BT Complete Wi-Fi Disc User Guide

BT Complete Wi-Fi Disc

Contents

Let's set up your Wi-Fi Disc

Set up and locate your disc using the My BT app.
It'll help you find the best position for your disc to provide a great Wi-Fi signal in every room of your home.

Other great benefits include:

– Wi-Fi signal checker
– Personalize network name and password
– View connected devices

Just download the My BT app from your app store or scan the QR code.

Wi-Fi Disc

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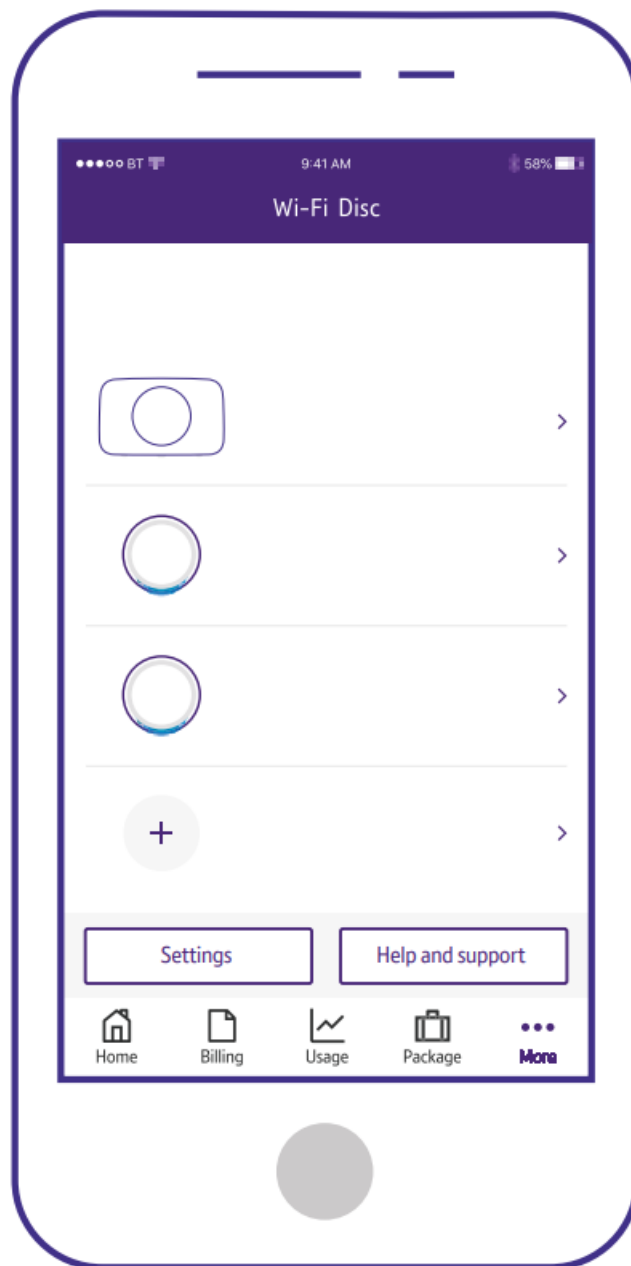
Can't download the app?
If you can't download the My BT app, you can pair using the
Ethernet cable that came with your hub. Just follow these four easy steps.

1. Slide the two parts of the power supply until they click in place and connect the power cable to the back of the disc.

   Plug your disc into a power socket and turn the power on.
2. Plug one end of the Ethernet cable into the back of the disc and the other end into any of the yellow sockets on the back of your hub.
3. After a couple of minutes, you'll see a solid blue light on the disc when it's paired.
4. You can now unplug the disc and find a location in your home. A good location will be indicated by a blue light.

Location tips
Aim to put your disc halfway between your hub and the part of your home where you need a stronger Wi-Fi signal. You'll need a clear space that is off the floor, away from other electrical devices and well ventilated.

What your Wi-Fi Disc lights mean

Blue	**Your disc is all connected** Good Wi-Fi or Ethernet connection. All is working well.	**Red**	**There's a problem somewhere** Using the Power button, turn your hub and disc off and on again. If the light still doesn't turn blue, use a paper clip to press your disc's factory reset button. If this doesn't fix your issue call us on the number below.
Solid purple	**Your disc is starting up** It will take approximately 60 seconds to fully turn on.	**Red flashing**	**Your disc is not connected to your Smart Hub 2** Follow the instructions to connect using WPS or Ethernet.
Orange	**Your disc is working okay** Ideally try moving the disc closer to the hub or one of the other discs.	**Blue flashing**	**Your disc is connecting** WPS has been activated and is connecting to your hub or your device. This could take a couple of minutes.

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 on line at bt.com/chat

We're here to help seven days a week between 7 am and 11pm.

Call us on 0800 800 150*
Any time between 8am and 9pm. Make sure you're next to your disc with a computer or device if you call.

* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

Get help from other users
Join the conversations in the BT Community forum at **bt.com/community**

If you're still having problems you can call us on 0800 800 150*

Documents / Resources

	BT Complete Wi-Fi Disc [pdf] User Guide Complete Wi-Fi Disc, Wi-Fi Disc, Disc

References

- Ⓑ **BT Help | Get support with BT products and services | BT Help**
- Ⓑ **Welcome to BT's official support community.**
- Ⓑ **BT Help | Get support with BT products and services | BT Help**