

## Bringing it all together

Thank you for choosing BT Total Broadband and the BT Home Hub.

To install your BT Home Hub, please follow the simple instructions in your Set-up Guide, then use this User Guide to make the most of your service – including:

- how to set-up and change your Hub settings
- using your BT Yahoo! Online account
- using BT Broadband Talk (if you haven't already)

There's also a help and support section, if you need it.

We hope you enjoy using BT Total Broadband.

Best wishes,

**BT Total Broadband team**

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Your BT Yahoo! Home Page: [bt.yahoo.com](http://bt.yahoo.com)  
Your Hub Manager: [bthomehub.home](http://bthomehub.home)

**BT Home Hub**

## What your BT Home Hub can do

### Your versatile BT Home Hub is a:

- **broadband router** – enjoy a high-speed connection to the internet
- **wireless access point** – enjoy the freedom to connect your computer without wires
- **route to making calls over the internet** – enjoy great-value call rates with BT Broadband Talk
- **digital cordless (or DECT) phone base station** – enjoy the freedom to wander when on the phone\*
- **mobile calls over the internet enabler** – enjoy great-value rates on your mobile at home with BT Fusion
- **device designed for the future that will grow with your needs** – enjoy the peace of mind that you'll always be up to date

\* Subject to phone range limits.

**Please note:** additional equipment or services may be required to enable some of the features listed.

Your BT Home Hub is designed to update itself automatically, allowing you to easily add new products and services. For example, if you aren't already using BT Broadband Talk, you can easily enable the service and add a BT Hub Phone so you can make and receive BT Broadband Talk calls around the home.

For more information about the services available for your BT Home Hub, please go to [www.bt.com/btbroadband](http://www.bt.com/btbroadband) or call us on **0800 800 150**.

### A note about bandwidth

As you know, with BT Total Broadband and your BT Home Hub you can enjoy adding a number of services to your home network. Add these to all the online activities you may also be doing – such as internet radio, watching online video – 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. In the unlikely event that this happens to your network, you'll notice slow downloads and possible small interruptions to phone calls.

Simply try to reduce too many things happening at once over your broadband line. Your service can also be affected if the internet is busy.

## Microfilters

A microfilter is a device that allows broadband to work over the same line as your telephone service.

### When to use a microfilter

You need a microfilter plugged into each phone socket that you're using in your home. This includes sockets used by devices such as:

- phones
- fax machines
- digital TV boxes (e.g. Freeview, Sky)
- monitored alarm systems
- extension bells

A microfilter is also used to connect your BT Home Hub to your phone line. You can connect your Hub to any of the microfilters that you've plugged in.

### How to fit a microfilter

It's easy to fit microfilters. At each phone socket that you're using:

- unplug the device from the socket
- plug a microfilter into the socket
- plug the device you just unplugged into the microfilter's phone socket
- plug the broadband cable (grey ends) from your Hub into the DSL socket of a fitted microfilter

### Not enough microfilters?

You can still install broadband even if all the devices don't yet have a microfilter, but you must unplug any device without a microfilter from its phone socket. You can reconnect it once you've a microfilter for it.

### Where to get more microfilters

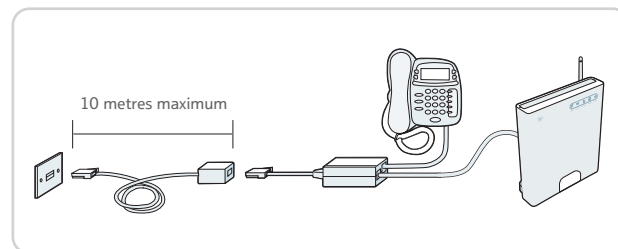
You can order BT ADSL Microfilters at [www.bt.com/shop](http://www.bt.com/shop) and most computer shops or by calling us on 0800 800 150.

### Extension leads

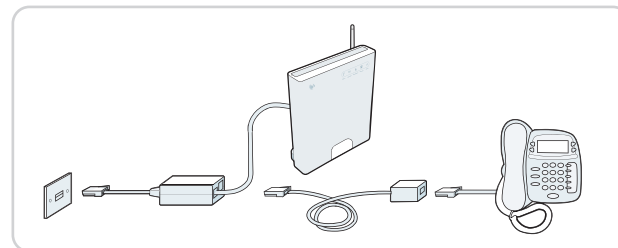
If the broadband cable isn't long enough to reach from the Hub to the phone socket, you'll need to use a telephone extension lead or have an extension socket fitted. If you choose to use an extension lead, make sure that it's not made of aluminium and no longer than 10 metres. Keep the distance between the phone socket, microfilter and Hub to a minimum. If you do need to locate your computer away from the Hub, we recommend you purchase a longer Ethernet cable or use a wireless connection.

**Important:** you must not have a microfilter at each end of an extension lead.

### Extension lead for the Hub

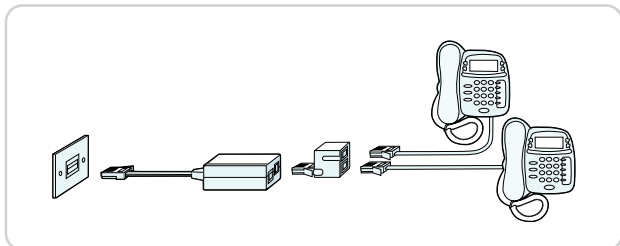


### Extension lead for the telephone



## Socket doublers

If you use a socket doubler to connect more than one phone to a single socket, you can use a single microfilter, but please make sure that it's fitted correctly, as shown below.



## Broadband master socket

Some homes may have a broadband (ADSL) master telephone socket already installed. If you have a broadband master socket, you don't need to use the microfilters supplied with your BT Home Hub. When you get to Step 3 of the Set-up Guide, simply plug your broadband cable straight into the 'DSL' socket on your ADSL master socket.

A broadband (ADSL) master socket looks like this:



## TROUBLESHOOTING



### What do I do if I have interference on my phone line?

Please check you've correctly set up your microfilters. You need a microfilter for every phone socket you intend to use for phones, cordless phones, faxes, dial-up modems, answering machines, digital television, monitored security equipment and extension bells.

### I already have microfilters. Can I still use them?

Yes. Though if you're using microfilters from a previous supplier and you experience problems with your broadband service and/or your landline service, we suggest you replace them with BT microfilters.

## Connecting to the Hub

Once you've completed the Hub installation using the Set-up Guide and CD and connected your computer to BT Total Broadband, you can:

- change the way you connect to the Hub
- connect an additional computer to the Hub (using cables or wireless)
- manually connect a computer or device to the Hub (using wireless)

### Change the way you connect to the Hub

If you'd like to change the way that you connect to the Hub – for example, if you originally connected using a cable and would like to change to using wireless instead – simply:

1. unplug the cable (Ethernet or USB) currently connecting your computer to the Hub
2. if you're planning to connect using wireless, make sure you have a wireless adapter installed in the computer (follow the manufacturer's instructions to install). If you're using a laptop with built-in wireless, turn on wireless
3. insert the BT Total Broadband CD into the computer and follow the on-screen instructions, choosing your preferred connection method

### Connect an additional computer to the Hub (using cables or wireless)

It's easy to connect an additional computer. Simply:

1. unplug any existing modem connection from the phone socket
2. if you're planning to connect using wireless, make sure you have a wireless adapter installed in the computer (follow the manufacturer's instructions to install). If you're using a laptop with built-in wireless, turn on wireless
3. insert the BT Total Broadband CD into the additional computer and follow the on-screen instructions

## TROUBLESHOOTING



### What do I do if my CD isn't starting automatically?

**PC users:** wait 30 seconds, then click on 'My Computer' in the Windows Start menu, then click the CD icon. In the list of files, double-click 'setup'.

**Mac OS users:** double-click the 'BTHomeHub' desktop icon.

If your CD still doesn't work, try inserting another CD to check if your CD drive is working. If your CD drive works but the BT Total Broadband CD still doesn't run, please call the technical helpdesk on **0845 600 7030** (calls charged at up to 4p a minute (minimum fee 5.5p) on the BT network. Mobiles and other network charges may vary, see [www.bt.com/pricing](http://www.bt.com/pricing) for details).

### What do I do if my CD doesn't recognise my wireless adapter?

Unfortunately the BT Total Broadband CD may not recognise some combinations of older operating systems and wireless cards. You can still connect your computer to the Hub by setting up the wireless connection on your computer manually. See page 13.

### Can I connect two computers to my Hub using Ethernet?

Yes, but you'll need to buy an additional Ethernet cable if you've already used the one that came with your Hub. (Note: your computer will also need an available Ethernet port.)

### I have used the two Ethernet switch connections on my Hub. Can I add more?

You can get an Ethernet switch, which plugs into either one of the Hub's two Ethernet ports to give extra sockets, at [www.bt.com/shop](http://www.bt.com/shop)

### Can I connect an additional computer using a USB cable?

You can only connect one computer to the Hub using a USB connection. (The USB port supports Windows PCs only; Macs aren't supported.)

## Manually connect a computer or device to the Hub (using wireless)

We recommend that you use the BT Total Broadband CD to set up your computer's wireless connection to the Hub. However, in the unlikely event that the CD doesn't recognise your wireless adapter, or you want to connect a device that hasn't a CD drive (e.g. PDA, games console), follow the steps below to connect.

To connect to the Hub wirelessly, you will need to use the set-up instructions supplied with your wireless adapter or device. These will tell you how to install your wireless adapter – if you haven't already – and use any software provided to set up a wireless connection between your computer or device and the Hub.

## Steps to connecting wirelessly

1. Before creating a manual wireless connection:
  - check that the BT Home Hub is switched on
  - place your computer close to the BT Home Hub to ensure good wireless signal strength during set-up
2. If your computer is already connected to the BT Home Hub using USB or Ethernet, unplug the connecting cable before starting your wireless installation.
3. If you haven't already, install your wireless adapter in the computer (follow the manufacturer's instructions to install). If you're using a laptop with built-in wireless, turn wireless on.
4. Your BT Home Hub has been preset with a unique SSID (sometimes called Wireless Network Name or Wireless Access Point). The SSID is broadcast by your Hub. This helps you know which network is yours and which networks belong to others, such as your neighbours. The Hub also has preset wireless security using a wireless key (WEP). Only people who know your wireless key can connect to your Hub. Find your Hub's SSID and wireless key printed on a label on the back of the Hub. In the example shown, the SSID is BTHomeHub-022B and the wireless key is ac551a5fed.



Write your SSID and wireless key here

SSID: \_\_\_\_\_

Wireless key: \_\_\_\_\_

5. You will now set up your wireless adapter using the same SSID and wireless key as your Hub. If you're following the instructions supplied with your adapter, simply continue. Alternatively, use the Windows XP connection manager or BT Wireless Connection Manager if you're using a Windows PC, or AirPort if you're using a Mac. See pages 15 to 17.

### Important – please read!

If you're presented with a list of available wireless networks, select the one that matches the SSID you made a note of earlier (e.g. BTHomeHub-022B).

If you're asked to enter the Wireless Network Name (SSID) manually, use the one that you made a note of earlier (e.g. BTHomeHub-022B).

If you're asked for:

- 'network type', select 'access point', 'wireless access point' or similar
- 'authentication mode', select 'open', 'open system' or similar
- 'data encryption', 'encryption' or 'wireless security', select 'WEP' or '64-bit WEP' (if you're using a Mac, select 'WEP 40/128-bit hex')
- 'key type' or 'input type', select 'hexadecimal'

You will be asked to enter a wireless key (WEP key). Enter the key for your BT Home Hub (e.g. ac551a5fed). (The wireless key is 10-character hexadecimal, using characters 0-9 and a-f.)

6. Launch your browser and check that you have access to the internet. If you don't have access to the internet, make sure that you've used the correct details when setting up your wireless adapter. Please check:
  - your SSID and wireless key (i.e. check that you've written them down correctly)
  - step 5 again, and try restarting your computer

If you have any connection problems, please refer to your wireless adapter documentation, which should include some basic tools to help you.

To connect another computer or device, simply repeat steps 1 to 5. You'll use the same SSID and wireless key for each computer or device that you connect.

**Please note:** if you're using a Windows PC and haven't previously run the BT Total Broadband CD on your computer, download your BT Yahoo! Online software at [bt.software.yahoo.com](http://bt.software.yahoo.com). You'll need your BT Yahoo! Mail address and password (see your order confirmation email or letter) to log in.

### Creating a wireless connection using Windows XP

If you're using Windows XP, follow these steps as an alternative to step 5 of 'Steps to connecting wirelessly' when manually connecting to the Hub using wireless.

1. Go to 'Start' > 'Control Panel' > 'Network Connections', right click on 'Wireless Network Connection' and select 'Properties'.
2. Click on the 'Wireless Networks' tab, make sure 'Use Windows to configure my wireless network settings' is ticked, highlight the SSID (e.g. BTHomeHub-022B) for your Hub in the top box and click 'Configure'.
3. Tick 'Data encryption' (WEP enabled), untick all other boxes. Type the 10-character wireless key for your Hub into the 'network key' and 'confirm network key box'.
4. Click 'OK'.



### Creating a wireless connection using BT Wireless Connection Manager (for Windows PC only)

BT Wireless Connection Manager is installed by your BT Total Broadband CD. You'll need to run the CD and connect your PC using a wired connection first to install the wireless connection manager software. Once installed, you can use the BT Wireless



Connection Manager as an alternative to any wireless connection software supplied with your wireless adapter. The steps below can be used as an alternative to step 5 of 'Steps to connecting wirelessly' when manually connecting to the Hub using wireless.

1. Go to 'Start' > 'All Programs' and click on 'BT Wireless Connection Manager'.



2. BT Wireless Connection Manager will launch and search for wireless networks that are in range.

3. Click to highlight the 'available connection' that matches the SSID label on the back of your Hub, and click the 'Connect' button.

4. In the drop-down boxes, select:  
Authentication: 'Open system'  
Encryption: 'WEP 40-bit or 64-bit key'  
Key Type: 'Hexadecimal'  
(10 characters)



In the security key box, type in the 10-character wireless key printed on the label on the back of your Hub.

Check that the 'Save this information' and 'Attempt to use this connection first' boxes are ticked.

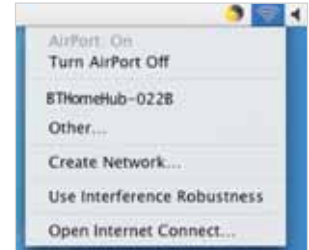
Click OK.

5. BT Wireless Connection Manager will indicate if the connection is successful.

## Creating a wireless connection using Mac OS-X

If you're using Mac OS-X, follow these steps as an alternative to step 5 of 'steps to connecting wirelessly', when manually connecting to the Hub using wireless.

1. Click on the 'AirPort Status' icon in the menu bar and select the SSID which matches the BT Home Hub wireless settings SSID printed on the label on the back of your Hub.



2. In the 'Wireless Security' drop-down box, select 'WEP 40/128-bit hex', and in the 'Password' box, enter the 10-character wireless key printed on the label on the back of your Hub. If the 'WEP 40/128-bit hex' option doesn't appear on your version of Mac OS-X, select 'WEP Password' and type a '\$' character in the 'Password' box followed by the 10-character wireless key.



3. Click 'OK'.

## TROUBLESHOOTING



### What do I need to connect my computer to the Hub wirelessly?

If you'd like to set up a wireless connection, your computer needs to have built-in wireless or a wireless adapter installed and turned on before you continue – in both cases, if you need some help, follow the wireless product manufacturer's instructions.

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

Please see your computer or wireless adapter manual.

### What type of wireless adapter do I need?

A USB or PCI wireless adapter for a PC or USB or PCMCIA card for a laptop. The wireless adapter should be 'Wi-Fi', 802.11b or 802.11g compatible. These are available at [www.bt.com/shop](http://www.bt.com/shop) and most computer shops. If you're using a laptop purchased within the last year or two, this may have wireless built in. Check the manufacturer's information before purchasing a wireless adapter.

### Is my wireless connection secure?

Your BT Home Hub is set with standard level of security, WEP 64-bit, which helps prevent other people from accessing the data you send, or from connecting to your wireless network. For more information about wireless security, please go to [bt.yahoo.com/help](http://bt.yahoo.com/help)

### What is the USB Host port for?

The Hub has a USB Host port that may be used for future developments.

## TIPS



### Possible types of interference

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

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

Your computer or wireless device should indicate the strength of the wireless signal received. If you think your Hub is suffering interference, try moving it and/or adjusting its aerial position.

Advanced users: you can also try changing the channel that the Hub is broadcasting on. You can do this using the Hub Manager. To find out how to connect to the Hub Manager, see page 20.

## Setting up to play games online

You can set up your games console to play games online.

If you have a PlayStation console, go to [www.bt.com/ps2](http://www.bt.com/ps2)

If you have an Xbox console, go to [www.bt.com/xbox](http://www.bt.com/xbox)

**Note:** if you've any enquiries about games consoles, please contact your games console supplier.

## Uninstalling the BT Home Hub

If you wish to uninstall the Hub, please follow these instructions.

### Windows PC users

To remove USB drivers, select 'System' from within the Windows Control Panel then click on the 'Device Manager' tab. Click on the '+' sign next to Network adapters. Select 'Thomson ST Remote NDIS Device'. Click 'Remove'.

To remove installed software applications, select the required application in Add/Remove programs within the Windows Control Panel and follow the on-screen instructions.

### Mac OS users

Click on `uninstall.command` which is located at `/Applications/BT Home Hub`

## Hub Manager – managing your settings

Your Hub is like a computer. It has its own software running, which controls how it works and what it does. You can make changes to the way that your Hub works by connecting to the Hub software using your web browser.

### What the Hub Manager can do

Using Hub Manager, you can:

- see current Hub settings and status
- see what's connected to your home network
- change your broadband settings
- change your BT Broadband Talk settings
- adjust Hub firewall settings
- update Hub software
- back up settings

**Important:** these settings are pre-configured and don't need to be adjusted for general use.

### Accessing the Hub Manager



Simply double-click the Hub Manager icon on your desktop or open your web browser and type **bthomehub.home** into the address bar and press enter.

The Hub Manager will appear in your browser and look similar to this:



Your BT Home Hub has the default broadband username 'bthomehub@btbroadband.com', which allows it to connect to BT Total Broadband. It doesn't require a password. The Hub only accepts BT-allocated broadband usernames and only works with BT Total Broadband and BT Broadband Talk services.

### Changing Hub settings

Hub settings are protected by a username and password. This helps prevent changes being made by mistake and also allows you to control who can make changes to your Hub (if required).

The username and password for the Hub Manager are:

Hub Manager username: **admin**  
Hub Manager password: **admin**  
(Note: 'admin' is case sensitive.)

You can change the username and password. If you make changes but forget the revised details, you will need to reset the Hub, returning it to its default settings (see below).

Changed settings are stored automatically whenever you click 'Apply'.

For more information on Hub settings, click on 'Help'.

### Resetting the Hub

To return the Hub to its factory setting, you need to press and hold the wireless association button on the Hub's back panel for at least 15 seconds – then release it. The reset process may take several minutes. The Hub is reset and ready for normal use when the Broadband and Internet lights are steady green.



**Remember:** resetting will mean you have to activate your BT Broadband Talk service again. See page 33.

**BT Yahoo! Online**

## Making the most of the internet with BT Yahoo! Online

### All BT Total Broadband packages come with great BT Yahoo! Online features\*

#### Our best ever online security packages

A comprehensive range of benefits to protect you, your PC and your family against identity theft, spam email, pop-ups, viruses, hackers – and help make sure your children can enjoy the internet in a safe way.

#### Entertainment

Personalised music and video, multiplayer gaming, movies, sports and much more.

#### Keeping in touch

Multiple email accounts, huge 2GB storage, store and share unlimited photos, BT Communicator with Yahoo! Messenger and BT Yahoo! Video. You can set up between 4 and 10 sub-accounts/email addresses, in addition to your primary email account, depending on your broadband product.

#### Personalisation

Customised BT Yahoo! Browser and BT Yahoo! Home Page for members of your household.

And we're always looking for ways to make your BT Total Broadband service even better!

\* BT Yahoo! features are subject to modification, removal or change at any time.

### BT Yahoo! Online software

If you're a PC user, your BT Total Broadband CD also installs BT Yahoo! Online software (not available to Mac OS users) so you can access many key features, including:

#### BT Yahoo! Browser

With the BT Yahoo! Browser, you get a customised version of Internet Explorer that allows you even more personalisation and improved internet navigation. You also get:

- tabbed browsing so you can view multiple web pages within a single window, giving you an easy, organised way to find what you want online:
  - view multiple web sites, all in one window
  - switch between sites quickly and easily
- the BT Yahoo! Browser Sidebar that gives you immediate access to your personalised BT Yahoo! Online content such as photos, music, email, and BT Communicator with Yahoo! Messenger. Enjoy them all without leaving the web site you're on

#### BT Yahoo! Toolbar

The BT Yahoo! Toolbar gives you quick and easy access to your favourite BT Yahoo! features no matter what web site you are on:

- use the BT Yahoo! Toolbar to give you instant access to the information you need, such as your email, stock portfolio or sports results
- BT Yahoo! Toolbar also allows you to quickly search for whatever information you need (including the web, images, video and news) at any time from the handy search box

## BT Communicator with Yahoo! Messenger

Instantly connect with friends and family over the internet. Use your PC to:

- send and receive messages instantly
- enjoy great online music and games
- quickly switch between message, text and voice

## Learn about features using tutorials

To watch exclusive tutorials on these – and other – fantastic features, please go to [btyahoo.com/tutorials](http://btyahoo.com/tutorials)

To check you have the latest BT Yahoo! Online software, please go to [bt.software.yahoo.com](http://bt.software.yahoo.com)

## Setting up BT Yahoo! Online

### Important – please read!

Please take the time to set up a few essentials to enhance your enjoyment of your time online.

### Set up BT Yahoo! Mail

With your high-speed connection, you get:

- anti-spam tools and mail filters to help you protect yourself from spam and block unwanted email addresses
- massive 2GB of mail storage
- maximum attachment size of 20MB

And you can easily access your BT Yahoo! Mail from any computer connected to the internet anywhere in the world. Just sign in at [bt.yahoo.com](http://bt.yahoo.com)

### Create additional email addresses

Life's going to be so much easier if you start by setting up sub-accounts for members of your family or household. This will mean each member has their own email address and user ID, which allows them access to their own messages and customisable home page. You can set up between 4 and 10 sub-accounts/email addresses, in addition to your primary email account, depending on your broadband product.

Simply go to [bt.yahoo.com](http://bt.yahoo.com) click on 'My Account' and scroll down to the instructions for setting up sub-accounts.

### Organise existing email addresses

If you have existing email addresses that aren't from BT, you can easily move them to your new BT Yahoo! Mail address using TrueSwitch.

TrueSwitch makes it easy to move your mail by copying your emails and contacts from your old providers, informing your contacts of your BT Yahoo! Mail address and forwarding any email addressed to your old providers to your new BT Yahoo! Mail account for 30 days.

To find out more and to use BT Yahoo! TrueSwitch, please go to [www.trueswitch.com/btyahoo](http://www.trueswitch.com/btyahoo)

## Customise your BT Yahoo! Home Page

You can personalise your experience and enjoy what you want to see, by changing the layout and colour of your home page to make it truly personal. Select your favourite web sites and choose other great content by clicking the 'Add Content' link at [bt.yahoo.com](http://bt.yahoo.com)

## Get protected

Please make sure you're using the optimum security provided with your service at [bt.software.yahoo.com/getprotected](http://bt.software.yahoo.com/getprotected)

Once you've set up online protection, check your security status by clicking on the shield icon in your system tray to launch the BT Yahoo! Online Protection Dashboard. Make sure all your indicators are green, and that there's nothing that needs your attention. You can also take the opportunity to set up Parental Controls, designed to help you protect your children from inappropriate content online. (BT Yahoo! Online Protection and Parental Controls are not available to Mac OS users.)

## TROUBLESHOOTING



### Where's my email?

You can access your email via the web (webmail). Using your browser, simply go to [bt.yahoo.com/webmail](http://bt.yahoo.com/webmail)

Alternatively, you can use an email program such as Outlook Express (see below).

### Can I use Microsoft Outlook Express to send and receive emails?

Yes, you can send and receive your emails with Microsoft Outlook Express or other similar email programs. If you ticked this option during installation, the CD will have set up your main email account for you in Microsoft Outlook Express. For more information, go to [bt.yahoo.com/mailsetup](http://bt.yahoo.com/mailsetup)

### How do I set up additional email addresses for my family?

Additional email addresses are known as 'sub-accounts'. Go to [btyahoo.com/tutorials](http://btyahoo.com/tutorials) and click on 'Managing mail sub accounts' to find out more.

### Where can I find out more about the features available on BT Total Broadband?

Explore our online tutorials at [btyahoo.com/tutorials](http://btyahoo.com/tutorials)

## BT Total Broadband usage guidelines

Your BT Total Broadband service has a monthly usage guideline. This is the amount of data you can send (upload) and receive (download) through your broadband connection each month.

Everything you send or receive over the internet is in the form of chunks of data, whether it's a web page, an email, a music track or a video clip. Each chunk of data is a different size and is measured in Kilobytes (KB), Megabytes (MB) or Gigabytes (GB). The average email is around 4KB, a digital photo is around 1MB and a music track is around 5MB (1MB=1024KB, 1GB=1024MB).

Your monthly usage guideline lets you download (receive emails, web pages and files) or upload (send emails and files) with whatever data you want, up to the GB allowance that you choose.

Your BT Broadband Talk phone calls do not count towards your usage allowance.

If you occasionally exceed the monthly usage guideline for your product, you can continue to use your service freely. We won't restrict your service and we won't charge you for excess usage.

If you regularly exceed your usage guideline by a large amount each month, we may contact you about switching to a product with a usage guideline more suitable for your needs.

To confirm the usage guidelines for your BT Total Broadband product, please go to [www.bt.com](http://www.bt.com)

## **BT Broadband Talk**



## Discover BT Broadband Talk

BT Broadband Talk offers great-value phone calls. You simply make calls using your internet connection with a BT Hub Phone, or a standard or DECT phone plugged into your Hub.

The BT Hub Phone is a DECT phone specially designed for the BT Home Hub and BT Broadband Talk service. You can connect up to five BT Hub Phones wirelessly to your Hub.

If you opted in for BT Broadband Talk when ordering your BT Total Broadband service, you can enjoy the benefits of:

- a separate telephone number
- free Evening and Weekend calls\*
- great low international call rates
- free calling features including 1471 and BT Answer

**Important:** you need to activate your BT Broadband Talk service and use your BT Broadband Talk phone – rather than your main phone line – to benefit from the service.

Your BT Broadband Talk phone can be a standard telephone plugged into a converter in the back of the Hub, or a BT Hub Phone.

For more information on BT Broadband Talk, please go to [www.bt.com/broadbandtalk](http://www.bt.com/broadbandtalk)

\*Free Local or National calls of up to one hour between 6.00pm and 6.00am evenings and weekends. Excludes calls to the internet, non-geographic numbers (i.e. 0845, 0870), premium rate services, mobiles and the Channel Islands.

## Manually activating BT Broadband Talk

If you didn't set up BT Broadband Talk while installing your Hub using the installation CD, you can easily set it up manually:

1. make sure your broadband internet connection is working by clicking on your BT Total Broadband desktop icon to access the internet
2. make sure you have your BT Broadband Talk telephone number and password. You'll need these to activate the BT Broadband Talk service (see your order confirmation email)
3. click on the 'BT Broadband Talk Set-up' desktop icon, or open your web browser and type [www.bt.com/bbv](http://www.bt.com/bbv) into the address bar and press enter. Follow the on-screen instructions, entering your new BT Broadband Talk phone number and account password when required
4. the Phone light on your Hub will be steady green when your BT Broadband Talk service is activated

## Using a phone with BT Broadband Talk

BT Broadband Talk can work with a BT Hub Phone, standard telephone or DECT phone. The BT Hub Phone is a digital cordless DECT phone specially designed for use with your BT Home Hub and the BT Broadband Talk service.

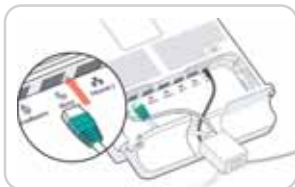
If you'd like a BT Hub Phone, or would like to buy an additional handset, you can order one at [www.bt.com/shop/hubphone](http://www.bt.com/shop/hubphone) or by calling us on 0800 800 150.

For more information on compatibility, please go to [www.bt.com/broadbandtalk/faq.html](http://www.bt.com/broadbandtalk/faq.html)

If you're connecting a BT Hub Phone to your Hub, please follow the set-up instructions in your BT Hub Phone User Guide.

If you're connecting a DECT or standard telephone (instead of a BT Hub Phone) to your Hub:

1. open the cable cover on the back of the Hub and plug the converter with the green plug into the socket labelled 'Phone'
2. plug a DECT or standard telephone into the converter
3. lift the phone handset. You should now hear the BT Broadband Talk dial tone. (It has a slightly higher tone than the standard dial tone.)
4. if you want to keep your landline separate from your BT Broadband Talk service, you must keep a phone plugged into a standard telephone socket using a microfilter as shown in the illustration on page 35



### Making and receiving calls

Lift the handset on your BT Broadband Talk phone (if using a BT Hub Phone, press 'Talk'), then simply dial out. Before dialling you should hear a high-pitched dial tone, which means your BT Broadband Talk service is set up correctly. Similar to a mobile phone, you'll need to dial any phone number in full (i.e. including area code), even for local phone numbers.

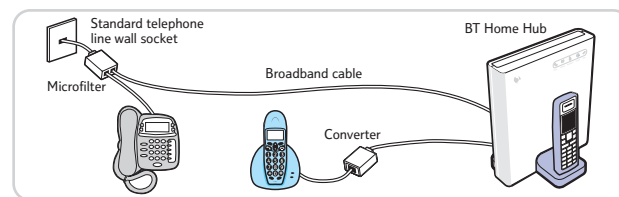
Your computer doesn't need to be on to make or receive BT Broadband Talk phone calls, but your BT Home Hub must be switched on.

You can't make calls to the operator, non-BT directory enquiries or dial-up Internet Service Providers using the BT Broadband Talk service.

### Typical set-ups and available call options

After following the installation instructions for your BT Home Hub and BT Hub Phone, you should have an installation similar to the one in the illustration below, where you're using either a BT Hub Phone or a DECT/standard telephone plugged into a converter, or both.

To make calls using your standard landline, you'll need a phone plugged into a standard telephone socket. If you do this, you will need to use a microfilter, as shown. Please remember that you won't be able to take advantage of BT Broadband Talk rates if you use your standard phone line to make phone calls.



Corded or DECT phone plugged into phone line	Corded or DECT phone plugged into back of Hub	BT Hub Phone
Standard phone line (i.e. number starting with 01/02)	BT Broadband Talk line (i.e. number starting with 05)	BT Broadband Talk line (i.e. number starting with 05)
Incoming and outgoing calls on standard line	Incoming and outgoing calls on Broadband Talk line Phone rings when you receive incoming calls on your standard line (i.e. your number starting with 01/02)	Incoming and outgoing calls on Broadband Talk line
Calls charged according to your BT Together option package	Free Evening & Weekend calls to UK landlines*	Free Evening & Weekend calls to UK landlines*
Dial 1571 to check messages that have been left on your 01/02 number	Dial 1571 to check messages that have been left on your 05 number	Dial 1571 to check messages that have been left on your 05 number
<b>Choosing which phone you want ringing</b>		
You can control which phones connected to your Hub will ring by using the Hub Manager. To find out how to access the Hub Manager using your computer, please see page 20.		

\*Free Local or National calls of up to one hour between 6.00pm and 6.00am evenings and weekends. Excludes calls to the internet, non-geographic numbers (i.e. 0845, 0870), premium rate services, mobiles and the Channel Islands.

## High Definition Sound (Hi-dS™) capability



If somebody using a BT Hub Phone (or other Hi-dS™ capable device) calls someone else using a Hi-dS™ capable device, then the call will automatically set itself to the best call quality using the Hi-dS™ call quality feature. Hi-dS™ works automatically, so you don't need to do anything to enjoy high-quality sound.

## Call quality

Usual call quality using BT Broadband Talk should be better than on a mobile phone, but it can be affected by general congestion on the internet, or by heavy traffic on the broadband link into your home (e.g. if someone in your home is playing games online). We cannot, therefore, guarantee call quality.

## Your BT Broadband Talk bill

BT Broadband Talk charges appear on a separate quarterly bill. However, you won't receive a Broadband Talk bill if you've taken our free Evening and Weekend package and only made Broadband Talk calls to UK landlines between 6.00pm and 6.00am or at weekends. Please note that you'll be charged for calls to excluded numbers (mobile, premium rate or international).

## Emergency calls

If you make an emergency call to 999 or 112 from your BT Broadband Talk phone or BT Hub Phone, the Hub will automatically use your standard telephone line. This is a safety measure to ensure the emergency services can identify your location, if necessary.

**Important:** if there's a power failure, your BT Hub Phone and/or DECT cordless phone will not work. Alternative arrangements should be made for access to emergency services. If you have a standard telephone plugged into the phone socket on the Hub, this will automatically use your standard telephone line. You'll know this because the dial tone will be normal and not the high-pitched tone used by the BT Broadband Talk service.

If there is a broadband failure, your BT Broadband Talk phone (standard, DECT cordless or Hub Phone) will automatically use your standard telephone line. You'll know this because the dial tone will be normal and not the high-pitched tone used by the BT Broadband Talk service.

## Calling features

A wide range of calling features is available with BT Broadband Talk. To manage your BT Broadband Talk calling features online, please go to [www.bt.com/broadbandtalk/youraccount](http://www.bt.com/broadbandtalk/youraccount)

## BT Softphone

BT Softphone lets you use your BT Broadband Talk account from any compatible PC that has a headset. If you are using a PC with Windows, Me, 2000 or XP, your BT Total Broadband CD automatically installs the software. For more information on BT Softphone please go to [www.bt.com/broadbandtalk/softphone](http://www.bt.com/broadbandtalk/softphone)

## More information and help

If you have any problems or questions about your BT Broadband Talk service, including information on your BT Broadband Talk bill, please go to [www.bt.com/broadbandtalk](http://www.bt.com/broadbandtalk) or call the Helpdesk on **0845 600 7030** (calls charged at up to 4p a minute (minimum fee 5.5p) on the BT network. Mobiles and other network charges may vary, see [www.bt.com/pricing](http://www.bt.com/pricing) for details). If you prefer to email your question(s), please email us at: [broadbandtalk@bt.com](mailto:broadbandtalk@bt.com)

### TROUBLESHOOTING



#### Why can't I get any dial tone on my Broadband Talk phone?

If your Hub and Broadband Talk phone are connected correctly and the phone light is on, showing your BT Broadband Talk service is active, a poor quality or a non-existent dial tone may mean that there's a dip in the bandwidth of your broadband connection.

**Help and support**

## Help and support options

There are a number of ways you can get help with your service, if you need it. For your convenience, we suggest you consult these options in the following order:

Check the lights on your Hub using the table on page 42.

If you're having difficulties connecting to the internet:

1. turn off your computer
2. turn off the Hub at the mains power socket
3. wait a few moments, then switch it on again
4. wait a couple of minutes for the Hub to start
5. restart your computer

This simple process usually fixes simple connection problems.

**BT Broadband Desktop Help** – simply double-click the BT Broadband Desktop Help icon on your desktop (PC users only). It's a free support tool that's always available, even when you're offline. It can help diagnose and fix a problem without needing to call the helpdesk. Problems it can help you with include:

- broadband connection
- slow connection
- sending email
- wireless connection

And when you're online, you can also contact our helpdesk using 'chat'.



Sometimes BT Broadband Desktop Help may recognise a problem before you do, and pop up a message to let you know what's happening (Windows PC users only).

If you aren't able to solve your problem with BT Broadband Desktop Help, it will give you the relevant helpdesk number to call.

### BT Wireless Connection Manager

BT Broadband Desktop Help has its own wireless connection manager. You can use this to help set up a new wireless connection. Launch it by clicking on 'Start', then 'Programs' then 'BT Wireless Connection Manager'. (For more information, please see page 15.)

### Online Help (including tutorials)

BT Total Broadband and BT Yahoo! Online services at [bt.yahoo.com/help](http://bt.yahoo.com/help)

BT Broadband Talk service at [www.bt.com/broadbandtalk](http://www.bt.com/broadbandtalk)

### BT Total Broadband helpdesk

Our advisors are available 24 hours a day, seven days a week, to help you if the above methods do not solve your particular problem. Call them on **0845 600 7030** (calls charged at up to 4p a minute (minimum fee 5.5p) on the BT network. Mobiles and other network charges may vary, see [www.bt.com/pricing](http://www.bt.com/pricing) for details).

You can also call our free 24-hour Service Status line on **0800 169 0199** to check our broadband network.

We're sorry, but our helpdesk is unable to offer support for your own computer equipment and any software not provided by us. For support with this equipment, please refer to your supplier instructions or contact the supplier directly.

## Hub lights diagnosis

All Hub lights are green					
Lights	Phone	Wireless	Broadband	Internet	Data
On	Broadband Talk enabled	Wireless enabled	Broadband enabled	Connected to internet	A computer or device is turned on and connected to the Hub using an Ethernet connection
Flashing	Hub in DECT wireless association mode (for more information, see Hub Phone User Guide)	Wireless in use	Establishing broadband connection  Note: light can be flashing, then steady, then flashing again	Data transferring between Hub and internet  Note: can occur without a computer being connected	Data transferring through a computer or device connected to the Hub using an Ethernet connection
Off	Broadband Talk disabled	Wireless disabled	No broadband signal	No internet connection	No computer or device is connected to the Hub using an Ethernet connection. Or the computer or device is turned off
<p><b>All lights are flashing</b>  <b>IMPORTANT – DO NOT TURN OFF HUB POWER WHEN ALL LIGHTS ARE FLASHING.</b>            Your Hub software is being upgraded remotely. All lights will flash for several minutes and then go out and then reset to the appropriate status shown above. This can take up to ten minutes.</p>					
<p><b>All lights are off</b>            Hub power has been turned off or a remote software upgrade to the Hub may be in progress. Wait for ten minutes and then check if the lights are flashing (see above). If all lights are still off after ten minutes, please check that the power supply to your Hub is turned on.</p>					

## Moving home

Please contact us on **0800 800 150** (selecting the moving home option) at least five working days before you move, to organise the transfer of your broadband service and phone line to your new home. The broadband service is subject to availability at your new premises. You will need to take your BT Home Hub and microfilters with you to your new address.

## Safety and regulatory instructions

Please read this document carefully prior to installation!

- The Hub will get warm once it is connected to the power supply. Although this is normal, you should make sure that the Hub has adequate ventilation to prevent it from overheating. Never block the vents on the Hub.
- Don't expose the Hub to rain, water, moisture or direct sunshine.
- Don't spill liquid on the Hub.
- Keep the Hub away from sources of heat such as heaters or radiators.
- Don't attempt to disassemble or open covers of the Hub yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.
- Before cleaning, disconnect the Hub from its power supply. Use a damp cloth for cleaning.
- Proper ventilation is necessary to prevent the Hub from overheating
- For better performance, don't place the 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.
- This product intentionally generates low-level radio frequency signals and as such, there is a very small risk that this product may interfere with sensitive medical devices, for example a heart pacemaker,

when in close proximity.

If you have any concerns, BT recommends that you consult the medical device manufacturer before using this product.

- The plug on the power cable serves as 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.

### Please save energy

Please avoid wasting energy while using your computer, games console or other equipment. You can set up your computers to go into standby or low-energy usage mode automatically. Please disconnect the Hub from its power supply when not in use for an extended period, but remember that when you do so all connected computers (and any other devices that use the Hub to connect to your broadband line) will lose internet access and BT Broadband Talk won't work. Remember to restore power to the Hub before switching your computers 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 minimise 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 have no further use for it, please dispose of the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

#### **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](http://www.bt.com)

#### **Terms and conditions**

BT Total Broadband and BT Broadband Talk are covered by terms and conditions. These can be found at [www.bt.com/btbroadband](http://www.bt.com/btbroadband) and [www.bt.com/broadbandtalk](http://www.bt.com/broadbandtalk) respectively. Click on 'Terms and conditions.'

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V4



Wood fibre from  
sustainable forests