

## 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.
- 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 on its stand 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.

### 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

The EE Smart Hub 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)

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)

### Radio Equipment Directive Declaration of Conformity EU

Hereby, EE declares that the radio equipment type Smart Hub SH20A (GRV9517UAC34 2-A-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 Smart Hub 20A (GRV9517UAC34-A-SA) is in compliance with Radio

Equipment Regulations 2017 and The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connected products) Regulations 2023. The full text of the UK declaration of conformity is available at: [ee.co.uk/declaration-of-conformity](https://ee.co.uk/declaration-of-conformity)

### 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).

Wi-Fi 5 GHz: The frequency band 5150-5350 MHz is limited to indoor use.

This radio equipment is also subject to certain restrictions when it is placed on the market in United Kingdom (UK): In accordance with the relevant statutory requirements in the UK, the 5150 to 5350 MHz frequency range is restricted to indoor use in the United Kingdom.

### Radio transmission information

Frequency range (GHz)	Max power in the range (dBm)
1.88 – 1.90	18.4
2.41 – 2.47	20
5.15 – 5.25	23
5.25 – 5.35	23
5.37 – 5.72	30

### Power consumption

Hub status	Watt/s
Off	0.036
Idle	8.48
On	14.04

### 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.



EE Ltd, London, E18EE, UK.



**SMART HUB**  
User guide

BACK PAGE WHEN CLOSED

FRONT PAGE

Ready to get started?

It all begins with the EE app. Download it now.



## LET'S SET UP YOUR SMART HUB

The EE App is the best way to set up and control your hub and devices. It will quickly guide you through the process step-by-step with all the detail and help you'll need.

As well as guiding you through the set-up steps, the EE App gives you total control over your WiFi network.

If you have an Engineer visiting to install your hub you do not need to do anything, they will sort everything for you. If you are installing your equipment, please follow these steps.

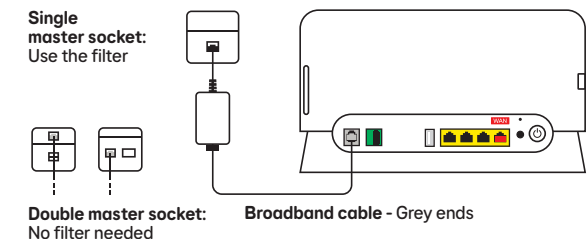
Download it here:



## DON'T HAVE ACCESS TO THE APP? FOLLOW THESE STEPS TO GET GOING:

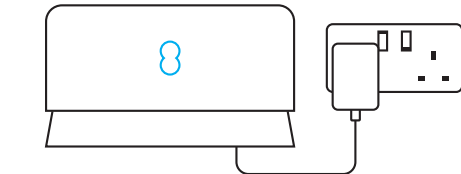
### 1 Connect your Smart Hub

Plug the broadband cable (grey ends) into your Smart Hub and the other end into your master phone socket. Depending on the socket, you might need to use a filter.



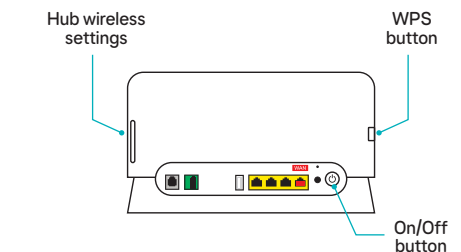
### 2 Power up

Slide the two parts of the power supply until they click into place. Connect the power supply to the hub and turn it on. After at least three minutes, a blue light will show that your hub is ready.



### 3 Connect your devices

Use your hub's network name and password (on the settings card or the bottom of your hub) to connect your devices to the internet. Or, if your device has a camera, scan the QR code to quickly connect.



If your device supports WPS, press the WPS button on the side of the hub and follow your device's instructions to connect.

### Smart Hybrid Connect

If your hub light is solid orange or flashing purple and you have a Smart Hybrid Connect, you can now set it up to get online before your broadband activation date. You can also do this if you don't have a master socket, or an Openreach modem.

## WHAT YOUR HUB LIGHTS MEAN

### Blue

Your hub is connected to your broadband okay.

If you can't get online, it might be your device. Try switching it off and on.

### Flashing purple

Your hub is working but the broadband cable isn't connected.

Check if the broadband cable (grey ends) is plugged in correctly. If you're using a filter, check that's plugged in correctly too. Or set-up and connect a Smart Hybrid Connect if you have one.

### No light

The power is off or the lights have been turned off using the EE app.

Check the hub is plugged in, switched on and that its lights haven't been turned off in the EE app.

### Green

Your hub is starting up.

Wait for at least three minutes for it to turn blue. If it stays green, turn your hub off and on again. If the light still doesn't turn blue, use a paper clip to press your hub's factory reset button.

### Orange

Your hub is working but isn't connected to the internet.

Try restarting your hub, check your broadband line activation date or set-up and connect a Smart Hybrid Connect if you have one. If it's still not working, get in touch.

### Flashing orange

Your hub is connecting to broadband.

Give it at least three minutes to connect. The light will turn blue when your hub is ready.

### Red

There's a problem somewhere.

Turn your hub off and on again and if the light still doesn't turn blue, use a paper clip to press your hub's factory reset button.

### Purple

If your hub is connected to a Smart Hybrid Connect it will light up purple when the Hybrid Connect device is being used and in resilience mode.

### WPS button flashing

If it's flashing blue, it's waiting for you to press the WPS button on your computer or device. If it's flashing red, it didn't connect – give it a couple of minutes and try again.

## NEED MORE HELP?

Go to [ee.co.uk/help](https://ee.co.uk/help) or to the EE App

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

Call us

Mon – Fri 08:00 – 21:00, Sat – Sun 08:00 – 20:00.

Call us for free on 150 or 0330 123 1105 from an EE or BT number in the UK. 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 more contact details at [ee.co.uk/contact-ee](https://ee.co.uk/contact-ee)

This guide is available in other formats including braille, large print or audio CD by contacting us using the numbers above.