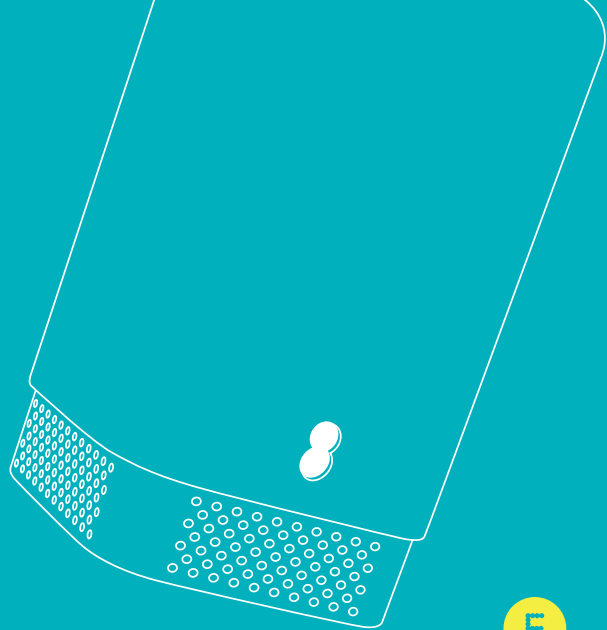
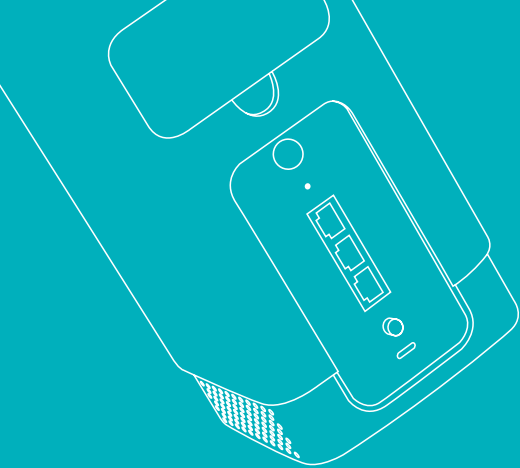


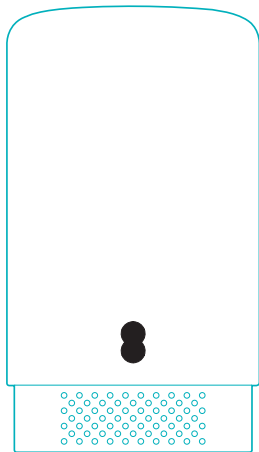


SMART 5G HUB 7 PLUS

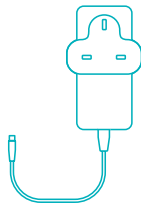
User Guide



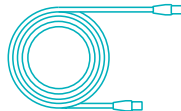
WHAT'S IN THE BOX



Smart 5G Hub 7 Plus



Power Adaptor



Ethernet Cable



User Guide



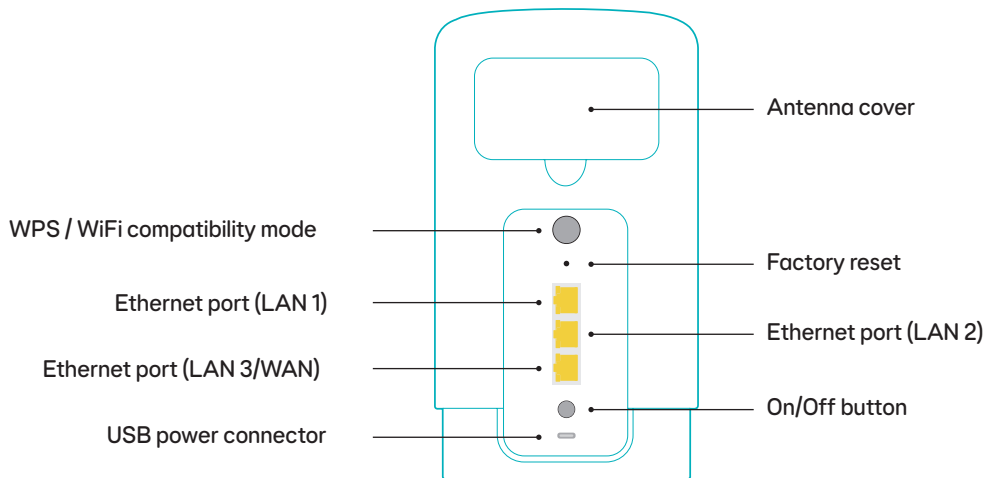
Keep Me Card



Safety Card

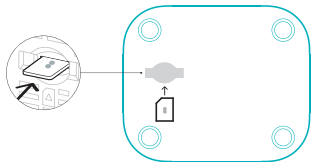
GETTING TO KNOW YOUR SMART 5G HUB 7 PLUS

Smart 5G Hub 7 Plus - Rear view



SET UP YOUR SMART 5G HUB 7 PLUS

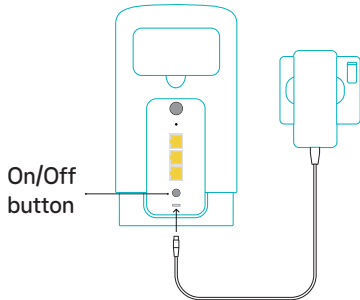
1 Insert the SIM



Lift the SIM slot cover and insert the Nano SIM into the SIM slot in the correct orientation illustrated until it clicks into place. For more help setting up, visit ee.co.uk/simstart

Note: Push the SIM into the slot smoothly with your finger. Do not use any tools, as this may damage the SIM.

2 Powering up the Smart 5G Hub 7 Plus



To power up your Hub, connect it to your power adaptor and plug into a power outlet. Press the On/Off button to power on.

When the light on the front of the Hub is solid aqua the Internet connection is available.



Note: To ensure your Hub works and performs as intended, it is recommended you use the power adaptor provided with your Hub.

WELCOME

Thanks for choosing Smart 5G Hub 7 Plus

Here's a short guide to get you up and running and making the most of your new device as quickly as possible.

You can find more helpful information about your Smart 5G Hub 7 at ee.co.uk/help

Where to put your Hub

The ideal place for your device will be near a window. Try a few different areas until you find the one with the best signal.

Things that can affect your signal strength

Concrete and even wooden walls can weaken wireless signals. And try to place your Hub away from appliances with strong electric or magnetic fields, like microwaves, fridges and satellite antennas.

GETTING ONLINE

Connect your devices to your Smart 5G Hub 7 Plus

For Ethernet access, connect the supplied Ethernet cable between one of the LAN ports on the Hub and the Ethernet port on your computer.

To connect your devices to the Internet using WiFi, search for the Hub WiFi network name (SSID) and use the WiFi password printed on the bottom of the Hub or Keep Me Card.

Alternatively if your device has a camera, scan the QR code on the Keep Me Card to quickly connect.

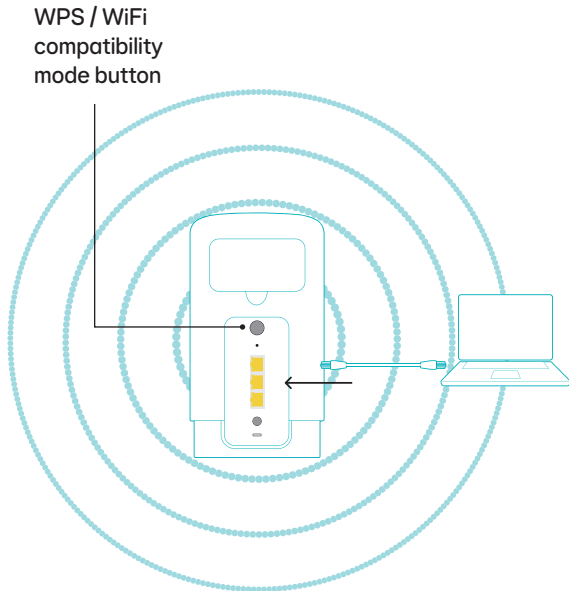
If your device supports WPS, press the WPS button on the back of the Hub for 1 second and follow your device's instructions to connect.

WiFi compatibility mode

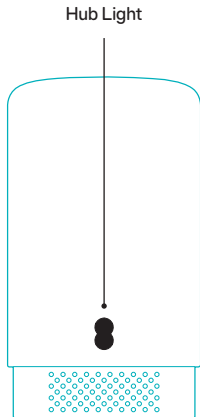
Your Hub WiFi is secured using the latest technology (WPA2/WPA3 Transition mode), however there is a possibility that some older devices might have issues connecting to a WiFi network running with this security type. If you have problems connecting you can enable the WiFi compatibility mode on your Hub by following the instructions below.

1. Press and hold the WPS button on the back of the Hub for 5 seconds until the Hub light flashes blue 4 times.
2. Search for the Hub WiFi network name (SSID) that ends with "-Comp" (for example "5G-Hub-XXXX-Comp") and use the WiFi password printed on the bottom of the Hub or Keep Me Card. If you have changed the WiFi password on your main WiFi network, it will match your new password.

It is recommended that new devices should continue to be connected to the main WiFi network name if you have enabled WiFi compatibility mode.



WHAT YOUR SMART 5G HUB 7 PLUS LIGHTS MEANS



Smart 5G Hub 7 Plus
Front view



No light

Power is off. Check the power connection and press the On/Off button to power on your Hub.



Aqua

Your Hub is connected to the internet. If you can't get online, it might be your device. Try switching it off and on.



Flashing Aqua

Your Hub is connecting to the internet. Give it at least one minute to connect. The light will turn aqua when your Hub is ready to use.



Red

There's a problem somewhere. Using the On/Off button, turn your Hub off and on again. If the light still doesn't turn aqua, use the tip of a ballpoint pen to press your Hub's factory reset button for 5 seconds.



Flashing Red

Your Hub is working, but isn't connected to the internet. Check if your SIM is inserted correctly. You may be out of range of a signal, so try moving the Hub to a different location in your property for a better signal.



Flashing Green

Your Hub is starting up. Wait at least 3 minutes for it to turn aqua. If it stays green, turn your Hub off and on again. If the light still doesn't turn aqua, use the tip of a ballpoint pen to press your Hub's factory reset button for 5 seconds.



Orange

Your Hub is disconnected from EE. Log into your Hub web UI (<http://192.168.1.1>) and press Connect on the Status > Internet page.



Flashing Blue

Your Hub WPS is active. Connect your WiFi device or Mesh access point to the Hub using WPS within 120 seconds.



Flashing White

You have received a text message. Log in to the web UI (<http://192.168.1.1>) to read your text messages.

MORE HELP

You've got mail - Reading your text messages

If the Hub light flashes white, it means you've got a text message.

1. Make sure your device is connected to your Hub. More information can be found in the 'Getting online' section.
2. Enter `http://192.168.1.1` into your internet browser – it may be useful to bookmark this for easier access next time.
3. Click Log in and enter the Admin password found on the label on the base of your Hub. You will need to change your Log in password the first time you login.
4. Navigate to Status > SMS inbox where you can read your text messages.

Forgotten your password?

If you cannot remember your password, you can reset it to factory default by gently pressing the Reset button with the tip of a pen for more than 5 seconds. The Hub light will flash green to indicate it has been reset.

Need more help?

Why not visit our help and support pages at ee.co.uk/help/device/hh72c where you'll find all sorts of information, from looking after your device to managing your account. EE mobile customers can dial 150, or alternatively call 07953 966 150 from a UK landline (8am - 6pm Monday to Sunday).