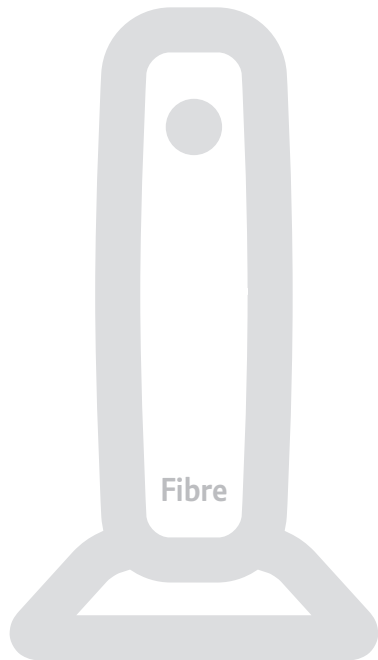








BT Business Total Broadband Fibre User Guide



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Welcome to BT Business Total Broadband Fibre

Your faster broadband is nearly here

Please put your new Fibre Hub aside ready for a BT engineer to install with your BT Business Total Broadband Fibre service. **Please don't try to set up your service before your engineer visit** (the new Fibre Hub won't work on an existing broadband line).

Your BT engineer visit

- A BT engineer will call you before installation begins, on the day of your visit
- You'll need to be at your premises during your engineer visit
- Set-up may take between two and four hours
- During installation, your broadband line won't work

If you wish to cancel or change your appointment or you've a question, call us between Monday and Friday 8am to 6pm (closed Bank Holidays) on 0800 169 3809*.

If an engineer has already installed your BT Business Total Broadband Fibre service and you've received a Fibre Hub as a replacement, see page 42 for set-up help.

If you have any problems, see Help on page 18.

We hope your new service boosts your business.

Best wishes,

BT Business Total Broadband Fibre team

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See www.bt.com/pricing for details. All calls made to BT or from BT may be recorded to help us give you a better service.



Learn about...



Your complete broadband package includes lots of great features to help you get the most out of the internet.

Use this section to learn about your service

Page

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BT Business Total Broadband Fibre

BT Business Total Broadband Fibre uses a high-speed fibre optic cable to carry broadband between your local telephone exchange and a BT cabinet near your premises.

To install BT Business Total Broadband Fibre, a BT engineer will connect the fibre optic cable at the BT cabinet to your telephone line. The engineer will fit a special modem (see below) in your office, set up your Fibre Hub and connect your computer to the Fibre Hub (making sure your computer connects to the internet).



To find out more about BT Business Total Broadband Fibre, go to www.bt.com/business/help/fibre





Openreach modem

The BT engineer will bring your Openreach modem. This is a VDSL modem, supplied and managed by Openreach. It connects your Fibre Hub to the BT Business Total Broadband Fibre service. For more on troubleshooting the Openreach modem, see page 24.

! **Important:** we strongly recommend that you mount the Openreach modem on a wall to keep it properly ventilated. Please do not place it on carpet.

Connecting your network to your Openreach modem

The BT engineer will help you choose the best place for your Openreach modem and Fibre Hub. This would usually be where your existing Hub or router is located, but if this isn't near your telephone master socket the engineer will lay a special ('data') extension cable. The engineer may be able to run this extension outside your premises, but it can't be more than 30 meters from the master socket.

Fibre Hub

Your Fibre Hub is a broadband router that can connect computers to the internet using wired or wireless connections. It has been designed especially for the BT Business Total Broadband Fibre service.

The BT engineer will set up your Fibre Hub when installing BT Business Total Broadband Fibre. Your new Fibre Hub will replace your old BT Business Hub, if you have one.


Your Fibre Hub can share the broadband service across separate computers and devices (e.g. printers) and BT services such as BT Business Broadband Voice and BT Office Anywhere.

Broadband speed

Your broadband service will give you the fastest speed your phone line can support. Line speeds may vary depending on a number of factors, such as line quality, distance from the nearest BT street cabinet or usage on the network.



For accurate information about your broadband speed, see our speed checker at www.bt.com/business/help/fibre

 **Note:** to make sure you receive the fastest, most reliable service possible on your line, we'll remotely test it for up to ten days after your broadband is activated. This may occasionally interrupt your service and cause your speed to vary. This is normal, and your speed will settle down after ten days.

If you use an online speed checker to test your broadband speed during these ten days, it may give you an inaccurate and misleading result.


BT Business Total Broadband Fibre features and services

BT Business Total Broadband Fibre includes lots of great features and services, including email, security, web space and more.

Once your Fibre Hub is set up and you're online, find out about all the great things BT Business Total Broadband Fibre has to offer at www.bt.com/business/help/fibre


Desktop Help

Desktop Help is a tool that identifies problems with your broadband, email or Wi-Fi connection, suggests quick fixes or fixes problems remotely.

It's installed automatically when the CD included in your Welcome Pack is used to set up your BT Business Total Broadband Fibre service. Once Desktop Help is installed, you'll see the  icon on your desktop.

To help you make the most of Desktop Help, we recommend that you install it on each computer connected to your BT Business Total Broadband Fibre service.

To find out more about Desktop Help or to download it if it's not already installed, go to www.bt.com/business/help/desktopdownload

-  > More information on BT Business Total Broadband Fibre – go to www.bt.com/business/help/fibre
- > Extra features – see page 7
- > Help – see page 18
- > Set-up – if you ever need to unplug or reconnect any equipment, see page 42



Extra features



BT Business Total Broadband Fibre includes extra features that you can set up once you're online.

! **Important:** you may be asked to enter your admin password when changing or saving settings in your Fibre Hub Manager. The default admin password for your Fibre Hub Manager is your Fibre Hub's serial number – you can find this on the bottom of your Fibre Hub. You can change this default password using your Fibre Hub Manager (see page 39).

Use this section to learn about extra features	Page
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Security

Make sure you've got an internet connection before changing your wireless security.

Your wireless network

Your Fibre Hub is already set up with the following:

- a unique network name (SSID, or Security Set Identifier)
- a network encryption key (WPA, or Wi-Fi Protected Access) for added security
- wireless security (WPA/PSK or WPA2-PSK, also known as WPA-Personal)

! **Important:** some older wireless adapters and laptops may not be compatible with the default security settings on your Hub and may only support WEP (Wired Equivalent Privacy) security. Most newer devices will support WPA/WPA2. If your device doesn't support WPA connection, see 'How do I change my Hub to accept WEP wireless connections?' on page 35. Always make sure you're connected before you try and change any of your settings.

You could change the level of security for your wireless network in a number of ways

A Change the preset network name or SSID for your Fibre Hub. This helps to hide your network from unauthorised users and potential hackers who may be scanning for wireless networks.

When choosing a new SSID, we recommend that you avoid anything that could identify the wireless network with your company, e.g. your company name, location etc.

B Disable the broadcast of your wireless network name/SSID. Wireless network devices automatically broadcast certain information, including the network name/SSID.

You can disable the broadcast of your network name/SSID, which will help to hide your network from casual browsing. Any device wishing to connect to your network must then type in the correct network name.

C Choose your own Wi-Fi key/wireless network passphrase. The preset Wi-Fi key is printed on the label on the bottom of your Fibre Hub. We strongly recommend that you change this to a passphrase of your choosing.






Please note the following points about your new passphrase, which will help to make it more secure:

- it should include a mix of letters (upper and lower case), numbers and punctuation
 - it should be unique
 - it should not be easy for someone else to guess
 - it should not be your company name, location etc
- D** Set up MAC (Media Access Control) address filtering. Every wireless and network device has a unique identifier, called a MAC address. Your Fibre Hub uses the MAC address to report on the devices that are connected to it. By setting up MAC address filtering, you can choose which devices you'd like to connect to your Fibre Hub and also block any devices that you don't wish to allow access.
- E** You have a choice of security levels. For extra security, you can change all your devices or adapters to WPA2.

To configure your wireless settings:

- 1 open your web browser, type **http://home** or **http://192.168.1.254** (for your Fibre Hub Manager) in the address bar and press Enter or your return key, or double-click the Hub Manager  icon on your desktop
- 2 click on the **Wireless** icon – the **Wireless Configuration** screen will appear

When you've made your changes, click **Save** before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub. Please note: any custom encryption key entered is shown as **••••••••••**.

- !** If you change your Fibre Hub's Wi-Fi key or network name/SSID, all your wireless devices will lose their connection to your Fibre Hub. You'll need to reset each device to match the new wireless settings.

You can get more help on changing and configuring your wireless settings using your set-up CD.

Firewall

Your Fibre Hub's **Firewall Monitor** continuously assesses any threats to your network, while automatically keeping itself up to date with software updates.

To configure your firewall settings:

- 1 open your web browser, type **http://home** or **http://192.168.1.254** (for your Fibre Hub Manager) in the address bar and press Enter or your return key
- 2 click on the Firewall icon to open the summary
- 3 edit your firewall settings
- 4 when you've edited your settings, click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

Email

- ❗ **Important:** if you didn't choose to have your email set up during installation, you'll need your BT Connect email address and BT Connect email password (in the 'welcome' emails and letters we sent when you ordered your BT Business Total Broadband Fibre service) to set it up in your email application (e.g. Outlook) yourself. Remember, you can also always access your email at **www.btbroadbandoffice.com/webmail**

Once you've got these details, open your email application and go to your email account options to set up an email account or change your email settings. You'll need this information about our mail servers:

Our incoming mail server name is **pop3.btconnect.com**

Our outgoing (SMTP) mail server name is set to **mail.btconnect.com**

- ☰ **Note:** if you're using a non-BT mail provider, you'll need to enter the name of the incoming mail (POP3) server for that mail provider; the outgoing mail (SMTP) server will remain **mail.btconnect.com**





Networking

You can set up your office network using Ethernet and wireless to connect every device in your office.

To add computers to your network, run your CD on the computer that you'd like to connect.

You can use your Fibre Hub to:

- share a single internet connection between a number of computers
- share files, printers and certain other equipment
- surf the internet from anywhere in your office

To find out more about configuring your office network, download our technical guide at www.bt.com/business/help/networkguide

To see a summary of your network:

- 1 open your web browser, type <http://home> or <http://192.168.1.254> (for your Fibre Hub Manager) in the address bar and press Enter or your return key
- 2 click on the Local Network link (it's below the Top Networking Features section)

Domain names

A domain name is an internet address. If you have a domain name with a non-BT provider, we recommend that you transfer it to BT Business so you'll have a single source of contact for technical issues.


Spam advice: make sure our mail servers don't block your domain name

If you'd prefer not to transfer your domain name but you wish to use it to send and receive email across BT's mail servers, you'll need to contact us to tell us your domain name(s). This is so our servers recognise your domain name and don't think it's spam. See page 51 for our contact details.

We'll then confirm that you own the domain name. This only takes a minute or two and helps us ensure the security of our mail servers.



If you don't have a domain name, or wish to add a new domain, you can order it with BT. Go to **Your account** at www.myoffice.bt.com. (Please note: BT Web Hosting includes one '.co.uk' or '.org.uk' domain name free of charge. You'll need to pay for extra domain names.)

 To find out more about ordering, using or transferring a domain name, go to 'Help & support' at www.bt.com/business/help/broadband

Content screening

Content screening is when you use your Hub to block images and web addresses.

To set up content screening:

- 1 open your web browser, type <http://home> or <http://192.168.1.254> (for your Fibre Hub Manager) in the address bar and press Enter or your return key
- 2 click on the Content Screening icon in the Quick Service Links section
- 3 customise the Content Screening groups as required
- 4 click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

Internet access control

Internet access control is when you use your Hub to block internet-based applications such as chat rooms, instant messaging and online gaming.

To set up internet access control:

- 1 open your web browser, type <http://home> or <http://192.168.1.254> (for your Fibre Hub Manager) in the address bar and press Enter or your return key
- 2 click on the Access Control link in the Quick Service Links section
- 3 click the Time Schedule link and customise the Time Schedule for each device as required



- 4 click **Save** before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

Static IP

If you want to host a web site, you may have ordered multiple Static IP with your BT Business Total Broadband Fibre service. If not, you can subscribe using Your account at www.bt.com/business/login. Once your BT engineer has installed your Fibre Hub, please follow these steps to set up your multiple Static IP addresses:

- 1 open your web browser, type **http://home** or **http://192.168.1.254** (for your Fibre Hub Manager) in the address bar and press **Enter** or your return key
- 2 click on the **Broadband** icon then **Link Configuration**
- 3 scroll down to the **Public IP Address** section and select **Enable**
- 4 in the **Router Address** field, enter your Fibre Hub address (see 'router address' in the 'welcome' emails or letters we sent when you ordered Static IP); in the **Subnet Mask** field, enter your subnet mask address as follows: if you have 5 Static IP addresses enter **255.255.255.248**, if you have 13 Static IP addresses enter **255.255.255.240**
- 5 click **Save** before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Fibre Hub
- 6 you'll see a confirmation message that all's okay

Once you've set up your multiple Static IP addresses, you can use one of the following methods to assign your LAN computers to your public Static IP addresses (supplied with your order for Static IP addresses).

If you need help with your computer settings, go to www.microsoft.com for PCs, or www.apple.com for Macs, and search for 'Change TCP/IP settings'.



Set the IP Address of the computer via the computer

- 1 If your Fibre Hub's address is 217.37.237.78 and the subnet mask is 255.255.255.240, manually change the computer's TCP/IP settings from Obtain an IP address automatically to Use the following IP address and from Obtain DNS server address automatically to Use the following DNS server addresses.
- 2 Enter the IP Address you wish to set the computer to (e.g. 217.37.237.65) and the Subnet mask to 255.255.255.0, the Gateway to 217.37.237.78 and the DNS Server to 217.37.237.78.
- 3 Renew the IP address of the computer as shown below. Your Fibre Hub automatically detects the Static IP and removes the IP address from the public Static IP DHCP pool.

Set your Fibre Hub to always provide the same Static IP address

- 1 Keep the computer in DHCP mode (i.e. obtain an IP address automatically).
- 2 Open your web browser, type <http://home> or <http://192.168.1.254> (for your Fibre Hub Manager) in the address bar and press Enter or your return key.
- 3 Select Settings, then LAN, followed by NAT & Address Allocation.
- 4 For the required device, select Public (select WAN IP Mapping) for Address Assignment and Public Fixed: 217.37.237.73 for WAN IP Mapping.
- 5 Click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Fibre Hub.

Set your Fibre Hub to provide any available Static IP address

- 1 Keep the computer in DHCP mode (i.e. obtain an IP address automatically).
- 2 Open your web browser, type <http://home> or <http://192.168.1.254> (for your Fibre Hub Manager) in the address bar and press Enter or your return key.
- 3 Select Settings, then LAN, followed by NAT & Address Allocation.
- 4 For the required device, select Public (select WAN IP Mapping) for Address Assignment and Public from pool: 217.37.237.72 for WAN IP Mapping.
- 5 Click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Fibre Hub.

- 14 Extra features





! **IMPORTANT:** each time you change these settings, you'll need to:

- 1 click **Save** to save your new settings. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Fibre Hub
- 2 release and renew the IP address of the computer to allow it to receive the new public Static IP address
 - To renew the IP address in Windows:
 - click the Windows **Start** button, then select **Run** (or type in the Search box in Windows 7)
 - type **cmd** in the dialogue box, then click **OK**
 - an MS DOS window will appear – type in **ipconfig/release** and press **Enter**
 - you'll see a number of lines of text and the prompt will appear again – type in **ipconfig/renew** and click **Enter**
 - your public Static IP addresses will be listed
 - when you've finished, close the MS DOS window
 - To renew the IP address in Mac OS X:
 - click the Apple icon, then select **System Preferences...**
 - click the **Network** icon to open Network preferences
 - select your connection type (e.g. Built-in Ethernet for wired, or AirPort for wireless)
 - click **Advanced...**
 - select the **TCP/IP** tab and click **Renew DHCP Lease**
 - when you've finished, click **OK**, then close the Network window


Your Fibre Hub's firewall will continue to protect the computers assigned to the public Static IP address. You may have to open specific ports if you plan to host certain applications.


BT Openzone wireless internet access

BT Openzone is a secure wireless broadband (Wi-Fi) service that you can access in public places ('hotspots') such as airports, hotels and motorway service stations. You can get online at BT Openzone hotspots throughout the UK and Republic of Ireland, and at selected locations abroad.

Your Fibre Hub is already set up as a BT Openzone hotspot. This means you can offer secure, separate, publicly accessible wireless broadband for your customers and visitors.

If you don't want to offer BT Openzone using your Fibre Hub, follow these simple steps:

- 1 Once the BT engineer has set up your BT Business Total Broadband Fibre service, access your Fibre Hub Manager by typing **http://home** or **http://192.168.1.254** in the address bar of your web browser and pressing **Enter** or your return key, or double-clicking the **Hub Manager**  icon on your desktop.
- 2 Click on **BT Openzone** in the **Quick Service Links** section.
- 3 Click **Disable**. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.
- 4 Your Hub will stop broadcasting the BT Openzone SSID immediately. Please note: the status may show as 'pending' for up to 24 hours while our systems update.

 To find out more about your BT Openzone service, go to www.bt.com/business/help/hubopenzone

BT Business Broadband Voice (VoIP)

Making and receiving calls

BT Business Broadband Voice is a VoIP (Voice over Internet Protocol) service. You can use it with your Fibre Hub to make and receive calls over the internet – your voice is transmitted over your broadband connection just like any business file or email.

Want to order BT Business Broadband Voice?

There's a small extra monthly charge for BT Business Broadband Voice. For more information, go to www.bt.com/business/broadbandvoice

Already got BT Business Broadband Voice?

- > For set-up, see the BT Business Broadband Voice Quick Start Guide at www.bt.com/business/bbv/userguide
- > To customise your BT Business Broadband Voice features, go to www.bt.com/business/yourbbv
- > For more phone lines and advanced call management, upgrade to BT Hosted VoIP at www.bt.com/bthostedvoip



Help



How to get help – if you need it – including with connecting to broadband and general troubleshooting.

Use this section to find help with...

Page

Connecting to the internet using your Fibre Hub	18
Setting up or using a BT Business Total Broadband Fibre feature	23
Troubleshooting the Openreach modem	24
General troubleshooting	27

Help with connecting to the internet using your Fibre Hub

For example: you can't browse the internet or send email, and your internet connection's very slow.

What to do...

1 Try restarting

Switch off power at the mains power socket and unplug the power cable from your Fibre Hub. Wait for one minute then turn the power back on and plug the cable back into your Fibre Hub.









Restarting fixes most connection problems.





2 Check your Fibre Hub lights using the table below

Section Page

 POWER	Power light is flashing red	A	19
	No lights	B	20
 BROADBAND	Broadband light is flashing green (rapidly)	C	20
 BROADBAND  INTERNET	Internet light is red (and Broadband light is solid green)	D	21
 BROADBAND	Broadband light is flashing green (slowly)	E	21
 INTERNET	Internet light is green	F	22
 POWER	Power light is solid red	G	23

A POWER **Power light is flashing red**

! **IMPORTANT** – do not turn off or restart your Fibre Hub when the power light is flashing red.

We may occasionally update your Fibre Hub's firmware. A firmware update can take up to five minutes, and will automatically restart your Fibre Hub. We try to do this overnight to reduce the effects on you. However, if your Fibre Hub is switched off when the work is scheduled, the updates will be carried out as soon as your Fibre Hub is switched on again.

During an update, the Power light on your Fibre Hub will flash red. Please **do not** switch off your Fibre Hub during this time. The other lights may flash green, which indicates that data is being transmitted – this is normal.


When the update is complete, the Power light will flash green, then all the lights will switch off as your Fibre Hub restarts. When your Fibre Hub restarts, the Power light will glow steady green. After a few seconds, the other lights will start to come back on and you can continue to use your Fibre Hub.

B ■ No lights

- 1 Turn off your Fibre Hub at the mains power socket and unplug your Fibre Hub's power cable.
- 2 Check that your Fibre Hub's power cable is correctly inserted into the Power socket on the back of your Fibre Hub.
- 3 Check that the mains power socket is working.
- 4 Plug your Fibre Hub's power cable back into the mains power socket and turn on.
- 5 If no Fibre Hub lights are on, try resetting the Fibre Hub's default settings. See page 46.
- 6 Wait a couple of minutes for the Power light to glow green.
- 7 If there are still no lights on on your Fibre Hub after these steps, call 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call).

C BROADBAND Broadband light is flashing green (rapidly)

Your Fibre Hub is connecting to broadband. Please wait a while then try the following:

- 1 restart your Fibre Hub by switching off at the mains power socket, waiting a minute then switching back on again
- 2 check that the Broadband light is now a steady green. If it's off or flashing, see page 21
- 3 check the lights on your Openreach modem (see page 24)
- 4 use the CD (included in your Welcome Pack) to install and run Desktop Help (see page 6) to help you fix connection problems. When you've installed Desktop Help, you'll see the  icon on your desktop.






- 5 If the Broadband light still isn't steady green, there may be a fault or interference on your line. Call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call)


D  BROADBAND
 INTERNET **Internet light is red (and Broadband light is solid green)**

Broadband is active, but your Fibre Hub can't connect to it.

- 1 Restart your Fibre Hub by unplugging the power cable and plugging it in again.
- 2 If, after a couple of minutes, the Internet light is still red, check that your Openreach modem is working (see 'DSL light is steady green and LAN1 is green' on page 26).
- 3 If the Internet light is still red, check broadband service status by calling 0800 169 0199.
- 4 We recommend that you install and run Desktop Help (see page 6) to help you fix connection problems. When you've installed Desktop Help, you'll see the  icon on your desktop.
- 5 Open a web browser on your computer, type in **http://home** or **http://192.168.1.254** and check your PPPoE settings. They should be in the format `axxxxxx@hgxx.btclick.com`. You may need to check the correct network login username and password settings in your 'welcome' emails and letters. (These were sent to you when you ordered your BT Business Total Broadband Fibre service. If you can't find them, call us on 0800 169 3809.)
- 6 If the Internet light is still red, call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call).

E  BROADBAND **Broadband light is flashing green slowly (light flashes roughly every second)**

- 1 Check that the Fibre cable is correctly inserted into your Fibre Hub.
- 2 Check that the other end of the Fibre cable is correctly inserted into the LAN1 socket on the Openreach modem (see page 43).
- 3 Restart your Fibre Hub by unplugging the power cable and plugging it in again.

- 4 Check broadband service status by calling 0800 169 0199.
- 5 We recommend that you install and run Desktop Help (see page 6) to help you fix connection problems. When you've installed Desktop Help, you'll see the  icon on your desktop.
- 6 If the Broadband light isn't steady green, there may be a fault or interference on your line. Call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call).


F INTERNET **Internet light is green**

Your Fibre Hub is connected to broadband, but there may be a problem with your computer and/or its connection to your Fibre Hub. Try the following:

- 1 restart your Fibre Hub by unplugging the power cable, waiting a minute and plugging back in
- 2 restart your computer
- 3 wait for your Fibre Hub's Internet light to turn steady green

4a if you're using an Ethernet cable

Check that this cable between your Fibre Hub and computer is inserted correctly.

-  > For more help, follow the manual set-up steps on page 34
- > If you're connecting to the internet but it's very slow or unreliable, see page 36


4b if you're using wireless


There are many things that can affect a wireless connection, including settings on your computer, position of your computer and Fibre Hub in your office, and interference with the wireless signal. The following tips may help:


- check that your computer's wireless adapter is fitted and/or turned on. Some laptop computers have a small switch – see your computer manual for help
- check your wireless connection software – it should show if your computer's connected to your Fibre Hub





 For help setting up a wireless connection, run the CD that's included in your Welcome Pack.

- try moving your computer closer to your Fibre Hub
 - make sure your computer and Fibre Hub aren't close to large electrical appliances
 - try changing wireless channels (see page 36)
- 5 Use the CD (included in your Welcome Pack) to install and run Desktop Help (see page 6) to help you fix connection problems. When you've installed Desktop Help, you'll see the  icon on your desktop.
- 6 If none of the above solves this problem, call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call)

 If your wireless connection is slow or unreliable, see page 36.

G  POWER **Power light is solid red**

There's a problem with the power supply to your Hub. Call us on 0800 169 3809 (please make sure you're at your computer, and that it's switched on, when you call).

Setting up or using a BT Business Total Broadband Fibre feature








Extra services are included with your BT Business Total Broadband Fibre order. They won't be set up automatically, so please activate them at www.bt.com/business/activate

If you've got a question, it may have been asked before. Search our frequently asked questions online at www.bt.com/business/help/fibre

If you can't find what you're looking for, maybe another BT Business Total Broadband Fibre user can answer your question in our online forum – go to www.bt.com/business/help/forums/fibre

Troubleshooting the Openreach modem

If you're having trouble connecting, check the lights on your Openreach modem using the table below and follow the troubleshooting advice.

		Section	Page
 POWER	Power light is off	A	24
 POWER	Power light is flashing green	B	25
 DSL	DSL light is off	C	25
 DSL	DSL light is flashing green	D	25
 LAN1	LAN1 is off	E	26
 DSL  LAN1	DSL light is steady green and LAN1 is green	F	26

A **Power light is off**

There is a problem with the power supply or your modem.

- 1 Turn off and unplug your modem's power.
- 2 Check that your modem's power cable is correctly inserted into the power socket on the back of the modem.
- 3 Check that your mains power socket is working.
- 4 Plug the modem power cable back into mains power and turn on.
- 5 If the Power light is still off, call us on 0800 169 3809 (please make sure you're at your computer, and that it's turned on, when you call).





POWER Power light is flashing green

Your modem is restarting. Please wait a couple of minutes for your modem's DSL light to glow green.

DSL DSL light is off

Broadband isn't active on your telephone line or there's a problem with the broadband signal reaching your modem.

- 1 Check that the DSL cable is plugged in between the DSL socket of the Openreach modem and the data connection on your master phone socket or data extension socket.
- 2 If a data extension cable has been installed to position your Openreach modem away from your mains phone socket, make sure that the lead is connected and hasn't been damaged.
- 3 Try resetting the modem. Press and hold down the **Reset** button on the back of the modem for five seconds and wait a couple of minutes for the Power light to come on.
- 4 If the DSL light is still off, call us on 0800 169 3809 (please make sure you're at your computer, and that it's turned on, when you call).

DSL DSL light is flashing green

Your modem is connecting to broadband. Please wait a while.

- 1 If the DSL light continues to flash, try restarting your modem. (Unplug the power supply, wait a few moments then plug it back in.)
- 2 If the DSL light is still flashing, call us on 0800 169 3809 (please make sure you're at your computer, and that it's turned on, when you call).



E  **LAN1 is off**


The Openreach modem cannot detect your Fibre Hub.

- 1 Check that the Fibre cable (red ends) is correctly inserted into your Fibre Hub's **Broadband socket (red)**.
- 2 Check that the other end of the Fibre cable is correctly inserted into the **LAN1 socket** on the Openreach modem.
- 3 Try resetting the modem. Press and hold down the **Reset button** on the back of the modem for five seconds and wait a couple of minutes for the **Power light** to come on.
- 4 Try restarting your Fibre Hub by pressing and releasing the **Reset button** on the back of the Fibre Hub.
- 5 Check if anything, such as network maintenance, is affecting internet performance by calling broadband service status on 0800 169 0199.
- 6 If the **DSL light** is still off, call us on 0800 169 3809 (please make sure you're at your computer, and that it's turned on, when you call).

F   **DSL light is steady green and LAN1 is green**

The modem is connected to broadband and connected to your Fibre Hub. Follow the lights table for your Fibre Hub on page 19 for further connection troubleshooting.

General troubleshooting

We recommend that you run the CD included in your Welcome Pack and install Desktop Help. Desktop Help  (see page 6) identifies problems with your broadband, email or Wi-Fi connection, suggests quick fixes or fixes problems remotely.

In this section, you'll find some answers to the more common connection problems. If you're online, see www.bt.com/business/help/fibre for lots more help and advice.

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Extra features



Help



Your Fibre Hub



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Q Why should I only use the new Fibre Hub and Openreach modem?

Most broadband equipment can only work with standard broadband (ADSL), but your Openreach modem uses different technology (VDSL) to give you faster broadband speeds.

The Openreach modem (which is part of the Openreach network) provides Ethernet connectivity to the internet. Routers connecting to the modem must have an Ethernet WAN port.



Q I already have a router that I connect to a modem using Ethernet WAN. May I use this instead of the Fibre Hub?

Most routers that can connect using Ethernet WAN should work when plugged in to your Openreach modem, but please bear in mind the following points.

- The BT engineer can show you a working internet connection using your Fibre Hub only. If you don't want one of your computers to be connected to your Fibre Hub, the engineer will connect their own laptop, using an Ethernet cable, to make sure that your internet connection is working. The engineer will leave the Fibre Hub in place for you once the installation and checking are complete.
- After the engineer has left, you may unplug your Fibre Hub and connect a non-BT-supplied router to your Openreach modem.
- If you prefer to use a non-BT-supplied router, you'll need to check with the supplier or manufacturer that it's compatible with BT Business Total Broadband Fibre.
- We can help with non-BT-supplied equipment and software if you've signed up for our IT Support Manager service (separate charges apply).



- > For more about equipment compatibility, go to www.bt.com/business/help/equipment
- > For more about IT Support Manager, go to www.bt.com/business/help/ITSM

Q My CD won't run. What should I do?

PC users:

- 1 insert the CD into your CD drive
- 2 if asked to install or run a program, close this window
- 3 go to **My Computer** and double-click on the drive containing the CD
- 4 double-click on the file name **setup.exe**
- 5 follow the on-screen instructions

Mac OS users:

- 1 double-click the BT Business Total Broadband Fibre desktop icon
- 2 double-click Setup.app

Q How do I make a connection to my computer without using the CD?

The steps to follow are slightly different depending on what you're connecting (e.g. a computer, or other device) and how you're going to connect it (e.g. are you going to use wireless or the Ethernet cable). Choose what you want to connect.

I'd like to...

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Connect computer using wireless without the CD	30
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Connect computer using wireless without the CD

- 1 If your computer is already connected to your Fibre Hub using an Ethernet cable, unplug this cable.
- 2 Place your computer close to the Fibre Hub for a good wireless signal.
- 3 If you haven't already, install your wireless adapter in your computer using the adapter manufacturer's instructions. If you're using a laptop with built-in wireless, turn wireless on by either using the wireless switch (if your computer has one) or activating wireless from within your wireless software. Your wireless adapter must be 802.11b or g compatible.





 If you don't have a wireless adapter or your computer isn't wireless-enabled, see page 34.

- 4 Find your Fibre Hub's preset wireless network name/SSID and Wi-Fi key. These are printed on your wireless settings card (found in your Fibre Hub's box) and also on the bottom of your Fibre Hub.
- 5 If your BT engineer transferred settings from your old BT Business Hub, your wireless details may not be the same as those printed on your Fibre Hub. (They'll be the same as the details printed on your old BT Business Hub.)
- 6 Follow the instructions for your computer's operating system below or, if your wireless adapter has its own software, use this to set up your wireless connection – its help function may be useful if you aren't sure how to do this.

Windows 7, Vista and XP

- 1 **Windows 7:** Click on the wireless icon in the system tray
Vista: Go to Start, click Connect To:
XP: Go to Start, click Connect To: then Wireless Network Connection
- 2 Highlight your Fibre Hub's network name in the list (checking that the last three digits match your Hub's details, e.g. BTBusinessHub-110) and click Connect
- 3 Type your Fibre Hub's wireless key into the:
Windows 7: Security key box
Vista: Security key or passphrase box
XP: Network Key box
- 4 Click Connect and wait a few moments while your computer connects to your Fibre Hub

Mac OS X

- 1 Click the AirPort status icon in the menu bar
- 2 Highlight your Fibre Hub's network name (checking that the last three digits match your Fibre Hub's details e.g. BTBusinessHub-110)
- 3 Check the Fibre Hub's network name
- 4 Type your Fibre Hub's wireless key into the Password box
- 5 Click OK and wait a few moments while your computer connects to your Fibre Hub



If your computer is showing the message 'Windows cannot configure this wireless connection', see page 37.

7 Open your web browser – you should be on the internet. If you can't connect to the internet, restart your computer and try these steps again.

> If you still can't connect, we recommend that you run the CD and use Desktop Help (see page 6) to help you fix your problem
> If a dial-up window appears, see page 37

8 **Congratulations** – you're now connected to BT Business Total Broadband Fibre using your BT Business Fibre Hub. To continue set-up and explore your broadband service's great features, including security, email, content screening, internet access control, BT Business Broadband Voice and more, go to www.bt.com/business/activate

Connect computer using the Ethernet cable without the CD

1 Check that your computer has a spare Ethernet port. This is a small socket on the back or side of your computer and is usually marked 'LAN' or 'Ethernet', or if you aren't sure, check the documents supplied with your computer.

2 Plug one end of the yellow Ethernet cable into one of your Fibre Hub's Ethernet sockets.

3 Plug the other end of the Ethernet cable into your computer's Ethernet socket.

4 Open your web browser – you should be on the internet. If you can't connect to the internet, restart your computer and try these steps again.

5 **Congratulations** – you're now connected to BT Business Total Broadband Fibre using your BT Business Fibre Hub. To continue set-up and explore your broadband service's great features, including security, email, content screening, internet access control, BT Business Broadband Voice and more, go to www.bt.com/business/activate


If you still can't connect, we recommend that you run the CD and use Desktop Help (see page 6) to help you fix your problem



Q Where can I find my email address and password?

You selected a BT Connect email address, also known as your BT Business Total Broadband Fibre username or BT Connect email address, when you ordered the service. It will look similar to **your.name@btconnect.com**. You selected a password at the same time.

Your email address and password were sent to you by email or letter. To access your email, type **www.bt.com/business/login** into your web browser. To sign into your email account, you need your email address and your password (see above).


-  > You don't need your BT Connect email address (i.e. your BT Business Total Broadband Fibre username) or its password to connect to BT Business Total Broadband Fibre, but you do need them to access your email. To connect to broadband, you use your network login username
- > If you can't find these details, call us on 0800 169 3809

Q Where can I find my BT Business Broadband Voice username (056 phone number) and password?

These details were sent to your preferred email address when you ordered the service. To access your email, type **www.bt.com/business/login** into your web browser.

Your BT Business Broadband Voice username is the same as your BT Business Broadband Voice 056 number.

If your Fibre Hub's Phone light is green, you can also find your BT Business Broadband Voice phone number using your Fibre Hub Manager (see page 39).

-  If you can't find your BT Business Broadband Voice username (your username is the same as your BT Business Broadband Voice 056 number) and password by checking your email or Fibre Hub Manager (see page 39), go to **www.bt.com/business/yourbbv**

Q How can I set up my Fibre Hub manually?

Follow these steps:

- 1 open a web browser and type in **http://home** or **http://192.168.1.254** to access your Fibre Hub Manager
- 2 click the **Settings** tab, then click on **Broadband**
- 3 type in your network login username and password, then click **Save**
- 4 you may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub

? If you aren't sure of your network login username and password, see the 'welcome' letters or emails we sent when you ordered your BT Business Total Broadband Fibre service.

Q What do I need to use wireless?

Your computer needs to be using a wireless adapter or have built-in wireless. The wireless adapter should be 802.11b / g compatible.

Q How can I tell if my computer has built-in wireless?

If you're using a laptop bought within the last year or two, it's likely to have wireless built in. You need to turn on wireless on some laptops using a switch or button on the computer or an option in the software. Check the documents supplied with your computer.

Q Where can I buy a wireless adapter?

These are available at **www.bt.com/shop** and most computer shops. Check your computer manual to make sure the type of adapter you plan to buy is compatible with your computer. The wireless adapter should be 802.11b or g compatible.

Q Where can I get help with my computer's wireless?

See your computer or wireless adapter manual. For help with setting up a wireless connection to your Fibre Hub, run the CD that's included in your Welcome Pack.





Q My computer or device doesn't work with WPA. Can I still use wireless on my Hub?

It may be possible to upgrade your computer operating system or wireless adapter to support WPA. See your wireless adapter manufacturer's web site for more information. If your adapter or device only supports WEP, you can change your Fibre Hub to accept WEP wireless connections (see below).

Q How do I change my Hub to accept WEP wireless connections?

We recommend that you use WPA, but if you need to change the settings, type **http://home** or **http://192.168.1.254** in the address bar of your web browser and press **Enter** or your return key to access your Fibre Hub Manager. Then:

- 1 click on the **Wireless** icon – the **Wireless Configuration** screen will appear
- 2 under **Wireless Security**, select **WEP-Open for Authentication Type**
- 3 under **Wireless Key**, use either the **default encryption key** or **custom encryption key** and type in a new 'key' of your choice. You can use letters 'a' to 'f' or any numbers. It should be ten characters for 64-bit and 26 characters for 128-bit WEP key length. (Please don't enter the default key that came with your Fibre Hub.)
- 4 make a note of your new key and click **Save**. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Fibre Hub.



Note: any devices already connected wirelessly to your Fibre Hub will be disconnected. To reconnect these, you'll need to use the new key you've just chosen and change their security setting to WEP. Follow the instructions provided with the devices. You'll probably need to locate the wireless network connection settings, select your Fibre Hub from the list of devices in range, choose to connect to it and enter your new key when asked.



Find out more about changing your wireless security at www.bt.com/business/help/wifisecurity

Q The wireless connection to my Fibre Hub is slow or unreliable. What can I do?

We recommend that you keep your Fibre Hub and computers at least 20 feet away from large electrical appliances. Thick walls, metallic surfaces (e.g. mirrors) and other wireless networks can also cause slow or unreliable connections.

The distance between your computer and Fibre Hub can also affect your wireless connection. When setting up a wireless connection for the first time, try to position your computer close to your Fibre Hub, making sure there are no walls or barriers between them. Once a wireless connection has been made, you can move your computer farther away.

Your computer or wireless device should indicate the strength of the wireless signal received. If you think your Fibre Hub is being affected by interference, try moving it and/or adjusting its position. Your Fibre Hub will automatically select the most appropriate channel and may select a new channel if a high level of interference is detected.

You can also sometimes improve your wireless signal by refreshing or changing the wireless channel on your Fibre Hub (see 'How do I change the wireless channel on my Fibre Hub?' below).

Q How do I change the wireless channel on my Fibre Hub?

- 1 Access your Fibre Hub Manager by typing <http://home> or <http://192.168.1.254> in the address bar of your web browser and pressing **Enter** or your return key.
- 2 Click the Wireless icon.
- 3 In the Network section, select an alternative Wireless Channel.
- 4 Click **Save**. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub. Wait one minute for your device to pick up the new channel.

If you're still experiencing problems, follow steps 1 to 3 again to choose an alternative wireless channel, then click **Save**.

? If you need help, go to www.bt.com/business/help (type 'wireless channel' in the search box and select 'All of Help & Support') or call 0800 169 3809.





Q My computer is showing a message 'Windows cannot configure this wireless connection' when I try to set up a wireless connection. What can I do?

Your wireless adapter's pre-installed wireless software is preventing you from using the Windows standard wireless adapter's software. Find the wireless adapter's software on your computer by clicking **Start** then **All programs** and looking through the list. Once you find this software, you can either use it to set up your wireless connection – its help function may be useful if you're not sure how to do this – or there may be a tick box that allows Windows to control the wireless set-up.

Q What do I do if a dial-up networking window appears when trying to connect to the internet?

This may be caused by your computer browser's set-up. To stop it happening, follow the instructions below.

Windows

- 1 Go to **Start** and click **Control Panel** then click **Internet Options**.
Or, for Windows 7 only: go to **Start** and click **Control Panel**, then **Network and Internet**, then **Internet Options**.
- 2 Click the **Connections** tab
- 3 Select **Never dial a connection**
- 4 Click **LAN Settings...**
- 5 Tick **Automatically detect settings**
- 6 Click **OK** twice

Mac OS X

- 1 Select **System Preferences** then **Network** to show: **Network Port Configurations**
- 2 Drag **Internal Modem** to the bottom of the list, or 'untick' it to make it inactive

Once your computer is successfully connected to the internet, you're ready to explore your broadband service's great features, including security, email, content screening, internet access control, BT Business Broadband Voice – and more. Please go to www.bt.com/business/help/fibre

Q How do I set my computer to obtain an IP address automatically?

Windows 98SE/Me

- 1 Go to Start then Settings and click Control Panel
- 2 Double-click the Network icon
- 3 Under the Configuration tab, select TCP/IP for the network adapter you use to connect to your Fibre Hub
- 4 Click Properties
- 5 Select Obtain an IP address automatically
- 6 Click OK twice
- 7 Restart your computer
- 8 Open your web browser

Windows 7/Vista/2000/XP

- 1 Go to Start and click Control Panel then:
Windows 7: click Network and Internet, then Network and Sharing Centre, then Change Adapter Settings
Vista: click Network and Sharing Centre, then Manage network connections
2000/XP: click Network Connections
- 2 Right-click the icon for the network adapter you use to connect to your Fibre Hub
- 3 Click Properties
- 4 **Windows 7:** select TCP/IP v4
Vista/2000/XP: select TCP/IP
- 5 Click Properties
- 6 Select Obtain an IP address automatically
- 7 Click OK twice
- 8 Open your web browser

Mac OS X

- 1 Go to the Apple menu, open System Preferences..., then click Network
- 2 Select the adapter you use to connect to your router
- 3 Mac OS X 10.4 and earlier: select TCP/IP
- 4 In Configure select the Using DHCP option
- 5 Click Save/Apply Now and close the window
- 6 Open your web browser

Once your computer is successfully connected to the internet, you're ready to explore your broadband service's great features, including security, email, content screening, internet access control, BT Business Broadband Voice – and more. Please go to www.bt.com/business/help/fibre





Q How can I check the speed of my broadband line?


For accurate information about your broadband speed, see our speed checker at speedtester.bt.com

Q Is there anything I can do to improve the speed of my broadband connection?

A number of factors at your business premises may affect the speed of your broadband connection.

- Sharing a broadband connection – Attaching more than one computer to your broadband connection may slow down your connection speed.
- Slow processor speed – If your computer is running at a slow speed (e.g. the first time it connects to the internet, loading new security software and email programs), this may slow down your connection speed.
- Multiple activities – Too many things happening over your broadband line may affect the quality of service you receive. Simply try to reduce the number of things happening at once over your broadband line.


Q How do I access my Fibre Hub Manager?

Open your web browser and type <http://home> or <http://192.168.1.254> in the address bar and press Enter or your return key, or double-click the  icon on your desktop.

When you submit or save any changes in your Fibre Hub Manager, you may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.

Q What is my Fibre Hub Manager's password?

For security reasons, your Fibre Hub is set with a unique admin password. It's your Fibre Hub's serial number. You can find your Fibre Hub's serial number on the bottom of your Fibre Hub. To change your Fibre Hub Manager's password:


- 1 once the BT engineer has set up your BT Business Total Broadband Fibre service, access your Fibre Hub Manager by typing **http://home** or **http://192.168.1.254** in the address bar of your web browser and pressing Enter or your return key, or double-clicking the  icon on your desktop
- 2 click Settings at the top of the page, then Password. You'll be asked to enter the current password (your Fibre Hub's default password is its serial number)
- 3 follow the on-screen instructions to set a new password

Q I'm trying to select the subnet 10.x.x.x IP range and have received an error in my Fibre Hub Manager. What can I do?

Even if BT Openzone is disabled, the subnet 10.x.x.x IP range settings remain. We therefore suggest you use an alternative IP range or follow the steps below to obtain the subnet 10.x.x.x IP range:

- 1 unplug your Fibre cable
- 2 reset your Fibre Hub. To find out how to do this, see page 46

! **WARNING:** resetting your Fibre Hub means you also have to reset any changes you've made to the Fibre Hub software. To see what such changes may include, see page 46.

- 3 access your Fibre Hub Manager by typing **http://home** or **http://192.168.1.254** in the address bar of your web browser and pressing Enter or your return key, or double-clicking the  icon on your desktop
- 4 click Settings, then LAN and Private Network
- 5 change your LAN settings to use the subnet 10.x.x.x. IP range
- 6 plug in your Fibre cable





Q I'm moving office. What should I do?

Call us on 0800 169 3809 giving at least five days' notice. The BT Business Total Broadband Fibre service is subject to availability at your new office.

Q How do I dispose of old equipment?

If you've received your new Fibre Hub as a replacement for a faulty one, please return the faulty Hub following the instructions we gave when you contacted the helpdesk.

If you've other old electrical equipment you'd like to dispose of, see www.bt.com/business/equipmentdisposal (click on Email BT, then enter your details).

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Fibre Hub to its default settings, see page 46.

Your new Fibre Hub will replace your old BT Business Hub, if you have one.

Your Fibre Hub and Openreach modem



A BT engineer will visit to install your BT Business Total Broadband Fibre service and set up your Fibre Hub, but you may need to unplug or reconnect equipment or reset your Fibre Hub in the future.

Use this section to find help with...

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Set-up

The following diagrams and steps may be useful if you ever need to unplug and then reconnect any of the equipment, e.g. if you receive a replacement Fibre Hub.

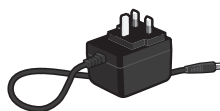
- 1 You may use these items:



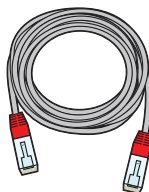
Fibre Hub and stand



CD



Hub power adapter



Ethernet cable
(red ends)

- 42 Your Fibre Hub and Openreach modem



Learn about...



Extra features



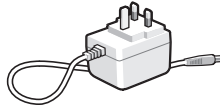
Help



Your Fibre Hub



Openreach modem



Modem power adapter

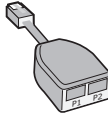


Fibre cable
(with pink ends)

You may not need all these items:



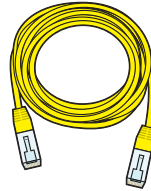
Wireless settings
card



BT Broadband
Voice adapter



Landline cable

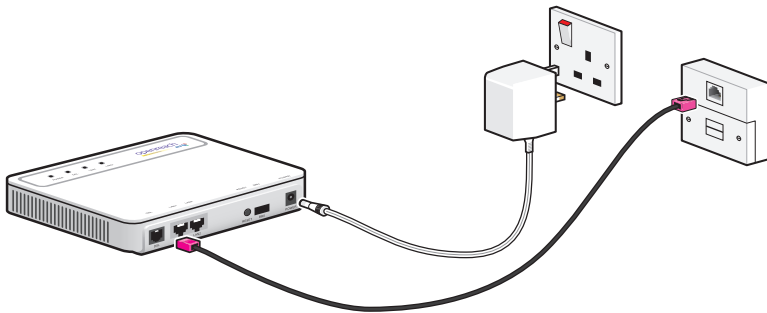


Ethernet cable
(yellow ends)

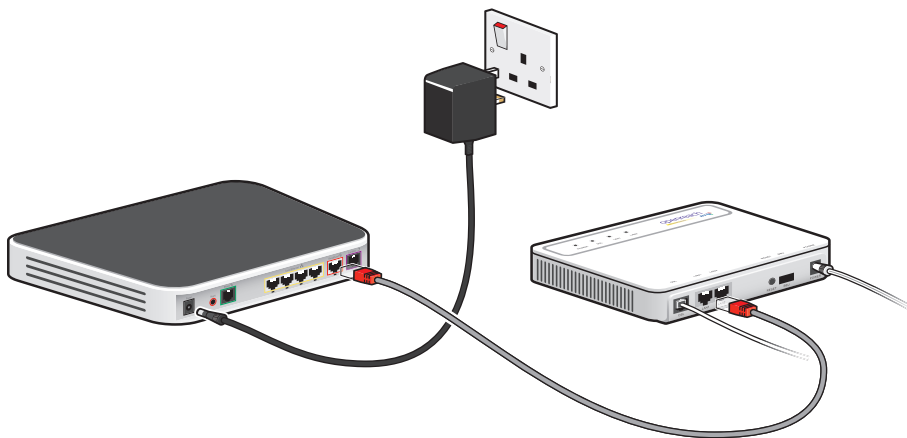


Two-socket
extension cable

- The Openreach modem connects to the mains power supply and to the BT engineer-installed socket using the DSL cable.



- 3 The Power light and DSL light on the modem glow steady green to show a successful connection to broadband. If these lights don't glow green, see the lights table on page 24.
- 4 Your Fibre Hub plugs into the mains power supply. It connects to the Openreach modem using the red Fibre cable and to your telephone socket using the landline cable (see next page).



- 5 The Internet light on your Fibre Hub will glow steady green to show a successful connection to broadband. This may take a few minutes. If it doesn't glow green, see the lights table on page 24.
- 6 Your computer connects to your Fibre Hub using a wireless or wired (Ethernet connection). For help to set up the connection, follow the steps on the CD.



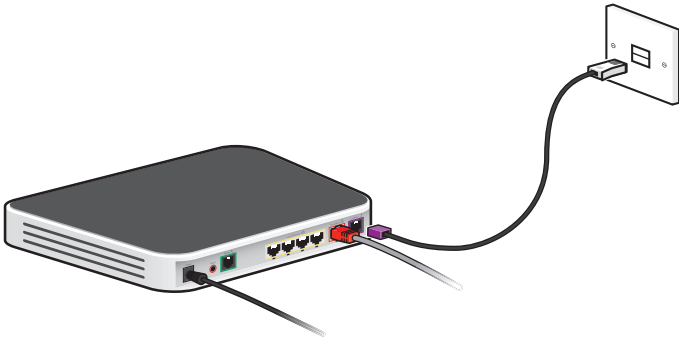


Landline cable (optional)

With the landline cable fitted:

- you can make calls using your business telephone number from the phone that's plugged into your Fibre Hub by dialling '5' before the number you wish to call. If you don't dial '5', you'll make the call using BT Business Broadband Voice
- the phone plugged into your Fibre Hub will automatically use your main telephone line to make outgoing calls if there's a power cut or broadband service failure

Plug the purple connector into the purple DSL socket on the back of your Fibre Hub and plug the other end of the cable into the telephone socket on your master socket or a telephone extension socket.



Resetting your Fibre Hub

⚠ WARNING: resetting your Fibre Hub means you also have to reapply any changes you've made to the Fibre Hub software. These changes may include:

- activating BT Business Broadband Voice – see page 17
- any wireless settings you may have changed
- your Fibre Hub password and any Fibre Hub Manager changes – see pages 39 and 40
- port forwarding settings

To reset your Fibre Hub to its factory default settings, removing all personal settings:

- 1 use a pin or paperclip to press and hold the recessed **Reset** button on the back of your Fibre Hub for 15 seconds until your Fibre Hub lights go out
- 2 stop pressing and wait for the Fibre Hub's Broadband light to glow green – this may take several minutes

Alternatively, you may reset your Fibre Hub using your Fibre Hub Manager.

- 1 Open your web browser and type **http://home** or **http://192.168.1.254** in the address bar and press **Enter** or your return key.
- 2 Select the **Settings** tab, then the **Diagnostics** tab, followed by the **Resets** link.
- 3 In the **Reset to Factory Default State**, click the **Reset** button. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the bottom of your Fibre Hub.

? Please note: BT Openzone will be enabled when you reset your Fibre Hub. For more information on BT Openzone, see page 16.



Changing from Fibre to a standard broadband (ADSL) connection

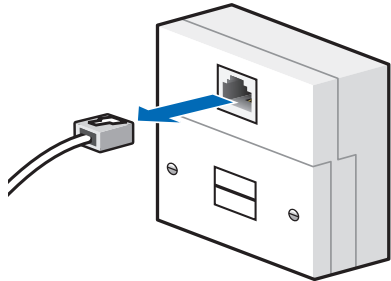
Your Fibre Hub can work with a Fibre network or a standard broadband (ADSL) network. If you wish to change back from your BT Business Total Broadband Fibre service to a standard BT Business Total Broadband connection using your existing Fibre Hub, call us on **0800 000 152** – we'll send you a pack with a new CD, extra cables and instructions on what to do.

Making landline phone calls using your standard BT Business Hub

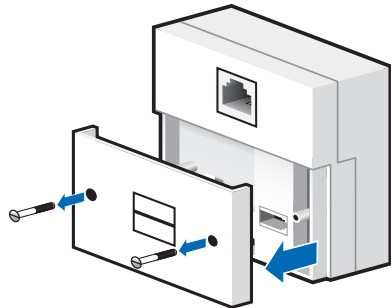
If you change back to your standard BT Business Hub and you use telephones connected to it to make landline telephone calls, you'll need to remove the fibre faceplate from the master socket and install microfilters on all your phone sockets.

To do this, follow these steps:

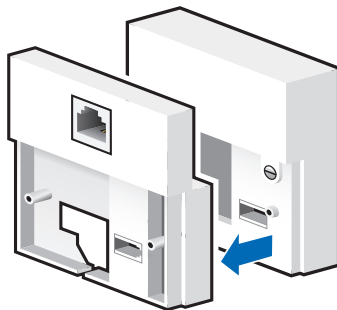
- 1 Unplug the special extension cable (if installed for your BT Business Total Broadband Fibre service) from the top data port on the master socket. (You'll no longer need this cable.)



- 2 Unscrew the front plate of the master socket.

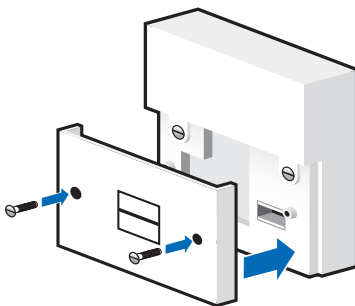


- 3** Lift off the fibre faceplate, being careful not to upset any wires inside the master socket.



- 4** Find the shorter front plate screws – they should be in the recess of the master socket (if not, most hardware shops stock suitable screws).

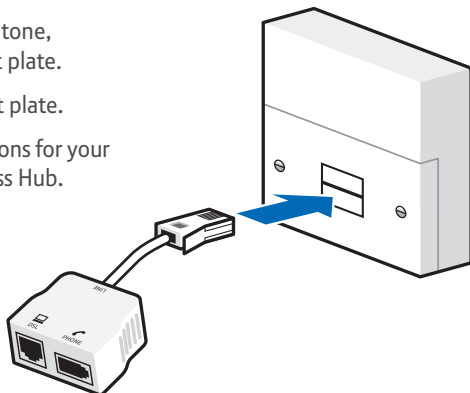
- 5** Screw the front plate back into place.



- 6** To check that you've got a dial tone, plug a telephone into the front plate.

- 7** Plug a microfilter into the front plate.

- 8** Follow the installation instructions for your standard broadband BT Business Hub.



Notices

Bandwidth

As you know, with BT Business Total Broadband Fibre and your Fibre Hub you can enjoy adding a number of services to your office network. Add these to all the online activities you may also be doing (such as downloading files) and you'll end up with a busy broadband line!

Please bear in mind that too many things happening at once over your broadband line may affect the quality of service you receive – this is normal and not a fault with your service. Although it's unlikely, this may, for example, result in slow downloads and small interruptions to phone calls. Simply try to reduce the number of things happening at once over your broadband line. Your service can also be affected if the internet is busy.

Warranty

We guarantee that the Fibre Hub will work to the relevant specification for the minimum period of your agreement* and that it will be free from faulty design, manufacture or materials. If at any time during the minimum period you find that the Fibre Hub or other equipment isn't working properly, you may return it to us and we'll replace or (at our option) repair it.

We won't be responsible for any defects arising from fair wear and tear, accidental or wilful damage, misuse or failure to follow our instructions. If you return any equipment as faulty, we may test the equipment – if it's working, we'll send it back to you. If we do so,

we may charge you our costs for our testing and postage. This doesn't affect your legal rights relating to equipment that's faulty or wrongly described.

Safety and regulatory instructions for your Openreach modem and Fibre Hub

Please read this document carefully before set-up!

- Your Fibre Hub and Openreach modem will get warm once connected to the power supply. Although this is normal, you should make sure that your Openreach modem and Fibre Hub have adequate ventilation to prevent overheating. Never block the vents on your Openreach modem or Fibre Hub.
- Don't expose your Openreach modem or Fibre Hub to rain, water, moisture or direct sunshine.
- Don't spill liquid on your Openreach modem or Fibre Hub.
- Keep your Openreach modem and Fibre Hub away from sources of heat such as heaters or radiators.
- Don't attempt to disassemble or open up your Openreach modem or Fibre Hub yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.
- Before cleaning your Openreach modem or Fibre Hub, disconnect it from its power supply. Use a damp cloth for cleaning.

* The minimum period is 12 or 18 months, depending on the Option you chose when you placed your order.

- For better performance, don't place your Openreach modem or Fibre Hub on a television or computer monitor.
- In the event of an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.
- These products intentionally generate low-level radio frequency signals and, as such, there is a very small risk that these products may interfere with sensitive medical devices, for example a heart pacemaker, when in close proximity. If you've any concerns, we recommend that you consult the medical device manufacturer before using these products.
- The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible.

Save energy

Please avoid wasting energy while using your computer or other equipment. You can set up your computers to go into standby or low-energy mode automatically.

Please disconnect your Fibre Hub from its power supply when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Fibre Hub to connect to your broadband line) will lose internet access and BT Business Broadband Voice won't work. Remember to restore power to your Fibre Hub before turning your computer(s) on.

Product disposal instructions for residential users



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to reduce the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

The symbol shown above and on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin. When you've no further use for your product, see www.bt.com/business/equipmentdisposal (click on **Email BT**, then enter your details).

Declaration of Conformance

Declaration of Conformance with European Community Directive 1999/EC.

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at www.bt.com/business/help/fibre

Terms and conditions

BT Business Total Broadband Fibre and BT Business Broadband Voice are covered by terms and conditions. To review terms and conditions for BT Business Total Broadband Fibre, go to www.bt.com/business/help/fibre; for BT Business Broadband Voice, go to www.bt.com/business/broadbandvoice

Windows is a registered trademark of Microsoft Corporation in the United States and other countries.



Useful information

Memo (add your details here to have them handy)

BT Business Total Broadband Fibre username:

BT Business Total Broadband Fibre password:

BT Business Broadband Voice telephone number:

BT Business Broadband Voice password:

Wireless network name (SSID)¹:

Wi-Fi key (WPA WEP)¹:

Security type (WPA-PSK or WPA2-PSK or WEP):

Fibre Hub Manager password²:

1 Printed on bottom of your Fibre Hub.

2 Default is your Fibre Hub's serial number – see bottom of your Fibre Hub.

Contact us

BT Business Total Broadband Fibre web site	www.bt.com/business/help/fibre
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BT Business Total Broadband Fibre helpdesk (8am–6pm, Monday to Friday. Closed Bank Holidays.)	0800 169 3809
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Broadband service status (24 hours a day, 7 days a week)	0800 169 0199
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Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See www.bt.com/pricing for details. All calls made to BT or from BT may be recorded to help us give you a better service.

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Offices worldwide

The services we've described in this publication may not always be available and we may change them. And nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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