

# Hello

**Look inside to see how to  
set up your new Sky Hub**

Set Up Guide



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# Get connected

- 1 Check
- 2 Find
- 3 Unplug
- 4 Plug in
- 5 Fit microfilters
- 6 Connect

# 1 Check

## your activation date

You'll find this on the top of your Sky Hub packaging. Your Sky Broadband will not be up and running until then.

### When to set up your Sky Hub?

- If you are switching from another broadband provider, on the activation date your previous broadband service will stop. When this happens you can start to set up your Sky Hub
- If you are coming from Virgin Media or getting a new broadband service, you can set up your Sky Hub on your activation date and then wait for your Sky Broadband to go live

**Please note, your Sky Broadband can go live anytime up to midnight on your activation date.**



# 1 Check

what's in the box



Sky Hub



Grey DSL Cable and Microfilter



Black Power Cable



Extra Microfilter



Black Ethernet Cable  
(for a wired connection)



Set Up Guide and Connect Card

If you're missing any of these items please give us a call on **03442 410 515**

## 2 Find

### your master phone socket

For your best speeds and stability you should connect your Sky Hub to your master phone socket. This is where your broadband signal is strongest.

To find it look around your home for a larger phone socket with a line in the middle and possibly a BT or Openreach logo. You can also try tracing where your phone line enters your house from the street and looking on the wall near there.



OR



### Alternative master phone socket

If you can't find a master socket with a line through it, look for a socket that is thicker or with a BT logo in the top or bottom corner.



#### Master phone socket

If you can't find your master phone socket simply connect your Sky Hub to a convenient phone socket. Your broadband should still work but may not perform as well as in the master socket.





OR

### **Pre-filtered sockets**

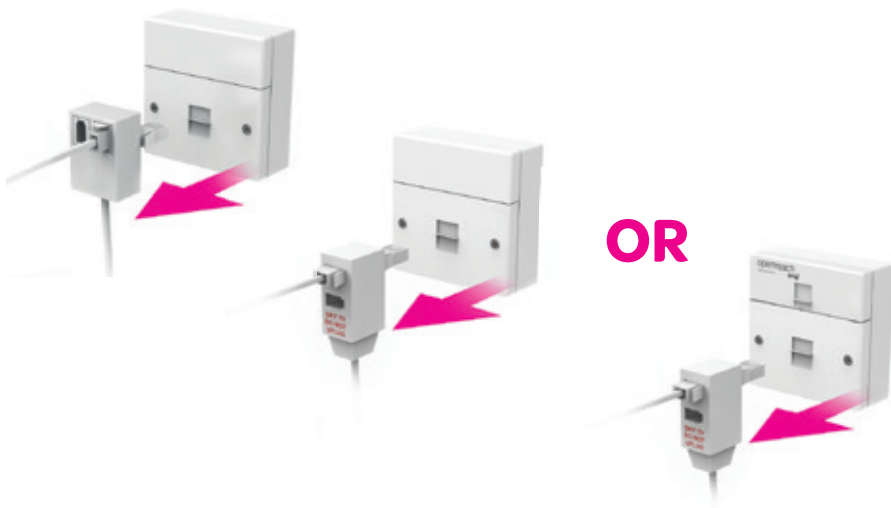
You may find you have a pre-filtered master phone socket. This is usually the case if you have a new build house or previously had Fibre installed in your home.



# 3 Unplug

everything from your master phone socket

If you have a **splitter** already inserted (it may look like either of these):



Take it out of your master phone socket and continue to the **next page**.

If you have a **phone cable** already inserted:



Take it out of your master phone socket and continue to the **next page**.

**OR** If you have any **existing broadband** equipment inserted:



Take out everything from your master phone socket. Remove the old microfilter from the cables and discard it. Continue to the **next page**.

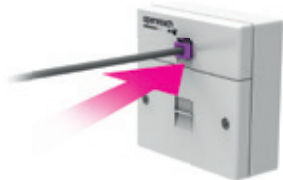


If you have an **Openreach Modem** connected to your pre-filtered faceplate disconnect it and recycle it as you no longer need it.

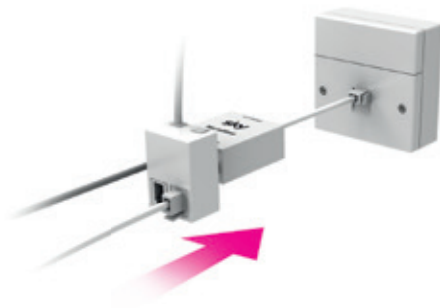
## 4 Plug in your Sky Hub



1. Plug the white end of the microfilter with the grey DSL cable attached directly into your master phone socket.



3. If you have a pre-filtered faceplate plug the grey DSL cable directly into the top port on the socket. You do not need a microfilter in this set up.



2. Plug in the **phone cable OR splitter** that you previously removed to the microfilter port marked 'Phone'. If you are just plugging in a phone cable plug it directly into the microfilter.



### Double filtering

Never plug microfilters into other microfilters this includes pre-filtered faceplates. As this will prevent your Sky Broadband connection from working.



- 4.** Plug the purple end of the grey DSL cable into the purple socket on your Sky Hub.



- 5.** Now plug the blue connector of the black power cable into the back of your Sky Hub. Then plug it in at the mains and switch on.



### Final set up

Once you have completed all the steps, your set up should look like:



Standard master phone socket

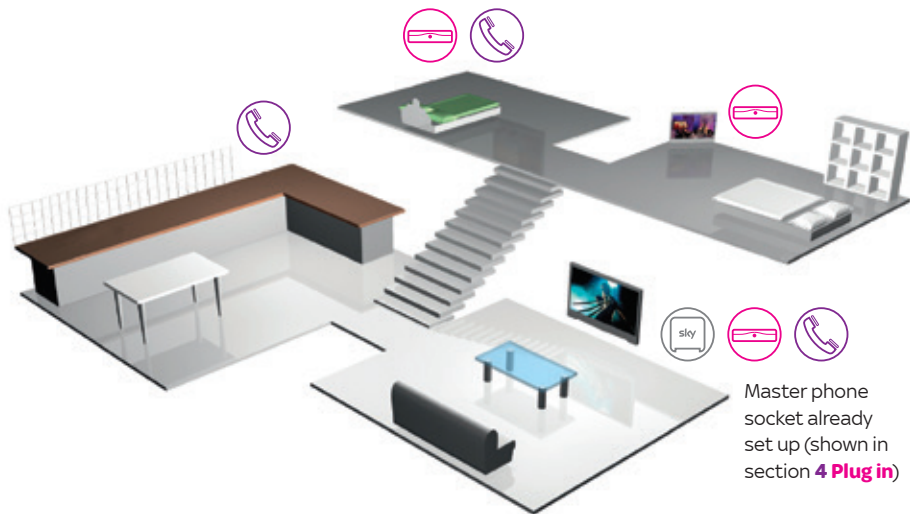
**OR**



Pre-filtered master phone socket

# 5 Fit microfilters

## around your home



### Why should I fit microfilters to all my other phone sockets that are in use?

Without correctly installed microfilters around your home, your Sky Broadband connection may be slow, intermittent or may stop connecting at all.

For these set ups, this is how you should fit a microfilter to your phone socket:



Phone set up



Sky Box and  
phone set up



Sky Box set up



**Don't have enough microfilters?**

If you need additional microfilters call us on **03442 410 515**. You can still set up your Sky Hub, unplug any other devices from your phone sockets. Then, once you have your extra microfilters, reconnect the devices as above.



# 6 Connect

your **PC (Windows 8)** wirelessly to the internet

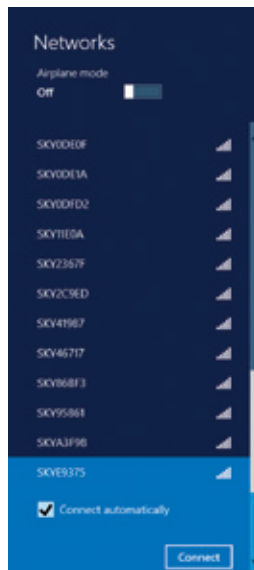


## 1. Find wireless networks

- Click on the icon in the system tray (near your taskbar clock) to see available wireless networks

## 2. Select your wireless network

- Your Sky Hub's wireless details should appear in the list of networks. You can find the name of your wireless network on the inside lid of your Sky Hub packaging or on the 'Connect' card. This is also on the back of your Sky Hub
- Click on your Sky Hub's network name and click **Connect**





## PC (Windows 8)

PC (Windows 7)

PC (Windows XP)

Mac OSX

Wired set up



### 3. Enter your wireless password

- The Security Key is your password. This can be found on the inside lid of your Sky Hub packaging or on the 'Connect' card. This is also on the back of your Sky Hub
- Always enter your password in CAPITAL letters
- If you are asked for a PIN then insert this instead of the password and click **NEXT**

### OR WPS (Wi-Fi Protected Setup)

- Push the WPS button  and hold it in for two seconds. The wireless icon  will flash amber

### 4. Open browser

- Click on an internet browser to complete your set up

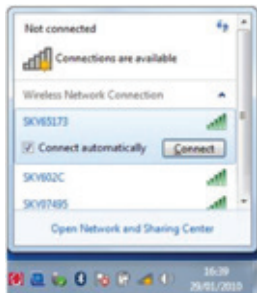


#### Can't get connected

- Have you turned on the wireless switch or button on your computer?
- Have you selected the correct network?
- Try entering your Password or PIN again

# 6 Connect

your **PC (Windows 7)** wirelessly to the internet



## 1. Find wireless networks

- Click on the icon in the system tray (near your taskbar clock) to see available wireless networks

## 2. Select your wireless network

- Your Sky Hub's wireless details should appear in the list of networks. You can find the name of your wireless network on the inside lid of your Sky Hub packaging or on the 'Connect' card. This is also on the back of your Sky Hub
- Click on your Sky Hub's network name and click Connect

PC (Windows 8)  
**PC (Windows 7)**  
PC (Windows XP)  
Mac OSX  
Wired set up



### 3. Enter your wireless password

- The Security Key is your password. This can be found on the inside lid of your Sky Hub packaging or on the 'Connect' card. This is also on the back of your Sky Hub
- Always enter your password in CAPITAL letters
- If you are asked for a PIN then insert this instead of the password and click **OK**

### OR WPS (Wi-Fi Protected Setup)

- Push the WPS button  and hold it in for two seconds. The wireless icon  will flash amber

### 4. Open browser

- Click on an internet browser to complete your set up



#### Can't get connected

- Have you turned on the wireless switch or button on your computer?
- Have you selected the correct network?
- Try entering your Password or PIN again

# 6 Connect

your **PC (Windows XP)** wirelessly to the internet



## 1. Find wireless networks

- Right click the wireless icon
- Click View Available Wireless Networks

## 2. Select your wireless network

- Highlight your Sky Hub's wireless details from the list
- You can find the name of your wireless network on the inside lid of your Sky Hub packaging or on the 'Connect' card. This is also on the back of your Sky Hub
- If you can't find your network name, click Refresh network list
- Select your network and click Connect

PC (Windows 8)

PC (Windows 7)

**PC (Windows XP)**

Mac OSX

Wired set up



### 3. Enter your wireless password

- The Network Key is your password. This can be found on the inside lid of your Sky Hub packaging or on the 'Connect' card. This is also on the back of your Sky Hub
- Always enter your password in CAPITAL letters and click Connect

### 4. Open browser

- Click on an internet browser to complete your set up

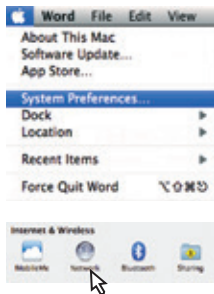


#### Can't get connected

- Have you turned on the wireless switch or button on your computer?
- Have you selected the correct network?
- Try entering your password again using CAPITAL letters

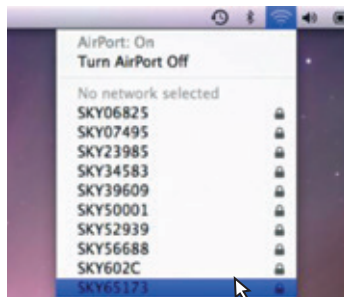
# 6 Connect

your **MAC OSX** wirelessly to the internet



## 1. Find wireless networks

- Click on the Apple icon, select System Preferences and click on Network



## 2. Turn AirPort On

- Select AirPort and click On
- Highlight your wireless network in the drop down bar. You can find the name of your wireless network on the inside lid of your Sky Hub packaging or on the 'Connect' card. This is also on the back of your Sky Hub
- Select your network

PC (Windows 8)  
PC (Windows 7)  
PC (Windows XP)

**Mac OSX**

Wired set up



### 3. Enter your wireless password

- Enter your password. This can be found on the inside lid of your Sky Hub packaging or on the 'Connect' card. This is also on the back of your Sky Hub
- Always enter your password in CAPITAL letters
- Click **OK**

### 4. Open browser

- Click on an internet browser to complete your set up



#### **Can't get connected**

- Have you turned on the wireless switch or button on your computer?
- Have you selected the correct network?
- Try entering your password again using CAPITAL letters

# 6 Connect

## with a wired set up

### Why a wired connection?


If your computer will always be next to your Sky Hub, then you may want to set up a wired Sky Broadband connection.

**Ease of set up** – a wired connection is much easier to set up. All you need to do is simply plug one end of the black Ethernet cable into the back of your Sky Hub and the other end into your computer.

**Reliability and speed** – your computer will always be connected, without interference from other electrical devices which will give you a faster speed than with a wireless connection, so ideal if you are downloading large files.



### 1. Connect to your computer

- Plug one end of the black Ethernet cable into the Ethernet port on the side of your computer. It usually has a symbol next to it that looks like this: 



PC (Windows 8)  
PC (Windows 7)  
PC (Windows XP)  
Mac OSX

## Wired set up



## 2. Connect to your Sky Hub

- Plug the other end of the black Ethernet cable into one of the yellow ports on the back of your Sky Hub. Your computer should automatically connect

## 3. Open browser

- Click on an internet browser to complete your set up

# Get extras

- 1 Get protected
- 2 Enjoy fantastic Sky services

# 1 Get protected

## with Sky Broadband Shield

As a Sky Broadband customer you get access to great tools to help protect yourself and your family against online threats.



### Sky Broadband Shield

#### Simple internet protection

At no extra charge for Sky Broadband customers, Sky Broadband Shield lets you filter which websites can be seen in your home, across all connected devices, including smartphones, PCs and tablets. Plus it helps defend from phishing and malware-infected sites which could harm your devices or put your personal details at risk.

You can get more information about Sky Broadband Shield at [sky.com/shield](https://sky.com/shield)

Sky recommends that all your online devices are backed up by up-to-date security software at all times.

For advanced online protection for your equipment, files and emails, download the McAfee Internet Security Suite for a free trial on up to three PCs.



### McAfee Security Suite

- Automatically blocks, cleans and removes viruses
- Protects and conceals your computer from hackers
- Blocks spyware and removes existing spyware
- Adds helpful safety ratings to sites and search engines
- Filters offensive content and limits child internet access

**You can install McAfee Security Suite from [sky.com/security](https://sky.com/security)**



If you want to know more about keeping your children safe online, Internet

Matters is here to bring you information, advice and support.

McAfee Free Trial: Sky Broadband Lite-3 months, Broadband Unlimited and Fibre Unlimited-12 months, then monthly charge applies unless you contact us to unsubscribe.

## 2 Enjoy fantastic Sky services

### Connect your Sky+HD box to start choosing from a library of on demand TV

Now you've completed your Sky Hub set up, you can connect your Sky Hub to a compatible Sky+HD box to access a library of on demand TV. You'll have the UK's widest range of Catch Up TV channels at your fingertips and access to the Sky Store; Over 1,000 movies including the latest blockbusters available to rent straight to your TV.

Once a wired or wireless connection is made to your Sky+HD box, the Sky+HD icon (📺) will turn white. To find out more about setting up your connection for TV on demand, go to [sky.com/connect](http://sky.com/connect)



On Demand available to Sky TV customers with compatible Sky+ box. Downloading content requires compatible black Sky+ box, broadband connection (minimum recommended speed 2 Mbps). On Demand self set-up using built-in WiFi or own cable. Downloads count towards Broadband Lite 2GB usage cap. Content depends on your Sky TV/HD subscription.

**sky.com**, our official site, is an ideal home page and offers you an exciting number of options:

## My Sky

Here you can manage your Sky account and see bills, make payments, track orders and more, whenever and wherever you want.



## Sky Go

Watch TV from Sky on your compatible mobile, tablet or laptop, available at no extra cost to all Sky TV customers.

Catch our latest movies, live sports and entertainment in line with your subscription wherever you are in the UK and Ireland with a Wi-Fi or 3G/4G connection.





Available on two registered compatible devices (content may vary) or 4 devices with Sky Go Extra. Some live TV programmes will be unavailable (go to - go.sky.com). Compatible device and software requirements at sky.com/skygodevices. Sky Go is not currently supported on Macs with OS X Mountain Lion or above. Selected live channels and on demand content available at no extra cost depending on your Sky TV subscription.




# Other stuff

Other things you need to know  
about your new Sky Hub:

- 1 **Icon Guide**
- 2 **Help**
- 3 **Advanced users**
- 4 **Using your equipment safely**
- 5 **Recycling**

# 1 Icon Guide

Icon	Status	What it means
 Power	Off	No power to the Sky Hub. Check the black power cable is plugged in and switched on at the mains
	White solid	Sky Hub is powered on
	White flashing	Sky Hub is upgrading software. Do not disconnect. If the icon has been flashing for more than 1 hour power cycle the Sky Hub
	Amber solid	Sky Hub fault. Power cycle the Sky Hub and contact Sky Technical Support on 03442 410 515, if persistent
	Amber flashing	Sky Hub is in recovery mode. Contact Sky Technical Support
 Internet	Off	No Internet connection. Check that the grey DSL cable is correctly connected between the Sky Hub and the master phone socket
	Amber flashing	Sky Hub is trying to sync. If the icon has been flashing more than 1 hour, power cycle the Sky Hub
	Amber solid	Sky Hub is trying to authenticate. If the icon remains amber for more than 1 hour, power cycle the Sky Hub
	White solid	Sky Hub has an internet connection

Icon	Status	What it means
 Wireless	Off	Wireless is disabled. Log in to the Sky Hub to enable the wireless connection. See page 34 for Sky Hub login details
	White solid	Wireless is enabled. See pages 18-25 on how to set up a wireless connection
	Amber flashing (slow flash)	WPS in progress
	Amber flashing (rapid flash)	WPS error. Re-start WPS session by pressing and holding the WPS button  on your Sky Hub for 2 seconds
	Amber solid (5 minutes)	WPS successful
 Sky+HD	Off	No connection to Sky+HD box . Ensure the Sky+HD box is switched on. If using a wireless connection, make sure your wireless device is turned on and working properly. If using a wired connection, make sure the Ethernet cable is properly connected between the Sky Hub and the Sky+HD box
	White solid	Sky+HD box and Sky Hub are connected



# 2 Help

**Experiencing difficulties?** This checklist covers the most common solutions should you be having problems connecting.

## 1. Check your broadband activation date

You can find this on the top of your Sky Hub packaging – you won't be able go online before this date.

## 2. Check your broadband connection is set up correctly

Make sure that you've plugged in microfilters between the master phone socket and any other connections – refer back to the 'unplug' and 'plug in' sections of this 'Set Up Guide' for step by step instructions.

## 3. Check your power ① light is white

The power light ① should be white, if not check the power supply is plugged in and switched on at the mains.

## 4. Check your wireless (Wi-Fi) is turned on

If you are connecting wirelessly make sure your computer (device) has wireless switched on. If you're unsure where to find this refer to the manufacturer's guide.

## 5. Check you've entered your wireless details correctly

Make sure you've selected the correct wireless network from the list and entered your password in **CAPITAL** letters – no numbers. If you are asked for a PIN, this will be eight numbers. You can find your wireless details on the inside of your Sky Hub packaging, the 'Connect' card or on the back of your Sky Hub.

## 6. For best performance leave your Sky Hub switched on

It's important to leave your Sky Hub permanently switched on so we can continue to provide the best speeds supported with a reliable connection.

## Still not working?

If you've followed all the steps in this guide and are still experiencing difficulties, try a wired connection using your Ethernet cable (page 24) and go online **sky.com/help** where you can find more detailed steps, videos and additional help like connecting game consoles and smart phones. Or call Sky Technical Support on **03442 410 515**.

## 3 Advanced users

### Sky Hub login

If you're an expert user, who wants to update your preferences or firewall, you can access your Sky Hub control panel by doing the following:

- Open up the Internet Explorer window or any other internet browser that you use
- In the address bar of the web browser, type in **http://192.168.0.1/** which will take you to the Sky Broadband set up page

- In the username field, type in your username and password
- The default login is (lowercase):

Username: **admin**

Password: **sky**

Click

## 4 Using your equipment safely

Your Sky Hub has been manufactured to meet international safety standards, but you must take care if you want it to perform properly and safely. **It's important that you read this section completely, especially the 'Warnings and Cautions' instructions.** You should follow the instructions set out in your Set Up Guide. If you've any doubts about the Set Up process, operation or safety of your Sky Hub, please contact Sky.

### Warnings and cautions

**Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock.** To avoid this risk:

- Never remove the cover of your Sky Hub. There are no user-serviceable parts inside, but there are some high-voltage live parts
- Don't attempt to repair your Sky Hub. Instead, please contact Sky Customer Services
- If you move your Sky Hub between locations at different temperatures, allow it to reach room temperature before you connect it to the mains supply
- Make sure that all electrical connections are properly made
- Don't connect your Sky Hub to the mains supply until you have properly connected all the other cables
- Disconnect your Sky Hub from the mains supply before you disconnect any other equipment from its rear panel
- Never push anything into holes, slots or other openings in the casing of your Sky Hub
- Your Sky Hub is intended for use in moderate climates. Don't use or store your Sky Hub box in hot, cold, damp or dusty places
- In order to ensure a free flow of air around your Sky Hub, allow at least 10cm of space above and on all sides. Don't cover any ventilation holes and slots

- Ensure the ventilation holes and slots don't become impeded with items such as newspapers, tablecloths and curtains or similar items
- Don't place your Sky Hub close to sources of heat such as a heater or direct sunlight. The maximum temperature should not exceed 45°C
- Don't place your Sky Hub in an enclosed cabinet with other pieces of tv equipment e.g. Sky Box, VCR or DVD
- Don't put anything on your Sky Hub which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top
- Never place naked flame sources, such as lighted candles, on or adjacent to your Sky Hub

## Mains plug and its fuse



The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, use an ASTA or BSI approved BS 1362 fuse, rated at 3A and marked with either of these symbols. Non-rewireable plugs have the fuse beneath a fuse cover on the plug face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing. Rewireable plugs have the fuse inside.

Use a screwdriver to remove the plug's back cover, then lever out the fuse and replace it with a new one. Replace the plug's back cover.

If the supplied mains plug is not suitable for your mains socket outlet, remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard which would exist if this were to be plugged into a mains socket. Don't attempt to repair or modify the mains lead or plug. Fit an appropriate mains plug on the lead. If this plug contains a fuse, it should be as described above. If you're using a non-fused plug, an external fuse must not exceed 5A.

## Connecting to the mains supply

Your Sky Hub operates with 230V AC, 50 Hz mains supply. Don't connect it to a DC power supply. On some models, the supplied mains lead has a 2-way connector at one end and a mains plug at the other. Insert the 2-way connector into your Sky Hub before you insert the plug into the mains supply. The only way to disconnect your Sky Hub from the mains is to take the plug out of the socket. Your Sky Hub must therefore be installed near the mains socket outlet, which should be easily accessible. **If you're in any doubt about anything relating to the mains supply, consult a competent electrician.**

## 5 Recycling

### Make a difference with Sky



Give your old Sky product a new life. We can reuse most parts of your old products, and any parts we can't reuse we recycle. The crossed

out wheeled bin symbol is used to mark products that should not be disposed of with general household waste, but collected separately for reuse or recycling. The product contains materials that when processed correctly can be recovered, reused or recycled.

Old Sky equipment can be reused or recycled, and the good news is that it's really easy to do. We have three options for you:

1. Send it to us for free, and we'll make sure it gets reused or recycled. Package it carefully, remove the batteries and include a note to say that it is for reuse or recycling, then send it to: Sky Accessories, Freepost RTEE-ZRZA-SSXL, Unipart Technology Logistics, Unit 6020, Siskin Parkway West, Middlesbrough Business Park, Coventry.CV3 4UP.
2. Or give it to your Sky engineer next time they visit.

For more information on reuse and recycling your old Sky products, and to find more about what we do, go to [sky.com/environment](https://sky.com/environment)

## 6 Notes



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The Wi-Fi CERTIFIED logo is a certification mark of the Wi-Fi Alliance.

The Wi-Fi Protected Setup Identifier Mark logo is a mark of the Wi-Fi Alliance.

Wi-Fi and Wi-Fi Alliance are registered trade marks of the Wi-Fi Alliance.

Wi-Fi CERTIFIED and Wi-Fi Protected Setup are trade marks of the Wi-Fi Alliance.

This product contains Free/Open Source Software. For further information please log in to the web interface of the product and click on 'Licence Information' or visit **[sky.com/opensourcesoftware](http://sky.com/opensourcesoftware)**

SKY UK LIMITED, GRANT WAY, TW7 5QD UNITED KINGDOM

This product is intended for use in the UK only and must only be used indoors.

MPM-UG01004BF



Believe in better