

Welcome to  
**BT Infinity**

New fibre optic broadband



BT Infinity. The super-fast internet.

Stream music  
[www.we7.com](http://www.we7.com)



Enjoy HD movies  
[www.youtube.com](http://www.youtube.com)



Share photos  
[www.flickr.com](http://www.flickr.com)



Surf content-rich web sites  
[www.google.com/earth](http://www.google.com/earth)



Catch up with TV  
[www.bbc.co.uk/iplayer](http://www.bbc.co.uk/iplayer)

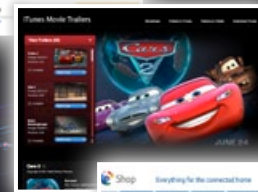


Welcome to BT Infinity



Video chat  
[www.ooVoo.com](http://www.ooVoo.com)

Check out HD movie trailers  
[www.apple.com/trailers](http://www.apple.com/trailers)



Shop  
[www.bt.com/shop](http://www.bt.com/shop)



Play games  
[www.xbox.com/live](http://www.xbox.com/live)



Back up  
[www.bt.com/digitalvault](http://www.bt.com/digitalvault)



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# Your super-fast fibre connection

Hold tight. Your new fibre optic broadband gives you incredible download speeds. It will change the way you use the internet.

You can now upload photos quicker than ever. Download music faster than ever. Have lots of web sites open at the same time – while watching a TV show online. With others in your home doing it all, too – **at the same time!**

Uploading your photos and videos, or downloading new applications? Everything's easy with BT Infinity.

## Fast forward

Another great thing about your new, fast fibre optic broadband is that you're now well placed for all the future holds.

The only thing that's moving faster is change itself. As the web becomes more and more interactive, and more of you are doing different things on it at the same time around the home, you'll find your powerful BT Infinity connection's ready to cope.

## Go for it

In this little book, we've gathered together some great sites, tips and ways to make your experience of fast broadband even more exciting, so take a look then get it all at high speed.

Thanks for choosing BT Infinity.  
Enjoy your super-fast internet.



## Worldwide wonders

Your super-fast fibre connection works wonders with the latest web sites that are geared up for high-speed use, such as HD movie sites, but you may notice some sites are still a bit slow. Not all sites are created equal. And, just like your journey to work or the weekly shop, the internet will be a bit slower at peak times.

# Your super-fast internet

Forget finger-tapping, clock-watching or window-gazing while you wait for large files to upload or download. You won't have time: BT Infinity connects you at our fastest speed to an ultra-fast internet.

## Share big files faster

Upload and share high-quality photos and music faster than ever before.

## Stream HD movies and TV shows faster

Watch online movies or TV programmes without buffering or breaking up.

## Download your favourite music faster

No more waiting ages for your favourite songs and albums.

## Enjoy multiple web sites faster

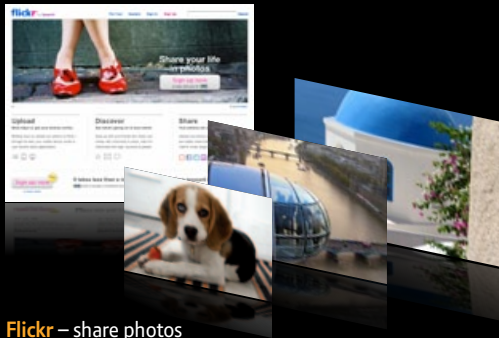
Have many web browser windows open on different web sites all at once.

## Play games faster

Online gaming is a lot more fun with faster response times.

## Altogether now

Different people around the home can be online at the same time without things slowing down.



**Flickr** – share photos



**We7** – stream music



**BBC iPlayer** – catch up with TV



**YouTube and Vimeo** – enjoy HD movies

# Your BT – even better

Your super-fast internet makes your BT features even better. If you haven't already, now's the time to set up your online security, protect your files and get even more out of your BT Yahoo! Homepage.

## 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** for BT Infinity customers.

Make sure you download and install the software straightaway. Go to [www.bt.com/netprotectplus](http://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'

### 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](http://www.bt.com/familyprotection)



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

**Comprehensive online security software,  
in association with  McAfee**

Please note: it takes about five minutes to download BT NetProtect Plus. You need your BT Yahoo! email address (which looks like [your.name@btinternet.com](mailto: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.



### Upload, protect and share your precious files

Your faster connection means it's easier and quicker to back up big files such as photos and movies.

Find out more at [www.bt.com/digitalvault](http://www.bt.com/digitalvault)



### Work your homepage harder

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](http://btyahoo.com)



### 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](http://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](http://www.bt.com/freewifi)



### Email express on your super-fast fibre connection

With BT Infinity at home, you'll be able to tear through your emails, sending and receiving big files with ease – getting back to watching that HD movie or playing that multiplayer game in no time.

#### Your BT Yahoo! Mail gives you:

- up to ten extra email accounts
- protection against junk email and viruses
- unlimited email storage

#### How to access and set up your email

Your main email address was set up when you joined BT Total Broadband. Just sign in at [btyahoo.com/webmail](http://btyahoo.com/webmail)

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](http://www.bt.com/start)



#### How to sign in

Your email address and password were sent to you by email or letter. You need them to access your BT features and email.

#### Can't remember your password?

Click 'Forgot password?' at [btyahoo.com](http://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 Vision<sup>1</sup>. From the latest blockbusters<sup>2</sup> and kids' programmes to music and sport, it's all available quickly 'on demand' on your new fast fibre connection (you need to download HD films to your TV before viewing).

- 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.
- The 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](http://www.bt.com/ultimatetv)

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1 To get BT Vision, you need to have BT Infinity 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](http://www.freeview.co.uk)). Charges apply for on-demand content. Conditions apply.

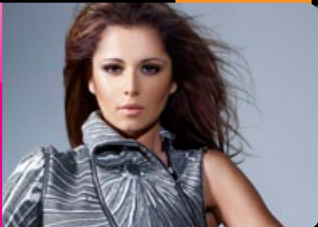
2 Latest blockbuster films aren't included in any BT Vision pack and are charged separately.

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

Kids >



Music >



Film >



Sport >



TV >



## Get in gear

You'll find that your new super speed changes the way you use the internet.  
Gear up at [www.bt.com/shop/infinity](http://www.bt.com/shop/infinity)



### Need a boost?

Get up to speed with fast wireless adapters.  
[www.bt.com/shop/infinity](http://www.bt.com/shop/infinity)



### Using video chat a lot?

Maybe time to get in focus and upgrade your web cam.  
[www.bt.com/shop/infinity](http://www.bt.com/shop/infinity)



### Go for a drive?

Share your music and files across home computers with an external hard drive.  
[www.bt.com/shop/infinity](http://www.bt.com/shop/infinity)



### Need better quality playback?

Show all those songs some respect – get some great speakers.  
[www.bt.com/shop/infinity](http://www.bt.com/shop/infinity)

### Is your screen a bit tight?

Maybe time for a bigger monitor for all those movies and sites.  
[www.bt.com/shop/infinity](http://www.bt.com/shop/infinity)



### Those monsters driving you crazy?

Don't get mad. Get even. Get a better games console.  
[www.bt.com/shop/infinity](http://www.bt.com/shop/infinity)

# Get help fast

[www.bt.com/help](http://www.bt.com/help)

Your new quick connection means faster help, if you need it.

## 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](http://www.bt.com/help)

## Other ways to get help

Advice, tutorials, common questions and videos: go to [www.bt.com/start](http://www.bt.com/start)

Tips from other users in our forums: go to [www.bt.com/community](http://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 the back of your Hub. Wait for the Power and Broadband lights to turn blue.

### 2 Running desktop help (PCs only)

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

## 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. See your **User guide**, page 3.

## 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](http://www.bt.com/mybt)

# 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](http://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 Infinity





## 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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