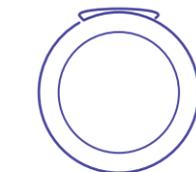


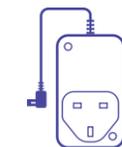
## What's in the box



Whole Home Wi-Fi 6 discs



Stand for each disc



Power adapter for each disc



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



Ethernet cable



## Let's get started Whole Home Wi-Fi 6

For any broadband network

## 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

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.

### Keep for future reference

**Care and maintenance**

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.

### 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, windowsills 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.

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### 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 wheeble 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, UK.

We're not responsible for the costs of returning items.

### 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.

- 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](http://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 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](http://bt.com/help/gplcode)

**EU – Radio Equipment Directive**

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

2412–2472 100mW

5180–5240 200mW

5500–5700 1W

5725–5850 200mW

**UK Radio Equipment Regulation**

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](http://bt.com/wholehomewifi)

The Whole Home Wi-Fi 6 power efficiency information is available at: [bt.com/wholehomewifi](http://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), Lichtenstein (LI).

## Guarantee

Your Whole Home Wi-Fi 6 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

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Whole Home Wi-Fi 6

UK

CE

UK

# 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](https://bt.com/WHW/app).

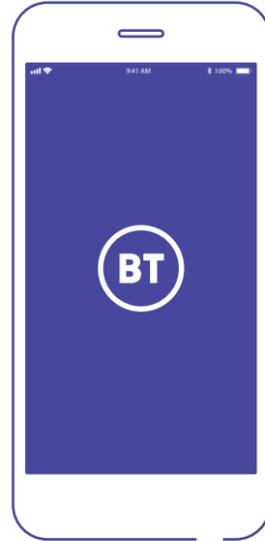


What does it work with?  
iOS 9 and above and Android™ 5.0 and above.



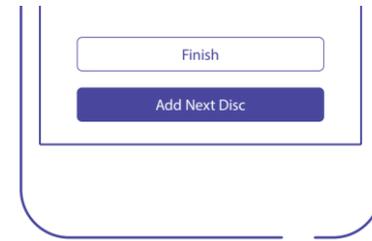
## 2 Open the app

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.



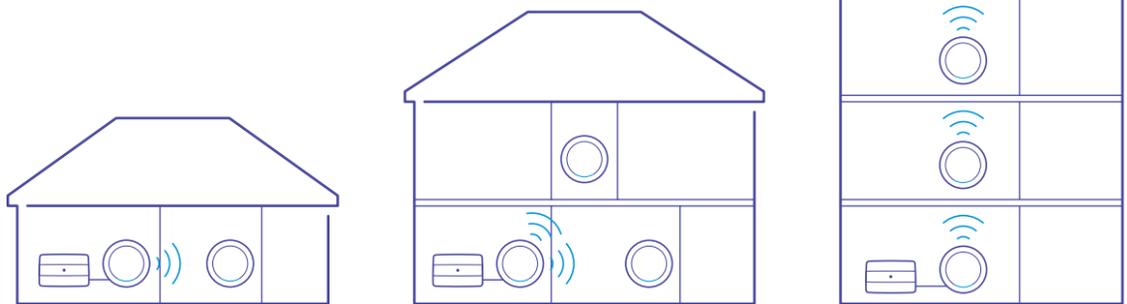
**Setting up more than one Whole Home Wi-Fi multipack?**  
To install them on the same network, set up the first pack as shown here. Then to add the discs in the next pack, open the Whole Home Wi-Fi app, tap **Settings** then **Add Another Disc**.

## 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](https://bt.com/shop). Only Wi-Fi 6 Add-on discs will work with the discs in this box.

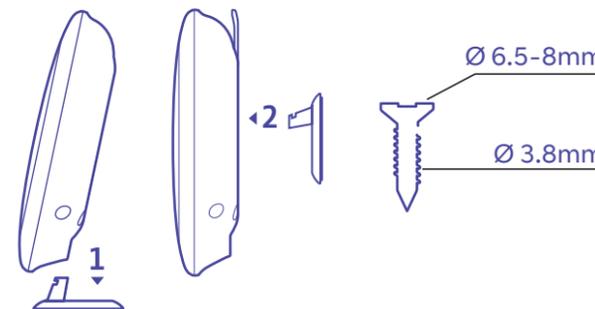
## Wall mounting

**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.

<p><b>Blue</b></p>	<p><b>The disc is connected and working okay</b> If you can't get online, there might be a problem with your computer, tablet or mobile device.</p>	<p><b>Slow flashing blue (every two seconds)</b></p>	<p><b>The disc is in WPS mode</b> 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.</p>
<p><b>Fast flashing blue (every half second)</b></p>	<p><b>The disc is connecting to the Whole Home network</b> Wait about 15 seconds.</p>	<p><b>Flashing green</b></p>	<p><b>The new disc is syncing</b> The light should change to blue after about a minute.</p>
<p><b>Purple</b></p>	<p><b>The disc is starting up</b> Wait a minute for it to turn blue.</p>	<p><b>Flashing purple</b></p>	<p><b>The disc is updating itself</b> Don't turn it off while it's doing this. Updating takes a couple of minutes.</p>
<p><b>Orange</b></p>	<p><b>The disc is okay but could be closer to others</b> Try moving it nearer to one of your other discs.</p>	<p><b>Red</b></p>	<p><b>There's a problem somewhere</b> 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.</p>
<p><b>Flashing red and blue</b></p>	<p><b>Need to reset a disc?</b> Use a pin or paper clip to press the <b>Factory Reset</b> button on the back of the disc for about one second.</p>	<p><b>The disc is connected but temporarily can't communicate with the primary disc</b> 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.</p>	