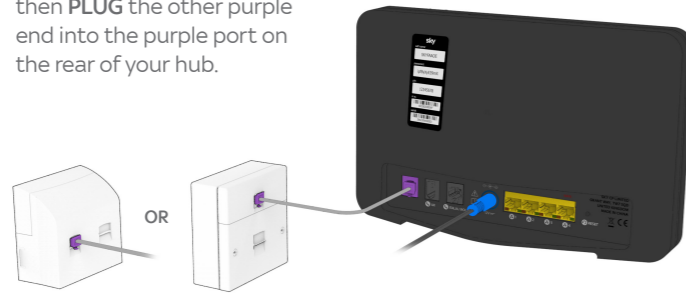


Setting up your hub with a pre-filtered master phone socket

- 1 **LOCATE** the grey cable supplied with your hub and **PLUG** one of the purple connectors into your pre-filtered master socket, then **PLUG** the other purple end into the purple port on the rear of your hub.



- 2 **PLUG** the blue end of the Sky power supply cable into the blue port on the back of your hub and the other end directly into the mains and switch on.

When all the lights on the front of your hub turn green, the set up is complete.

Next, follow the steps in [Connecting your wireless devices](#)

Connecting your wireless devices

- 1 On your wireless device, search for available wireless networks.
- 2 Select your network from the list. When requested, enter your wifi password.

You will find your wifi name and password on the rear of your hub or connect card.

You can also connect devices by WPS (Wi-Fi Protected Setup™).

- 1 **PRESS and HOLD** the WPS button (🔑) on the side of your hub for a few seconds. When you release, the WPS button light will be flashing amber (🔑).
- 2 Activate WPS on your device.

If the connection is successful, the WPS light will turn solid green (🔑).

Still not working

If you have followed all the steps in this Setup Guide and are still experiencing issues, go to the **MySky App** or go to sky.com/help

Hub control panel

To login to the hub control panel, open an internet browser on a connected device and type **http://192.168.0.1/**

To view or change any hub settings requires a username and password. Your username is **admin**. The default password is the wifi password found on the rear of your hub or connect card.

Reset to factory settings

Press and hold the reset button on the back of the hub until the Power light begins to flash green. This can take up to 10 seconds. Don't unplug or switch off your hub while it resets.

When all the lights on the front of your hub turn green, the reset is complete.

Sky Broadband Shield

Sky Broadband Shield is our simple broadband protection tool available at no extra cost for Sky Broadband customers.

Sky Broadband Shield helps you control what your family can access online, with three age rating settings, across all devices connected to your network. It also provides protection against malware-infected and phishing websites 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

Manage your account

It's easy to manage your account, check your bills and find out all that your Sky Broadband can do. Go to sky.com or **MySky** app.

Setup Guide

Carefully follow this Setup Guide to get the best Sky Broadband experience

sky broadband

Your activation date

Check your activation date on the packaging.

Please do not install your new hub before this date, unless you are already a Sky Broadband customer in which case you can install your hub immediately.

Your broadband can go live anytime up to midnight on your activation date.

Check what's in the box



Sky Broadband Hub



User Documents

Grey Cable

Sky Power Supply

Master Microfilter

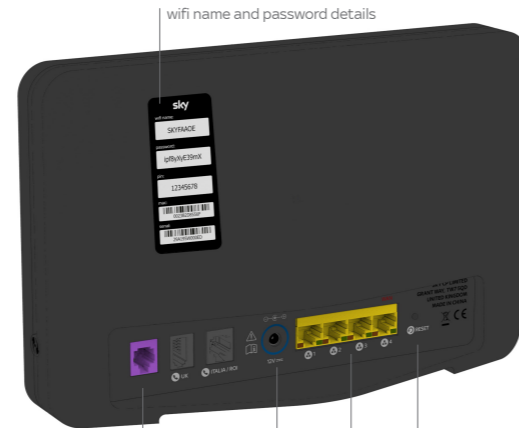
Meet your Sky Broadband Hub



Sky Broadband Hub status lights



WPS button and light (Wi-Fi Protected Setup)



Broadband

Power

Ethernet

Reset

Warning
Please read the 'Important safety and product information' leaflet before installing or using your hub.

Setting up your hub

1 **LOCATE** your master phone socket.

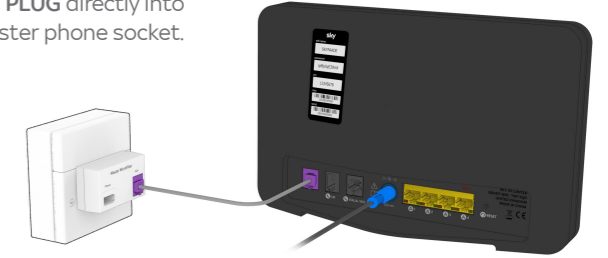
Your master phone socket may be a thicker phone socket with a line in the middle and possibly a BT or Openreach logo.

For best speed and stability always connect your hub to your master phone socket.

2 **UNPLUG** everything from your master phone socket.



3 **LOCATE** the Master Microfilter supplied with your hub and **PLUG** directly into your master phone socket.



4 **LOCATE** the grey cable supplied with your hub and **PLUG** one of the purple connectors into the purple port of your Master Microfilter, then **PLUG** the other purple end into the purple port on the rear of your hub.

5 **PLUG** the blue end of the Sky power supply cable into the blue port on the back of your hub and the other end directly into the mains and switch on.

When all the lights on the front of your hub turn green, the set up is complete.

Next, follow the steps in [Connecting your wireless devices](#)

In some cases master phone sockets can be pre-filtered. Pre-filtered master phone sockets can be identified by having two ports as per the images shown.



If you have a pre-filtered master phone socket please proceed to the 'Setting up your hub with a pre-filtered master phone socket' section overleaf >>

If you previously removed a phone cable or splitter, plug it back into the port marked phone.

For best performance leave the hub permanently switched on.