



BT Smart Hub 3 Broadband Router User Guide

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Product safety information

Your Business Smart Hub 3 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.
- All devices and cables connected to this Hub via the Ethernet or WAN port shall be referenced to the same earth circuit as the Hub and no part shall be positioned outdoors.
- Position all parts, including power adapters away from heat and sun (for example away from radiators, window sills or other electrical equipment that can get hot).
- Keep area ventilated (for example don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Keep device and cables out of young children's reach.
- Only use power adapters provided by us 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.
- Product may cause scratches or marks if placed on fragile surfaces (for example veneered wood or delicate fabrics); place on a mat if needed.
- Don't use near flammable substances or in a flammable atmosphere (for example 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.

Wi-Fi 5 GHz:

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 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.

This device can only be used in the UK as it may use frequencies in the 5.725-5.850 GHz band which are not allowed elsewhere in Europe.

Other information

The BT Business Smart Hub 3 contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at bt.com/help/gplcode

Radio Equipment Directive Declaration of Conformity and Power Efficiency Info UK Radio Equipment Directive Declaration of Conformity. Hereby, British Telecommunications plc declares that the radio equipment type Business Smart Hub 3 (model number F5394-xxxxx) is in compliance with Radio Equipment Regulations 2017.

EU Radio Equipment Directive Declaration of Conformity. Hereby, British Telecommunications plc declares that the radio equipment type Business Smart Hub 3 (model number F5394-xxxxx) is in compliance with Directive 2014/53/EU.

The full text of both declarations of conformity is available at: bt.com/business/help

Radio transmission information

Frequency range (GHz)	Max power in the range(dBM)
1.88–1.90	24
2.412–2.472	20
5.15–5.35	23
5.47–5.73	30
5.725–5.85	23

Disposing of your old electrical and electronic equipment



■ The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise 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 back to us within 60 days of telling us you want to cancel or we may need to charge you for it.

As the environment is important to BT, simply send your equipment back to us so we can dispose of it in an environmentally friendly way. You can do this by following the easy steps on bt.com/business/returnkit

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 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



Solid
green










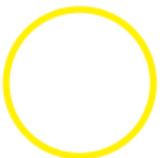

Flashing
orange



Solid
indigo

What the lights on your device mean

<p>Solid green</p> 	<p>Your hub is starting up</p> <p>Leave your hub to start up, it should take approximately 60 seconds to fully turn on before it attempts to connect.</p>
<p>Flashing orange</p> 	<p>Your hub is connecting to broadband</p> <p>Give it at least three minutes to connect. The light will turn indigo when your hub is ready. If it doesn't turn indigo, check your broadband cable and filter (if you're using one) are plugged in correctly.</p>
<p>Solid indigo</p> 	<p>Your hub is working and is connected to the internet</p> <p>If you can't get online, it might be your device. Try switching your device off and on.</p>
<p>Solid white</p> 	<p>Your hub is connected to 4G using Hybrid Connect</p> <p>Your broadband is down but you can continue to use the internet.</p>
<p>Solid orange</p> 	<p>Your hub is working but isn't connected to the internet</p> <p>Check all your cables are connected.</p>

<p>Solid red</p> 	<p>There's a problem somewhere Turn your hub off and on again. If the light still doesn't turn solid indigo, use a paper clip to press your hub's factory reset button.</p>
<p>No light</p> 	<p>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.</p>
<p>Solid yellow</p> 	<p>The hub is in bridge mode The hub is providing broadband to your third party gateway.</p>
<p>WPS flashing</p> 	<p>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.</p>

Ordered Hybrid Connect?

If you ordered broadband with Hybrid Connect, you can get online before we activate the broadband. Just follow the instructions that came with it.

Already have Hybrid Connect on a different hub?

No problem. You can easily pair it to your new hub: just turn the Hybrid Connect off and on, connect it to your new hub with an Ethernet cable, and wait for it to pair. You can find additional help online at bt.com/business/resethybrid

Business extras

We've packed plenty of features into your hub to make sure it works smarter and faster. You can add and manage these at bt.com/business/setupextras

Your broadband package comes with Guest Wi-Fi, around-the-clock support and access to over five million Wi-Fi

hotspots.

You can also choose optional extras, including a Static IP address, IT Support and Microsoft Office 365.

This hub will give you faster Wi-Fi in more places than ever before

Need some help?

Go to bt.com/business/hub3help


It's the quickest and easiest way to get help, all day, every day.

Call us if you need to talk, give us a ring on 0800 800 154. Make sure you're next to your hub 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



Documents / Resources

	<p>BT Smart Hub 3 Broadband Router [pdf] User Guide Smart Hub 3 Broadband Router, Smart Hub 3, Broadband Router, Router</p>
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References

- [BT Help and support | BT Business](#)
- [BT Guide to the BT Business Smart Hub 3 | BT Business](#)
- [BT Set up your Hybrid Connect | BT Business](#)
- [BT How to return your BT-owned equipment for free – in three steps | BT Business](#)
- [BT Guide to the BT Business Smart Hub 2 | BT Business](#)
- [BT BT Hub, BT Voyager and Connected Devices GPL code | BT Help](#)