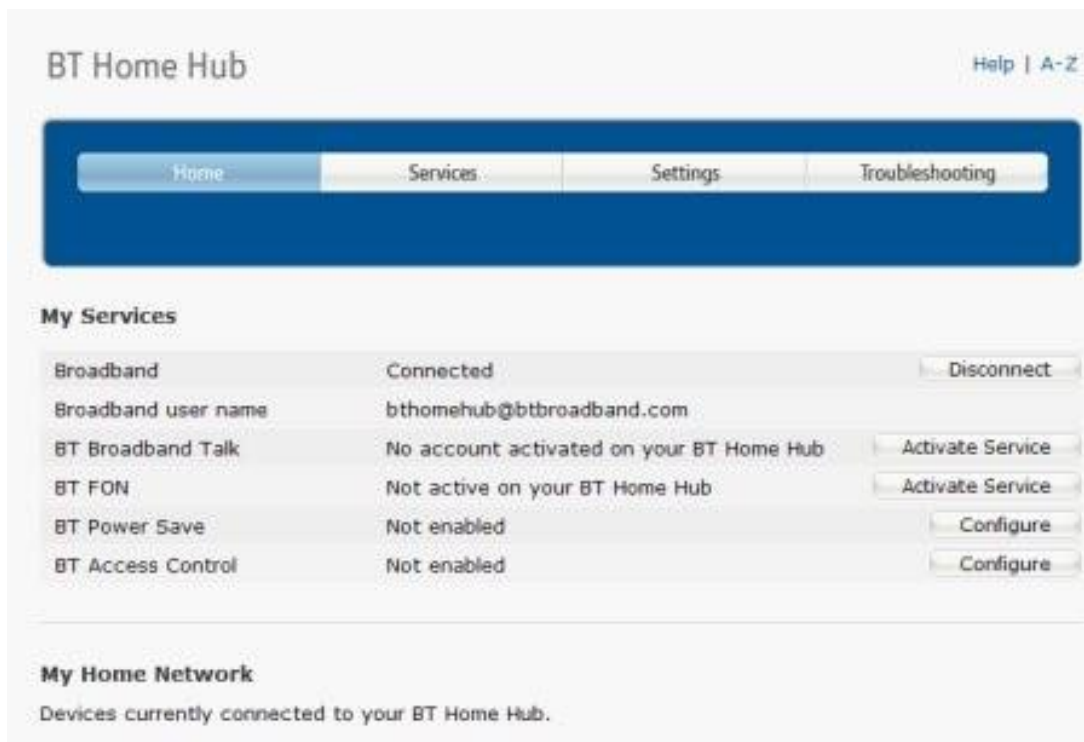


## Having Trouble Connecting Echo to a BT Home Hub Router

If your Amazon Echo is unable to connect to your BT Home Hub router, follow the steps below.

### Step 1 – Validate Router Configuration

Visit <http://192.168.1.254> in a web browser on a device connected to your Wi-Fi network. If you see a page for your BT home hub router, similar to the one shown below proceed to step 2.



### Step 2 - Smart Setup

If you are setting up your Amazon Echo using <https://alexa.amazon.co.uk>, please disable smart setup using the steps outlined in the [BT Help Page](#). Once you have restarted your BT Home Hub after making this change, please move to step 3.

### Step 3 – Turn on Amazon Echo

Plug the included power adapter into Amazon Echo and then into a power outlet. The light ring on Amazon Echo turns blue and then orange. When the light turns orange, Amazon Echo greets you.

## Step 4 - Open the Alexa App

Open the Alexa App on your mobile device or go to <https://alexa.amazon.co.uk>.

Open the left navigation panel and then select **Settings**.

Select your device and then select **Update Wi-Fi**. If you're adding a new device to your account, select **Set up a new device** instead.

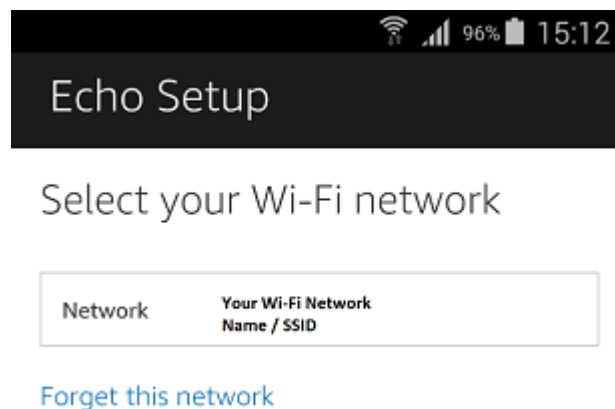
Select **Echo**.

Set your Amazon Echo language to **English (United Kingdom)** and select **Continue**.

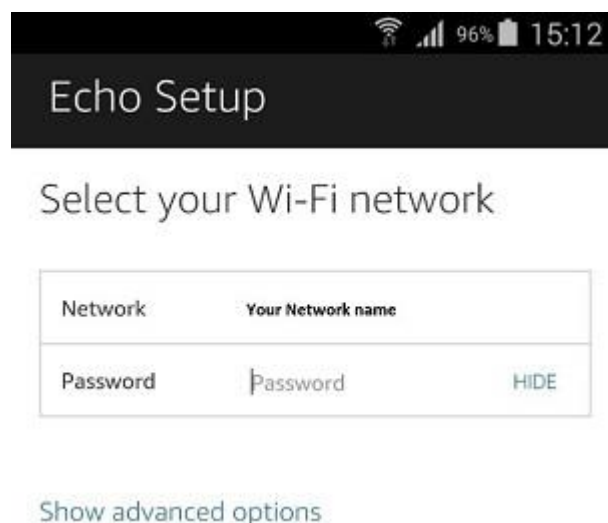
Click **Connect to Wi-Fi** and follow the instructions in the Alexa app.

## Step 4 – Choose your Wi-Fi Network

On the **Select your Wi-Fi network** screen in the Alexa app, select your Wi-Fi network name (SSID). If the option is available, select **Forget this network**.



Enter your Wi-Fi password. Select **Show advanced options**.



## Step 6 – Advanced Setup

Enter the following information in the fields provided:

**IP Address:** 192.168.1.60

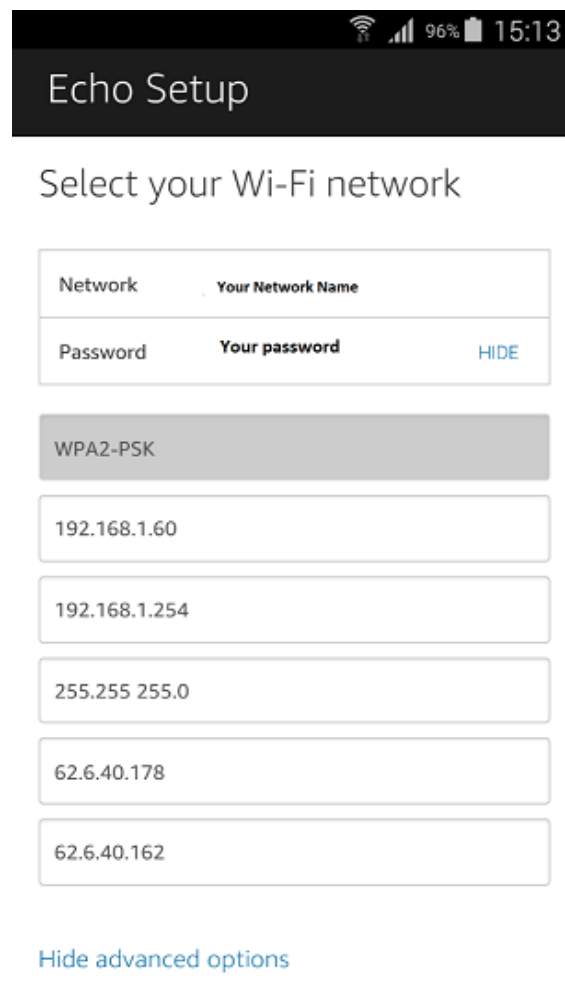
If you have more than one Amazon Echo, use a different IP address for each one, e.g. 192.168.1.60, 192.160.1.61, 192.160.1.62.

**Router:** 192.168.1.254

**Subnet Mask:** 255.255.255.0

**DNS1:** 62.6.40.178

**DNS2:** 62.6.40.162



The screenshot shows the 'Echo Setup' app interface. At the top, the status bar displays signal strength, Wi-Fi, 96% battery, and the time 15:13. The main heading is 'Echo Setup'. Below it, the instruction 'Select your Wi-Fi network' is displayed. A form contains several input fields: 'Network' with the placeholder 'Your Network Name', 'Password' with the placeholder 'Your password' and a 'HIDE' link, and a 'WPA2-PSK' section with six input fields containing the values: 192.168.1.60, 192.168.1.254, 255.255.255.0, 62.6.40.178, and 62.6.40.162. At the bottom, there is a link that says 'Hide advanced options'.

Click **Connect**.

Please note you may need to scroll down to reveal the connect button on some mobile devices.

## Step 7 - Check BT Parental Control Categories

Go to [BT Support](#) to see which categories are blocked by BT parental controls.

Blocking **Media Streaming** can result in certain Alexa content being blocked, including TuneIn, Spotify and Prime Music.