

BT Premium Whole Home Wi-Fi

1. Are the different BT Whole Home Wi-Fi products compatible with each other?

No, the Whole Home Wi-Fi products - Whole Home Wi-Fi, Mini Whole Home Wi-Fi and Premium Whole Home Wi-Fi, are not compatible with each other. So you can't use Whole Home Wi-Fi discs with Mini Whole Home Wi-Fi discs.

2. What type of hub or router is Whole Home Wi-Fi compatible with?

BT Whole Home Wi-Fi products are compatible with all broadband hubs and routers with an RJ45 Ethernet port.

3. Should I turn off my hub (router) wi-fi?

There's no need to turn off your hub (router) wi-fi. Just remember on your devices to 'forget this network' for your hub (router), making sure you're connected to the Whole Home Wi-Fi network.

However, turning off your hub (router) wi-fi may improve your Whole Home Wi-Fi performance, particularly where there are lots of other wireless networks.

4. Does Whole Home Wi-Fi support Power over Ethernet (IEEE802.3af)?

No, Whole Home Wi-Fi can only be powered by the included AC adapter(s).

5. Does Whole Home Wi-Fi support multiple WLANs including a guest network?

Yes. Whole Home Wi-Fi supports both normal SSID and Guest Network WLAN for both 2.4GHz and 5GHz.

6. How many discs are supported on one network?

Six discs are currently supported.

7. I'm prompted with the following message during initial set-up of the app and discs: "You are not connected, turn device Wi-Fi on".

This means you're not currently connected to a wi-fi network on your smartphone or tablet. You may have downloaded the app during installation via your 3G or 4G data network. Please check your wi-fi is turned on.

To do this:

- a. On your table or smartphone, select Settings then Wireless/Wi-Fi
 - b. Switch 'Wireless/Wi-Fi' to On
 - c. Under 'choose a network', select and connect to the network name: BTWholeHome-XXX
 - d. Then return to the app and continue with your set-up
8. I can't install an add-on disc. The LED is permanently red and the new disc doesn't appear in the app.
- a. Connect the add-on disc to your hub (router) with the Ethernet cable provided

- b. Switch the new disc on and wait for the LED on the disc to turn solid blue
- c. With a pin or paper clip, press the factory reset button on the rear of the disc for about one second
- d. Wait for the LED to turn purple, flashing blue, then solid blue for at least 15 seconds
- e. Once completed, turn off this disc and follow the app set-up instructions

8. My Xbox 360 won't connect to the Whole Home Wi-Fi network. What can I do?

You need to make a change to the Whole Home Wi-Fi advance settings using a web browser:

- a. Make sure you're connected to your Whole Home Wi-Fi network
- b. If you're using Whole Home Wi-Fi, enter <http://mybtdevice.home> in your internet browser address field
- c. If you're using Premium or Mini Whole Home Wi-Fi, enter <http://btwhole.home> in your internet browser address field
- d. Enter your Admin password then click Login. (The Admin password is printed on the back of your discs or the wireless settings card located there)
- e. Select Settings then Wireless
- f. Scroll down to the bottom of the page to Compatibility Mode, change this to Enabled and click on Save
- g. Log out of the advance settings and connect your Xbox

9. Can I change the default wi-fi channels on Whole Home Wi-Fi to avoid interference?

Yes, you can change the channels by using the web interface login following the steps below:

- a. If you're using Whole Home Wi-Fi, enter <http://mybtdevice.home> in a browser on any device connected to your Whole Home Wi-Fi
- b. If you're using Premium or Mini Whole Home Wi-Fi, enter <http://btwhole.home> in a browser on any device connected to your Whole Home Wi-Fi
- c. Enter the Admin password (on the back of the master disc)
- d. Click Settings and then on the 'Wi-Fi' tab, select the drop-down arrow to change the relevant channel from Auto to one of the available channel numbers
- e. Then click Save

10. I see a red banner with 'There's a problem with your Internet connection'

Please follow the troubleshooting tips in the app.

If you're running a VPN on your device you may also see this message. This is because the Whole Home Wi-Fi app pings 8.8.8.8 (Google DNS) to determine whether the device has internet connectivity or not. Your device will continue to access the internet. Please note, to use the app you'll need to turn off your VPN.