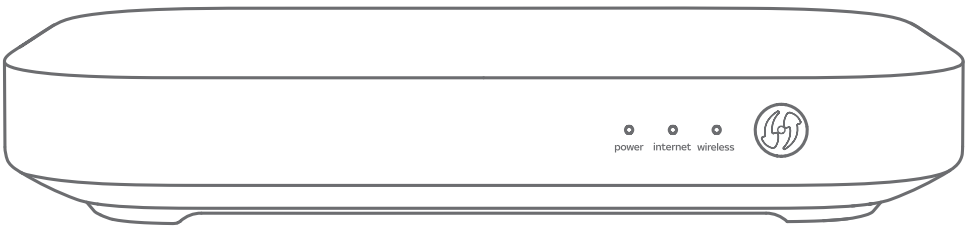
Sky Hub

Use this guide for your best broadband experience

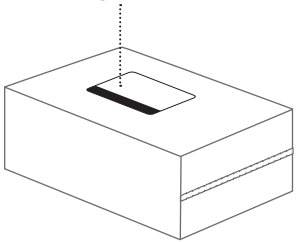


Believe in better

Set Up

Check your activation date 1
Find your master phone socket 2
Unplug everything 3
Plug in your Sky Hub 4
Plug in your Sky Hub – pre-filtered master socket 6
Connect 8
Security 10
Help 12

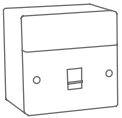
Check your activation date on the packaging. You will receive an e-message from us when it's time to set up your Sky Hub. Please do not install your new Sky Hub before receiving this message.



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

Find

Find your master phone socket. For your best speed and stability connect your Sky Hub to your master phone socket.



Your master phone socket may be a thicker phone socket with a line in the middle and possibly an Eircom logo.

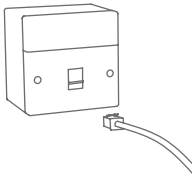
If you can't find your master phone socket, you can connect your Sky Hub to any phone socket.

If your master socket has two ports, you have a pre-filtered master phone socket, so you will not need to use microfilters.

Continue to page 6 >

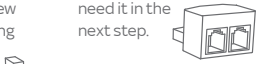
Unplug

Unplug everything from your master phone socket, e.g. any phone cables, any existing broadband equipment or your splitter.



All existing broadband equipment must be replaced with your new items – that's including any old Sky Microfilters that are currently used in your home.

Remove and set aside your splitter as you will need it in the next step.



Plug in your Sky Hub

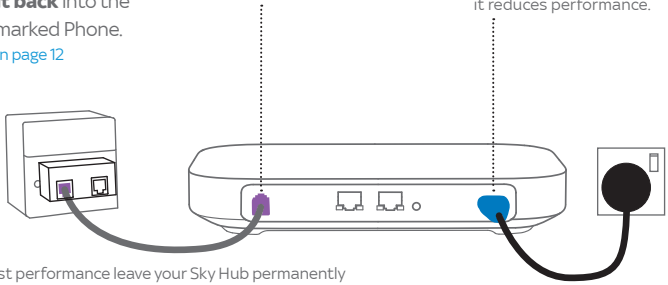
1. Plug the Sky Master Microfilter directly into your master phone socket.

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

Help on page 12

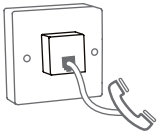
2. Plug one of the purple ends of the grey DSL cable into the purple port of your Sky master microfilter.
Plug the other purple end into the purple port of your Sky Hub.

3. Plug the blue end of the black power cable into the blue port of your Sky Hub.
Plug the other end directly into the mains and switch on.
Avoid plugging into a mains extension block as it reduces performance.



For best performance leave your Sky Hub permanently switched on. **Your Sky Hub may feel warm from time to time, this is perfectly normal and no cause for concern.**

4. Fit the new Sky Microfilter to another phone socket in use in your home.



Phone cable

or Sky Box cable

or Splitter with Phone + Sky Box

You must fit new Sky Microfilters to all the phone sockets in use around your home.

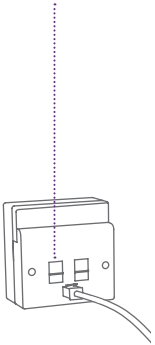
Help on page 12

Continue to page 8 >

Unplug

Continued from page 2

Unplug your DSL cable from your socket.



Plug in your Sky Hub

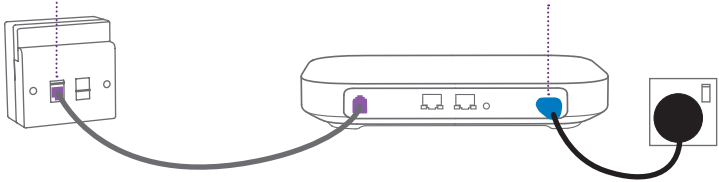
Plug one of the purple ends of the grey DSL cable into the left port of your pre-filtered master socket.

Plug the other purple end of the grey DSL cable into the purple port of your Sky Hub.

Plug the blue end of the black power cable into the blue port of your Sky Hub.

Plug the other end directly into the mains and switch on.

Avoid plugging into a mains extension block as it reduces performance.



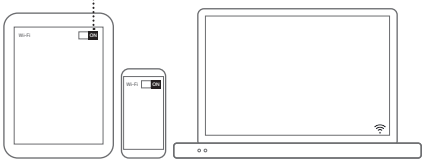
For best performance leave your Sky Hub permanently switched on. **Your Sky Hub may feel warm from time to time, this is perfectly normal and no cause for concern.**

Continue to page 8 >

Find your wireless networks by clicking on the wireless icon on your device. Ensure the Wi-Fi setting on your device is switched on.

Then, **select** your network from the list. When requested, **enter** your wireless password in CAPITALS.

This information can be found on the underside of your Sky Hub.



Operating systems may differ. If you need more information about connecting your computer, tablet or mobile phone, refer to the manufacturer's guide.

Now that you are online, **open** a browser and find out how to get the most from your broadband.

Security

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® Intenet Security Suite, which **includes parental controls for PCs**.

McAfee **Internet 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 Internet Security Suite can be used on up to three PCs.

McAfee **Parental Control**

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.

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 McAfee Internet Security Suite from **sky.com/security**

McAfee Free Trial: Broadband customers get a free 3 month trial then monthly charge applies unless you contact us to unsubscribe.

Help

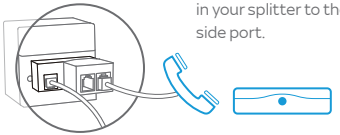
Getting the best broadband

- ☐ Connect your Sky Hub to your master socket, because that's where your broadband signal is strongest. **Page 2**
- ☐ If you have a standard master phone socket, fit Sky Microfilters to all the phone sockets being used in your home. **Page 5**
- ☐ Replace all old microfilters with your new ones. **Page 5**
- ☐ If you have a pre-filtered master phone socket, you don't need to use Sky Microfilters in any of your phone sockets. **Page 6**
- ☐ Always leave your Sky Hub switched on. **Page 4 or 7**

Plug in

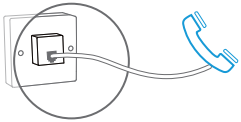
How do I plug in a telephone splitter?

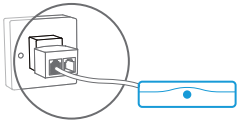
Plug in your splitter to the microfilter port marked Phone, then connect your phone, Sky Box or other devices to the splitter. If you have a pre-filtered master socket, plug in your splitter to the right hand side port.

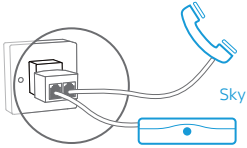


Fit microfilters

How do I fit Sky Microfilters to my phone sockets?







If you have more than one of the above in use in your home please call Sky on **0818 762 917** for additional Sky Microfilters.

Understanding your Sky Hub

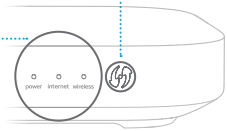
WPS

The WPS (Wi-Fi Protected Setup) button can be used to connect other WPS-compatible devices to your Sky Hub.

How do I connect using WPS?

- Activate WPS on your WPS-compatible device
- Next, press the WPS button on your Sky Hub – the WPS light will flash amber. If there is a successful connection, the WPS light on your Sky Hub will go solid green, before turning off after two minutes.
  If not, or if your Sky Hub cannot find your device, the light may flash red or turn solid amber.

All lights should be solid green when your Sky Hub is working properly. If any are solid or flashing amber or red you can find out how to fix your Sky Hub at **sky.com/help**



Access control panel

How can I access my Sky Hub's control panel?

You can control a variety of settings in your Sky Hub's control panel such as changing your network name and password.

To log into the control panel via your internet browser on a device connected to your Sky Hub:

- In the address bar of your browser type http://192.168.0.1/
- The username is **admin**
- The password is **sky** unless you changed it

Resetting your Sky Hub

How do I reset to factory settings?

Ensure your Sky Hub is plugged in at the mains and switched on. Then, press and hold the reset button on the back of the device until the power light begins to flash green. This can take up to 10 seconds.

Don't unplug or switch off your Sky Hub while it resets. The power light will flash amber then will return to solid green when completed.

Still not working?

If you've followed all the steps in this set up guide and you're still experiencing issues, go to **sky.com/help** or call Sky on 0818 762 917.

© Copyright Sky UK Limited 2015.

Sky, Sky Hub, Sky Box and Believe in better are trade marks owned by the Sky group of companies.

This product is intended for use in the Republic of Ireland only and must only be used indoors.

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

PKG-000401-00 Rev. 4 MODEL: ER110 (E) 31 MAY 2015