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 management. The symbol shown here 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, the crossed out wheelie bin symbol on it and its similar to the kit you don’t need any more, it in an environmentally friendly way. Here’s the address: WEEE Take Back Scheme, BT Returns, 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 household user, you can also take it to your local the one nearest to you. Please dispose of this carefully and help to protect our planet.

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Max power in the range (dBm)

18.4
20
23
23
30

Watt/s

8.48
14.04

Restrictions

SI
and don’t pull, twist or plugs any cables.

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Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Smart Hub 2 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: bt.com/producthelp

Radio transmission information

Frequency range (GHz)

1.88 – 1.90
2.41 – 2.47
5.15 – 5.25
5.25 – 5.35
5.37 – 5.72

Power consumption

Hub status

Off
On

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 800 150*.

Care and maintenance

• Treat all parts with care; no shock or vibration,
• Dust with a soft dry cloth; don’t use water
• Regularly check that objects don’t cover any
• When not in use, store in a dry place and away

Warnings

• Don’t try to open your devices or power
• This device has been evaluated for and shown
• There is a slight chance your product could
• If you’ve got a pacemaker please check with
• Other information

The BT Smart Hub 2 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

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Let's set up your hub

1. Connect your Smart Hub 2
Plug the broadband cable (grey ends) into your Smart Hub and the other end into your master phone socket. Depending on the socket type, you might need to use the filter that came in the box.

2. Power up
Slide the two parts of the power supply until they click into place. Connect the hub and turn it on. After at least three minutes, a blue light will show that your hub is ready.

3. Connect your devices
Use your hub's network name and password to connect your devices to the internet. They're on the back of the hub. To quickly connect, you can scan the QR code with your device's camera.

If your device supports WPS, press the WPS button on the side of the hub and follow your device's instructions to connect.

The My BT app is the quickest, easiest way to manage your account on the go, check your usage and get a helping hand with all your BT products. Search 'My BT' in your app store to download.

Manage your hub
Access the Hub Manager to manage your hub settings, change the hub's name or change passwords. Type 192.168.1.254 into a browser to view the Hub Manager.

What your hub lights mean

- **Blue**
  - Your hub is connected to your broadband okay.
  - If you can't get online, it might be your device. Try switching your device off and on.

- **Orange**
  - Your hub is working but isn't connected to the internet.
  - Connect a device to your hub.
  - Open a new web browser window and follow the on-screen help wizard to get connected.

- **Red**
  - There's a problem somewhere.
  - Using the Power button, turn your hub off and on again. If the light still doesn't turn blue, use a paper clip to press your hub's factory reset button. If this doesn't fix your issue call us on the number below.

- **Flash purple**
  - Your hub is working but the broadband cable isn't connected.
  - Check if the broadband cable (grey ends) is plugged in correctly. And if you're using a filter, check that's plugged in correctly too.

- **Flash 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.

- **No light**
  - The power is off or the lights have been turned off using the Hub Manager. Check that the hub is plugged in, switched on and that its lights haven't been turned off in the Hub Manager. If this doesn't fix your issue call us on the number below.

- **Flash WPS button**
  - If it's flashing blue, it's waiting for you to press the WPS button on your computer or device (you've got two minutes).
  - If it's flashing red, it didn't connect – give it a couple of minutes and try again.

Need more help?

**Go to bt.com/help**
It's 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 on 0800 800 150**
Any time between 8am and 9pm. Make sure you're next to your hub with a computer or device if you call.

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

Get help from other users
Join the conversations in the BT Community forum at bt.com/community

If you're still having problems you can call us on 0800 800 150.*