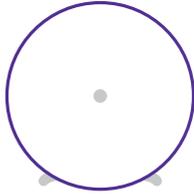


What's in the box

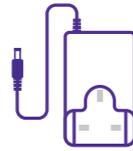
Whole Home Wi-Fi discs



Ethernet cable



Power adapter for each disc



Safety instructions and care

Your Whole Home Wi-Fi 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 the UK.
- Position all parts, including power adapters, away from heat and sun (eg away from radiators, window sills or other electrical equipment that can get hot).
- Keep area ventilated (eg don't put behind sofas or in cupboards) and don't block any vents with objects or thick carpets.
- Keep cables out of children's reach.
- Only use power adapters provided by BT for this specific device; contact the BT helpdesk if you need a replacement.
- 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 (eg veneered wood or delicate fabrics); place on a mat if needed.
- Designed for use at room temperatures between 0 and 40°C.

Care and maintenance

- Dust with a soft dry cloth; don't use water or solvent.
- Regularly check that objects don't cover any parts or any vents that could cause overheating.

Warnings

- If your devices or power adapters appear damaged, stop using them immediately. Switch off your electrical socket if it's safe to do so and contact the BT helpdesk. See terms of the guarantee.
- 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.

Disposing of your old electrical and electronic equipment

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown above and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.



This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. Check with your retailer to find out how to recycle your old equipment, or if you've bought something from us that has the crossed out wheellie bin symbol on it and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way. Here's the address: WEEE Take Back Scheme, BT Returns, BT DF, Darlington Road, Northallerton DL6 7ZY

Website address: bt.com/weee

We're not responsible for the costs of returning items. If you don't wish to return kit to us, lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods. If you're a household user, you can also take it to your local recycling centre – go to recyclenow.com to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

Other information

Whole Home Wi-Fi 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

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Whole Home Wi-Fi (088269, 091073 & 092099) 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/wholehomewifi

Restrictions						
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		

Radio transmission information

Frequency range (MHz)	Max power in the range
2401–2473	99.77mW (19.99dBm)
5170–5250	198.15mW (22.97dBm)

Power consumption (per disc)

Disc status	Watt/s
In operation	7.09W
Network standby	4.27W
Off mode	0.07W

Elapsed time before going into 18 minutes standby mode

Guarantee

Your Whole Home Wi-Fi is guaranteed for three years from when you bought it. This means we'll either repair it or replace all or part of the product if it isn't 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
- 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.

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



Works with all broadband providers

Let's get started

Whole Home Wi-Fi

Need some help?

Go to bt.com/wholehomewifi

See frequently asked questions. It's the quickest and easiest way to get help.

Call us on **0808 100 6116***

Monday to Friday 9am to 5.30pm,
Saturday 9am to 2pm.

* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

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WHW 4.1



Let's set up your discs

Important: please don't switch on your new discs until the app says you can.

1 Download the free app

Go to the app store for your device and search for 'Whole Home'.



If you're using an iPad, you may need to select 'iPhone only' at the top of the app store screen.

What does it work with?

iOS 9 and above, and Android™ 5.0 and above.



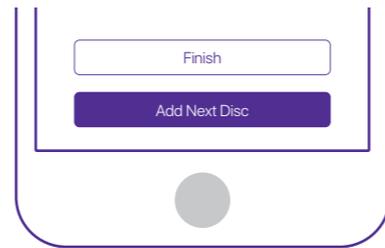
2 Open the app

Follow the steps on the app to plug in your first disc and connect to its wi-fi.



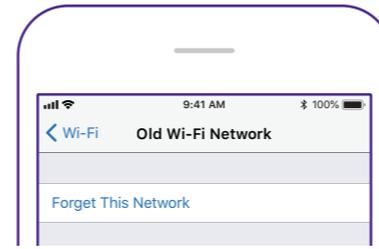
3 Add next disc

After you've connected to your first disc, the app will show you how to install the other disc(s) and all the settings for your new Whole Home Wi-Fi network.



4 Finish up

To make sure your devices always connect to your new Whole Home Wi-Fi network, follow the steps on the app to forget your old network.



Setting up more than one Whole Home Wi-Fi multipack?

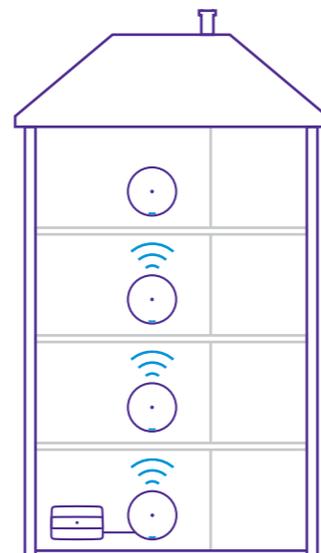
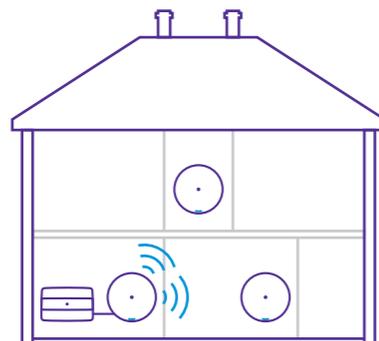
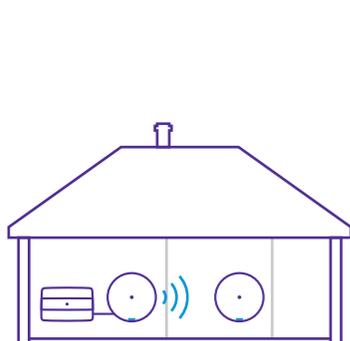
To install them on the same network, set up the first pack as shown here. Then to add the discs in the next pack, open the Whole Home Wi-Fi app, tap **Settings** then **Add Another Disc**.

Where's best?

Follow your app's location checker to find the best place for your disc(s). Make sure they aren't:

- covered or in a confined space – the vents on your discs should always be clear from anything that might block them
- on soft furnishings, carpets or delicate surfaces.

Here are some examples of how you might place the discs:



For extra coverage, you can buy more Whole Home Wi-Fi Add-on discs at bt.com/shop

Compatibility with other discs

Only **Whole Home Wi-Fi Add-on** discs will work with the discs in this box. These discs are not compatible with **Premium** or **Mini** Whole Home Wi-Fi discs, or BT's Complete Wi-Fi service.

What your disc lights mean

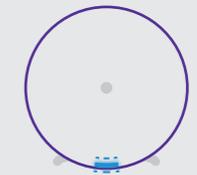
If your disc isn't showing a steady blue light, it might need a bit of help.

Blue



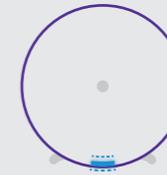
The disc is connected and working okay. If you can't get online, there might be a problem with your computer, tablet or mobile device.

Slow flashing blue (every two seconds)



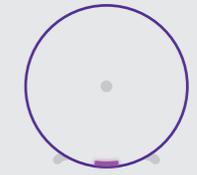
The disc is in WPS mode. Press the WPS button on the device you want to connect.

Fast flashing blue (every half second)



The disc is connecting to the Whole Home network. Wait about 15 seconds.

Purple



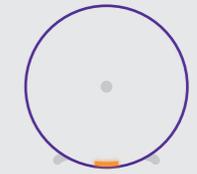
The disc is starting up. Wait a minute for it to turn blue.

Flashing purple



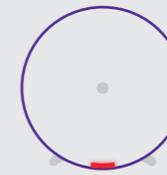
The disc is updating itself. Don't turn it off while it's doing this. Updating takes a couple of minutes.

Orange



The disc is okay but could be closer to others. Try moving it nearer to one of your other discs.

Red



There's a problem somewhere. Check the Ethernet connection with your hub. If needed, restart the disc (switch off then on). If the light's still red, try moving it nearer to one of your other discs.



Need to reset a disc?

Use a pin or paper clip to press the **Factory Reset** button on the back of the disc for about one second.