



WELCOME

EE Smart Hub user guide

# HELLO

Your new EE Smart Hub has arrived.  
We hope you have fun using it.

## Here's what's in this guide

|                                     |         |
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| What your Hub lights mean           | 5       |
| How to set up and get connected     | 6, 7, 8 |
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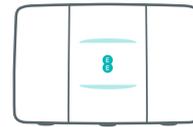
# IMPORTANT INFO.

## Safe Use of Your EE Smart Hub

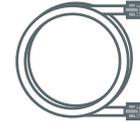
Please keep these instructions, they contain important information about the operation of your EE Smart Hub to keep you and your family safe.

- Use only the approved power adaptor that came with your Hub. Do not use the power adaptor if the casing or cable is damaged.
- Do not put your Hub on thick carpet or other surfaces that may obstruct the ventilation holes.
- Locate the Hub away from direct heat sources such as radiators, fireplaces or windows in full sunlight. A maximum operating temperature of 45°C is recommended.
- Don't put your Hub somewhere where it will be splashed or subject to high humidity such as a bathroom, shower room or sink area.
- Avoid areas of extreme cold or condensation. A minimum operating temperature of 0°C is recommended.
- Power and LAN cables can be a trip hazard, so make sure you route them carefully to avoid this.
- Keep a distance of at least 20cm (8 inches) between yourself and the Hub. This is especially important if it is located on a desk, table or other workstation where you or your family are regularly seated.
- You can clean your Hub with a soft dry cloth. A microfibre cloth is just the job. Do not use solvents or abrasive cleaners.
- Do not try and open or dismantle your EE Smart Hub - there are no user serviceable parts inside.

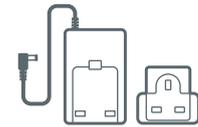
# WHAT'S IN THE BOX



EE Smart Hub



Broadband cable  
(grey ends)



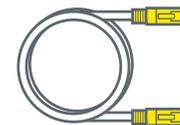
Power cable and plug  
(in two parts)



EE Smart Hub  
user guide

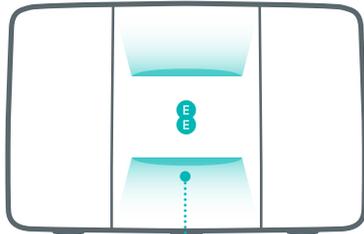


Filter



Ethernet cable  
(yellow ends) for a wired  
connection

# GET TO KNOW YOUR EE SMART HUB

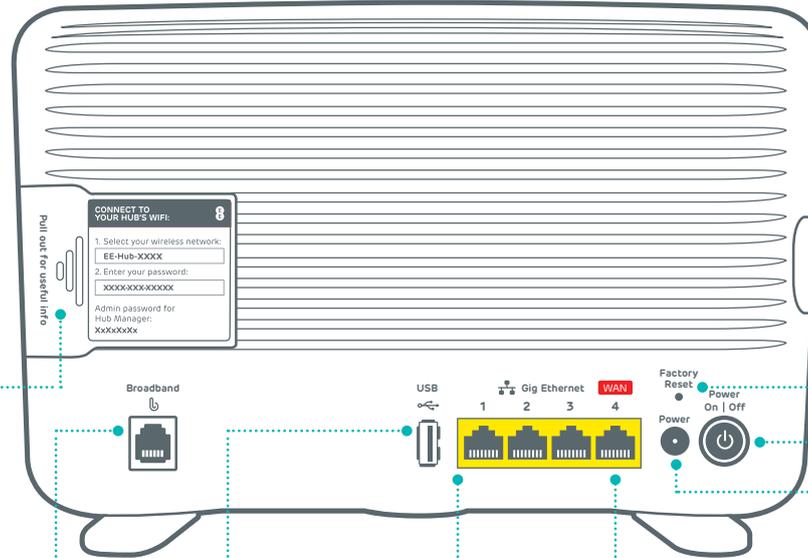


## Hub status light

Have a look at the next page to see what your Hub lights mean.

## Hub wireless settings

A handy removable card with all you need, including passwords, to connect wirelessly



**Broadband port**

**USB port**

**Four Gigabit Ethernet ports**

To connect devices using a cable

**WAN / fourth Ethernet port**

For future services  
Works just like the other Ethernet ports for now

**WPS button and light**

Use this as a quick way to connect wireless devices. See page 7

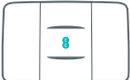
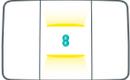
**Factory reset**

**Power button**

**Power socket**

# WHAT YOUR HUB LIGHTS MEAN

## Lights

| Lights   | What's happening   | What to do   |
|--|--|--|
|   | <b>No light</b><br>The power is off or you've turned the lights off                      | If you haven't turned the lights off using the Hub Manager (page 9), check that the Hub's power button is on, its power cable is plugged in correctly at the mains and power is turned on. If there's still no light, call us on 0800 079 8586.                |
|   | <b>Green light</b><br>The Hub is starting up   | Wait a couple of minutes for it to start.  |
|   | <b>Flashing yellow light</b><br>The Hub is connecting to broadband                       | Give it a minute or two to connect. The light will turn steady aqua when your Hub is ready.  |
|   | <b>Flashing aqua light</b><br>The Hub is working but the broadband cable isn't connected | Check the broadband cable (black with grey ends) is plugged in correctly and you're using a filter, if needed. You can see which cable goes where on page 6. If the aqua light continues to flash, please follow the quick troubleshooting steps on page 9.    |
|   | <b>Yellow light</b><br>The Hub is working but isn't connected to the internet            | Connect a device to your Hub using a cable or WiFi. Open a new web browser window and follow the on-screen help wizard to get connected.   |
|   | <b>Red light</b><br>There's a problem somewhere  | Using the power button, turn your Hub off and on again. If the light still doesn't turn aqua, use a paper clip to press your Hub's factory reset button. If this doesn't fix it, call us on 0800 079 8586.   |
|   | <b>Aqua light</b><br>The Hub is working fine   | If you can't get online, there might be a problem with your computer, tablet or mobile device. Turn it off and then on and try again. If you've still got a problem, get some help from the manufacturer or supplier.  |
|  | <b>WPS button and light</b>  | If it's flashing blue, it's waiting for you to press the WPS button on your computer or device (you've got two minutes). If it's flashing red, it didn't connect - give it a couple of minutes and try again. No light means that it's connected successfully. |

# HOW TO SET UP AND GET CONNECTED

## 1 Set up your Hub

We'll email or text you when your broadband is ready. You can then set up your EE Smart Hub.

To get the fastest possible speed with the new Hub: unplug your old broadband kit, including the old power plug, filters and Ethernet cables.

### 1. Connect

- Plug the broadband cable with the **grey ends** into your Hub and the other end into your master phone socket.
- A master socket is the main socket for the phone line in your home. It's not an extension socket.
- Depending on your socket type, you might need to use a **filter**.

### 2. Plug in power

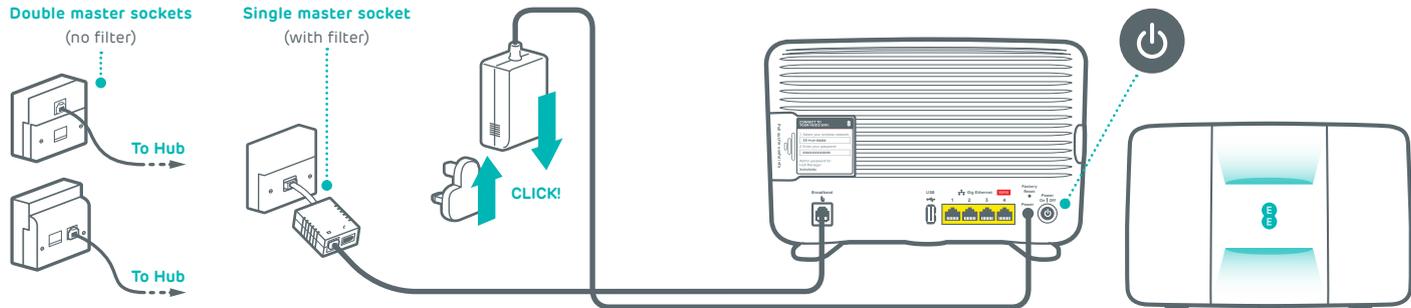
- Slide the two parts of the Hub's power plug together until they click into place.
- Connect the power cable to your Hub, plug it in at the wall and switch the socket on.

### 3. Turn Hub on

- Press the power button on the back of the Hub.
- The light on the front will change colours while your Hub sets itself up.  
**This takes a few minutes.**

### 4. You're online

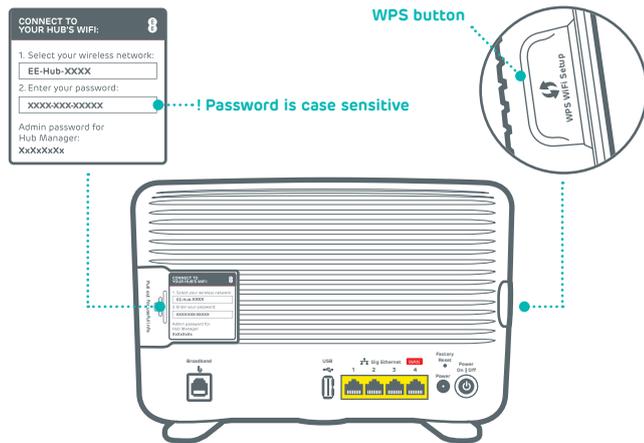
- Your Hub is ready when the light turns steady aqua.
- If it isn't steady aqua, see page 9 for help with connecting.



## 2 Connect your devices

You'll need your Hub's wireless network name and password. They're on the back of your Hub.

Your Hub will be called something like EE-Hub-XXXX. If your device supports WPS, just press the WPS button on your Hub - it's a quick way to connect.



### ! Can't connect using wireless?

Using your Ethernet cable (yellow ends), connect your device to any of the yellow Ethernet ports on the back of your Hub.

## 3 Parental controls

Parental controls prevent age inappropriate content being accessed on your devices. We've partnered with Norton™ Family to offer you peace of mind about child safety online.

### ! Important

You must select your parental controls settings before you can browse the web.

### If you DO want parental controls

Connect your first device to your Hub (either wireless or wired) and open your internet browser. At this stage only connect 1 device.

Select 'I need parental controls' and you'll see this message for a couple of minutes. **Please don't close this window.**



Continues on the next page...

### 3 Parental controls - continued

...When you've made the connection, choose 'Get Norton Family' and you'll be redirected to the Norton Family homepage.



Here you can sign up, download and allocate users. You only need to sign up at this stage, you can come back later and complete the download and user allocation process.

You're now up and running. Follow STEP 2, 'Connect your devices' to connect your remaining devices to your Hub and you're good to go.

#### If you DO NOT want parental controls

Select 'I do not need parental controls' and you'll see this message for a couple of minutes.

**DON'T close this window until the process is complete.**



You're now up and running. Follow STEP 2, 'Connect your devices' to connect your remaining devices to your Hub and you're good to go.

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### 4 Get the best WiFi signal at home

Where you position your new Hub is important. Consider the following so that the whole family can enjoy a great WiFi signal:

- Situate your Hub in the middle of your home (or where you use WiFi the most). If the position of your master socket doesn't allow for this, then you may want to consider using a WiFi booster.
- Do not place your Hub on top of, or close to, large appliances such as TV's, fridges, freezers or microwave ovens. These could block or interfere with your Hub's WiFi signal.
- Keep your Hub off the floor – a shelf or table is fine as long as it is not metal.

For more tips on how to get the best WiFi signal in your home, go to [ee.co.uk/improve-wifi](http://ee.co.uk/improve-wifi)

# HUB MANAGER

Use your Hub Manager to get the best from your WiFi and manage settings

## You can:

- ✓ See all your connected devices
- ✓ See your broadband performance
- ✓ Fix problems using wizards
- ✓ Access advanced settings

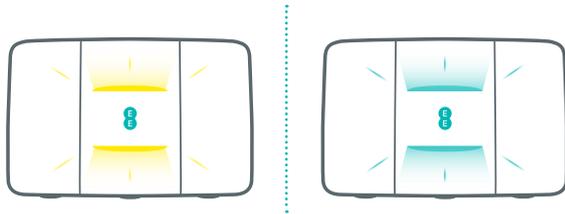
## How to open your Hub Manager

1. Open your web browser on your device
2. Type **192.168.1.254** or **http://eehub** into the address bar
3. If you want to make any changes, you'll need your Admin password. It's on the Hub's settings card on the back of your Hub.



# TROUBLESHOOTING

If your Hub is showing a yellow or flashing aqua light, it's running okay but needs a bit of help connecting to the internet.



## Here's what to do

1. Connect a device to the Hub using wireless or an Ethernet cable.
2. Open a web browser on your device.
3. Follow the on-screen help wizard to get connected.

# NEED SOME HELP?

Go to [ee.co.uk/smarthub](https://ee.co.uk/smarthub) or give us a call on **0800 079 8586** from your landline or **150** from your EE mobile.

Our standard opening hours are 8am to 9pm weekdays and 8am to 8pm on weekends.

Calls to 150 from an EE mobile are free for pay monthly customers during our standard opening hours. Calls to 0800 numbers are free at any time from UK landlines and mobiles.

# OTHER INFORMATION

This product is intended for use within the UK for connection to the public telephone network.

## Radio Equipment Directive Declaration of Conformity

**EU - Radio Equipment Directive Declaration of Conformity** Hereby, EE declares that the radio equipment type EE Smart Hub is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity and power efficiency information is available at: [ee.co.uk/declaration-of-conformity](http://ee.co.uk/declaration-of-conformity)

**UK - Radio Equipment Directive Declaration of Conformity** Hereby, EE declares that the radio equipment type EE Smart Hub is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity and power efficiency information is available at: [ee.co.uk/declaration-of-conformity](http://ee.co.uk/declaration-of-conformity)

This equipment complies with EU radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

### All operational modes:

**2.4GHz:** 802.11b, 802.11g, 802.11n (HT20), 802.11n (HT40), 802.11ac (VHT20), 802.11ac (VHT40). **5GHz:** 802.11a, 802.11n (HT20), 802.11n (HT40), 802.11ac (VHT20), 802.11ac (VHT40), 802.11ac (VHT80)

### The frequency, mode and the maximum transmitted power in EU are listed below:

2412-2472MHz (802.11ac (VHT20)): 19.99 dBm, 5180-5240MHz(802.11ac (VHT80)): 22.95 dBm, 5260-5320MHz(802.11ac (VHT40)): 22.73 dBm, 5500-5700MHz (802.11ac VHT40)): 28.63 dBm

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.

Your Hub is classed as a unibody device and must be disposed of in accordance with locally applicable environmental regulations, so DO NOT put it in your normal rubbish bin. You'll find instructions for recycling the Hub and other EE equipment on the back of your Hub's box.



This symbol on your device and the accessories means that these products must be taken to collection points at the end of their life e.g. your local council waste disposal centre with specific bins for these items of equipment.

They will then be recycled and certain components can be reused, preventing substances being disposed of in the environment.



Your device's operating temperature range is between 0°C and +45°C



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