BT
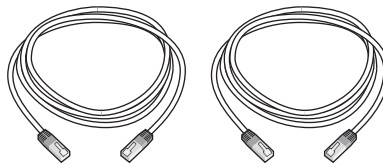
User Guide
Broadband Extender Flex 500 Kit

Box contents

2 x Broadband Extender Flex 500

2 x Ethernet cable

Connection help

- If you've got an extension lead plugged into a power socket that you want to use with your extender, see **Using extension leads** on the other side of this sheet to find out how to connect it properly.

- If you're having problems synchronising your extenders, try resetting them to their default factory settings. See **How to reset your extenders** to the right.

- To check if your home's electrical wiring is affecting your extenders, try connecting them in the same room. Some old wiring or fuse boxes might affect the connection between different areas of your home.

- Home appliances that use lots of power (like refrigerators, freezers, microwaves and air conditioning systems), might cause interference with your network, so try using a socket further away from these appliances.

- For the best network performance, use the same brand of extenders around your home.

- If there are no spare ports on your Hub, but one of the devices you've connected has wi-fi built in, disconnect its Ethernet cable and connect it using wi-fi instead. Or, if you need more wired connections, you can buy an Ethernet switch from **bt.com/shop** or most other electrical stores.

> If you need more help with your extenders, see our Frequently Asked Questions at **bt.com/bbextenderflex500**. For help with your set-top box, go to **bt.com/help/tv** or call **0800 111 4567**. Calls made from within the UK mainland network are free. Mobile and International call costs may vary.

Using more than two extenders

You can share your connection with other devices around your home by adding more extenders to the ones you're already using.

> **IMPORTANT:** If these are your first extenders (and you're not already using any others), follow the steps on the inside of this sheet to set them up, **NOT** the steps below. Only follow the steps below if you're adding more extenders to the ones your already using.

1 Plug the new extender into a power socket and switch it on.

2 Press the **Link** button on that extender for 5 to 8 seconds, until the **Power** light glows steady green.

3 Press the **Link** button again, this time for 1 second.

4 Within 2 minutes, press the **Link** button on one of the extenders already in your home for 1 second to complete the connection.

5 After a couple of minutes, the **Power** and **Data** lights on the new extender will glow, showing that it's connected.
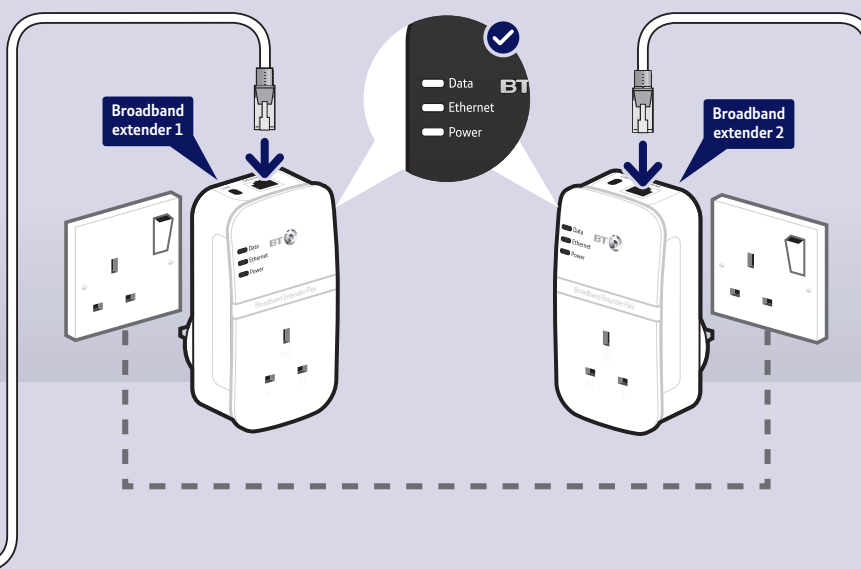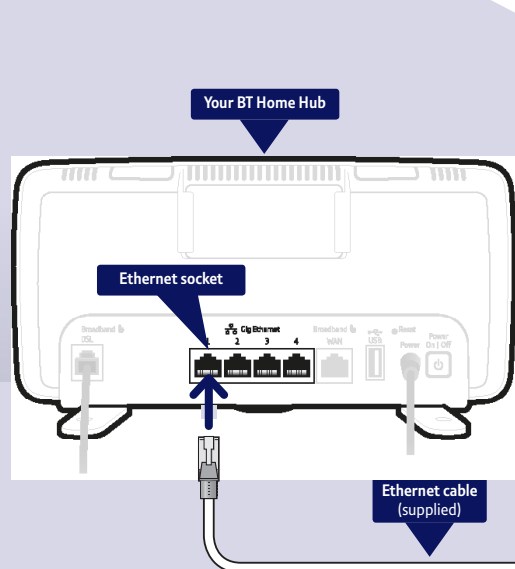
> **TIP:** You might find it easier to plug your new extender into the same double power socket as one of your existing adapters while you set it up. You can then move it to another socket in your home without having to set it up again.

How to set up your extenders
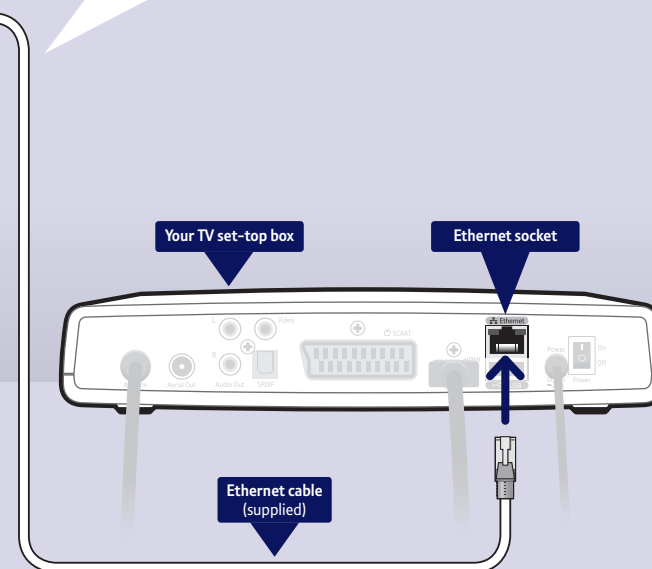
1 Connect your first extender

1. Using one of your Ethernet cables, plug one end into a yellow Ethernet socket on your Hub.
2. Plug the other end into one of your extenders.
3. Plug the extender into a power socket on the wall and switch it on. The **Power** light will turn on.

! **IMPORTANT:** If you've got an extension lead plugged into your power socket, see **Using extension leads** below.
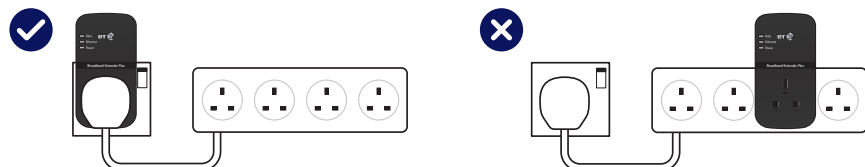
2 Connect your second extender

1. Using the other Ethernet cable, plug one end into the Ethernet socket on your set-top box.
2. Plug the other end into your other extender.
3. Plug the extender into a power socket on the wall and switch it on. The **Power** light will turn on.
4. Within a couple of minutes, the **Data** lights on both extenders will turn on. And that's it. You're all done.

Your BT Home Hub

Ethernet socket

Ethernet cable (supplied)

Data
Ethernet
Power

Broadband extender 1

Broadband extender 2

Your TV set-top box

Ethernet socket

Ethernet cable (supplied)

Using extension leads

You can use extension leads with your extenders, but you need to connect them like this:

What the lights on your extenders mean

Light	Status	What's happening
Power	On	The extender is turned on
	Flashing	The extender is resetting, synchronising or in power save mode
	Off	The extender is turned off
Ethernet	On	A device is connected to the extender
	Flashing	Data is being transferred
	Off	A device isn't connected to the extender or is switched off
Data	On	Green: High transfer speed
		Orange: Medium transfer speed
		Red: Low transfer speed
	Off	Data is not being transferred

General information

For information on safety instructions, technical information or setting up the extender, please see the Frequently Asked Questions at **bt.com/bbextenderflex500**

Guarantee

Your Broadband Extender Flex 500 Kit is guaranteed for a period of 3 years from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Broadband Extender Flex 500 Kit or any component thereof which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- the guarantee shall only apply to defects that occur within the 3 year guarantee period
- proof of purchase is required
- the equipment is returned to BT or its agent as instructed.

This guarantee does not cover any faults or defects 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 does not affect your statutory rights.

To find out what to do if your extender is in or outside of the 3 year guarantee, please see the Frequently Asked Questions at **bt.com/bbextenderflex500**

How to recycle your equipment

The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so **DO NOT** put it in your normal rubbish bin.

It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Declaration of Conformity

For a copy of the Declaration of Conformity please refer to **bt.com/bbextenderflex500**

Power consumption

In operation	2.3 Watts
Network standby	1.6 Watts
Standby mode	0.4 Watts
Elapsed time before going into standby mode	5 Minutes

BT

Offices worldwide