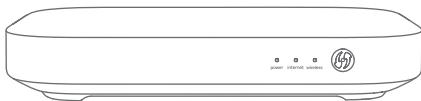


Sky Hub

**Use this guide for your  
best broadband experience**

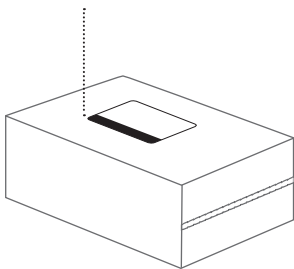


Believe in better

## 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.  
Please do not install your new Sky Hub before  
this date.

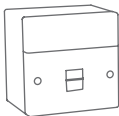


Your broadband can go live anytime up to midnight on your  
activation date.

## ● 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 a BT or Openreach logo.

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

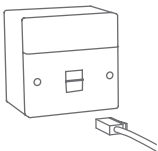
**If your master phone socket has two different ports, you have a pre-filtered master socket, so you will not need to use microfilters.**



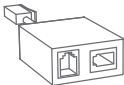
**Continue to page 6 >**

## ● 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

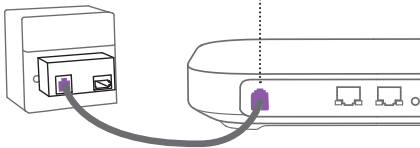
**1. Plug** the Sky Master Microfilter directly into your master phone socket.

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

**Help** on page 12

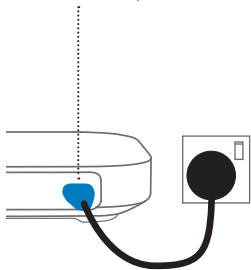
**2. Plug** one of the purple ends of the grey DSL cable into the purple port of your Sky master microfilter.

**Plug** the other purple end into the purple port of your Sky Hub.

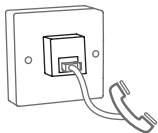


For best performance leave your Sky Hub permanently switched on. **Your Sky Hub may feel warm from time to time, this is perfectly normal and no cause for concern.**

**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.



**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.

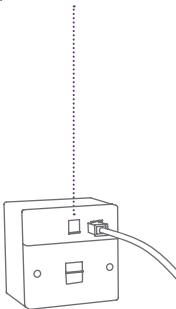
**Help** on page 12

**Continue to page 8 >**

## ● Unplug ————— Plug in your Sky Hub

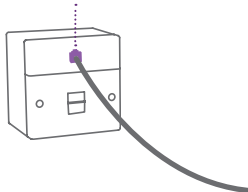
Continued from page 2

**Unplug your DSL cable** from your socket.



**Plug** one of the purple ends of the grey DSL cable into the top 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.



If you have an **Openreach modem** connected to your pre-filtered master phone socket, recycle it (because you no longer need it).

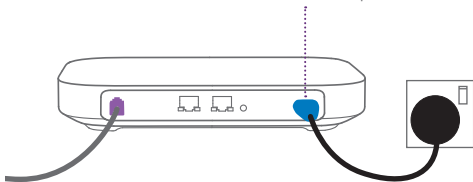


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**Plug** the blue end of the black power cable into the blue port of your Sky Hub.

**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 >**

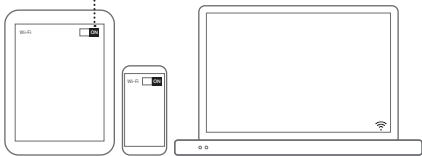
## ● Connect

---

**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.

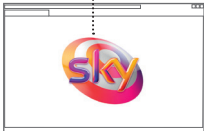
This information can be found on the underside of your Sky Hub.



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

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Now that you are online, **open** a browser and set up your Sky Broadband Shield to keep you protected. **Security** on page 10



## Security

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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)



If you want to know more about how to keep your children safe online, Internet Matters is here to bring you information, advice and support. Simply go to [\*\*internetmatters.org\*\*](https://internetmatters.org) where you'll find tools and tips to help you learn about the issues, talk about them openly, and deal with them confidently.

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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](http://sky.com/security)**

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

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.

## Help

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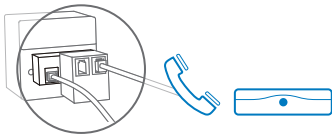
### Getting the best broadband

- 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

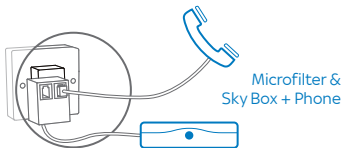
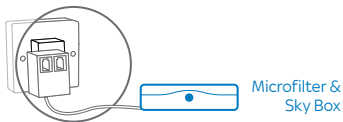
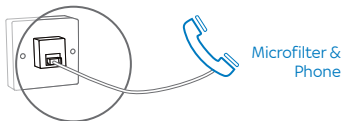
#### How do I plug in a telephone splitter?

Plug in your splitter to the microfilter port marked Phone, then connect your phone, Sky Box or other devices to the splitter.



## 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 **03442 410 515** or visit **[www.sky.com/shop](http://www.sky.com/shop)** for additional Sky Microfilters.

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## Understanding your Sky Hub

### WPS

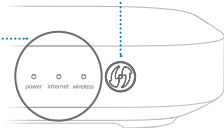
The WPS (Wi-Fi Protected Setup) button can be used to connect other WPS-compatible devices to your Sky Hub.

#### 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](http://sky.com/help)





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## 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 your Sky Hub's control panel via your internet browser:

- 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?**

Fibre customers may have to wait up to an hour for their broadband service to go active.

If you've followed all the steps in this set up guide and you're still experiencing issues, go to **[sky.com/help](https://www.sky.com/help)** or call Sky on 03442 410 515.



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This product is intended for use in the UK, Channel Islands and Isle of Man and must only be used indoors.

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

PKG-000372-00 Rev. 4    MODEL:ER110 (UK)

31 MAY 2015