Find out more

- If you need more detailed instructions, Frequently Asked Questions are available at **bt.com/producthelp**

- 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.

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

Offices worldwide

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11ac Dual–Band Wi–Fi Dongle 610
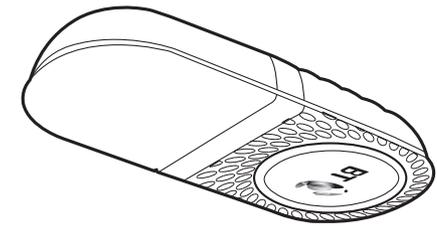## User Guide

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Box contents

11ac Dual–Band Wi–Fi Dongle 610

Compatibility: Windows® Vista®, 7 and 8. This product is not compatible with Apple® Mac® or earlier versions of Windows®.

General information

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

Guarantee

Your 11ac Dual–Band Wi–Fi Dongle 610 is guaranteed for a period of 1 year 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 11ac Dual–Band Wi–Fi Dongle 610 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 1 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 dongle is in or outside of the 1 year guarantee, please see the Frequently Asked Questions at **bt.com/producthelp**

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.

R&TTE Directive & Declaration of Conformity

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

For a copy of the Declaration of Conformity please refer to **bt.com/producthelp**

1 Install

> ⚠ **IMPORTANT** – Do NOT insert the dongle into your computer until prompted by the online instructions.

1. Make sure you're online and able to surf the web using your existing internet connection.

2. Go to **bt.com/dongle610install** and follow the instructions on your screen.

2 Connect to wi-fi

> 📄 If your device already has built-in wireless, you should switch it off.

Using your network security key

1. Click 📶 in your system tray (lower-right corner of your screen) to view available wireless connections and find the dongle connection. You might need to scroll down. It'll be called something like **WiFi 2** or **Wireless Network Connection 2**.

2 Choose your router from the list (e.g. **BTHub-xxxx**) and click **Connect**.

3. Enter your network security key, and then click **Connect** to complete the connection.

❓ Connection help

Check the dongle has installed correctly
In the **Windows Device Manager / Network Adapters**, if you can find **11ac Dual-Band Wi-Fi Dongle 610**, the driver is installed successfully.

If the driver **11ac Dual-Band Wi-Fi Dongle 610** is displayed with "**!**", "**?**", "**X**" symbols, the driver installation has failed. In this case, you'll need to update or reinstall the driver again. Right-click on **11ac Dual-Band Wi-Fi Dongle 610**, and then click **Update Driver** and follow the instructions on the screen.

If the above driver update fails, please go to **bt.com/dongle610install** and follow the on screen instructions.

How to turn built-in wireless off
Windows 7 – at the same time press the "**Windows**" key and "**X**" on your keyboard, then click on the wireless off button

Windows 8 – click on 📶 in your system tray, scroll down to Wi-Fi 1 and change the setting to off

Can't find Wi-Fi 2 or Wireless Network Connection 2
For computers without built-in wireless, your dongle will appear as something like WiFi 1 or Wireless Network Connection 1. If you have installed a wireless dongle in the past the connection number maybe higher, ensure you select the highest to make use of the new dongle.

Can't connect to router
Possible causes for no connection:

• Check your selected router wireless network name.
• Make sure you've entered the correct network security key.

Weak signal
Possible causes for weak signal:

• Do not use the dongle in an area where microwave and electric equipment may interfere with the wireless signal.
• Try to move the laptop near to your router, which can improve the wireless signal quality.
• Thick/concrete walls and ceilings.

Compatibility
Windows® Vista®, 7 and 8. This product is **not** compatible with Apple®Mac® or earlier versions of Windows®.

Light status

Status	What's happening
Off	No power or driver has not been installed
On	Dongle running normally
Flashing	Data being sent or received