

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; 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

The device Smart Hub SH31B (F5394-CP EE) complies with EN 62368-1. The rating label is located on the base of the device.

To find the support period for your device or to report security issues, go to: 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 SH31B (F5394-CP EE) 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

UK

Hereby, EE declares that the radio equipment type Smart Hub SH31B (F5394-CP EE) 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

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).

WiFi 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

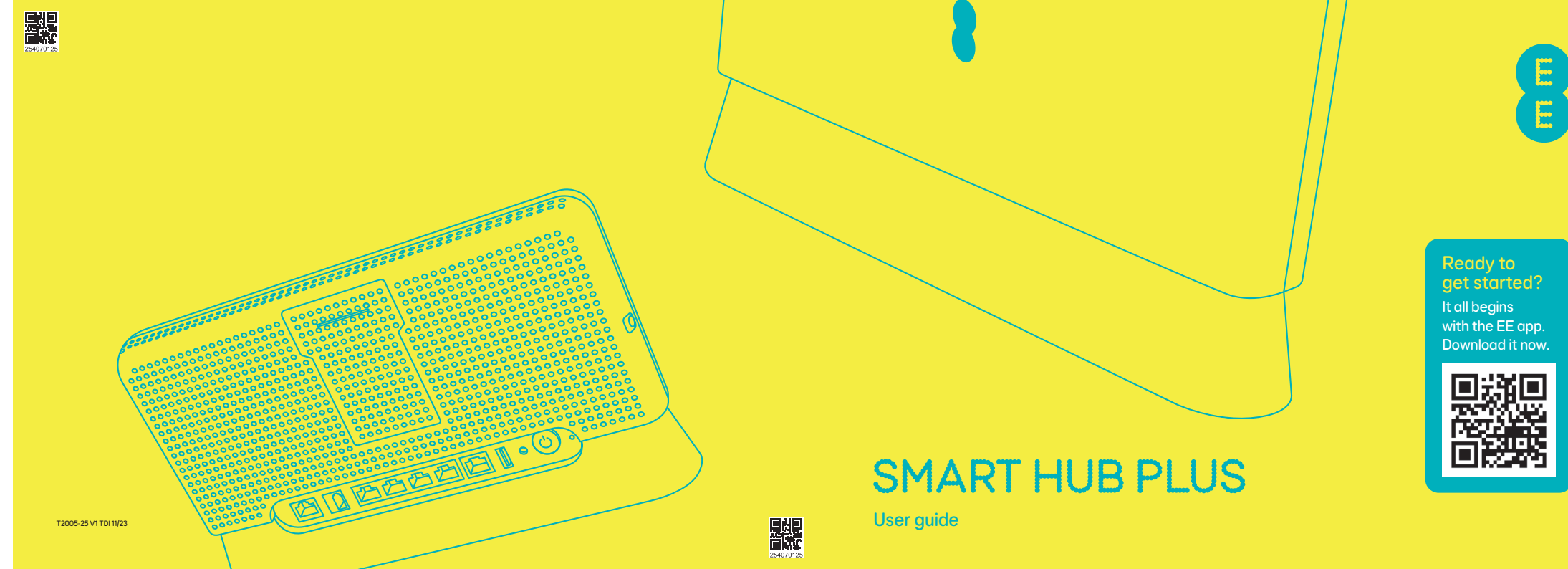
Frequency range (MHz)	Max power in the range (Watts)
1880 – 1900	50mW
2400 – 2483,5	100mW
5150 – 5350	200mW
5470 – 5725	1W
5725 – 5850	200mW

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, E1 8EE, UK
EE-SH3 1.0 - FTTC



DOWNLOAD THE EE APP NOW TO GET STARTED

The EE app will get you set up quickly and gives you full control of your WiFi connection.

Scan the QR code and download from ee.co.uk/set-up-your-wifi, or search 'EE app' from your device app store.

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.

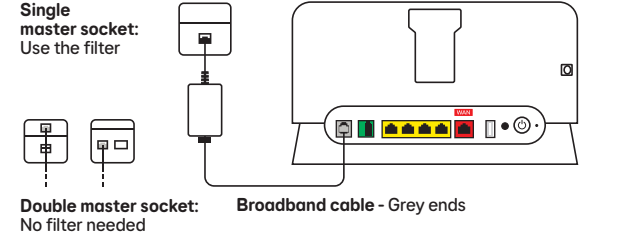
Download it here:



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

Plug in your hub and turn it on. After at least three minutes, an aqua light will show that your hub is ready.



3 Connect your devices

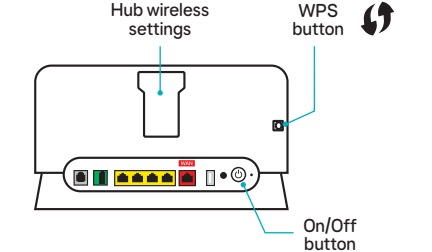
Use your hub's network name and WiFi password (on the back of your hub) to connect your devices to the internet. Or, if your device has a camera, scan the QR code to quickly connect.

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

Don't forget to re-register any Digital Home Phones or devices to your new hub.

Smart Hybrid Connect

If your hub light is solid orange or flashing orange, and you have a new Smart Hybrid Connect, you can now set it up to get online before your broadband activation date. If you already have a Smart Hybrid Connect then you'll need to switch it off and then on before re-pairing it to your new hub. You can also do this if you don't have a master socket or an Openreach modem yet.



WHAT YOUR HUB LIGHTS MEAN

Aqua

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 green/Green

Your hub is starting up.

Wait for at least three 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 a paper clip to press your hub's factory reset button.

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.

White

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

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.

Red

There's a problem somewhere.

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

Flashing orange

Your hub is connecting to broadband.

Give it at least three minutes to connect. The light will turn aqua when your hub is ready. If it continues to flash, check your cables.

Flashing blue

The WPS button on your hub has been pressed, the hub is waiting for you to press the WPS button on your computer or device.

NEED MORE HELP?

Go to 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

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