



Welcome to
BT Total Broadband

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Stream music
www.we7.com



Enjoy movies
www.youtube.com



Share photos
www.flickr.com



Surf rich web sites
www.google.com/earth



Catch up with TV
www.bbc.co.uk/iplayer



Video chat
www.ooVoo.com



Check out movie trailers
www.apple.com/trailers



Shop
www.bt.com/shop



Play games
www.xbox.com/live



Back up
www.bt.com/digitalvault

Learn about...

Take a minute to learn about your new BT Home Hub 3, different ways to connect and broadband speeds.

Your BT Home Hub

Your BT Home Hub is a broadband router that can connect computers to the internet using wired or wireless connections. Your Hub can share the internet across separate computers and devices (e.g. games consoles) and BT services such as BT Vision.

And with the latest BT Home Hub, you get Smart Wireless™, which automatically picks the strongest wireless channel to give you the most reliable connection.

To find out more about your Hub and your Hub Manager, see your **User guide**, page 9.



Ways to connect to broadband

Using wireless broadband

Wireless broadband (wi-fi) is an easy way to connect your computers, games consoles and other devices (including some mobile phones and printers) to your Hub. It's handy because it means you can access BT Total Broadband around your home – without having cables everywhere.

When you connect using wireless, make sure you connect to your Hub's network name (it will start with 'BTHub3...') rather than one of the many BT FON or BT Openzone hotspots that are around.

To find out more, see your **User guide**, page 5.

Connecting with a cable (wired broadband)

A wireless connection is great but it can sometimes get interference, which can affect your internet browsing. An Ethernet cable isn't affected by such interference, so if your computer's near your Hub you might want to connect using Ethernet.

To find out more about connecting using your Ethernet cable, see your **User guide**, page 4.

Broadband speeds

Broadband speeds vary and can go up and down throughout the day.

The maximum speed your line can support depends on a number of factors, the main one being how far you live from your exchange. If you want to check your speed, you'll get a more accurate result after about 24 hours when your line's settled down.

You can find out more and check maximum download speeds at www.bt.com/broadband/speedtest

What can affect my broadband speed?

With BT Total Broadband and your BT Home Hub, you might decide to add a number of services to your home network. Bear in mind that these, along with your other online activities – such as surfing, watching online video, gaming online or downloading files – could leave you with a busy broadband line.

Give it 24 hours to settle

If it's **less than 24 hours** since you first connected your Hub to broadband, please wait a little longer before checking your speed.

To make sure you get the fastest, most reliable service possible on your line, we'll remotely test it for up to 24 hours after you first connect your Hub. This may occasionally interrupt your service and cause your speed to vary. This is normal, and your speed will settle down after 24 hours.

Your BT

Your complete broadband package includes lots of great features to help you get the most out of the internet.

Make the most of your homepage

There's loads to do on your homepage, including easy access to your BT features, your account, your webmail and calendar, sport, games, news and views.

Sign in and find out more at btyahoo.com

To sign in and access your BT features and email, you'll need your email address and password, which we sent you by email or letter.

What do I do if I can't remember my password?
Click 'Forgot password?' at btyahoo.com



Be safer online

BT takes your online security very seriously and we've included your guide to online security with this welcome pack. In it, you'll find great tips for staying safe online as well as a complete guide to our free family protection software.

BT NetProtect Plus

BT NetProtect Plus is **FREE** if you've got BT Total Broadband Option 2 or above and is available for a small monthly fee if you've got BT Total Broadband Option 1.

Make sure you download and install the software straightaway. Go to www.bt.com/netprotectplus

Here's what you get:

- on-going updated protection for up to seven PCs – no need to buy updates while you're with BT
- anti-virus and anti-spyware to help you stay safe online
- firewall to stop outsiders hacking into your PC
- SiteAdvisor® – know where it's safe to go online
- protection from identity theft and 'phishing'

Comprehensive online security software, in association with  McAfee

Please note: it takes about 20 minutes to download BT NetProtect Plus. You need your BT Yahoo! email address (which looks like your.name@btinternet.com) and password. You can find these details in your order confirmation letter or email. BT NetProtect Plus will check your system and remove your existing security software.

BT Family Protection

BT Family Protection is **FREE** to all BT Total Broadband customers.

Register and download at no extra cost.
Go to www.bt.com/familyprotection

See the enclosed 'Your BT guide to online security' booklet for more details.



Upload, protect and share your precious files

Easily back up big files such as photos and videos.

Find out more at www.bt.com/digitalvault



Unlimited wi-fi minutes

With access to over two million BT FON and BT Openzone hotspots in the UK, you can surf the web when you're out and about for free if you're a BT home broadband customer.

Find out more at www.btfon.com

And, if you've an Apple or Android mobile handset, we've made using free, unlimited BT wi-fi even easier with new mobile apps. Just search for BT FON in your app store.

Find out more at www.bt.com/freewifi



Your email

You can access your email from any internet-connected computer or device, anywhere.

Your BT Yahoo! Mail gives you:

- up to ten extra email accounts, so everyone can have their own
- protection against junk email and viruses
- unlimited email storage so you don't have to delete old emails

Just sign in at www.bt.yahoo.com/webmail

Set up an email program

And it's a breeze to set up your email in your favourite email program, such as Windows Mail or Outlook.

Go to www.bt.com/start

Your main email address was set up when you joined BT Total Broadband.

What do I do if I can't remember my password?

Click 'Forgot password?' at btyahoo.com



Your BT – better still when you add BT Vision

BT Vision – the new way to get the extra TV you love

Watch the TV you want, when you want it with BT Vision¹. From the latest blockbusters² and kids' programmes to music and sport, it's all available quickly 'on demand' on your new fast connection (HD movies will download in the background).

- Watch latest blockbusters – all ready to play at the touch of a button.
- A huge selection of on-demand TV shows and complete box sets from The Inbetweeners and 24, to Sex and the City and The Guardian.

- You can add Sky Sports 1, Sky Sports 2 (see note 3 below) and ESPN to catch Premier League action plus live golf, cricket, rugby and more.
- Vision+ digital TV recorder lets you pause, rewind and record up to 80 hours of Freeview TV.

Find out more at www.bt.com/ultimatetv

1 To get BT Vision, you need to have BT Total Broadband on a 12-month minimum term, a fast-enough line, a BT Home Hub and a Vision+ box. Freeview needs a suitable aerial and coverage (www.freeview.co.uk). Charges apply for on-demand content. Conditions apply.

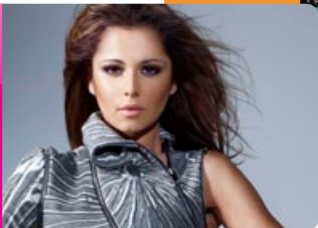
2 Latest blockbuster films aren't included in any BT Vision pack and are charged individually.

3 Sky Sports 1 and Sky Sports 2 are subject to availability. Please call us on 0800 800 900 or check on bt.com to see if you can get Sky Sports 1 and Sky Sports 2 in your area.

Kids >



Music >



Film >



Sport >



TV >



Get some help

www.bt.com/help

Use these pages to find out where to get lots of help online or if you need some help fixing a connection problem. There's also connection troubleshooting in your **User guide**.

New, better online help

There's no need to call and maybe wait in a queue if you're online and need some help or advice: simply go to www.bt.com/help

Other ways to get help

Advice, tutorials, common questions and videos: go to www.bt.com/start

Tips from other users in our forums: go to www.bt.com/community

Connecting additional computers and troubleshooting: see your **User guide**.



Problems connecting?


If you can't get online, try:

1 Restarting

Before trying anything else, restart your computer and your Hub. This fixes most connection problems.

To restart your Hub, press and release the **Restart** button on its back. Wait for the Power and Broadband lights to turn blue.

2 Running desktop help (PCs only) – new and better than ever

If restarting didn't work, run free BT Broadband Desktop Help – just double-click  on your desktop. If it isn't on your desktop, you can download BT Broadband Desktop Help at www.bt.com/help/broadbanddesktophelp

BT Broadband Desktop Help will:

- alert you if you have a problem
- support you 24 hours a day
- help you get back online
- set up or troubleshoot your email account
- run a PC health check
- fix problems in the background
- help you set up your home network

3 Your User guide, page 12

Your bill explained

After your order, you might get an interim bill that's bigger than you expected. If you're an existing customer, you might see charges for some of your old service as well as the new.

To find out more about your bill, go to www.bt.com/mybt

Help with computer problems

While the other help listed here focuses on your broadband and Hub, our **BT Home IT Support** team can offer you straightforward, jargon-free help with a wide range of computer-related issues. You can get help over the phone¹ or in person². To find out more, go to www.bt.com/homeitsupport

1 12-month subscription £9 a month. We might not be able to fix some technical problems. Policy on fair use applies. Exclusions, terms and conditions apply.

2 Engineer visits: charges start from £90.

Prices shown include VAT at 20%. VAT rate and prices may change. See www.bt.com for the latest prices.

Better business – better future

Did you know?

Your BT Home Hub 3 is our most energy-efficient Hub yet. That's good for your wallet and means we all use fewer natural resources.

But that's not all. We're working hard to use fewer raw materials in all our products to make them more energy-efficient. For example, our Home Hub 3 uses 25 per cent less plastic than our previous Hub and runs on half the energy of an 11 watt energy saving light bulb (if your Hub's on for eight hours and on standby for 16 hours a day) and the Vision+ box™ has been redesigned to use 27 per cent less energy.

As a company, we've also been working to reduce our environmental impact. We were one of the first UK firms to actively curb CO2 emissions and we're committed to reducing our carbon intensity by 80 per cent by 2020. So far, we've achieved a 43 per cent reduction by becoming more energy-efficient.

We'd be delighted to tell you more. Just go to www.bt.com/betterworld



BT and London 2012

BT is the Official Communications Services Partner and a Sustainability Partner for the London 2012 Olympic & Paralympic Games.

BT – a responsible business, helping to meet some of the global challenges. Delivering innovative solutions that benefit society while supporting long-term growth, creating competitive advantage and building successful relationships with our stakeholders.

We also believe in corporate social responsibility – our voluntary contribution to sustainable development involving a company-wide, coordinated approach to managing social, economic and environmental issues.

First we need to make sure that the building blocks of a responsible business are in place. Then we focus on three key issues: climate change, sustainable economic growth and a more inclusive society.



Thanks for choosing BT Total Broadband



Offices worldwide

The services we've described in this publication may not always be available and we may change them. And nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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