



BT smart setup

If you have a BT Home Hub please follow the steps below before connecting your SWS to your Home Network. Otherwise, your Home Hub will block communication from the SWS by default.

1. Go to 192.168.1.254 to open the Home Hub interface.
2. You will need the administrator password from the back of the Home Hub
3. Click on "Home Network"
4. Click on "Smart Setup"
5. Under "Enable Smart Setup" click "No"
6. Click Apply
7. Restart the BT Home Hub

BT Parental controls

Your parental controls on your online BT account can also block the transmission of data from the SWS to the servers. You will need to turn the settings to OFF to allow the SWS to communicate. The link below gives details as to how to do this.

<http://home.bt.com/techgadgets/internet/stay-safe-with-bt-parental-controls-11363887238413>

If you require these to be left ON, then please contact us for assistance with allowing the required seneye websites.

BT NetProtect

Some customers have reported issues with their connection when using BT NetProtect. The set-up for this is done online through your BT account.

If this does not work, please contact us on support@seneye.com and we can provide instructions as to how to try a beta version of the firmware for compatibility.

SKY Shield

Sky Shield works in a very similar way to BT parental controls and will need to be turned off if it is blocking the SWS from communicating.