best possible speed, use the Ethernet cable (yellow ends) to connect one of your Hub's Ethernet sockets (also yellow) to your computer.

## Setting up your email

You can access your BT Yahoo! Mail account from anywhere, at any time. Go to [www.bt.yahoo.com](http://www.bt.yahoo.com) and log in using your username and password.

If you need help setting an email program for your BT Yahoo! Mail, go to [bt.com/email-setup](http://bt.com/email-setup)

## Finding your username and password

Your username and password are on your order activation email, but if you can't find it, go to [bt.com/reset-password](http://bt.com/reset-password)

# Getting up to speed

Go to <http://bthomehub/home>, sign in to the Hub manager using the Admin password on the bottom of the Hub.

Then go to [bt.com/improve-speed](http://bt.com/improve-speed) to make sure you are getting the best speed possible.

## The first 24 hours after set-up

After you've installed your Hub, it can take up to 24 hours to establish the fastest, most reliable service possible on your line. During this time, the Broadband light may flash orange between periods of steady blue and your broadband service may be interrupted. This is normal. Leave your Hub connected and turned on and it should settle down after 24 hours.

## ...and the next ten days or so

Your broadband might slow down or even stop now and again. That's normal. It takes that long for your broadband to reach its top speed. You can help it along by leaving your Hub on all the time, and using your broadband as much as you can for the first ten days. If you've got questions about your speed after that, go to [bt.com/improve-speed](http://bt.com/improve-speed)

## Think your Hub's faulty?

Nearly all the Hubs we get back as 'faulty' are actually fine. So if you think yours isn't working properly, press and hold the **Restart** button for ten seconds and then release it.

The Power light will flash blue and orange as your Hub restarts and goes through a number of self tests. If everything's working properly, all three lights will glow blue. If the lights are any other colour, see page 6 before calling us for help.

Please don't send back or ask a support agent to replace your Hub unless you're sure it's faulty. If you do and it turns out to be working fine, you might be charged for a replacement.



# Connection troubleshooting

If your connection isn't working, check your Hub lights using the table below.

Hub light status	What's happening	What to do
 Power light is off	There's a problem with your power supply or power is off	Check your power cable's plugged in correctly at the socket and that mains power is on. Note: check your Hub's <b>Power</b> button is on.
 Power light is red	Hub has a problem restarting	Wait a few minutes. If light turns blue, all's okay. If light stays red, call us.
 Power light is orange	BT Power Save is active	You can wake up your Hub by pressing and releasing its <b>Restart</b> button. For more about BT Power Save, go to <a href="https://bt.com/help">bt.com/help</a>
 Broadband light is off	There isn't a broadband connection	Check your Power light is blue and that your broadband cable's connected correctly. Then press and release your Hub's <b>Restart</b> button.
 Broadband light is flashing orange for more than few minutes	Hub can't connect to broadband	Check you've got ADSL filters plugged in correctly in all your home's phone sockets. Then press and release your Hub's <b>Restart</b> button and turn off your computer and turn it on again

 To restart your Hub, press and release the **Restart** button on the back of your Hub. Wait for the Power light to glow blue.

Hub light status	What's happening	What to do
 Broadband light is orange	Hub can't connect to broadband	Press and release your Hub's Restart button and turn off your computer and turn it on again. It might be a temporary problem. Please wait a while. You can check service status free on 0800 169 0199
 Broadband light is red	Broadband's active, but can't connect	This is rare and happens only if the Hub's been manually set to an incompatible broadband username. See the Troubleshooting guide at <a href="http://bt.com/userguides-broadband">bt.com/userguides-broadband</a>
 Wireless light is off	Wireless isn't active	If your Power light is orange, this means your Hub is sleeping in Power Save mode to save energy. You can wake up your Hub by pressing and releasing its <b>Restart</b> button.  If your Power light is blue, go to your Hub manager at <a href="http://bthomehub.home">http://bthomehub.home</a> to switch on wireless. For more help, go to <a href="http://bt.com/help">bt.com/help</a>
 Wireless light is orange	Wireless security is off	It's a good idea to have security on for your safety. Hub manager at <a href="http://bthomehub.home">http://bthomehub.home</a> to switch on security. For more help, go to <a href="http://bt.com/help">bt.com/help</a>

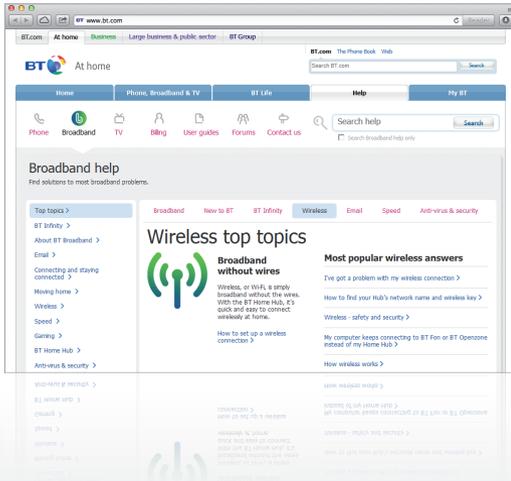
If a light is flashing orange, wait two minutes for it to turn blue. If all lights are dimmed, your Hub's in power save mode. It'll wake up when it sees any activity. For more help, go to [bt.com/help](http://bt.com/help)

 Still not working? If you've tried the table on page 6 or you find you're having to restart your Hub a lot, call us on 0800 111 4567.

# Other ways to get help

If you're already online and want more detail, download the BT Total Broadband troubleshooting guide (self installed) at [bt.com/userguides-broadband](http://bt.com/userguides-broadband)

Help or advice, go to [bt.com/help](http://bt.com/help)



For tutorials, common questions and videos, go to [bt.com/start](http://bt.com/start)

For tips from other users in our forums, go to [bt.com/community](http://bt.com/community)

For helpful videos on setting up and using your BT products and services, go to [youtube.com/btcare](http://youtube.com/btcare)

Lots of people also find Twitter is a quick and easy way to contact us for help. Go to [twitter.com/btcare](http://twitter.com/btcare)

We're also on Facebook at [facebook.com/BTUK](http://facebook.com/BTUK)

For quick and easy help, all day every day, go to [bt.com/help](http://bt.com/help) or call us on 0800 111 4567.

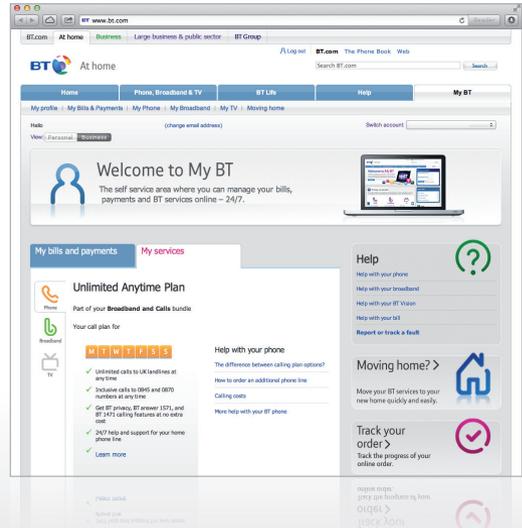
# My BT

We've made it easy to control your account online at any time with My BT. Everything is at your fingertips.

## Log in with your username and password to do all this

- ✔ See all your bills online and download and print them if you need to
- ✔ Check how many calls you've made and how much broadband you've used
- ✔ See the details of the products you have and find the best offers for you
- ✔ Set up your inclusive extras such as BT Family Protection

To sign up to My BT, you'll need your email address and your BT account number (you can find this on your bill). Go to [bt.com/mybt](http://bt.com/mybt)



# McAfee Family Protection

## Stay safe online

This part of the guide explains how McAfee Family Protection can help your children explore and enjoy the internet safely.

**Sign up now at [bt.com/familyprotection](https://bt.com/familyprotection)**

## With McAfee Family Protection you can:

- ✔ limit where each family member goes on the internet and for how long
- ✔ get email alerts to let you know if anyone has gone over those limits
- ✔ keep an eye on what your children are doing on the internet
- ✔ manage how they use social networks
- ✔ filter YouTube videos

You can also check if your children's language gets too near the knuckle on social networking sites, blogs and forums, and you can set up alerts if they post private information online.

If you don't have children or grandchildren, please give this booklet to someone who does. You do need BT broadband to get McAfee Family Protection but the advice applies to everyone.

## Thinking about safety online

These days, keeping your children safe online is part of being a parent. It's up to you to let them enjoy the good things on the internet but it's also your job to protect them from the nasty stuff.

Here are a few more things to know and remember about McAfee Family Protection:

- ✔ each of your children are different, so set them different boundaries
- ✔ you can move the boundaries as they get older
- ✔ once you've set your boundaries, try going on the web to make sure you're happy with the settings – you might need to adjust a few
- ✔ talk to your children about what you're doing, and try to agree what's right and fair for them

- ✔ after a few days, check how things are working. It might take a few tries to get the settings where you want them

Remember, McAfee Family Protection isn't an anti-virus program. For anti-virus program software, go to [bt.com/netprotect](http://bt.com/netprotect)

### Stopping nasties

Dubious or inappropriate web sites, spam, intrusive programs, pushy or aggressive people on instant messenger. Here's how to stop what you don't want.

- ✔ **Block** or allow web sites
- ✔ **Manage** your children's email contacts
- ✔ **Stop** certain computer programs working
- ✔ **Choose and follow** who chats with who
- ✔ **Filter** YouTube videos

### Keeping it social, not anti-social

One simple way of keeping track of what your children are up to on social networks, is to put your computer somewhere like the living room. And remember that you can get on the internet with mobiles and things like an iPod touch or iPad®, so it's a good idea to keep them in the living room too.

- ✔ **Check** posts on social networking sites
- ✔ **Check** for certain words and phrases
- ✔ **Check** for posts giving personal details

### Keeping time

Lots of people say that children, especially those under 11, shouldn't spend more than two hours a day watching TV or on the computer.

If you're worried your kids are spending too much time online, watch the clock with McAfee Family protection.

- ✔ **Schedule** time online
- ✔ **Manage** session times
- ✔ **Use** temporary time extensions

### Knowing what's happening and when

You want to give your children freedom online, but you also want to keep an eye on where they go (or try to go) and what they get up to when they get there.

Set some ground rules, so your children know what you expect them to do and not do online. And explain that you've set up controls to protect them and for your own peace of mind. Reassure them that you're happy to talk about what they get up to online and review the limits you've set as they get older.

Then you can keep an eye on everything – to make sure all's well or have another word if it isn't.

 **Know** what's happening and when

 **Choose** the email alerts you want

If you've helped your children understand the online risks, they'll be better prepared if they get on a computer without safeguards.

### How it works

McAfee Family Protection works like this. You set yourself up as the 'administrator', using the same username and password you used when you installed McAfee Family Protection. Then you set up a username, using their unique email address, and password for each of your children. If they don't have an email address, use something like firstnamesurnamebirthdate (e.g. billshakespeare23).

These details are stored online, which means a child using a computer with McAfee Family Protection (like at their grandparent's or friend's) can log in and the same settings will apply.

Your children each have their own needs and wants. And with McAfee Family Protection, you can set different boundaries for each of them. Talk about these settings with your family and agree the boundaries that will work for you.

McAfee Family Protection comes with suggested settings for different ages so it's easy to keep an eye on what your children get up to online. And it's easy to tweak the settings to pitch them at levels to suit you.

If you'd like to find out more about McAfee Family Protection, go to [bt.com/familyprotection](http://bt.com/familyprotection). You can download the User guide from here too.

## Declaration of Conformance

Declaration of Conformance with European Community Directive 1999/EC.

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive

1999/5/EC. The Declaration of Conformance can be found at **bt.com**

## GNU General Public License

The BT Home Hub 3 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 **[www.btyahoo.com/broadband/adhoc\\_pages/gplcode.html](http://www.btyahoo.com/broadband/adhoc_pages/gplcode.html)**

Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

iPad is the trademark of Apple Inc., registered in the US and other countries.





## Support

For quick and easy help, all day every day,  
go to **bt.com/help** or call us on 0800 111 4567.



## Offices worldwide

The services we've described in this publication may not always be available and we may change them. And nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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