



# Product Support

BT offers a **minimum period** of product support service as listed in this document for BT branded devices **from the sales start** of the product. Product support includes necessary firmware updates and fixes for critical vulnerability as required. BT constantly monitors the releases of known vulnerabilities. This information is part of our compliance to the Product Security and Telecommunications Infrastructure (PSTI) legislation which came into effect on 29 April 2024.

Search your device's model number in the list below for its specific minimum period of support. The model number can be found printed on the label under your device.

To keep your device up to date and to get the best performance, BT either informs you about the availability of a new firmware version (make sure to update the firmware when it's available), or we will automatically update your device (make sure to keep your device regularly switched-on).

Model (name)	Sales start	Minimum period of support
<b>GRV9517UAC34-A-SA (Smart Hub 2)</b>	May 2018	8 years
<b>Home Hub 6.0 – Type A (BT Smart Hub)</b>	Mar 2016	9 years
<b>WE410443 (Wi-Fi Disc)</b>	Nov 2018	8 years
<b>DIW3930 (TV Box Mini)</b>	Mar 2022	5 years
<b>RTIW387 (TV Box Pro)</b>	Mar 2021	5 years
<b>LRDD6391BF (Hybrid Connect)</b>	Aug 2020	6 years
<b>VOICE-HUB</b>	Jun 2024	3 years

## No longer for sale

<b>Model (name)</b>	<b>Sales start</b>	<b>Minimum period of support</b>
<b>Smart Baby Monitor 2.8 inch</b>	Feb 2019	6 years
<b>Smart Baby Monitor 5 inch</b>	Feb 2019	6 years
<b>Whole Home WiFi</b>	Dec 2016	8 years
<b>F398 (Whole Home Wi-Fi Premium)</b>	Oct 2019	4 years
<b>F368 (Whole Home Wi-Fi 6)</b>	Aug 2021	3 years
<b>DTR-T2100 (TV Box)</b>	Oct 2013	12 years
<b>DTR-T4000 (TV Box UHD)</b>	Mar 2015	10 years
<b>HH70</b>	July 2017	5 years
<b>Mini Whole Home WiFi</b>	Aug 2019	3 years
<b>BT Essentials Wi-Fi Extender 300</b>	Nov 2016	3 years
<b>AP699GE8C2.CW158 (11ac Dual-Band Wi-Fi Extender 1200)</b>	Dec 2014	3 years
<b>BT Mini WiFi Home Hotspot 600</b>	Dec 2015	3 years