



Let's get started

4G Assure
Set up guide



Hello

Welcome to your 4G Assure.

Once you're set up you'll never lose business because of a lost connection. If you're new to BT broadband, plug in 4G Assure to get online straight away, no need to wait for your broadband line to be activated.

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What's in the box

USB docking station



4G Assure dongle (SIM card inside)



You'll need to make sure your hub is plugged in and switched on before setting up your new dongle. For how to get set up, see page 4.

Ordered a bundle? Set things up in this order.



1. Business Hub



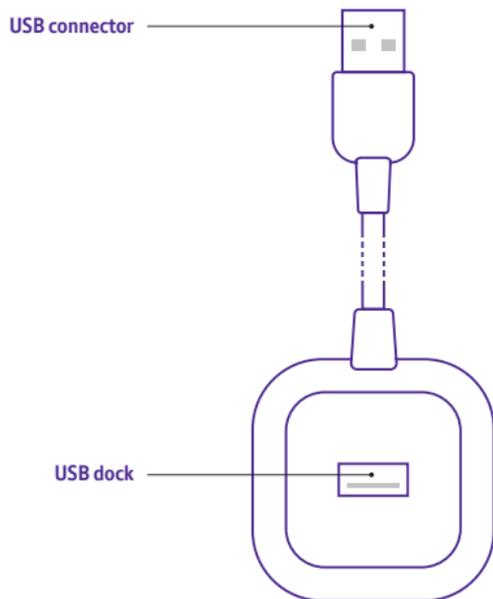
2. 4G Assure



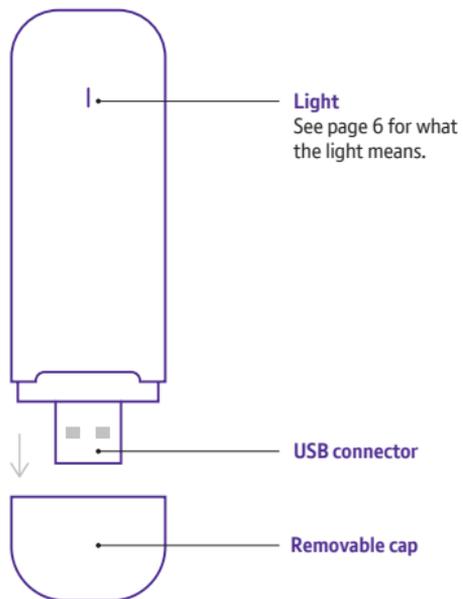
3. IP phone or other kit

Get to know your 4G Assure

USB docking station



Dongle



Set up and get connected

Setting up 4G Assure is quick and easy. You'll need a Business Smart Hub or Business Hub 5 before you can use your 4G Assure.

Remember you can get connected and online straight away, even if your broadband hasn't been activated yet. Here's how to set up:

1

Set up your hub

Plug in your hub and switch it on by pressing the power button on the back.

When the hub's lights are on, it's ready. If you get stuck, see your hub's set up guide.

2

Set up your dongle

Connect the USB docking station to the USB port on your hub, then plug the dongle into the docking station.

Your hub is ready when the lights turn steady blue or purple.

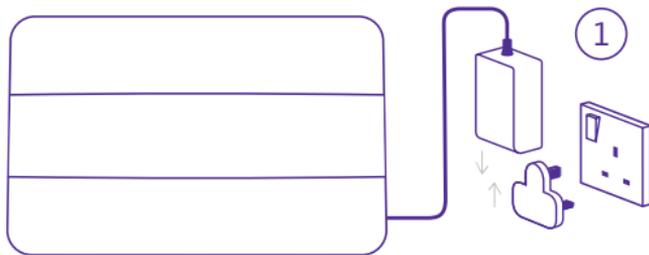
Always keep your 4G Assure plugged into your hub to avoid any loss of connection.

3

Connect your devices

Now you're online and up and running, connect your devices.

You'll need the hub's wireless network name and password. They're on the back of the hub, and it will be called something like BTBHub6-ABCD.



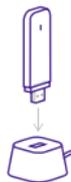
Only use the plug that came with your hub.



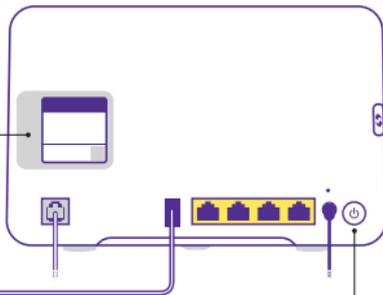
The password is case sensitive.

3

2



USB docking station.



USB port.

Power button.

Using Guest Wi-Fi?

Guest Wi-Fi isn't available when connected via your 4G Assure, only when you're connected via broadband (the hub light will be blue).

What your dongle and hub lights mean

Dongle

No light



The dongle isn't plugged into the docking station or the hub isn't on

Make sure your hub is on, then plug the dongle into the docking station.

Green light flashing twice every two seconds



The dongle is ready

Your dongle is working normally and you don't need to do anything.

Blue light flashing once every two seconds



The dongle is connecting to the 4G network

Give it a minute or two – if it doesn't connect, see how to check your signal on page 8.

Steady blue light

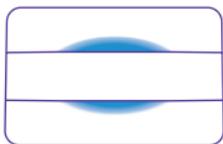


The dongle is connected to the 4G network

Your dongle is working normally.

Hub

Steady blue light



Business Smart Hub

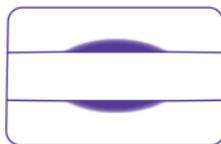


Business Hub 5

Your dongle is connected to the hub and the hub is working on the broadband network

Your dongle will kick in if there's something wrong with your broadband connection.

Steady purple light



Business Smart Hub



Business Hub 5

Your dongle is connected to the hub and the hub is working on the 4G network

Your hub and dongle are working normally. We may call you if we notice any problems with the broadband network.

Check your 4G signal strength

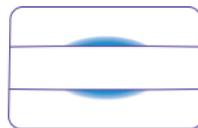
To get the most from your 4G Assure, it's important to have a strong 4G signal.

- 1 Make sure your dongle is plugged into the docking station and the docking station is connected to your hub (see page 5).
- 2 Open a web browser – i.e. Chrome, Safari etc – and type **btbusinesshub.home/4gassure** into the address bar to open Hub Manager.
- 3 If prompted, enter the Admin password – it's on the settings card on the back of your hub.
- 4 Check the mobile signal level. If it's weak (one bar or below), try moving the dongle and docking station to a new position to improve the signal strength.

It's best near a window as walls and structures can affect the signal. Having the shortest distance between 4G Assure and the outside will give you the best connection.

Your signal will instantly update on the Hub Manager as you move your 4G Assure, helping you to identify the best position for 4G signal.

Signal level:



Business Smart Hub



Business Hub 5

Remember: you need a BT Business Smart Hub or BT Business Hub 5 with its power on before you can use your dongle. Your dongle won't work with a different kind of router or a different BT hub.

Get more with the BT Business app

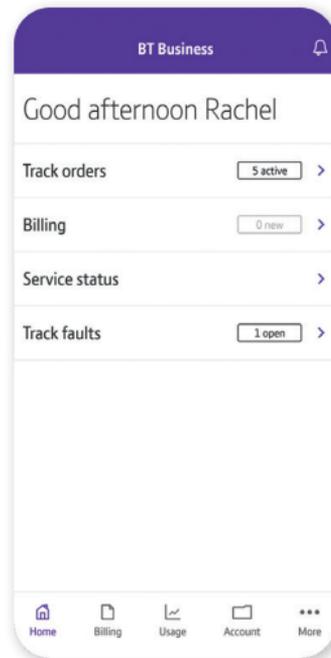
The BT Business app makes it easy to manage your BT account and get help if you need it. You can also check your connection status.

Use it to:

- track or change an order and get updates about its status
- check or change an engineer appointment
- view your bills and manage payments
- get help with your business services
- track a fault
- check your broadband speed.

If you can't find what you need, you can chat with us, or log in to your Business account at bt.com/business/myaccount

Download the BT Business app



Need some help?

Get help from the app

Download the BT Business app for more help. See page 9.

Go to bt.com/business/4GAssurehelp

It's the quickest and easiest way to get help, all day, every day.

Chat to us at bt.com/bbchat

We're here to help Monday to Friday, between 8am and 8pm.

Get help from other users

Join the conversation in the Business Community Forum at business.forums.bt.com

Call us

If you need to talk, give us a ring on **0800 800 154**. Make sure you're next to your hub and dangle with a computer or device if you call.

HM Network are also available via www.hm-network.com
support@hm-network.com and on 03333 444 190

Other information

Exposure to radio frequency energy

This device has been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR using standardised methods with the device transmitting at its highest certified power level in all used frequency bands.

The International Commission on Non-Ionizing Radiation Protection (ICNIRP) recommends a limit for SAR: it's 2 watts per kilogram (W/kg) averaged over 10 grams (g) of tissue.

The highest SAR values for this model when it was tested were:

Maximum 10g SAR(W/kg)

Band	Body (1.5mm)	Body (5mm)
LTE Band III	0.84	1.81

Radio Equipment Directive Declaration of Conformity

British Telecommunications Plc declares that the radio equipment type BT Business LTE USB stick complies with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at bt.com/business/hubhelp

Radio transmission information

Frequency range (MHz)	Max power in the range (dBm)
GSM900: 880MHz-915	32.74
GSM1800: 1710MHz-1785	29.56
WCDMA Band I: 1920MHz-1980	22.36
WCDMA Band VIII: 880MHz-915	23.11
LTE Band 1: 1920MHz~1980	22.88
LTE Band 3: 1710MHz~1785	23.29
LTE Band 7: 2500MHz~2570	22.06
LTE Band 8: 880MHz~915	23.48
LTE Band 20: 832MHz~862	23.31

Recycling

Your 4G Assure is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin. Please recycle where facilities exist.



Offices worldwide

The services we've described in this publication may not always be available and we may change them. Nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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