Hello

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

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Get connected

1. Check
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1. **Check your activation date**

You’ll find this on the top of your Sky Hub packaging.

**When to set up your Sky Hub?**

- If you are switching from another broadband provider, your previous broadband service will stop on the day Sky Broadband is activated. When this happens you can start to set up your Sky Hub.

- If you are coming from UPC or this is the first time you are getting a broadband service in your home, you can set up your Sky Hub before 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. You will receive a message from Sky when your broadband has been activated. Please set up your Sky hub when you get this message.
1 Check your contents

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 0818762917
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. Search your home for any of the following standard master phone socket.

Pre-filtered master phone socket
To find it, look around your home for a larger phone socket with two ports and, maybe, an Eircom logo. These types of boxes are also known as pre-filtered master phone sockets. You can also try tracing where your phone line enters your house from the street and looking on the wall near there.

OR

If you have recently had a Sky engineer come in to install a new phone socket, then they would have installed a pre-filtered master phone socket. If this is the case then you can skip to section 4 Plug in on page 12.
Standard master phone socket
You may find that you have the older standard master phone socket in your home. This will be a larger phone socket with a line in the middle and possibly an Eircom logo.

Alternative master phone socket
If you can’t find a master phone socket with a line through it, look for a phone socket that is thicker or with an Eircom 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.
3 Unplug everything from your master phone socket

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

OR

Take it out of your master phone socket and continue to the next page.
If you have a **phone cable** already inserted: OR If you have any **existing broadband** equipment inserted:

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

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

1. Remove the grey DSL cable from the microfilter and plug directly into the **left port** on the pre-filtered master phone socket. Telephone or Sky box cables should be plugged directly, or through a splitter, into the **right port**. You do not need a microfilter in this set up.

**OR**

If you have the older standard master phone socket, plug the microfilter directly into your master phone socket. The grey DSL cable should be attached to the microfilter port marked ‘Sky Hub’.

Then plug in the **phone cable OR splitter** to the microfilter port marked ‘Sky Box/Phone’.

**Double filtering**

Never plug microfilters into other microfilters or pre-filtered faceplates. This will prevent your Sky Broadband connection from working.
2. Plug the grey end of the DSL cable into the back of your Sky Hub.

3. 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:

- Pre-filtered master phone socket  **OR**  Standard master phone socket
Set up other devices around your home with a pre-filtered master phone socket

(a) If you have a pre-filtered master phone socket
Then you can connect all of your other devices, including your telephones and Sky boxes, directly to your other telephone sockets without needing a microfilter.
For these set ups, this is how you should connect your devices to your other phone sockets in use around your home.

Phone set up

Sky Box and phone set up

Sky Hub, Sky Box and phone set up

To connect other devices such as smartphones, tablets and game consoles, visit sky.com/connectdevices

Double Filtering: Never plug microfilters into a pre-filtered phone socket, as this will prevent your Sky Broadband connection from working.
Set up

other devices around your home with a standard master phone socket

(b) If you have a standard master phone socket
Then you should install microfilters in sockets around your home where telephones or Sky boxes are connected. Not doing so may cause your Sky Broadband to be slow, intermittent or even stop connecting all together.
For these set ups, this is how you should fit a microfilter to your other phone sockets in use around your home

Phone set up

Sky Box and phone set up

Sky Box set up

To connect other devices such as smartphones, tablets and game consoles, visit sky.com/connectdevices

Don’t have enough microfilters? If you need additional microfilters call us on 0818762917. 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.
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]
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
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
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**
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

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

1. Find wireless networks
   • Click on the Apple icon, select System Preferences and click on Network
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: 🌐
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
When using the internet you must protect yourself and your family against online threats by making sure up-to-date anti-virus and parental control software is installed on your computer.

With Sky Broadband you can install a free trial of McAfee Security Suite, which includes parental controls for 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

**McAfee Parental Controls**

McAfee Internet Security Suite already comes with Parental Controls as standard. Or you can get Parental Controls on their own as a separate download, free for as long as you need them, on up to three PCs.

McAfee Parental Controls are an important part of keeping your family safer online. They help you control when your children can be online, monitor/control what websites they can visit, and keep an eye on their online activities.

**You can install any of these services from sky.com/security**
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
**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
## Icon Guide

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="icon-power-off.png" alt="Power Icon" /> Off</td>
<td>No power to the Sky Hub. Check the black power cable is plugged in and switched on at the mains</td>
<td></td>
</tr>
<tr>
<td></td>
<td>White solid</td>
<td>Sky Hub is powered on</td>
</tr>
<tr>
<td></td>
<td>White flashing</td>
<td>Sky Hub is upgrading software. Do not disconnect. If the icon has been flashing for more than 1 hour power cycle the Sky Hub</td>
</tr>
<tr>
<td></td>
<td>Amber solid</td>
<td>Sky Hub fault. Power cycle the Sky Hub and contact Sky Technical Support on 0818762917, if persistent</td>
</tr>
<tr>
<td></td>
<td>Amber flashing</td>
<td>Sky Hub is in recovery mode. Contact Sky Technical Support</td>
</tr>
<tr>
<td><img src="icon-internet-off.png" alt="Internet Icon" /> Off</td>
<td>No Internet connection. Check that the grey DSL cable is correctly connected between the Sky Hub and the master phone socket</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Amber flashing</td>
<td>Sky Hub is trying to sync. If the icon has been flashing more than 1 hour, power cycle the Sky Hub</td>
</tr>
<tr>
<td></td>
<td>Amber solid</td>
<td>Sky Hub is trying to authenticate. If the icon remains amber for more than 1 hour, power cycle the Sky Hub</td>
</tr>
<tr>
<td></td>
<td>White solid</td>
<td>Sky Hub has an internet connection</td>
</tr>
<tr>
<td>Icon</td>
<td>Status</td>
<td>What it means</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
<td>---------------</td>
</tr>
<tr>
<td><img src="image" alt="Wireless" /></td>
<td>Off</td>
<td>Wireless is disabled. Log in to the Sky Hub to enable the wireless connection. See page 36 for Sky Hub login details</td>
</tr>
<tr>
<td></td>
<td>White solid</td>
<td>Wireless is enabled. See pages 18-25 on how to set up a wireless connection</td>
</tr>
<tr>
<td></td>
<td>Amber flashing (slow flash)</td>
<td>WPS in progress</td>
</tr>
<tr>
<td></td>
<td>Amber flashing (rapid flash)</td>
<td>WPS error. Re-start WPS session by pressing and holding WPS button on your Sky Hub for 2 seconds</td>
</tr>
<tr>
<td></td>
<td>Amber solid (5 minutes)</td>
<td>WPS successful</td>
</tr>
<tr>
<td><img src="image" alt="Sky+HD" /></td>
<td>Off</td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>White solid</td>
<td>Sky+HD box and Sky Hub are connected</td>
</tr>
</tbody>
</table>
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 you’ve connected everything correctly – refer back to the ‘unplug’ and ‘plug in’ sections of this ‘Set Up Guide’ for step by step instructions.

3. Check your power light is white
   The power light should be white, if not check the black power cable 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 26) and go online sky.com/help where you can find more detailed steps, videos and additional help like connecting game consoles and smartphones. Or call Sky Technical Support on 0818762917.
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 **OK**
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

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.**

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**Mains plug and its fuse**

The supplied mains plug may be a non-rewireable type or a rewirable 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.
Recycling

Make a difference with Sky

Give your old Sky product a new life. We can reuse most parts of your old Sky product and any parts we can’t, 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 and include a note to say that it is for reuse or recycling, then send it to: c/o City Air Express Ltd, Unit M1 North Ring Business Park, Santry, Freepost F4939, Dublin 9, Ireland.

2. You can also take it to your local Designated Collection Facility (DCF) – find one at www.weeeireland.ie

3. 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