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BT
097683 Smart Hub 2

BT 097683 Smart Hub 2 Owner's Manual

Contents

BT

BT 097683 Smart Hub 2

Specifications:

- **Model:** SH2 FTTP 9.0 (104024)
- **Frequency Range:** 5150-5350 MHz
- **Max Power Output:** 20 dBm to 30 dBm

Product Usage Instructions

Setting Up Your Smart Hub 2:

1. **Connect your Smart Hub 2:** 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:** Slide the two parts of the power supply until they click into place. Connect the hub and turn it on. After at least three minutes, a blue light will show that your hub is ready.
3. **Hub Wireless Settings:** Find the factory reset button and use your hub's network name and password to connect your devices to the internet. This information is located on the back of the hub. You can also scan the QR code with your device's camera for quick connection.

Frequently Asked Questions (FAQ):

- **Q: What should I do with my old electrical equipment when disposing of it?**
  A: The Government requires proper disposal of electrical and electronic equipment. Do not throw it in your normal rubbish. Return it to BT within 60 days of cancellation or follow the steps provided on **bt.com/returns** for environmentally friendly disposal.
- **Q: Where can I find support for my Smart Hub 2?**
  A: For support and security issues, visit **bt.com/terms/otherlegalstuff**. You can also find power efficiency information at **bt.com/producthelp**.
- **Q: How can I access the GPL code related to the BT Smart Hub 2?**
  A: The relevant GPL code can be downloaded from **bt.com/help/gplcode** in compliance with the GNU General Public License.

Important safety and care instructions

Your Smart Hub 2 from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

Keep these instructions safe for future reference.

Installation and location

- For indoor use only in the UK.
- Keep the device upright on its feet at all times. Not standing it as designed could cause overheating.
- Position all parts, including power adapters away from heat and sun (eg away from radiators, window sills, or other electrical equipment that can get hot).
- Keep the area ventilated (eg don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Keep devices and cables out of young children's reach.
- Only use power adapters provided by BT for this specific device; contact our helpdesk if you need a replacement.
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes.
- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals.
- The product may cause scratches or marks if placed on fragile surfaces (eg veneered wood or delicate fabrics); place it on a mat if needed.
- Don't use near flammable substances or in a flammable atmosphere (eg warehouse or garage).
- Designed for use at room temperatures between 0°C and 40°C.

Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables.
- Dust with a soft dry cloth; don't use water or solvent.
- Regularly check that objects don't cover any parts or any vents that could cause overheating.
- When not in use, store in a dry place and away from extreme heat or cold.

Warnings

- If your devices or power adapters appear damaged, stop using them immediately. Switch off your electrical socket if it's safe to do so and contact our helpdesk.
- Don't try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock.
- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.
- There is a slight chance your product could be damaged by an electrical storm. We recommend that you unplug the power and phone line cord during a storm.
- If you've got a pacemaker please check with your doctor before installation.

- Radio signals from this product may cause interference to hearing aids.

Other information

- The BT Smart Hub 2 contains code that is covered by the GNU General Public License (GPL).
- Per the GPL, BT has made the relevant code available for download at **bt.com/help/gplcode**
- To find the support period for your device or to report security issues, go to: **bt.com/terms/otherlegalstuff**.

Radio Equipment Directive

EU–Radio Equipment Directive

Declaration of Conformity
Hereby, BT declares that the radio equipment type Smart Hub 2 (model number GRV9517UAC34-A-SA) complies with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: **bt.com/producthelp**.

UK – Radio Equipment Directive

Declaration of Conformity

- Hereby, BT declares that the radio equipment type Smart Hub 2 (model number GRV9517UAC34-A-SA) complies with Radio Equipment Regulations 2017 and The Product Security and Telecommunications
- Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. The full text of the UK Declaration of Conformity is available at: **bt.com/producthelp**
- The Smart Hub 2 power efficiency information is available at: **bt.com/producthelp**.

Restrictions
This radio equipment is subject to certain restrictions when it is placed on the market in Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE), Northern Ireland (UK(NI)), Norway (NO), Switzerland (CH), Iceland (IS), Turkey (TR), Lichtenstein (LI).

Wi-Fi 5 GHz: The frequency band 5150-5350 MHz is limited to indoor use.

This radio equipment is also subject to certain restrictions when it is placed on the market in the United Kingdom (UK):

- In accordance with the relevant statutory requirements in the UK, the 5150 to 5350 MHz frequency range is restricted to indoor use in the United Kingdom.

Radio transmission information

Frequency range	Max power in the range
(GHz)	(dBM)
1.88–1.90	18.4
2.41–2.47	20
5.15–5.25	23
5.25–5.35	23
5.47–5.72	30

Disposal

Disposing of your old electrical and electronic equipment

- The Government has a legal requirement to minimize the unsorted waste disposal of electrical and electronic equipment and to maximize its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.
- This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. The equipment provided to you will remain the property of BT at all times (excluding outright sale equipment).
- You'll need to return it to us within 60 days of telling us you want to cancel or we may need to charge you for it. You can do this by following the easy steps on **bt.com/returns**
- As the environment is important to BT, simply send your equipment back to us so we can get rid of it in an environmentally friendly way.
- If this equipment is a replacement for something similar, then you can also dispose of your old kit by following the instructions above.

Let's set up your hub
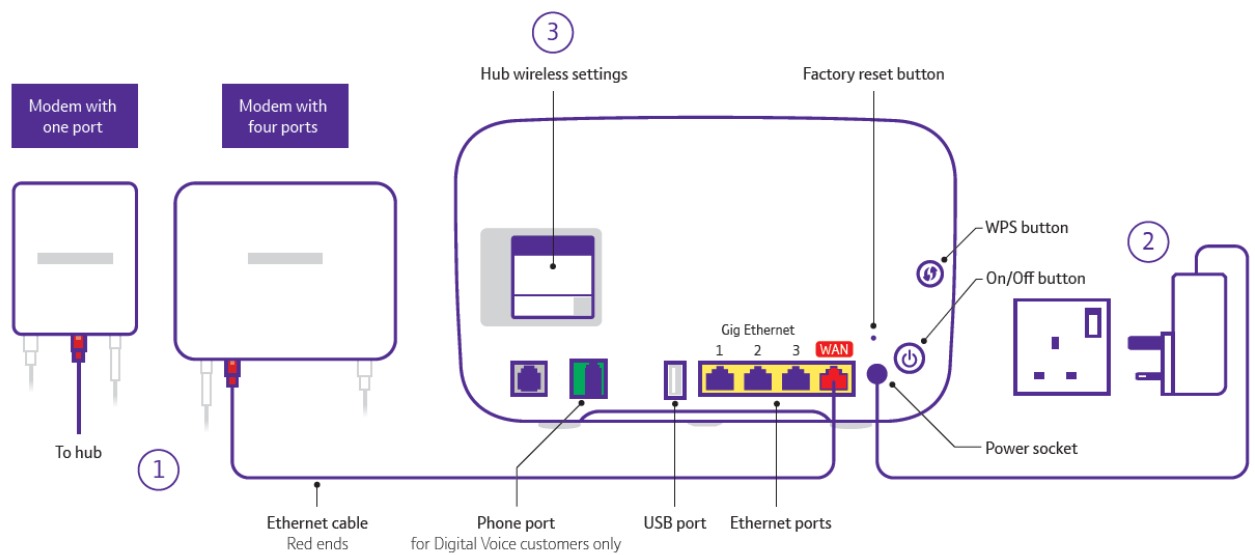
1. **Connect your Smart Hub 2**
   Plug the Ethernet cable (red ends) into your hub's WAN port. Then plug the other end into the Openreach modem's PORT 1 / LAN 1 port. (The number of ports on these modems can vary.)
2. **Power up**
   Slide the two parts of the power supply until they click into place. Connect the hub and turn it on. After at least three minutes, a blue light will show that your hub is ready.
3. **Connect your devices**
   - Use your hub's network name and password to connect your devices to the internet. They're on the back of the hub. To quickly connect, you can scan the QR code with your device's camera.
   - If your device supports WPS, press the WPS button on the side of the hub and follow your device's instructions to connect.

Modem with one port

Modem with four ports

Hub wireless settings

Factory reset button

WPS button

On/Off button

Gig Ethernet
1 2 3 WAN

To hub

Power socket

Ethernet cable
Red ends

Phone port
for Digital Voice customers only

USB port

Ethernet ports

The My BT app is the quickest, easiest way to manage your account on the go, check your usage, and get a helping hand with all your BT products. Search 'My BT' in your app store to download.

Manage your hub
Access the Hub Manager to manage your hub settings, change the hub's name, or change passwords. Type 192.168.1.254 into a browser to view the Hub Manager.

What your hub lights mean

Blue

Your hub is connected to your broadband okay.

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

Flashing purple

The Hub is working but the Ethernet cable isn't connected.

If your Openreach modem has got more than one Port/LAN port, try plugging the Ethernet cable (red ends) into the next one along. If this doesn't fix your issue call us on the number below.

No light

The power is off or the lights have been turned off using the Hub Manager.

Check that the hub is plugged in, switched on and that its lights haven't been turned off in the Hub Manager. If this doesn't fix your issue call us on the number below.

Orange

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

Connect a device to your hub. Open a new web browser window and follow the on-screen help wizard to get connected.

Green

Your hub is starting up.

Wait for at least three minutes for it to turn blue. If it stays green, turn your hub off and on again. If the light still doesn't turn blue, use a paper clip to press your hub's factory reset button. If this doesn't fix your issue call us on the number below.

Red

There's a problem somewhere.

Using the Power button, turn your hub off and on again. If the light still doesn't turn blue, use a paper clip to press your hub's factory reset button. If this doesn't fix your issue call us on the number below.

Flashing orange

Your hub is connecting to broadband.

Give it at least three minutes to connect. The light will turn blue when your hub is ready.

WPS button flashing

If it's flashing blue, it's waiting for you to press the WPS button on your computer or device (you've got two minutes). If it's flashing red, it didn't connect – give it a couple of minutes and try again.

If you're still having problems you can call us on 0330 123 4150.

Need more help?

- Go to **bt.com/help**
- It's the quickest and easiest way to get help, all day, every day.
- Chat with us online at **bt.com/chat**
- We're here to help seven days a week between 7 am and 11 pm.
- 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**

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

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Documents / Resources

BT 097683 Smart Hub 2 [pdf] Owner's Manual
SH2 FTTP 9.0 104024, 097683 Smart Hub 2, 097683, Smart Hub 2, Hub 2

References

- ⓑ **Get support with BT products and services | BT Help**
- ⓑ **Welcome to BTâ€™s official support community.**
- ⓑ **Get support with BT products and services | BT Help**
- ⓑ **BT Hub, BT Voyager and Connected Devices GPL code | BT Help**
- ⓑ **User guides for and regulatory information BT products | BT Help**
- ⓑ **How to return and recycle your BT equipment for free | BT Help**
- **User Manual**