

The BT Home Hub firmware recovery tool can be used to restore a hub with faulty or corrupt firmware to a working condition.

We strongly recommend against using the tool to upgrade a working hub to a new version of firmware. Hub upgrades are automatically managed by BT over the broadband connection. If you are waiting for an upgrade, please search the 'Hub firmware' FAQs at <http://www.bt.com/broadband/help>

IMPORTANT

The BT Home Hub's recovery tool should only be used under supervision from the BT Broadband helpdesk to recover a corrupted Hub. BT cannot be responsible for any damages to the Home Hub caused by using this tool to upgrade a working Hub.

Before you start:

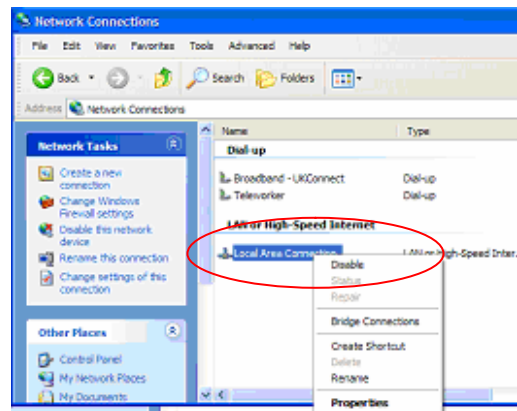
The Hub implements a "watch" period of 10 min after which it will reboot itself to recover. Please leave the Hub plugged in and switched on for at least 10 minutes before starting the recovery tool. If the Hub does not reboot by itself, then continue following the instructions below:

1. Download the Hub recovery zip file from the web site.
2. Unzip the file to a suitable location on your computer (e.g. Desktop) or to a portable storage device that you can take to the computer connected to the Hub
3. Connect computer to the Ethernet 1 socket of the Hub. Using another socket or wireless will not work in a reliable way.
4. Switch on Hub
5. Switch on computer
6. Disable firewall and antivirus software on your computer

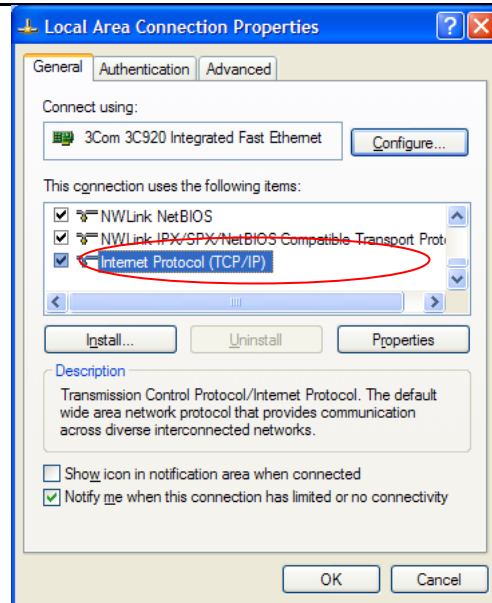
7. Set the computer to static IP:

i) Click on **Start** menu, then **Settings** or **Control Panel** and then **Network Connections**

ii) Under **LAN**, right-click the **Local Area Connection** (ensure the correct adapter is selected if several are listed), then click **Properties**



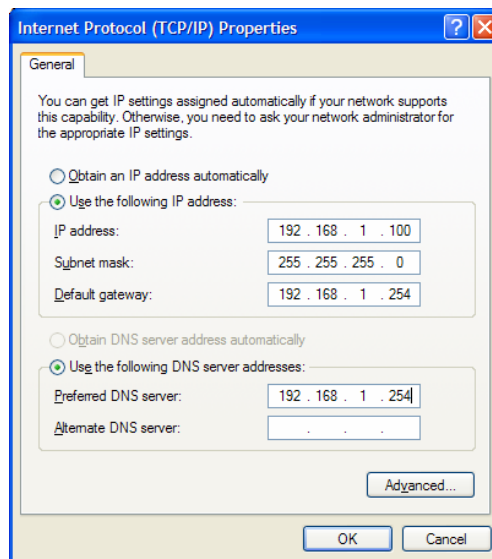
iii) Select the **Internet Protocol (TCP/IP)** connection and click **Properties**.



iv) **Use the following IP address:** radio button should be selected
 - IP address: 192.168.1.100
 - subnet mask: 255.255.255.0
 - default gateway: 192.168.1.254

v) **Use the following DNS server addresses** radio button should be selected, and enter the preferred DNS server as 192.168.1.254

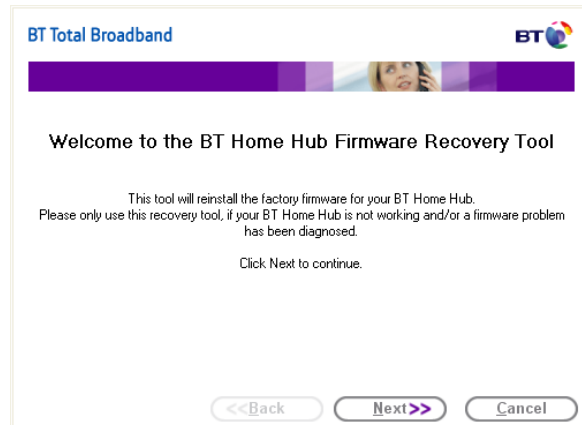
vi) Click on the 'OK' buttons to confirm the settings.



8. Locate the files unzipped in step 2

i) Windows XP and below: run the **startBTrecovery** application

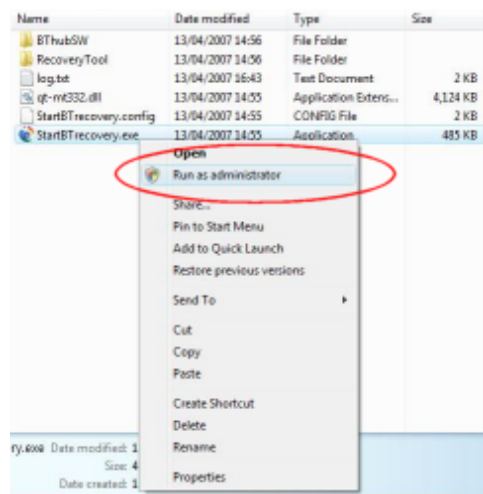
On the welcome screen, click **Next** to install the new firmware.



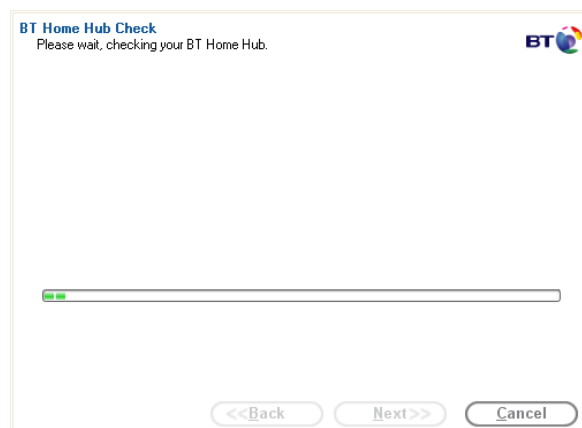
ii) **Windows Vista only:**

Right-click the **startBTrecovery** application and select **Run as administrator** from the menu. Two security warning will appear on which you should first select **Run**, then **Allow**.

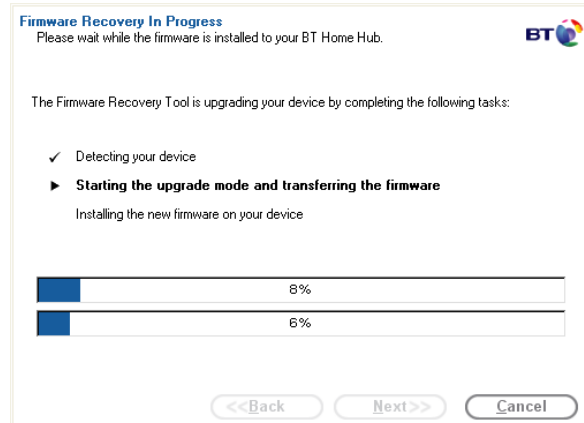
On the welcome screen, click **Next** to install the new firmware.



9. The tool will first check it can connect to the Hub

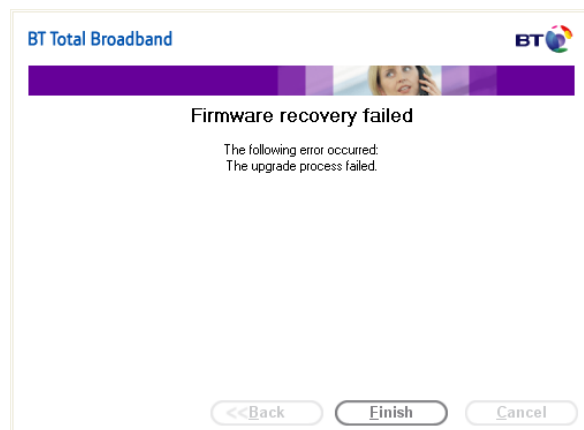


10. After a few seconds to detect the Hub, the recovery will automatically start



11. If the wizard did not detect the Hub, you will need to set the Hub in recovery mode:

- i) Close the firmware wizard
- ii) Locate the “Wireless Association” button on the back of the Hub (see image step 14)
- iii) Press and hold the wireless button, and unplug the power. Keeping the wireless button pressed plug power back, wait a further 5s until the lights changes before releasing the wireless button.
- iv) The Home Hub is now in recovery mode.
- v) You now have 90 seconds to run the recovery tool again from Step 8

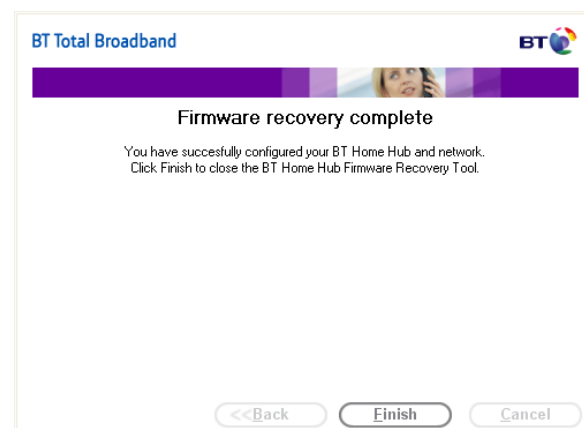


12. During the process of upgrade, the software might ask for a username and password to be entered. If prompted:

Username: admin
Password: admin

The upgrade will take several minutes.

Click on the 'Finish' button at the end of upgrade process.



13. The hub will reboot. Wait until the Wireless and Data lights are solid green. If all the lights continue to flash for longer than 2minutes, it means the Hub is being remotely upgraded. Wait for the upgrade



to complete before going to the next step.

DO NOT INTERRUPT this upgrade as this could damage your Hub.

IMPORTANT – DO NOT TURN OFF HUB POWER WHEN ALL LIGHTS ARE FLASHING.

14. Wait for the Hub to completely reboot (this might take 15 min).

i) You now need to reset the Hub to its factory defaults. Press and hold the Wireless Association button on the back of the Hub for 20 seconds, or until the Phone, Wireless, Broadband and Internet lights stay on without blinking.



wireless association button

15. As the Hub has been reset to defaults, please remember that you will now need to reconfigure any services you might have setup on your Hub such as BT Broadband Talk.

Also note that the Hub's wireless settings will have been reset to the default settings printed on the label on the back of the Hub.