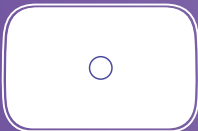





Your Smart Hub 3 is the first thing you should set up



Smart Hub 3 User guide



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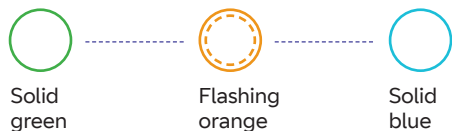


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Let's get started



While your hub is starting up it will flash through a series of lights

Note: the first time you switch it on and connect, it will automatically restart after a few minutes.

What the lights on your device mean

Solid green



Your hub is starting up

Leave your hub to start up. If the light remains solid green for 5 minutes, first check you're using the power adapter provided with your hub, then reboot your hub. If experiencing problems see help section.

Flashing orange



Your hub is connecting to broadband

Give it 5-10 minutes to connect. The light will turn blue when your hub is ready. If it doesn't turn blue, check your broadband cable and filter (if you're using one) are plugged in correctly.

Solid blue



Your hub is working and is connected to the internet

If you can't get online, it might be your device. Try switching your device off and on.

Solid white



Your hub is connected to mobile using Hybrid Connect

Hybrid Connect is in use and in resilience mode, keeping you connected.

Solid orange



Your hub is working but isn't connected to the internet

Try restarting your hub, check your broadband line activation date or connect a Hybrid Connect or Connectivity Backup. Back up if you have one. If it's still not working, get in touch.

No light



The power is off or the lights have been turned off

Check the hub is plugged in, switched on and its lights haven't been turned off in the Hub Manager.

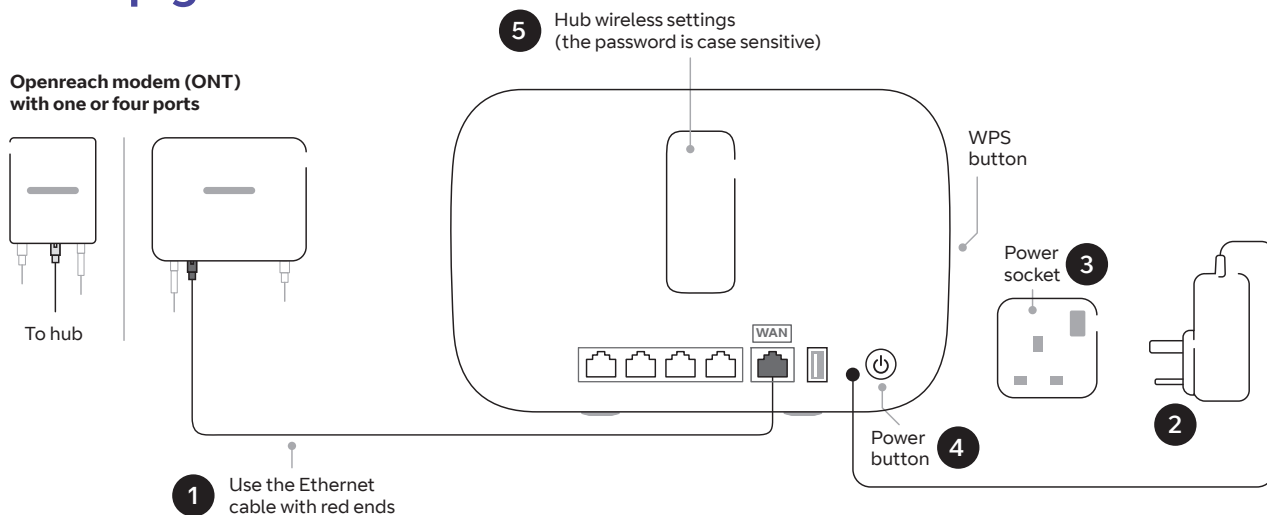
WPS flashing



WPS button

When pressed, the light on your hub will flash blue to show it's waiting for you to press the WPS button on your computer or device.

Set up your hub



1. Connect your Smart Hub

Plug the Ethernet cable (red ends) into your hub's WAN port then plug the other end into the Openreach modem's PORT 1 / LAN 1 port.

2. Power up

Plug in your hub and turn it on. After 5-10 minutes, a blue light will show that your hub is ready.

3. Connect your devices

Use your hub's network name and WiFi password (on the back of your hub) to connect your devices to the internet. Or, if your device has a camera, scan the QR code to quickly connect. If your device supports WPS, press the WPS button on the side of the hub and follow your device's instructions to connect. Don't forget to re-register any Digital Home Phones or devices to your new hub.

Manage your hub

Access the Hub Manager to manage your hub settings, change the WiFi network name or change passwords. Type 192.168.1.254 into a browser

Hybrid Connect / Connectivity Backup

If your hub light is solid orange or flashing orange, and you have a new Hybrid Connect or Connectivity Backup, you can now set it up to get online before your broadband activation date. If you already have Hybrid Connect then you'll need to switch it off and then on before re-pairing it to your new hub. You can also do this if you don't have a master socket or an Openreach modem yet.

Help

[bt.com/help](https://www.bt.com/help) is the quickest and easiest way to get help, all day, every day. Chat with us online at [bt.com/chat](https://www.bt.com/chat). We're here to help seven days a week between 7am and 11pm.

Call us for free on **150** or **0330 123 4150** from a BT or EE number in the UK.
Mon - Fri 08:00 - 21:00
Sat - Sun 08:00 - 20:00

Charges may apply if you're calling from another network. International call costs vary. Make sure you're next to your hub with a computer or device if you call. Get help from other users Join the conversations in the BT Community forum at [bt.com/community](https://www.bt.com/community).

This guide is available in other formats including braille, large print or audio CD by contacting us using the numbers above.