



**HH10E Smart 4G  
Hub 2 WiFi Router**



## EE HH10E Smart 4G Hub 2 WiFi Router User Guide

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**EE HH10E Smart 4G Hub 2 WiFi Router**



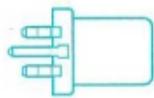
### **Thank you for choosing Smart 4G Hub**

Here's a quick guide to get you up and running and making the most of your new device straight away. You can also visit our help and support pages at [ee.co.uk/help](https://ee.co.uk/help) where you will find more information about your Smart 4G Hub.

### **Where to put your router**

To get the best signal, 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 or wooden walls can weaken the transmission of wireless signals. Electrical appliances that project strong electric or magnetic fields such as microwave ovens, refrigerators, and satellite antennas can negatively affect your signal. Place your router away from such appliances.

### **What's in the box**



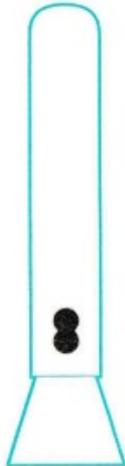
Charger



USB cable



Keep Me Card



Smart 4G Hub

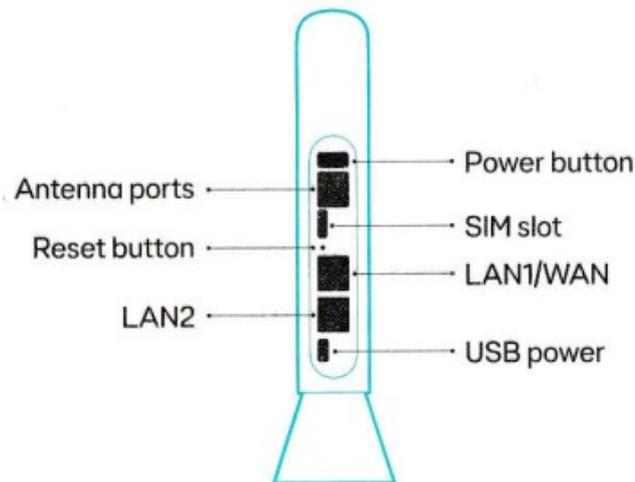


User Guide



Safety Sheet

## Getting to know your Smart 4G Hub

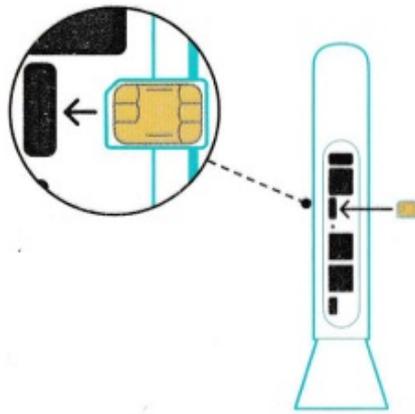


**Power button** Once connected to a power outlet, your Smart 4G hub will automatically power on. Press and hold the power button for 3 seconds to power on/off.

### Reset button

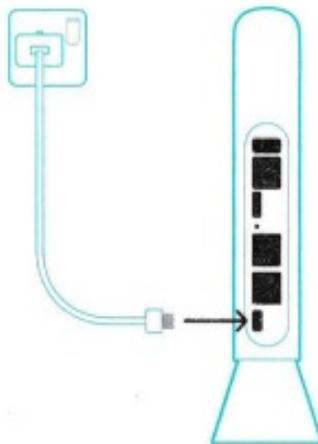
Use a paper clip or blunt pin to gently press and hold the reset button for 5 seconds, the EE light will flash green, then off, and solid green while it is restarting.

### Inserting the SIM card



Following the SIM orientation icon marked beside the SIM slot, insert the SIM into the slot until it clicks into place. **Note:** Push the SIM into the slot smoothly with your finger. Do not use any tools, as this may damage the SIM. For more help setting up, visit [ee.co.uk/simstart](http://ee.co.uk/simstart).

### Connect to a power source

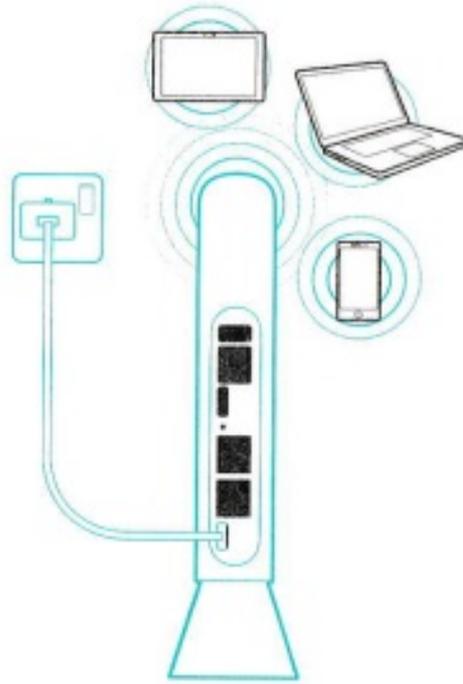


Plug the supplied USB cable into your Smart 4G Hub and connect the other end to the power adaptor. Plug the adaptor into a power outlet. Once connected, the Smart 4G Hub will automatically power on.

### Getting online

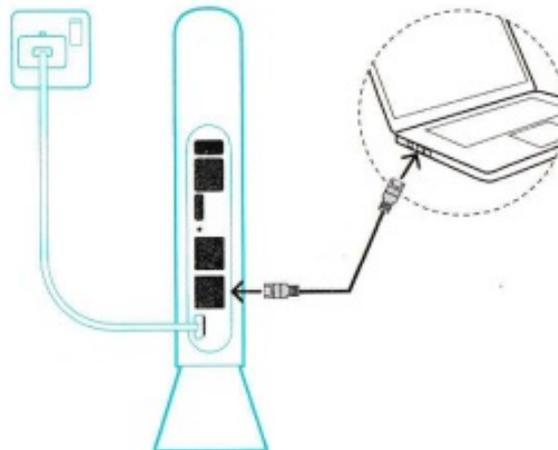
Connect your device to the wireless network of your Smart 4G Hub

1. Ensure your Smart 4G Hub is switched on and connected to the internet (the EE logo on the front of the hub will be solid aqua).
2. On the device you want to connect to the Internet, go to the network settings, and search for your Smart 4G Hub WiFi network name (located on the label on the underside of the hub or on the Keep Me Card).
3. Click connect.
4. Enter the WiFi password on the label located on the underside of your Smart 4G Hub or the Keep Me Card.



Connect your device to the wired network of your Smart 4G HubConnect one end of an Ethernet cable (not supplied) into either of the LAN ports on the back of the hub. The other end plugs into your device (i.e. laptop or PC).

### What your Smart 4G Hub light means

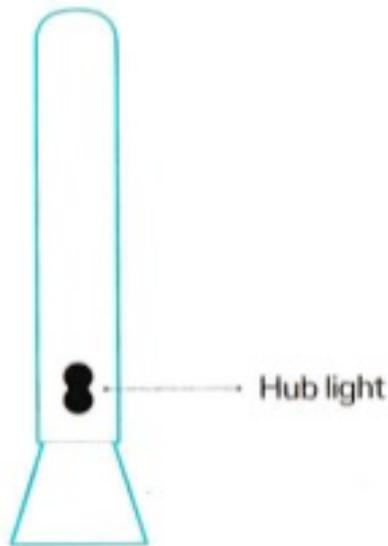


#### No light

- Your Smart 4G Hub is powered off.
- Check that your Smart 4G Hub is plugged in and switched on.

#### Aqua

Your Smart 4G 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 Smart 4G Hub is connecting to the internet.
- Give it at least one minute to connect.
- The light will turn aqua when your Smart 4G Hub is ready to use.

### **Red**

- There's a problem somewhere.
- Hold down the Power button for 3 seconds to turn off your Smart 4G Hub and then hold it to turn it on again.
- If the light still doesn't turn aqua, use a paper clip to press your hub's reset button for 5 seconds.

### **Flashing red**

- Your Smart 4G 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 your hub to a different location on your property for a better signal.

### **Flashing green**

- Your Smart 4G 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 a paper clip to press your hub's reset button for 5 seconds.



**Orange**

Your Smart 4G Hub is disconnected from EE Log into your hub web UI (<http://192.168.1.7>) and press Connect on the Status > Internet page.



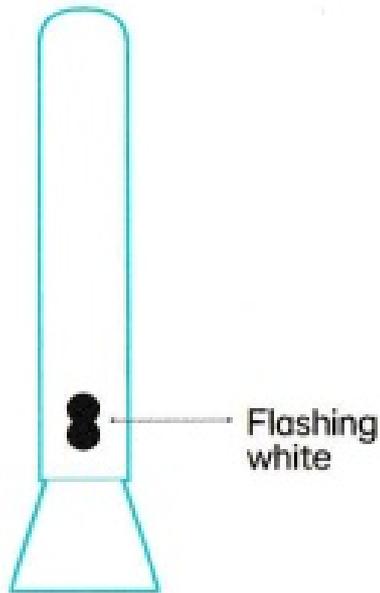
**Flashing white**

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

### **You've got mail – reading your text messages**

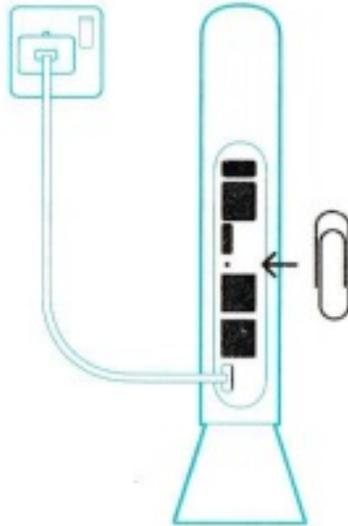
If the hub light flashes white, it means you've got a text message.

1. Make sure you've got a device connected to your Smart 4G Hub – see 'Getting online' for more information.



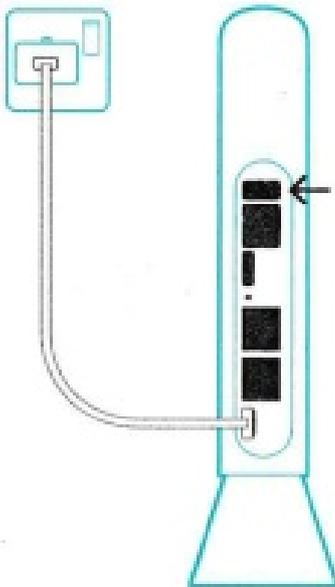
2. Enter <https://192.168.1.1> into your internet browser – it may be useful to bookmark this for easier access next time.
3. Click login and enter the Admin password found on the label on the base of your Smart 4G Hub.
4. You will need to change your Login password the first time you log in.
5. Once you have logged in, navigate to Status > SMS inbox where you can read your text messages.

### **Forgotten your password?**



If you forget your password, just reset your device and you will be back up and running in no time. Use a paper clip or blunt pin to gently press the reset button for 5 seconds. The hub light will flash green while it restarts.

### **Not responding?**



If the device becomes unresponsive, long press and hold the power button for 10 seconds until the device reboots.

### **Need more help?**

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

### **Documents / Resources**



## [EE HH10E Smart 4G Hub 2 WiFi Router](#) [pdf] User Guide

HH10E Smart 4G Hub 2 WiFi Router, HH10E, Smart 4G Hub 2 WiFi Router, 4G Hub 2 WiFi Router, 2 WiFi Router, Router

## References

- [User Manual](#)

### [Manuals+](#), [Privacy Policy](#)

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