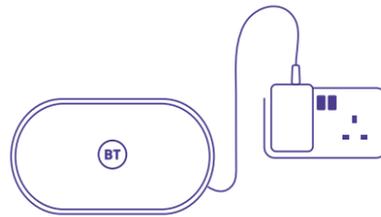
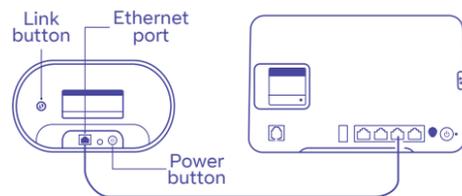


# Set up your Hybrid Connect device

It's time to set up your Hybrid Connect device. When you're finished, it will be able to connect your Smart Hub to our mobile network. You'll stay online, even if you're without broadband.

Before you do anything else, make sure your Smart Hub is up and running. Then, follow these five steps:



## 1 Download the app

This is an optional step. But the My BT app can give you more detail than this user guide. Download it by scanning the QR code or visiting [bt.com/products/apps](http://bt.com/products/apps)

## 2 Attach to your hub

Take the Ethernet cable with yellow ends. Attach one end to the back of your Hybrid Connect device. Attach the other end to the back of your Smart Hub, using one of its yellow Ethernet ports.

## 3 Plug in and power up

Plug in the Hybrid Connect device and press the power button. After a few seconds the central light will turn green. The device works best when it can run in the background, so keep it plugged in.

## 4 Wait for a connection

The Hybrid Connect device should connect to our mobile network within a few minutes of being powered up. It will then pair with your hub. (Its central light will stop flashing and turn blue.)

## 5 Check the lights

The lights on your device will tell you how your service is performing by changing colour.



**Got working broadband?**  
If everything's working as it should, the central light and 4G signal bars will be blue (as will the light on your Smart Hub).



**Broadband not working?**  
If your broadband has cut out, the Hybrid Connect device will take action. After a couple of minutes, its 4G signal bars will turn white, indicating the device is using mobile data. In this situation, the light on your Smart Hub will turn purple. This shows that it's using our mobile network with the help of your Hybrid Connect device.



**Waiting for your broadband line?**  
If your broadband hasn't been provided yet, your Hybrid Connect device will use our mobile network to get online. Its 4G signal bars will be white and the light on your Smart Hub will be purple.  
  
(Remember to plug your Smart Hub into your broadband line when your broadband service is ready.)

## What do the lights on your device mean?

| Central light  | 4G signal bars  |
|--|---|
| <b>Solid green</b><br>Your device is starting up.  | <b>Flashing blue</b><br>Your device is connecting to the mobile network.  |
| <b>Flashing green</b><br>Your device is not paired with your hub. Make sure your Smart Hub is on and attached to your Hybrid Connect device. | <b>Solid blue</b><br>Your device has a strong signal. Two or three bars are good.   |
| <b>Flashing blue</b><br>Your device is pairing with the hub.   | <b>Partially blue</b><br>You may be able to improve your signal. Follow the instructions in the next section.             |
| <b>Solid blue</b><br>Your device is paired with your hub.  | <b>Solid white</b><br>Your device is using mobile data because your broadband is not working. Two or three bars are good. |
| <b>Solid orange</b><br>Your device is too far from your hub.   | <b>Partially white</b><br>You may be able to improve your signal. Follow the instructions in the next section.            |
| <b>Flashing red</b><br>Your device cannot connect to your hub. Try connecting with an Ethernet cable or moving it closer to the hub.         | <b>Flashing red</b><br>Your device cannot connect to the mobile network. Follow the instructions in the next section.     |
| <b>Solid red</b><br>There's a problem. Restart your device. If its light is still red, get in touch.   | <b>Solid red</b><br>There's a problem with your device. We'd like to help, so please get in touch.                        |

## Not getting a strong 4G signal?

The Hybrid Connect device works best when it's attached to a Smart Hub with an Ethernet cable. But it can connect to the hub without it. So if you've followed steps one to five (above) and your 4G signal isn't strong enough, it's time to try moving your device to another location. Your Hybrid Connect device will then connect to your Smart Hub using wi-fi.

### Look for a location that's:

- well ventilated
- raised up from the floor
- away from other electronics
- near a plug and a window
- relatively close to your hub.

The lights on the device will tell you when you've found a good spot. Both the central light and the 4G signal bars should be blue, meaning your Hybrid Connect device is connected to your Smart Hub using wi-fi, and also to our mobile network. If your central light turns red then try another location and restart the device.

## Need some help?

Find answers online at [bt.com/help/hybridconnect](http://bt.com/help/hybridconnect)  
Chat with us between 7:00 and 23:00 on [bt.com/chat](http://bt.com/chat)  
Speak to us between 8:00 and 21:00 by ringing **0800 800 150\***  
Get help from other users on [bt.com/community](http://bt.com/community)

\*Calls from UK mainland and mobile networks are free. International call costs may vary.

# Important safety and care instructions

Keep for future reference

Your Hybrid Connect from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

## Installation and location

- For indoor use only in UK
- Position all parts, including power adapters away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot)
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) 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 our 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
- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required
- 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

## 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
- Dust with a soft dry cloth; no water or solvent
- Regularly check that objects don't cover any parts or any vents which could cause overheating
- When not in use, store in a dry place and away from extreme heat or cold

## Warnings

- If any parts of your product, power adapters or any cables appear damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk.
- Don't try to open your device 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
- If you've got a pacemaker please check with your doctor before installation

## 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 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, or if you've bought something from us that has the crossed out wheeled 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](http://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 [www.recyclenow.com](http://www.recyclenow.com) to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

## Other information

The Hybrid Connect 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)

Equipment nameplate and markings can be found on the base of your Hybrid Connect.

## Radio Equipment Directive Declaration of Conformity and Power Efficiency Info

Hereby, British Telecommunications plc declares that the radio equipment type Hybrid Connect (model number LRDD6391BF-SA) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity and power efficiency information is available at: [bt.com/help/hybridconnect](http://bt.com/help/hybridconnect)

## 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 (GHz) | Max power in the range (dBm) |
|-----------------------|------------------------------|
| 5.15 - 5.25           | 23                           |
| 5.25 - 5.35           | 23                           |
| 5.470 - 5.725         | 30                           |
| LTE Bands 1/3/7/20/38 | <23 dBm                      |



Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google Inc.

App is compatible with iOS 9.0 and above, Android 6 and above.

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



# Hybrid Connect

User guide

