

## Important safety and care instructions

Keep for future reference.

Your Smart Hybrid Connect from EE is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

### Installation and location

- For indoor use only in UK.
- Position all parts, including power adapters away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot).
- Keep area ventilated (e.g. 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 (e.g. veneered wood or delicate fabrics); place on a mat if required.
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage).
- Designed for use at room temperatures between 0 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 or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.
- Dust with a soft dry cloth; no water or solvent.
- Regularly check that objects don't cover any parts or any vents which could cause overheating.
- When not in use, store in a dry place and away from extreme heat or cold.

### Warnings

- If any parts of your product, power adapters or any cables appear damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk.
- Don't try to open your device or power adapters. There are no serviceable parts and you risk an electrical shock.
- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.
- If you've got a pacemaker please check with your doctor before installation.

### 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.

### Other information

The Smart Hybrid Connect contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, the relevant code is available for download at [ee.co.uk/help](https://ee.co.uk/help)

Equipment nameplate and markings can be found on the base of your Smart Hybrid Connect.

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 Hybrid Connect HC10A (LRDD6391BF11-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 Hybrid Connect HC10A (LRDD6391BF11-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).

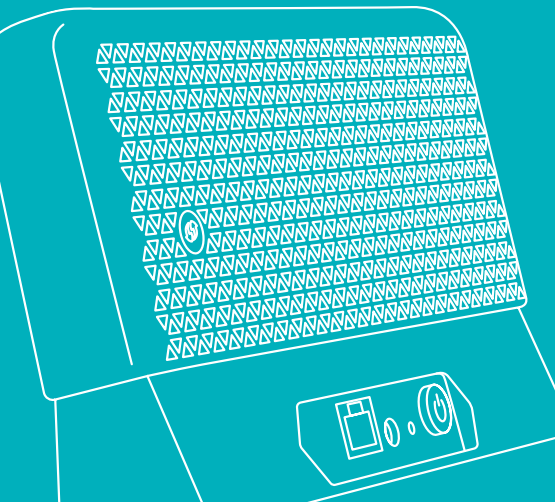
This radio equipment is also subject to certain restrictions when it is placed on the market in United Kingdom (UK):

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.

This device can only be used in the UK as it may use frequencies in the 5.725-5.850GHz band which are not allowed elsewhere in Europe.

### Radio transmission information

Frequency range (GHz)	Max power in the range
5.15 - 5.35	200mW
5.5 - 5.7	1W
5.725 - 5.85	200mW
LTE Bands 1/3/7/20/38	<23 dBm



# SMART HYBRID CONNECT

User guide

Ready to get started?  
It all begins with the EE app.  
Download it now.



EE

## LET'S SET UP YOUR SMART HYBRID CONNECT

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.

Download it here:



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

### 1 Power up your hub

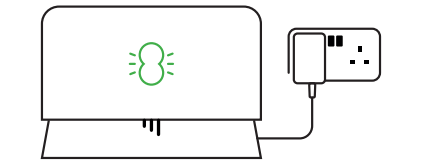
First, make sure your hub is powered on with a solid aqua, blue or orange light. Depending on your hub and connection status this could also be a flashing purple or aqua light.



Smart Hub

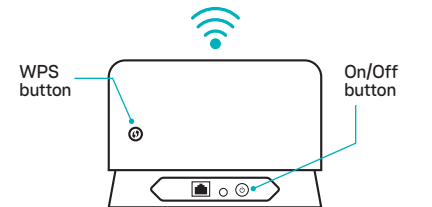
### 2 Plug in your Smart Hybrid Connect

Slide the two parts of the power supply until they click into place. Plug your Smart Hybrid Connect into a wall socket close to your hub and switch it on, then wait for a flashing green light.



### 3 Pair your devices

Press the WPS button on your Smart Hybrid Connect then the WPS button on your hub. Press both buttons within 2 mins of each other.



### 4 Check the lights

Your Smart Hybrid Connect can take up to 5 minutes to pair. When pairing is complete you'll see a solid aqua central light and 4G signal bars.



## NOT GETTING A STRONG 4G SIGNAL?

If you've followed steps 1 to 4 (left) and your 4G signal isn't strong enough, try moving your device to another location. You can unplug your Smart Hybrid Connect and find a good location in your home to plug it in. It will then connect to your Smart Hub using WiFi.

### Look for a location that's:

- Well ventilated
- Raised up from the floor
- Away from other electronics
- Near a plug and a window
- Relatively close to your hub

## BROADBAND NOT WORKING?

If your broadband cuts out, the Smart Hybrid Connect automatically kicks in. After a couple of minutes, its 4G signal bars will turn white, indicating it's using mobile data. The light on your Smart Hub will then turn white, showing that it's using the EE mobile network with the help of your Smart Hybrid Connect.

## WAITING FOR YOUR BROADBAND LINE?

If you don't have broadband yet, your Smart Hybrid Connect will use the EE mobile network to get online. Its 4G signal bars will be white and the light on your Smart Hub will be white or purple.

## WHAT DO THE LIGHTS MEAN?

The lights on the device will tell you when you've found a good spot. The central light should be aqua and the 4G signal bars aqua or white. This means your Smart Hybrid Connect device is connected to your Smart Hub using WiFi, and also to the mobile network. If the central light turns red then try another location and restart the device.

### Central light

**Solid green**  
Your device is starting up.

**Solid orange**  
Your device is too far from your hub.

**Solid aqua**  
Your device is paired with your hub.

**Solid red**  
There's a problem, please restart your device. If it's still red, get in touch.

**Flashing green**  
Your Smart Hybrid Connect device is not paired with your Smart Hub. Make sure the hub's on and attached to your device.

**Flashing red**  
Your device cannot connect to your hub. Try connecting with an Ethernet cable or moving it closer.

**Flashing aqua**  
Your device is pairing with the hub.

### 4G signal bars

**Flashing aqua**  
Your device is connecting to the mobile network.

**Solid aqua**  
Your device has a strong signal. Two or three bars are good.

**Partially aqua**  
One bar is ok but you may be able to improve it. Follow the instructions in the earlier section.

**Solid white**  
Your device is using mobile data to support your broadband. Two or three bars are good.

**Partially white**  
One bar is ok but you may be able to improve it. Follow the instructions in the earlier section.

**Solid red**  
There's a problem with your device. We'd like to help, so please get in touch.

## 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.