

## Need some help?

Go to [bt.com/wholehomewifi](https://bt.com/wholehomewifi)  
See frequently asked questions. It's the  
quickest and easiest way to get help.

Call us on 0808 100 6116\*  
Monday to Friday 9am to 5.30pm,  
Saturday 9am to 2pm.

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

Available in other formats including braille,  
large print or audio CD. If you would like  
a copy, please call 0808 100 6116\*.

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Whole Home Wi-Fi 6

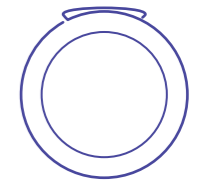


# Let's get started Whole Home Wi-Fi 6

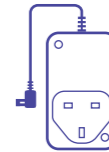
For any broadband network



## What's in the box



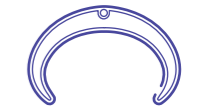
Whole Home Wi-Fi 6 discs



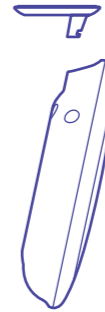
Power adapter  
for each disc



Ethernet cable



Stand for each disc



Fit the stands by gently  
pushing them into the  
bottom of each disc.

Fold out for full instructions

## Start here



- Product may cause scratches or marks  
if placed on fragile surfaces (e.g.  
veneered wood or delicate fabrics);  
place on a mat if needed.
- Don't use near flammable substances  
or in a flammable atmosphere  
(e.g. warehouse or garage).
- Designed for use at room temperatures  
between 0 and 40°C.

## Important safety and care instructions

### Keep for future reference

- Your Whole Home Wi-Fi 6 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.
- Position all parts, including power  
adapters, away from heat and sun  
(e.g. away from radiators, window sills  
or other electrical equipment that can  
get hot).
- Keep area ventilated (e.g. don't put  
behind sofas or in cupboards) 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  
BT for this specific device; contact the  
BT 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.

### Warnings

- If any parts of your product,  
power adapters or any cables  
appear damaged, stop using them  
immediately. Switch off your electrical  
socket if it's safe to do so and contact  
the BT helpdesk. See terms of the  
guarantee.
- Don't try to open your devices or power  
adapters. There are no serviceable  
parts and you risk an electrical shock.
- If you've got a pacemaker please check  
with your doctor before installation.

### 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 above  
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.  
Check with your retailer to find out how to  
recycle your old equipment, or if you've  
bought something from us that has the  
crossed out wheeble bin symbol on it and  
it's similar to the kit you don't need any  
more, you can send us your old kit and  
we'll get rid of it in an environmentally  
friendly way. Here's the address:

WEEE Take Back Scheme, BT Returns,  
BT DF, Darlington Road, Northalton,  
DL6 7ZY, UK.

We're not responsible for the costs of  
returning items.

If you don't wish to return kit to us, lots  
of electronics shops have their own take  
back schemes where you can recycle very  
small electrical and electronic goods. If  
you're a household user, you can also take  
it to your local recycling centre – go to  
recyclenow.com to find the one nearest to  
you. Please dispose of this carefully and  
help to protect our planet.

## Other information

Whole Home Wi-Fi 6 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](https://bt.com/help/gplcode)

### EU – Radio Equipment Directive

This device can only be used in the UK  
indoor use in the United Kingdom.

### Declaration of Conformity

Hereby, BT declares that the radio  
equipment type Whole Home Wi-Fi 6  
(F368) is in compliance with Directive  
2014/53/EU. The full text of the EU  
declaration of conformity is available at:  
[bt.com/wholehomewifi](https://bt.com/wholehomewifi)

### UK Radio Equipment Regulation

Hereby, BT declares that the radio  
equipment type Whole Home Wi-Fi 6  
(F368) is in compliance with Radio  
Equipment Regulations 2017. The full  
text of the UK declaration of conformity  
is available at: [bt.com/wholehomewifi](https://bt.com/wholehomewifi)

### bt.com/wholehomewifi

The Whole Home Wi-Fi 6 power  
efficiency information is available at:  
[bt.com/wholehomewifi](https://bt.com/wholehomewifi)

### 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),  
Hungary (HU), Malta (MT), Netherlands  
(NL), Lithuania (LT), Luxembourg (LU),  
Croatia (HR), Italy (IT), Cyprus (CY), Latvia  
(LV), Lithuania (LT), Luxembourg (LU),  
Slovakia (SK), Finland (FI), Sweden (SE),  
Northern Ireland (UK(NI)), Norway (NO),  
Switzerland (CH), Iceland (IS), Turkey  
(TR), Lichtenstein (LI).

## Guarantee

Your Whole Home Wi-Fi 6 is guaranteed  
for three years from when you bought it.  
This means we'll either repair it or replace  
all or part of the product if it isn't working  
properly. If you bought the product more  
than 28 days ago, we might replace it with  
a refurbished or repaired one.

### Guarantee conditions:

- the guarantee only covers problems  
found in the 3-year guarantee period
- you'll need your receipt or other proof  
of purchase
- this guarantee doesn't cover any  
no partners as instructed
- problems caused by accidents, misuse,  
fair wear and tear, neglect, tampering  
with the equipment, or any attempt at  
adjustment or repair other than through  
approved agents
- this guarantee doesn't affect your  
statutory rights.

2412-2472	100mW
5180-5240	200mW
5500-5700	1W
5725-5850	200mW

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Northern Ireland (UK(NI)), Norway (NO),  
Switzerland (CH), Iceland (IS), Turkey  
(TR), Lichtenstein (LI).

# Let's set up your discs

**Important:** please don't switch on your new discs until the app says you can.

## 1 Download the free app

Open your phone/tablet's browser and go to [bt.com/WHW/app](https://bt.com/WHW/app).



What does it work with?  
iOS 9 and above and Android™ 5.0 and above.



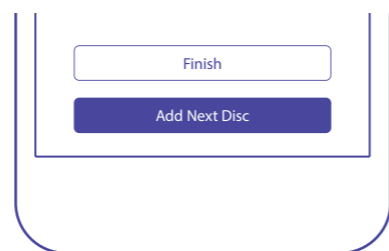
## 2 Open the app

Follow the steps on the app to plug in your first disc and connect to its wi-fi.



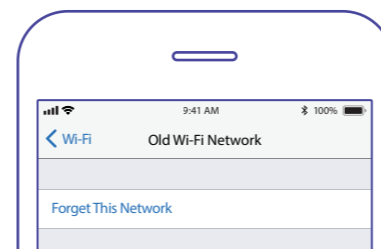
## 3 Add next disc

After you've connected to your first disc, the app will show you how to install the other disc(s) and all the settings for your new Whole Home Wi-Fi 6 network.



## 4 Finish up

To make sure your devices always connect to your new Whole Home Wi-Fi 6 network, follow the steps on the app to forget your old network.



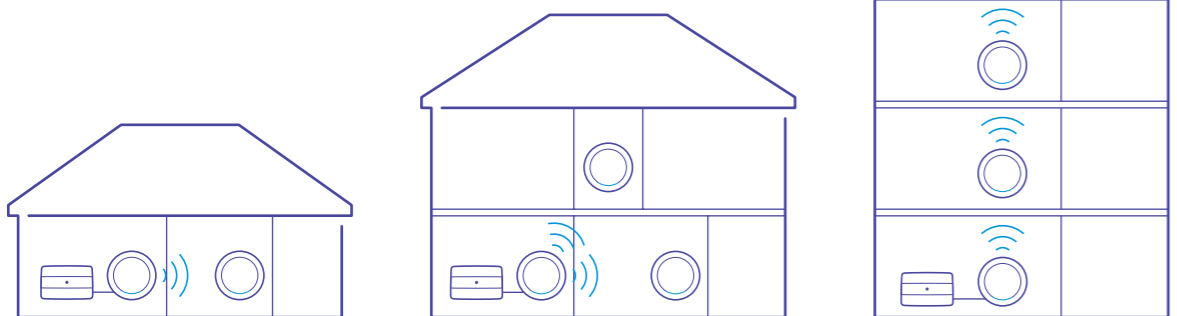
**Setting up more than one Whole Home Wi-Fi multipack?**  
To install them on the same network, set up the first pack as shown here. Then to add the discs in the next pack, open the Whole Home Wi-Fi app, tap **Settings** then **Add Another Disc**.

## Where's best?

Follow your app's location checker to find the best place for your disc(s). Make sure they aren't:

- covered or in a confined space – the vents on your discs should always be clear from anything that might block them
- on soft furnishings, carpets or delicate surfaces.

Here are some examples of how you might place the discs:



For extra coverage, you can buy more Whole Home Wi-Fi 6 Add-on discs at [bt.com/shop](https://bt.com/shop). Only Wi-Fi 6 Add-on discs will work with the discs in this box.

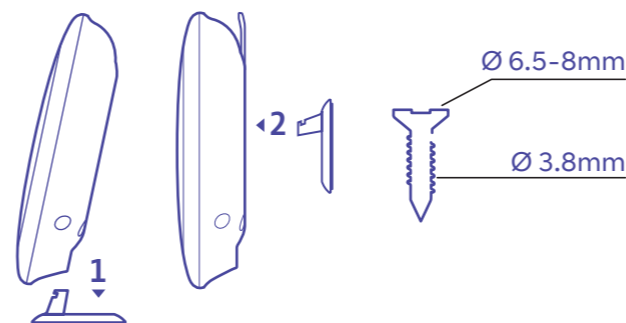
## Wall mounting

**Important:** before you start, check that the wall can support the weight of the disc and that you aren't drilling into any hidden wiring or plumbing.

We aren't responsible for any damage or injury caused while fixing your disc to the wall.

The equipment is only suitable for mounting at heights equal or less than 2m.

- To mount a disc on a wall, take its stand off and use it as a bracket. We recommend using tapping wood screws and suitable rawl plugs, with a maximum diameter of 3.8mm and screw head between 6.5-8mm.
- Slide up the wireless settings card on the back of the disc so you can see the wall mounting hole.



## What your disc lights mean

If your disc isn't showing a steady blue light, it might need a bit of help.

<p><b>Blue</b></p>	<p><b>The disc is connected and working okay</b> If you can't get online, there might be a problem with your computer, tablet or mobile device.</p>	<p><b>Slow flashing blue (every two seconds)</b></p>	<p><b>The disc is in WPS mode</b> Press the WPS button on the device you want to connect.  This LED sequence is also seen when the disc is obtaining an IP address. Please check your main hub to ensure it is working correctly.</p>
<p><b>Fast flashing blue (every half second)</b></p>	<p><b>The disc is connecting to the Whole Home network</b> Wait about 15 seconds.</p>	<p><b>Flashing green</b></p>	<p><b>The new disc is syncing</b> The light should change to blue after about a minute.</p>
<p><b>Purple</b></p>	<p><b>The disc is starting up</b> Wait a minute for it to turn blue.</p>	<p><b>Flashing purple</b></p>	<p><b>The disc is updating itself</b> Don't turn it off while it's doing this. Updating takes a couple of minutes.</p>
<p><b>Orange</b></p>	<p><b>The disc is okay but could be closer to others</b> Try moving it nearer to one of your other discs.</p>	<p><b>Red</b></p>	<p><b>There's a problem somewhere</b> Check the Ethernet connection with your hub. If needed, restart the disc (switch off then on). If the light's still red, try moving it nearer to one of your other discs.</p>
<p><b>Flashing red and blue</b></p>	<p><b>Need to reset a disc?</b> Use a pin or paper clip to press the <b>Factory Reset</b> button on the back of the disc for about one second.</p>	<p><b>The disc is connected but temporarily can't communicate with the primary disc</b> During this time the disc will not broadcast a Wi-Fi network. There can be several causes of this state. Try rebooting your router or the individual disc to resolve the problem. If it continues, please contact the helpdesk.</p>	