

**Restrictions:**

This radio equipment is subject to certain restrictions when it is placed on the market in Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE), Northern Ireland (UK(NI)), Norway (NO), Switzerland (CH), Iceland (IS), Turkey (TR), Lichtenstein (LI).

Operations in the 5150 – 5350 MHz bands are restricted to indoor usage only. This radio equipment is also subject to certain restrictions when it is placed on the market in United Kingdom (UK).

**Radio transmission information**

Frequency range (MHz)	Max power in the range (dBm)
1880 – 1900	21.4
2400 – 2483.5	20
5150 – 5350	23
5470 – 5725	30
5725 – 5850	23

**Disposing of your old electrical and electronic equipment**

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life. This product may contain substances that could be harmful to people or the environment if it's not recycled correctly.

The equipment provided to you will remain the property of EE at all times (excluding outright sale equipment). You'll need to return it back to us within 60 days of telling us you want to cancel, or we may need to charge you for it. You can do this by following the steps here: [ee.co.uk/returns](https://ee.co.uk/returns)

As the environment is important to EE, we can get rid of it in an environmentally friendly way.

If this equipment is a replacement for something similar, then you can also dispose of your old kit by following the instructions above.



**Warnings**

- If your devices or power adapters appear damaged, stop using them immediately. Switch off your electrical socket if it's safe to do so and contact our helpdesk.
- Don't try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock.
- This device has been evaluated for and shown compliance with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.
- There is a slight chance your product could be damaged by an electrical storm. We recommend that you unplug the power and phone line cord during a storm.
- If you've got a pacemaker please check with your doctor before installation.
- Radio signals from this product may cause interference to hearing aids.

**Other information**

This EE WiFi Device contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, EE has made the relevant code available for download at [ee.co.uk/help](https://ee.co.uk/help)

The device ERV46BE247B-H2-SA complies with EN 62368-1. The rating label is located on the base of the device.

**Radio Equipment Directive Declaration of Conformity EU**

Hereby, EE declares that the radio equipment type ERV46BE247B-H2-SA is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: [ee.co.uk/declaration-of-conformity](https://ee.co.uk/declaration-of-conformity)

**UK**

Hereby, EE declares that the radio equipment type ERV46BE247B-H2-SA is in compliance with Radio Equipment Regulations 2017 and The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. The full text of the UK declaration of conformity is available at: [ee.co.uk/help/terms-and-conditions/general/declaration-of-conformity](https://ee.co.uk/help/terms-and-conditions/general/declaration-of-conformity)

To find the support period for your device or to report security issues, go to: [ee.co.uk/help/terms-and-conditions/general](https://ee.co.uk/help/terms-and-conditions/general)

**SMART HUB  
IMPORTANT SAFETY AND CARE INSTRUCTIONS**

Your Smart Hub from EE is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.

**Installation and location**

- For indoor use only in the UK.
- All devices and cables connected to this Hub via the ethernet or WAN port shall be referenced to the same earth circuit as the Hub and no part shall be positioned outdoors.
- Position all parts, including power adapters away from heat and sun (eg away from radiators, window sills or other electrical equipment that can get hot).
- Keep area ventilated (eg don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Keep device and cables out of young children's reach.
- Only use power adapters provided by EE for this specific device; see [ee.co.uk/help](https://ee.co.uk/help) for further information or contact our helpdesk if you need a replacement.
- Electronic devices hate liquids; don't place devices

- and power adapters in damp areas or near sources of water or splashes.
- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals.
- Product may cause scratches or marks if placed on fragile surfaces (eg veneered wood or delicate fabrics); place on a mat if needed.
- Don't use near flammable substances or in a flammable atmosphere (eg warehouse or garage).
- Designed for use at room temperatures between 0°C and 40°C.
- Keep device upright at all times. Not standing it as designed could cause overheating.

**Care and maintenance**

- Treat all parts with care; no shock or vibration, and don't pull, twist any cables.
- Dust with a soft dry cloth; don't use water or solvent.
- Regularly check that objects don't cover any parts or any vents that could cause overheating.
- When not in use, store in a dry place and away from extreme heat or cold.

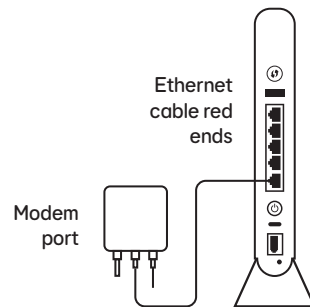


# SETTING UP YOUR SMART HUB IS EASIER WITH THE EE APP

If you don't have the app, use the following steps to connect.

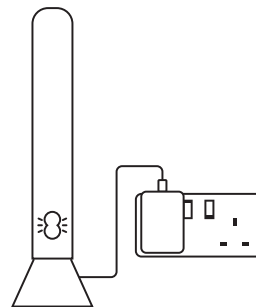
## 1 Connect your Smart Hub

Plug the Ethernet cable provided – the one with the red ends – into the red port on your Hub that's labelled WAN. Plug the other end into your Openreach modem – this is a white box, usually fixed to the wall.



## 2 Switch on

Plug in your Hub, and press the power button on the back to turn it on. Wait for three minutes to see an aqua-coloured light, which shows you're connected. If the aqua light doesn't appear, you can get help at [ee.co.uk/help](https://ee.co.uk/help)

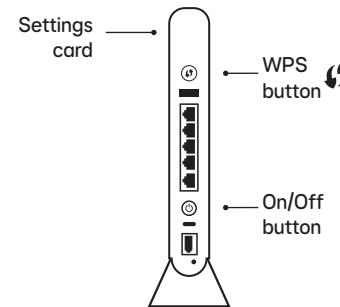


## 3 Connect your devices

To connect your phone or another device to your Hub, use its camera to scan the QR code on the Hub's slide-out settings card. You can also manually enter the details printed on it.

Alternatively, if your device uses WPS press the WPS button on the back of the Hub, and follow the instructions on your device to connect.

Don't forget to re-register any digital home phones and adapters if you have them.



### Got a Connectivity Backup device?

If your hub's light stays solid or flashing orange, your broadband is not active yet. If you have a Connectivity Backup (formerly Smart Hybrid Connect) device you can still get online, even if you don't have an Openreach modem yet.

### Having trouble connecting?

If you find that some of your devices won't connect, it could be that they are older and not compatible with the more advanced WiFi settings on your Smart Hub 7 Plus. To fix this, go to the WiFi Controls dashboard on your ee app, toggle on 'Compatible WiFi' and connect the devices to this additional network.

### Need more help?

Go to [ee.co.uk/help](https://ee.co.uk/help) or tap 'Help' on the ee app. It's the quickest and easiest way to get help, all day every day.

### Call us

Call us free on 150 or on 0330 123 1105 from a BT or EE number in the UK on Monday to Friday 8am to 9pm . Saturday and Sunday 8am to 8pm. Charges may apply if you're calling from another network. International call costs vary. Make sure you're next to your Hub with a computer or device if you call. Find out more contact details at: [ee.co.uk/contactee](https://ee.co.uk/contactee)

This leaflet is available in other formats including braille, large print or audio CD by contacting us on 0330 123 1105. For help and product info go to [ee.co.uk/help/device/sh35](https://ee.co.uk/help/device/sh35)