

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.

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

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service mark of Apple Inc. Android, Google Play and the
Google Play logo are trademarks of Google LLC.

Whole Home Wi-Fi 6

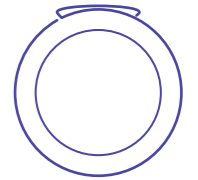


Let's get started Whole Home Wi-Fi 6

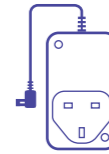
For any broadband network



What's in the box



Whole Home Wi-Fi 6 discs



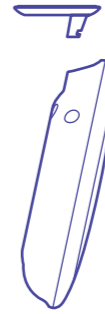
Power adapter
for each disc



Ethernet cable



Stand for each disc



Fit the stands by gently
pushing them into the
bottom of each disc.

Fold out for full instructions

Start here



- Product may cause scratches or marks
if placed on fragile surfaces (e.g.
veneered wood or delicate fabrics);
place on a mat if needed.
- Don't use near flammable substances
or in a flammable atmosphere
(e.g. warehouse or garage).
- Designed for use at room temperatures
between 0 and 40°C.

Important safety and care instructions

Keep for future reference

- Your Whole Home Wi-Fi 6 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
(e.g. away from radiators, window sills
or other electrical equipment that can
get hot).
- Keep area ventilated (e.g. don't put
behind sofas or in cupboards) and
don't block any vents with objects or
thick carpets.
- Keep device and cables out of young
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.
- This device uses wireless technology;
check before using or installing
where restrictions may apply such
as in hospitals.

Warnings

- If any parts of your product,
power adapters or any cables
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.
- If you've got a pacemaker please check
with your doctor before installation.

Recycling information

- Recycling information is available at:
bt.com/wholehomewifi

Other information

- Whole Home Wi-Fi 6 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
- EU – Radio Equipment Directive
Declaration of Conformity
- Hereby, BT declares that the radio
equipment type Whole Home Wi-Fi 6
(F368) is in compliance with Directive
2014/53/EU. The full text of the EU
declaration of conformity is available at:
bt.com/wholehomewifi
- UK Radio Equipment Regulation
Declaration of Conformity
- Hereby, BT declares that the radio
equipment type Whole Home Wi-Fi 6
(F368) is in compliance with Radio
Equipment Regulations 2017. The full
text of the UK declaration of conformity
is available at: bt.com/wholehomewifi
- The Whole Home Wi-Fi 6 power
efficiency information is available at:
bt.com/wholehomewifi
- Restrictions
- This radio equipment is subject to certain
restrictions when it is placed on the
market in Belgium (BE), Bulgaria (BG),
Czech Republic (CZ), Denmark (DK),
Germany (DE), Estonia (EE), Ireland (IE),
Greece (EL), Spain (ES), France (FR),
Hungary (HU), Malta (MT), Netherlands
(NL), Lithuania (LT), Luxembourg (LU),
Croatia (HR), Italy (IT), Cyprus (CY), Latvia
(LV), Lithuania (LT), Luxembourg (LU),
Slovakia (SK), Finland (FI), Sweden (SE),
Northern Ireland (UK(NI)), Norway (NO),
Switzerland (CH), Iceland (IS), Turkey
(TR), Liechtenstein (LI).

Guarantee

2412-2472	100mW
5180-5240	200mW
5500-5700	1W
5725-5850	200mW

Wi-Fi 5 GHz: The frequency band 5.150-
5.350 MHz is limited to indoor use.

This radio equipment is also subject to
certain restrictions when it is placed on
the market in United Kingdom (UK):

In accordance with the relevant statutory
requirements in the UK, the 5.150 to 5.350
MHz frequency range is restricted to
indoor use in the United Kingdom.

This device can only be used in the UK
as it may use frequencies in the
5.725-5.850GHz band which are
not allowed elsewhere in Europe.

Radio transmission information
Frequency range Max power in
(MHz) the range (Watts)

2412-2472 100mW

5180-5240 200mW

5500-5700 1W

5725-5850 200mW

Statutory rights

this guarantee doesn't affect your
approved agents

problems caused by accidents, misuse,
fair wear and tear, neglect, tampering
with the equipment, or any attempt at
adjustment or repair other than through
statutory rights

your product is returned to BT or one of
our partners as instructed

of purchase

you'll need your receipt or other proof

found in the 3-year guarantee period

the guarantee only covers problems

found in the 3-year guarantee period

than 28 days ago, we might replace it with
a refurbished or repaired one.

Restrictions

This radio equipment is subject to certain

restrictions when it is placed on the

market in Belgium (BE), Bulgaria (BG),

Czech Republic (CZ), Denmark (DK),

Germany (DE), Estonia (EE), Ireland (IE),

Greece (EL), Spain (ES), France (FR),

Hungary (HU), Malta (MT), Netherlands

(NL), Lithuania (LT), Luxembourg (LU),

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a refurbished or repaired one.

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

Open your phone/tablet's browser and go to bt.com/WHW/app.



What does it work with?
iOS 9 and above and Android™ 5.0 and above.



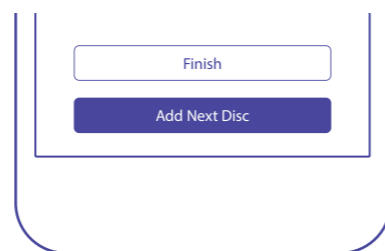
2 Open the app

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



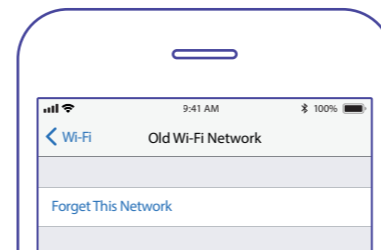
3 Add next disc

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 6 network.



4 Finish up

To make sure your devices always connect to your new Whole Home Wi-Fi 6 network, follow the steps on the app to forget your old network.



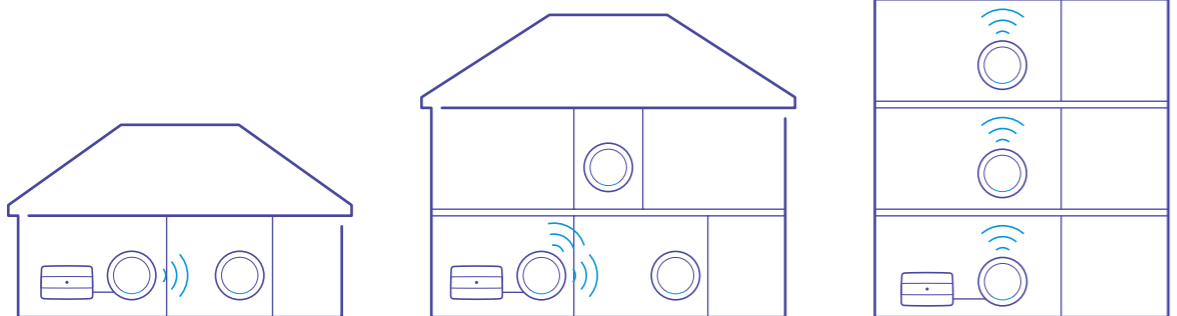
Setting up more than one Whole Home Wi-Fi multipack?
To install them on the same network, set up the first pack as shown here. Then to add the discs in the next pack, open the Whole Home Wi-Fi app, tap **Settings** then **Add Another Disc**.

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 6 Add-on discs at bt.com/shop. Only Wi-Fi 6 Add-on discs will work with the discs in this box.

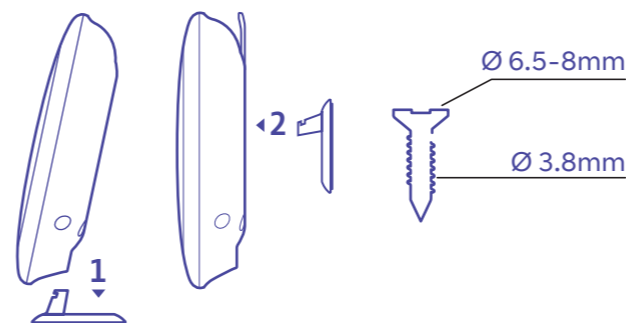
Wall mounting

Important: before you start, check that the wall can support the weight of the disc and that you aren't drilling into any hidden wiring or plumbing.

We aren't responsible for any damage or injury caused while fixing your disc to the wall.

The equipment is only suitable for mounting at heights equal or less than 2m.

- To mount a disc on a wall, take its stand off and use it as a bracket. We recommend using tapping wood screws and suitable rawl plugs, with a maximum diameter of 3.8mm and screw head between 6.5-8mm.
- Slide up the wireless settings card on the back of the disc so you can see the wall mounting hole.



What your disc lights mean

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

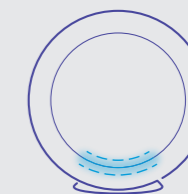
Blue



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)

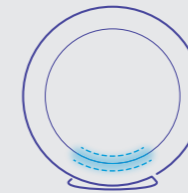


The disc is in WPS mode

Press the WPS button on the device you want to connect.

This LED sequence is also seen when the disc is obtaining an IP address. Please check your main hub to ensure it is working correctly.

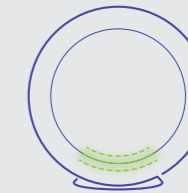
Fast flashing blue (every half second)



The disc is connecting to the Whole Home network

Wait about 15 seconds.

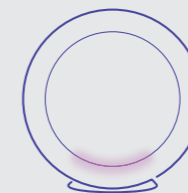
Flashing green



The new disc is syncing

The light should change to blue after about a minute.

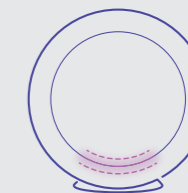
Purple



The disc is starting up

Wait a minute for it to turn blue.

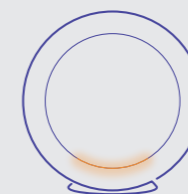
Flashing purple



The disc is updating itself

Don't turn it off while it's doing this. Updating takes a couple of minutes.

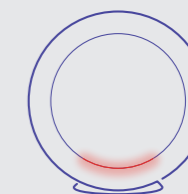
Orange



The disc is okay but could be closer to others

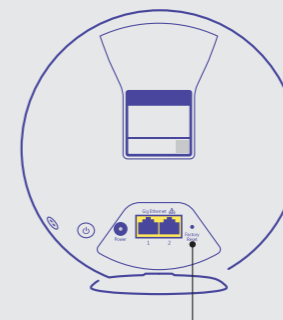
Try moving it nearer to one of your other discs.

Red



There's a problem somewhere

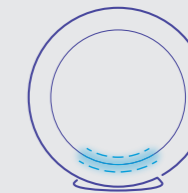
Check the Ethernet connection with your hub. If needed, restart the disc (switch off then on). If the light's still red, try moving it nearer to one of your other discs.



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.

Flashing red and blue



The disc is connected but temporarily can't communicate with the primary disc

During this time the disc will not broadcast a Wi-Fi network. There can be several causes of this state. Try rebooting your router or the individual disc to resolve the problem. If it continues, please contact the helpdesk.