? Connection help

Don't know if you're connecting via router or extender?
- The extender's network name is the same as your hub/router with 'EXT-' added to the front. For example if your hub/router wireless network name is BTHub5-1234; your new extended network name will be EXT- BTHub5-1234.

Can't connect extender to router
- If the light on the extender keeps flashing red for more than 1 minute after connection attempt. Check your hub/router is switched on and try moving your extender closer to it.
- If your device often loses internet access and the extender's light is red because it is too far, try moving the extender to another socket.
- If you are trying to use WPS but it doesn't work (red light continues to flash), it may be that it's incompatible with the WPS function in the extender. Try to unplug and plug the extender back in and repeat Method 1. If it still fails, follow the steps in Method 2, to connect without using the WPS button.
- If you're unable to connect using Method 2, check you have selected the correct wireless network and you've entered the correct wireless key.

Can't connect to internet
- Check your router is connected to the internet and your wi-fi is working correctly.

Can't connect your device to wireless
- Make sure your device is correctly set-up to connect to your hub/router before trying to use the extender.
- Microwaves and some electrical equipment may interfere with the wireless signal.
- Check the lights on your extender and make sure you are in good range (light is green), if not see the section 'Move extender to optimum location'.
- Thick/concrete walls and ceilings will affect wireless performance.

Light is off
- Check the power socket is working and switched on.

Light status

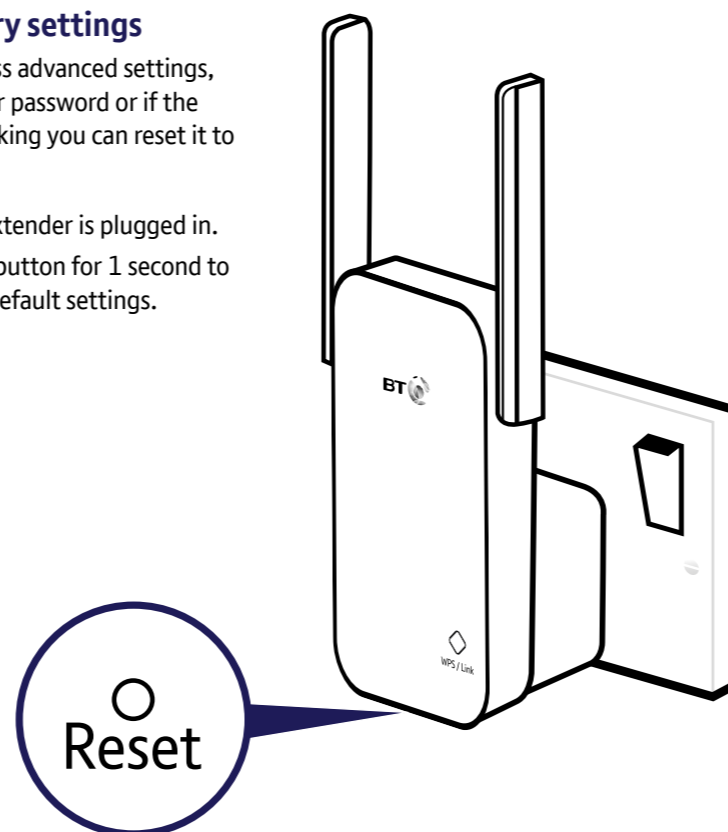| Light	Status	What's happening
	Off	Extender turned off
◆	Flashing red slowly	Slowly flashes red for 10 seconds whilst booting up or when not configured yet with hub/router
◆	Flashing red quickly	Extender is connecting to hub/router. When flashing stops, it's ready for use
◆	Red	Extender too far from hub/router
◆	Green	Extender in good range from hub/router
◆	Amber	Extender too close to hub/router
After pressing the WPS/Link button		
◆	Amber flashing	Authentication in progress
If WPS successful:		
◆ ◆◆◆		Flashing red quickly while connecting to the hub/router. Then turns either steady green, amber or red depending on the range from the hub/router.
If WPS fails:		
◆		Flashing red slowly as not configured with hub/router

Reset to factory settings

If you need to access advanced settings, have forgotten your password or if the extender stops working you can reset it to its factory settings.

1 Make sure the extender is plugged in.
2 Press the **Reset** button for 1 second to restore factory default settings.

Reset

Box contents

Essentials Wi-Fi
Extender 300

General information

For information on safety instructions, technical information or setting up the extender, please see the Frequently Asked Questions at **bt.com/essentials300**

Guarantee
Your Essentials Wi-Fi Extender 300 is guaranteed for a period of 3 years from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Essentials Wi-Fi Extender 300 or any component thereof which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:
- the guarantee shall only apply to defects that occur within the 3 year guarantee period
- proof of purchase is required
- the equipment is returned to BT or its agent as instructed.

This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

This guarantee does not affect your statutory rights.

To find out what to do if your extender is in or outside of the 3 year guarantee, please see the FAQ at **bt.com/essentials300**

How to recycle your equipment
The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin.

It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Radio Equipment Directive Declaration of Conformity
Hereby, British Telecommunications plc declares that the radio equipment type Essentials Wi-Fi Extender 300 (088159) is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: **bt.com/producthelp**
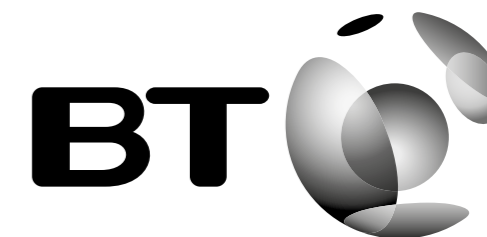
This device has been evaluated for and shown compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.

Radio transmission information
Frequency range 2401 – 2483MHz
Max power 19.87dBm 97.05mW

Power consumption

In operation	**2.7 Watts**
Network standby	**2.14 Watts**

? Find out more

- If you need more help, go to **bt.com/essentials300** where you can view Frequently Asked Questions.
- If you cannot find the answer to your problem in the Frequently Asked Questions, then please call our free Helpline on **0808 100 6116***. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Extender default settings

Please write the default settings from the label on the back of the extender here.

Default Wi-Fi Network (SSID):

Default Wi-Fi Key:

Default Admin Password:

BT

Essentials Wi-Fi
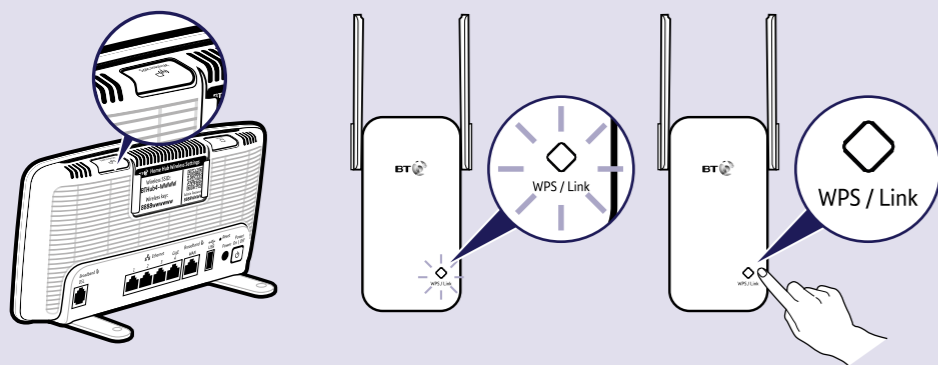## Extender 300
User Guide

1 Connect to your hub/router

Method 1 – Using WPS button

Connection to your router is very easy if it supports WPS; most recent routers do (e.g. BT Home Hub 3 and later, or any other router that has a WPS button). If your router doesn't support WPS, go to 'Method 2 - Without WPS button' opposite.

1 Plug the extender into a power socket near your broadband wireless router (e.g. in the same room). Wait 10 seconds for the extender to boot up. The light will be flashing slowly red.

2 Press the **WPS** button on your router.

3 Press the **WPS** button on the extender (for 1 second) within 2 minutes.

4 Wait until the light stops flashing and turns either solid green, amber or red. The extender is now configured with your hub/router, and you're ready to find its optimum location, see **2** below. If this fails (the light stops flashing and starts flashing red), please use 'Method 2 - Without WPS button' opposite.

WPS / Link

WPS / Link

Note: the WPS button on your extender is only used to connect to the router and can't be used to connect devices.

Method 2 – Without WPS button

If you don't have a WPS button on your hub/router, you can set up your extender using the web based set-up with an internet browser.

! Important: Before following these instructions, make sure your computer is not connected to the internet (unplug its ethernet cable or disconnect from your wi-fi network).

! Also before you start, to make this method easier for you, please write down the default values from the label on the back of the device so you can avoid unplugging the extender later on. There's a space provided for this on the back of this user guide.

OR

1 Plug the extender into a power socket near your broadband wireless router (e.g. in the same room). Wait 10 seconds for the extender to boot up. The light will flash red slowly.

2 Connect your computer to the extender wirelessly:

Connect wirelessly

– Use the wireless connection software or settings on your computer to display the list of available wireless networks in your area.

– Find your extender in the list and select it; it's called **BTWifiExtndr-XXX**.

– Enter your extender's wireless key (printed on the label on the back of the extender or as suggested you can write it down on the back of this user guide in the space provided)

– Complete the connection on your computer.

3 Open your internet browser and enter **http://192.168.1.1** in the address field.

– Enter your extender's **Admin password** (printed on the label on the back of the device or written by you on the back of this user guide in the space provided), then click **Login**.

– Click **Start** at the bottom then follow the on-screen connection wizard.

4 When you click **Finish** your browser will lose connection to the extender (ignore browser errors). The extender's light will stop flashing on successful connection. The extender is now configured with your hub/router, and you're ready to find its optimum location, see **2** below.

Full instructions on how to connect devices using different operating systems are in the Frequently Asked Questions, available at **bt.com/essentials300**.

2 Move extender to optimum location

1 Plug in the extender halfway between your hub/router and the area you wish to extend wi-fi to.
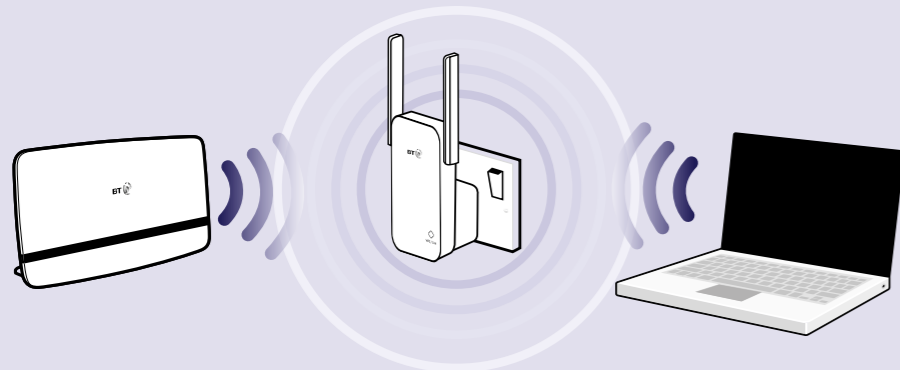
2 Give the extender 10 seconds to boot up. Once ready the extender's light will change to a solid green, amber or red depending on the signal quality and location. Ideally it will be solid Green indicating a good range and you can go to step **3** Connect your devices.

If the light continues flashing red for more than 1 minute check you hub/router is switched on and try moving your extender closer to it.

3 Check the lights and if necessary move the extender closer or further away from your hub/router depending on the light status below. Your extender is in a pretty good spot when showing a solid amber light, but you should aim to get a solid green light for a good range and position.

◆ **Red (too far)**
Move the extender closer to your hub/router.

◆ **Green (good range)**
Good router signal strength. Ideal location for maximum performance.

◆ **Amber (too close)**
Move the extender further from the hub and closer to the area you want to receive wi-fi.

It's normal for the light to change occasionally.

3 Connect your devices

1 The extender's network name is the same as your hub/router with **EXT**-added to the front.

For example:

Hub/router wireless network name: BTHub5-1234

New extended network name: **EXT-BTHub5-1234**

2 From your device, select the network you wish to connect to.

3 Enter the wireless key – this is the same as your hub/router.

If you need more help, go to **bt.com/essentials300** or call **0808 100 6116***.

*Calls made from within the UK mainland network are free. Mobile and international call costs may vary.