

# USER GUIDE

**Smart 4G Hub**

# Table of contents












<b>Safety and use</b> .....	<b>4</b>
<b>1. Overview</b> .....	<b>9</b>
1.1 What's in the box .....	9
1.2 System requirements .....	9
1.3 Getting to know your Smart 4G Hub .....	10
Power button .....	10
Reset button .....	10
<b>2. Set up your Smart 4G Hub</b> .....	<b>11</b>
2.1 Inserting the SIM card .....	11
2.2 Connect to a power source .....	12
2.3 Optional: Installing the external antennae .....	13
2.4 Connect your devices to your Smart 4G Hub .....	14
Connect your device to the wireless network of your Smart 4G Hub .....	14
Connect your device to the wired network of your Smart 4G Hub .....	15
2.5 Change your Smart 4G Hub admin and WiFi passwords .....	16
Changing your admin (login) password .....	16
Changing your WiFi password .....	17
How to reset your Smart 4G Hub .....	19
2.6 What your Smart 4G Hub light means .....	20
<b>3. Smart 4G Hub - Web user interface (UI)</b> .....	<b>22</b>
3.1 How to access your Smart 4G Hub web user interface via your Smart 4G Hub .....	22
Forgotten your password? .....	23
3.2 Status bar icons .....	24
<b>4. Status</b> .....	<b>25</b>
4.1 Internet / LAN / WiFi / WAN port .....	25
4.2 Connected devices .....	26
4.3 SMS inbox .....	27
<b>5. Settings</b> .....	<b>28</b>
5.1 Quick setup .....	28
SIM .....	28

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	WiFi .....	29
	WiFi security.....	29
5.2	Setup.....	30
	Network connection .....	30
	Profile management .....	30
	Network settings.....	31
5.3	WiFi .....	32
	Basic .....	32
	Advanced.....	33
	Guest network .....	34
5.4	Security .....	36
	SIM PIN Management .....	36
5.5	Advanced settings .....	36
	WAN port .....	36
	LAN .....	39
	Bandwidth control .....	40
	WAN ping .....	40
	LAN IP filter .....	41
	MAC filter .....	42
	DMZ .....	43
	UPnP .....	43
	Port forwarding.....	43
	Parental control .....	44
	SMS forwarding .....	45
	Passthrough mode .....	45
<b>6.</b>	<b>Device .....</b>	<b>46</b>
6.1	Device information .....	46
6.2	Device management.....	47
	Login password.....	47
	System time .....	48
	Backup & restore .....	48
	Restart & reset.....	49
6.3	Firmware update .....	50
6.4	System log.....	51
<b>7.</b>	<b>Warranty .....</b>	<b>52</b>
<b>8.</b>	<b>Contact information .....</b>	<b>53</b>

# Safety and use

We recommend that you read this chapter carefully before using this device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use of this device or of use contrary to the instructions contained herein.

	Do not switch on your device when the device use is prohibited or when the device use may cause interference or danger.
	Follow the rules or regulations in hospitals and health care facilities. Switch off your device near medical apparatus.
	Switch off your device in an aircraft. The device may cause interference to control signals of the aircraft.
	Switch off your device near high-precision electronic devices. The device may affect the performance of these devices.
	Do not attempt to disassemble your device or its accessories. Only qualified personnel are allowed to service or repair the device.
	Do not place your device or its accessories in containers with strong electromagnetic field.
	Do not place magnetic storage media near your device. Radiation from the device may erase the information stored on them.
	Do not put your device in a high-temperature place or use it in a place with flammable gas such as a gas station.
	Keep your device and its accessories away from children. Do not allow children to use your device without guidance.
	Use approved batteries and chargers only to avoid explosion.
	Observe the laws or regulations on device use. Respect others' privacy and legal rights when using your device.

### Conditions of use

- Switch this device off before boarding an aircraft.
- Switch this device off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, this device can interfere with other electrical or electronic devices, or equipment-using radio frequencies.
- Switch this device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, chemical plant, or in any potentially explosive atmosphere.
- When this device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc.
- Do not let children use this device without supervision.
- When replacing the housing, please note that this device may contain substances that could create an allergic reaction.
- Always handle this device with care and keep it in a clean and dust-free place.
- Do not open, dismantle or attempt to repair this device yourself.
- Do not drop, throw or bend this device.
- Do not paint it.
- Use only chargers and accessories which are recommended by EE Ltd. and its affiliates and are compatible with your device model. EE Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers.

### End-of-life disposal information



Waste electrical products should not be disposed of with household waste. All electronic products with the WEEE logo must be collected and sent to approved operators for safe disposal or recycling. Please recycle where facilities exist.

Many electrical/electronic equipment retailers facilitate "Distributor Take-Back scheme" of household WEEE. Check with your Local Authority or retailers for Designated Collection Facilities (DCF) where consumers may dispose of their WEEE free of charge.

### Charger

Mains powered chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your device meet the standard for safety of information technology equipment and office equipment use. They are also compliant with the eco-design directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for the purpose of charging only.

Model: MC-203

Input Voltage: 100-240V

## Safety and use

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Input AC Frequency: 50/60Hz

Output Voltage & Current: 5.0V/3.0A or 10.0V/2.0A or 12V/1.67A

Output Power: 20.0W

Average active efficiency: 81.39%

## Radio waves

This device meets international guidelines for exposure to radio waves.

## General information

**Internet address:** [www.ee.co.uk](http://www.ee.co.uk)

**Hot line number:** Using your EE SIM, dial 150 or alternatively dial 07953 966 150 from a UK landline.

**Manufacturer:** EE Limited

**EU address:** Nederland N.V., Herikerbergweg 2, 1101 CM Amsterdam Zuid-Oost, The Netherlands.

**UK address:** EE Ltd, London, E1 8EE, UK

## Radio equipment directive declaration of conformity

### EU

Hereby, EE Ltd. declares that the radio equipment model number HH10E is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: [ee.co.uk/declaration-of-conformity](http://ee.co.uk/declaration-of-conformity)

### UK

Hereby, EE Ltd. declares that the radio equipment model number HH10E is in compliance with Radio Equipment Regulations 2017 and The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

The full text of the UK declaration of conformity is available at: [ee.co.uk/declaration-of-conformity](http://ee.co.uk/declaration-of-conformity).

The support period of the device can be found at [ee.co.uk/help/terms-and-conditions/general/software-support](http://ee.co.uk/help/terms-and-conditions/general/software-support)

Information on how to report security issues of the device can be found at [ee.co.uk/help/terms-and-conditions/general/reporting-security-issues](http://ee.co.uk/help/terms-and-conditions/general/reporting-security-issues)

## Safety and use

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This radio equipment operates with the following frequency bands and maximum radio-frequency power:

LTE FDD B1 (2100 MHz): 25.7 dBm

LTE FDD B3 (1800 MHz): 25.7 dBm

LTE FDD B7 (2600 MHz): 25.7 dBm

LTE FDD B20 (800 MHz): 25.7 dBm

802.11 b/g/n 2.4GHz band: 19.61 dBm

802.11 a/n/ac 5150 – 5350 MHz: 21.98 dBm

802.11 a/n/ac 5470 – 5725 MHz: 24.49 dBm

802.11 a/n/ac 5725 – 5875 MHz: 12.67 dBm

## 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).

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.

## Disclaimer

There may be certain differences between the user manual description and the device's operation, depending on the software release of your device or specific operator services.

EE Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This device may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this device ("Third Party Materials"). All Third Party Materials in this device are provided "as is", without warranty of any kind, whether express or implied. The purchaser undertakes that EE Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and devices in complying with Intellectual Property rights. EE Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this device or in interaction with any other device. To the maximum extent permitted by law, EE Ltd. disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out

## Safety and use

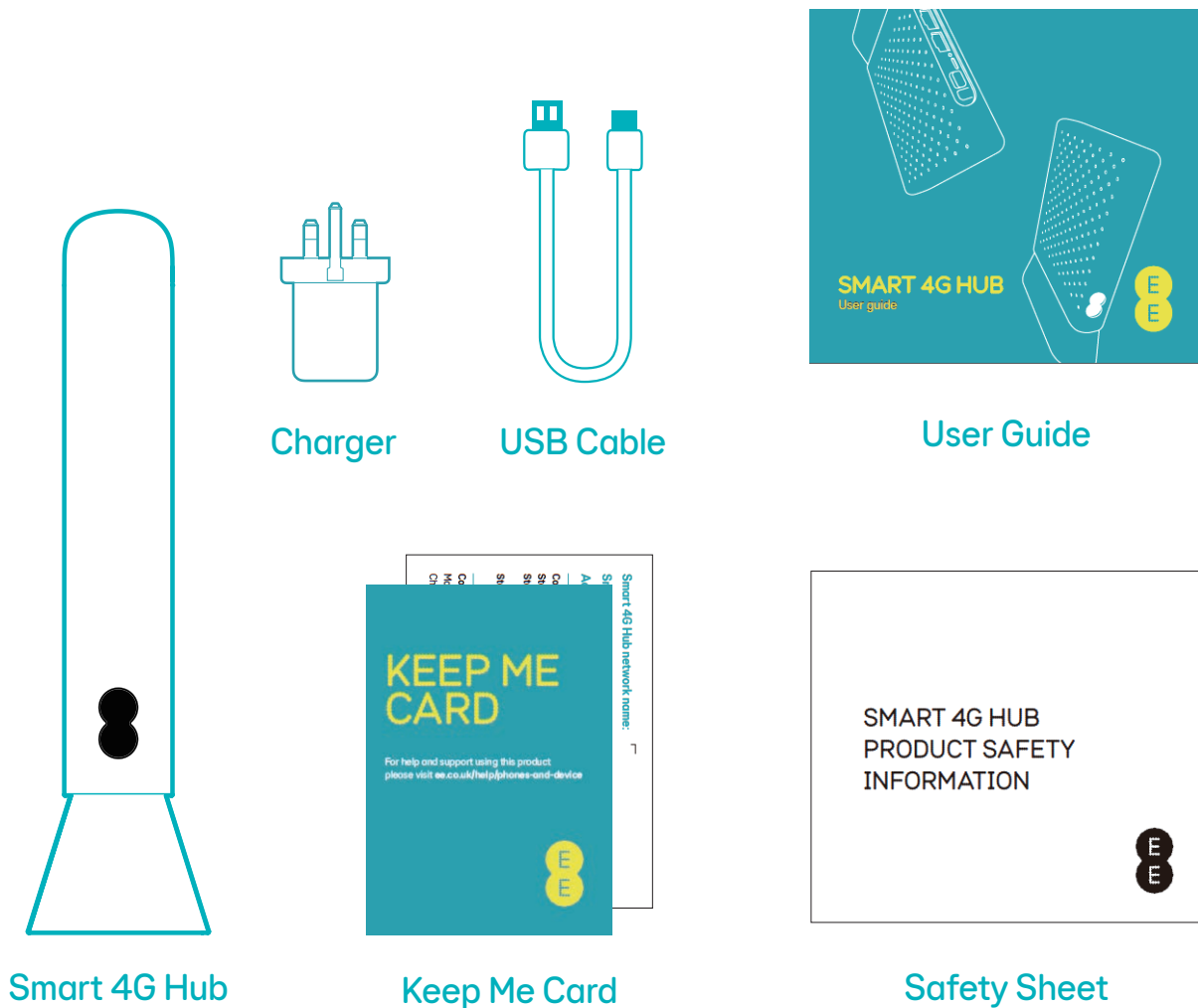
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of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by EE Ltd., may be subject to paid updates and upgrades in the future; EE Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. EE Ltd. shall not be held responsible for the lack of availability of any application, as its availability depends on the country and the operator of the purchaser. EE Ltd. reserves the right at any time to add or remove Third Party Materials from its devices without prior notice; in no event shall EE Ltd. be held responsible by the purchaser for any consequences of such removal.

# 1. Overview

This device allows you to share a secure mobile broadband internet connection using WiFi or LAN. You can connect your WiFi enabled devices to it. (PCs, mobile gaming devices, smartphones, tablets, and more) To get the best signal, the ideal place for your Smart 4G Hub will be near a window. You may need to try a few different locations until you find the one with the best signal.

## 1.1 What's in the box

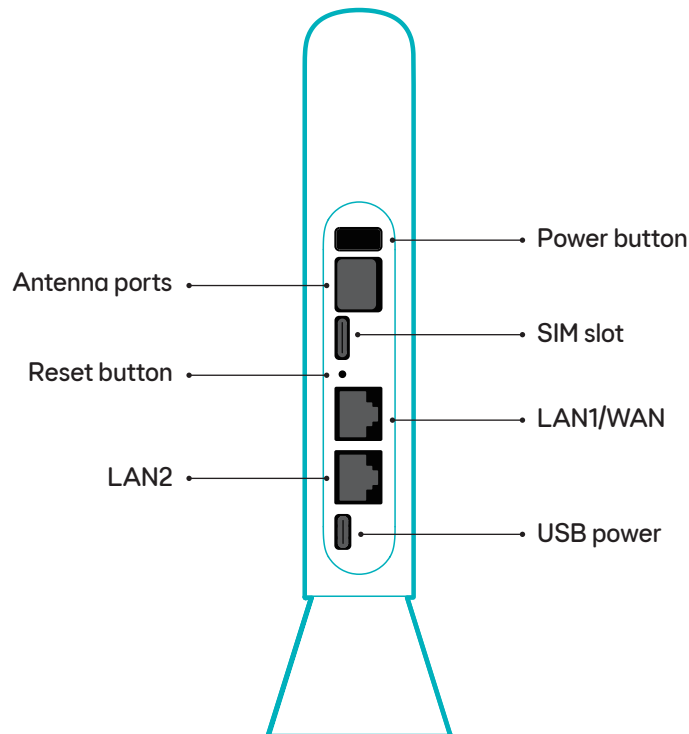


## 1.2 System requirements

This Smart 4G Hub is compatible with Ethernet LAN or WiFi devices which support 2.4GHz (802.11 b/g/n) or 5GHz (802.11 a/n/ac).

## 1.3 Getting to know your Smart 4G Hub

The description for the device as below:



### 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. You can also reset the device via the Web UI (See "Restart & reset" on page 49).

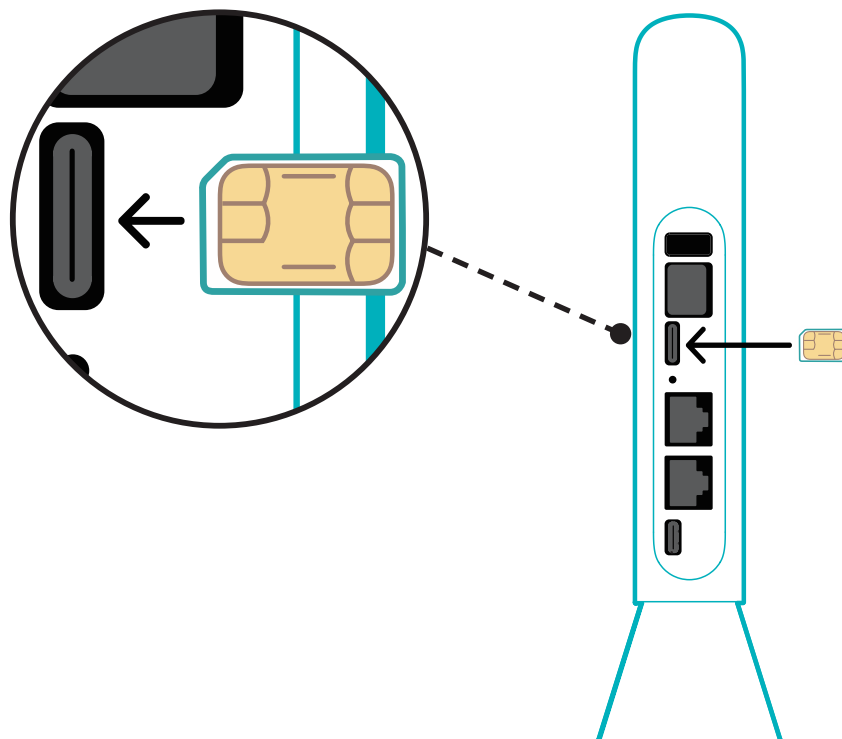
## 2. Set up your Smart 4G Hub

### 2.1 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.

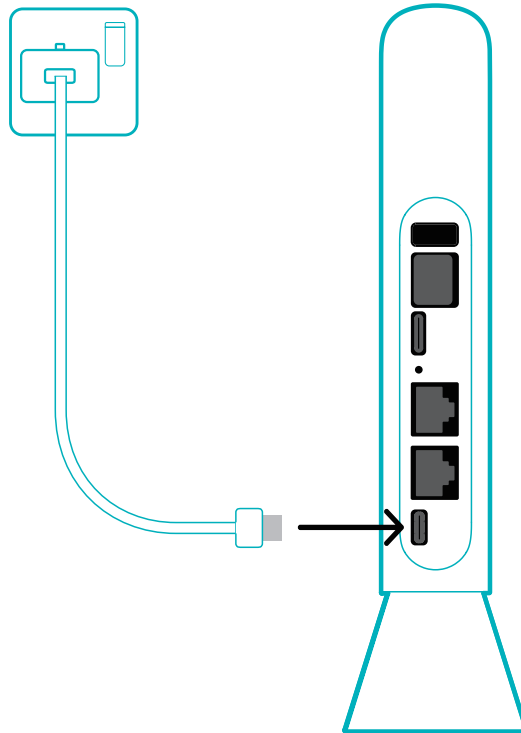
For more help setting up, visit [ee.co.uk/simstart](http://ee.co.uk/simstart).



### 2.2 Connect to a power source

Plug the supplied USB cable into your Smart 4G Hub and connect the other end to the power adaptor.

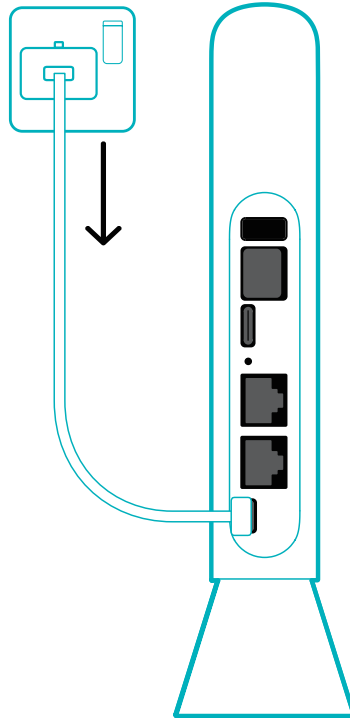
Plug the adaptor into a power outlet. Once connected, the Smart 4G Hub will automatically power on.



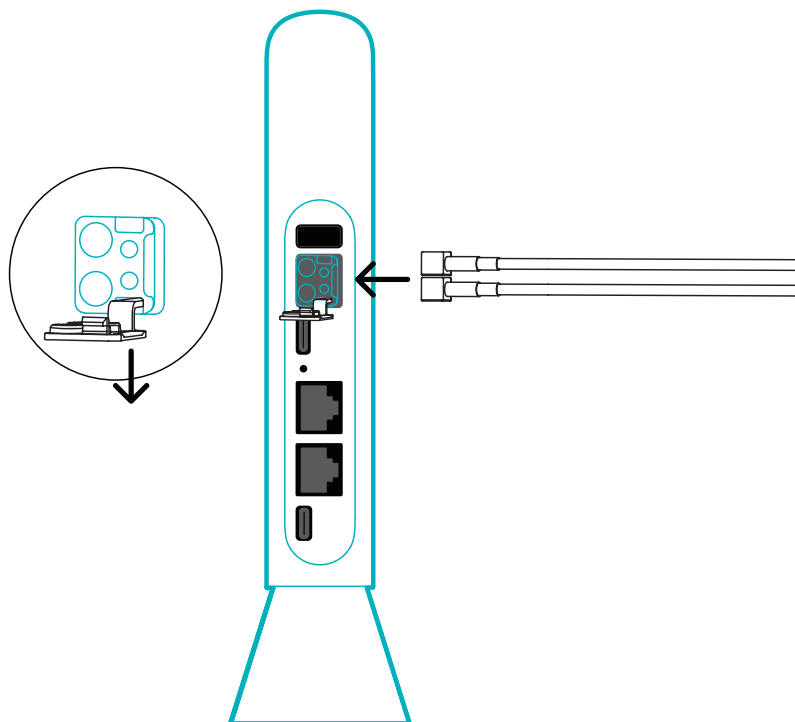
### 2.3 Optional: Installing the external antennae

To install external TS9 antennae (not supplied), make sure the Smart 4G Hub is disconnected from power.

1. Turn off your Smart 4G Hub and unplug it.



2. Remove the antenna port cover and insert the external TS9 antennae into the ports.



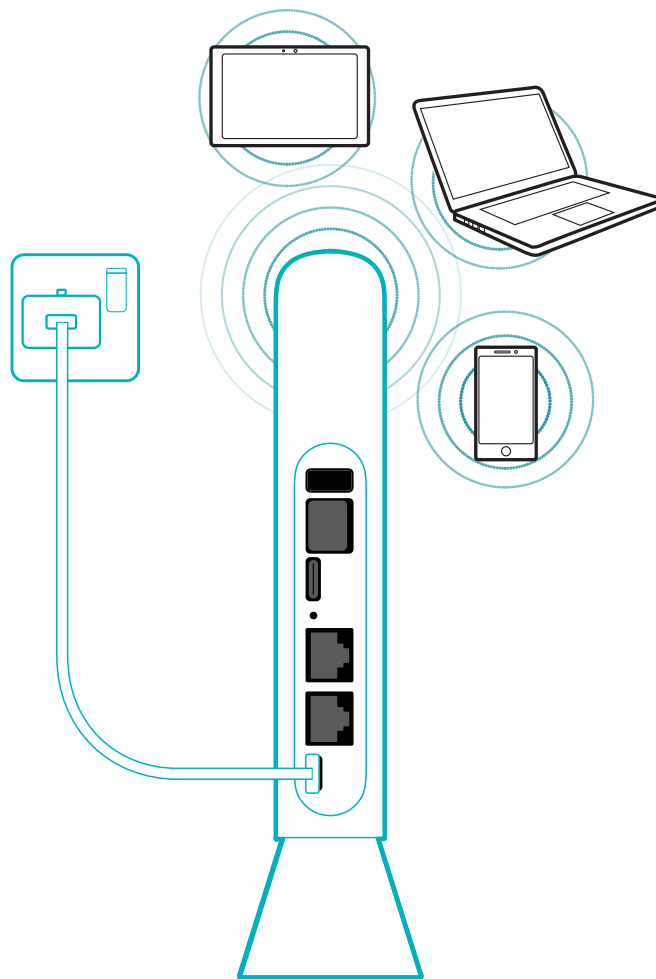
3. Plug the power adaptor back into the power outlet. Once connected, the Smart 4G Hub will automatically power on.

### 2.4 Connect your devices to your Smart 4G Hub

You can connect to the internet via your Smart 4G Hub either wirelessly or wired.

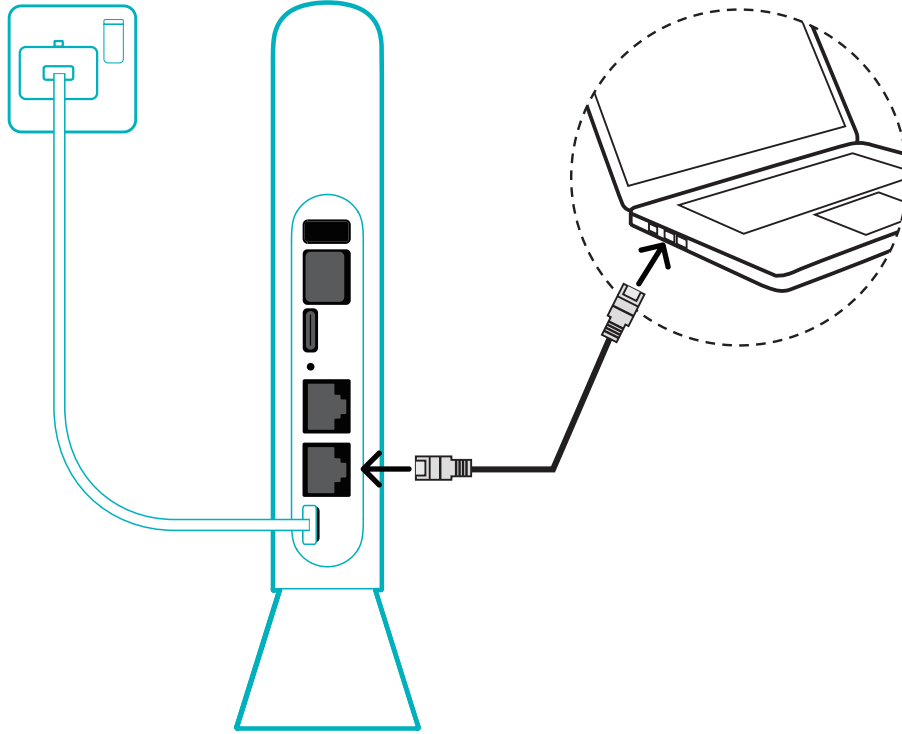
#### Connect your device to the wireless network of your Smart 4G Hub

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). Alternatively if your device has a camera, scan the QR code on the Keep Me Card to quickly connect.
3. Click connect.
4. Enter the WiFi password on the 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 Hub

Connect 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).

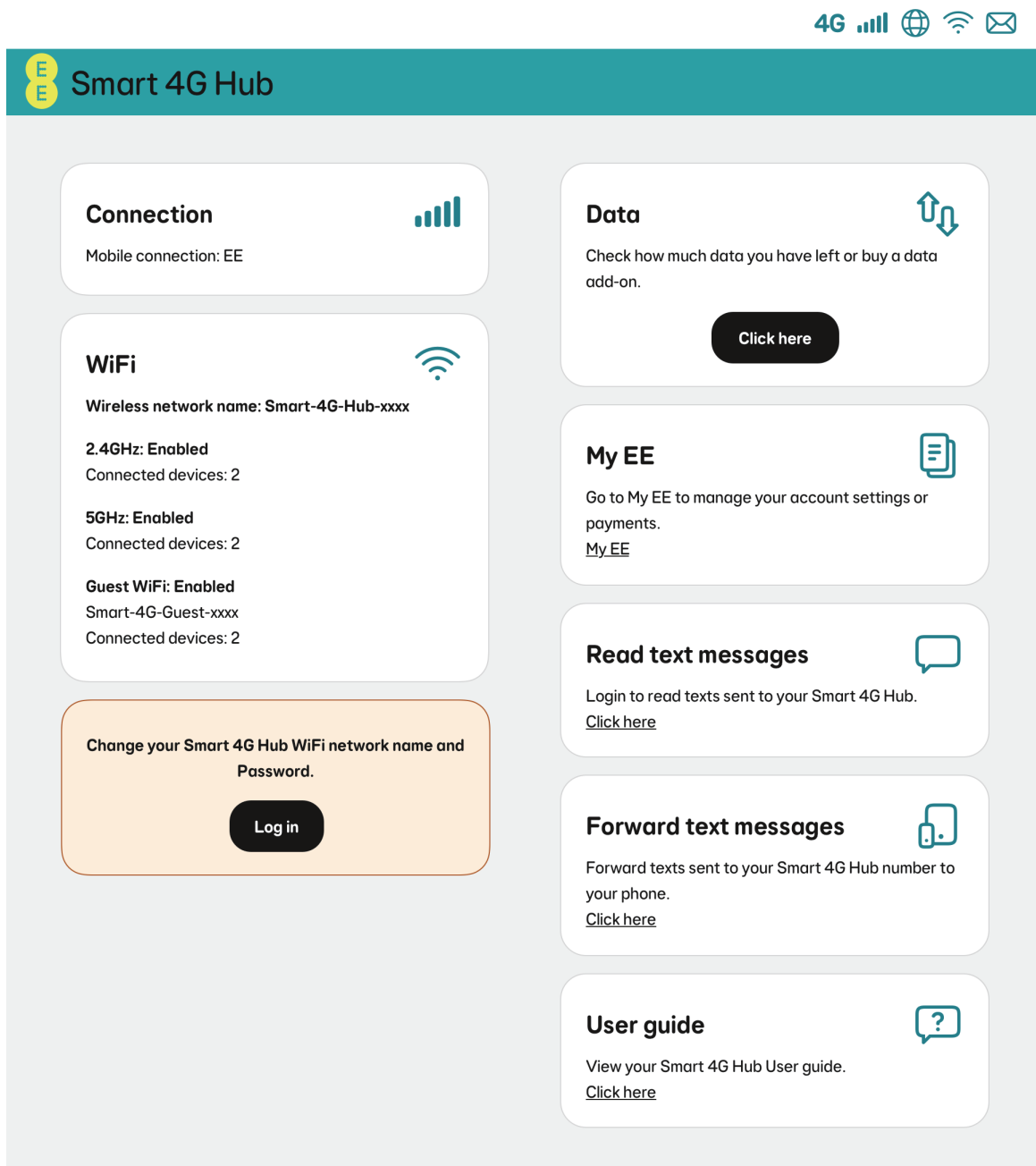


# 2.5 Change your Smart 4G Hub admin and WiFi passwords

It is recommended that you change your Web UI admin login and WiFi passwords when first setting up your hub.

## Changing your admin (login) password

1. Make sure your device is connected to the Smart 4G Hub wired or wireless network – see section 2.4 - Connect your devices to your Smart 4G Hub.
2. Open your web browser. Input `http://192.168.1.1` into the address bar and press enter. The User Interface will then load, as shown in the screenshot below.



## Set up your Smart 4G Hub

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3. Click **Log in**. On the first login you will be prompted to change the default admin password. You can find your default admin password on the label located on the underside of your Smart 4G Hub and also on the Keep Me Card.
4. Enter a new password. The password must be 8 or more characters in length, and should contain a mixture of upper-case letters, lower-case letters and numbers. The password should not be easily guessed or a word from the dictionary.
5. Enter the password again to confirm and press **Apply** to save the new password.

Note: To change the password again, log in to the Web UI and navigate to **Device > Device management > Login password** page.

## Changing your WiFi password

1. Make sure your device is connected to the Smart 4G Hub wired or wireless network – see section 2.4 - Connect your devices to your Smart 4G Hub.
2. Open your web browser. Input `http://192.168.1.1` into the address bar and press enter.
3. Click **Log in**.
4. On the Basic WiFi page, click on the **WiFi password** field.
5. Enter a new WiFi password. The new password should be at least 12 characters, with a combination of numbers, upper case letters, lower case letters and non-repeating characters one after another. The password should not be easily guessed or a word from the dictionary.

## Set up your Smart 4G Hub

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### Basic

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#### Enable WiFi

2.4GHz

5GHz


#### Wireless network name (SSID)

Smart-4G-Hub-xxxx

SSID broadcast

#### 2.4GHz and 5GHz

Security

WPA2-Personal 

Encryption

AES 

#### WiFi password

Your new password:

- Needs to contain 8 or more characters.
- Should not be an easily guessed dictionary word.
- Should include 1 lowercase letter AND uppercase letter AND a number.
- Should not include repeating characters (i.e. 'AA', '11', 'bb').

.....

Show

Cancel

Apply

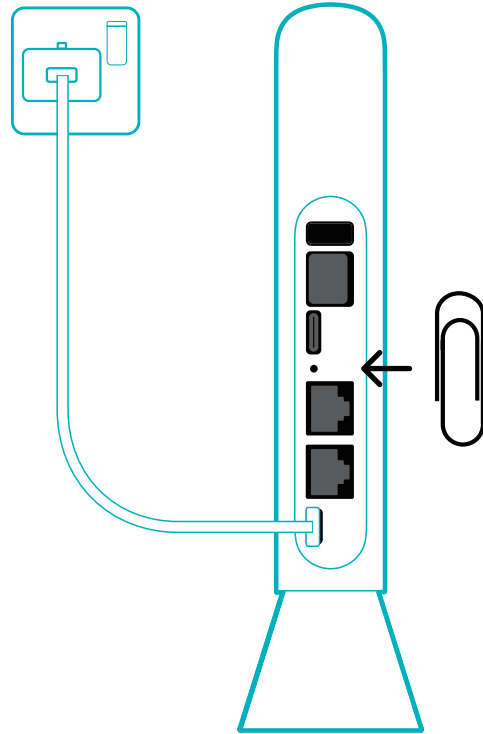
6. Click **Apply** and then **OK**. Please note that after changing your WiFi password you will need to enter the new password when prompted for all of your WiFi devices you want to connect to the hub.

For the best WiFi security it is recommended that WPA2-Personal or higher security type is set on your device.

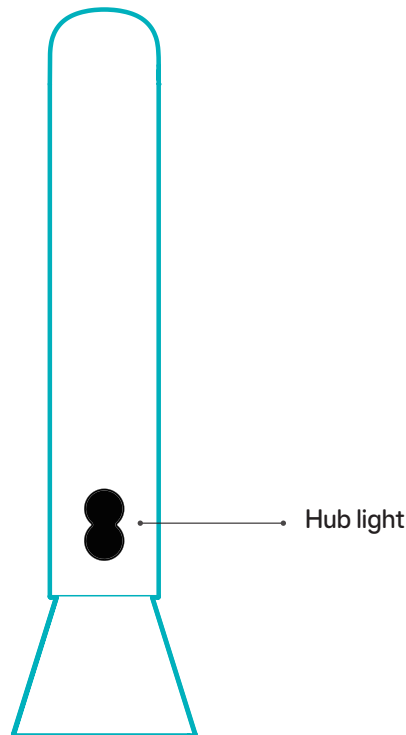
If you forget your password, you can reset your Smart 4G Hub by using a paper clip to gently press and hold the Reset button on the rear of the hub for more than 5 seconds. Your passwords will be restored to the original passwords displayed on the label on the underside of the hub (and on the Keep Me Card).

### How to reset your Smart 4G Hub

Use a paper clip to gently press and hold the Reset button on the rear of the Smart 4G Hub for more than 5 seconds. The Hub light will flash green while the Hub is restarted. Note that any custom settings will be reset back to factory defaults.



### 2.6 What your Smart 4G Hub light means



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#### 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 to turn on again. If the light still doesn't turn aqua, use a paper clip to press your hub's reset button for 5 seconds.

## Set up your Smart 4G Hub

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### 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 in 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

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Your Smart 4G 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 white

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You have received a text message.

Log in to the web UI (<http://192.168.1.1>) to read your text messages.

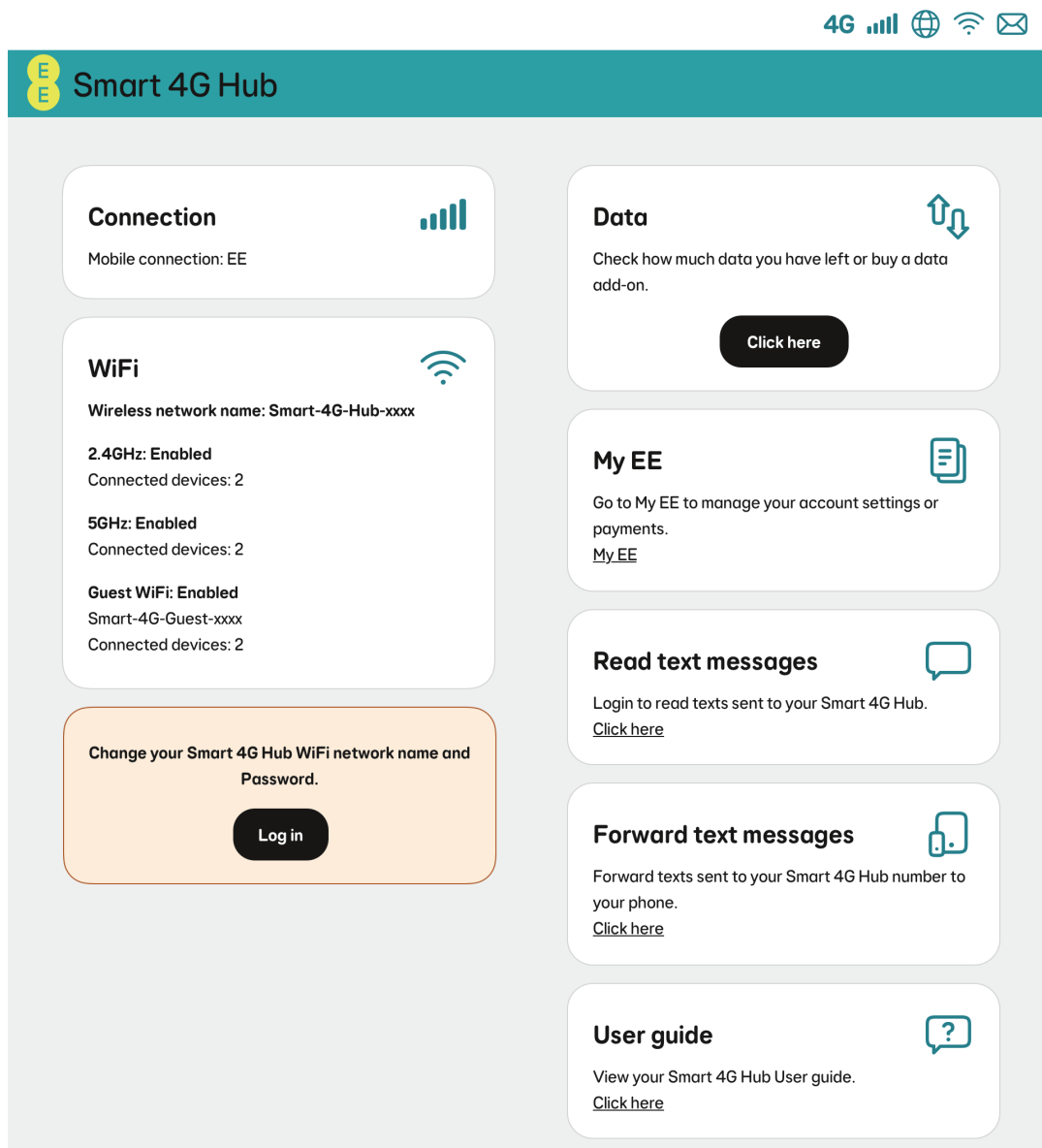
## 3. Smart 4G Hub - Web user interface (UI)

The Web User Interface is compatible with the following browsers:

- Chrome V113 or later
- Mozilla Firefox V113 or later
- Microsoft Edge V113 or later
- Safari V14 or later

### 3.1 How to access your Smart 4G Hub web user interface via your Smart 4G Hub

1. Make sure your device is connected to the Smart 4G Hub wired or wireless network – see section 2.4 - Connect your devices to your Smart 4G Hub.
2. Open your web browser. Input `http://192.168.1.1` or `http://smart4g.hub/` into the address bar and press enter. The User Interface will then load, as shown in the screenshot below.



On the home page, you can view your Smart 4G Hub connection status, signal strength, wireless details and number of connected devices. There are also links to check and topup data and to access your My EE account settings and read text messages (SMS).

3. Click the **Log in** button and enter the admin password found on your Keep Me Card (or on the label on the base of your Hub). Note that you will need to change your login password the first time you log in to your Hub.

## 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 more than 5 seconds. The hub light will flash green.

## 3.2 Status bar icons

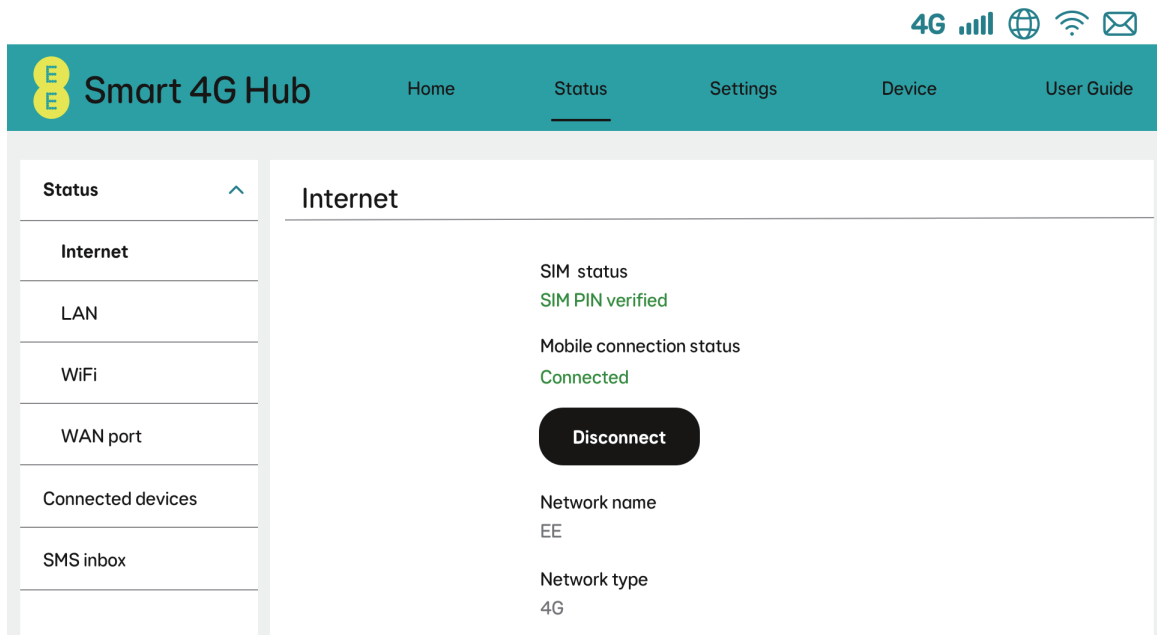
Status bar is located on the top right corner of the web user interface.

The meaning of the icons in the status bar is described in the following table:

Description	Icon displayed
Firmware update	 New firmware is available. Log in to the web user interface and navigate to <b>Device &gt; Firmware update</b> to update your device.
Network technology	<b>4G</b> will be displayed if the mobile broadband service is available. <b>No service</b> will be displayed when there is no mobile broadband network available or if the SIM is disconnected.
Signal indicator	 From no signal to maximum signal strength.
Connection status	 Disconnected,  Connected
WiFi status	 WiFi is enabled.  WiFi is disabled.
SMS	 New message/Unread message(s) in inbox  SMS inbox is full (100 messages).

## 4. Status

On the **Status** pages, you can view information about your Smart 4G Hub.



### 4.1 Internet / LAN / WiFi / WAN port

Your device and connection information including internet, LAN (Ethernet), WiFi, and WAN port can be found here.

On the **Internet** page, you will find information on your SIM, mobile broadband connection and network information (including signal strength and IP address).

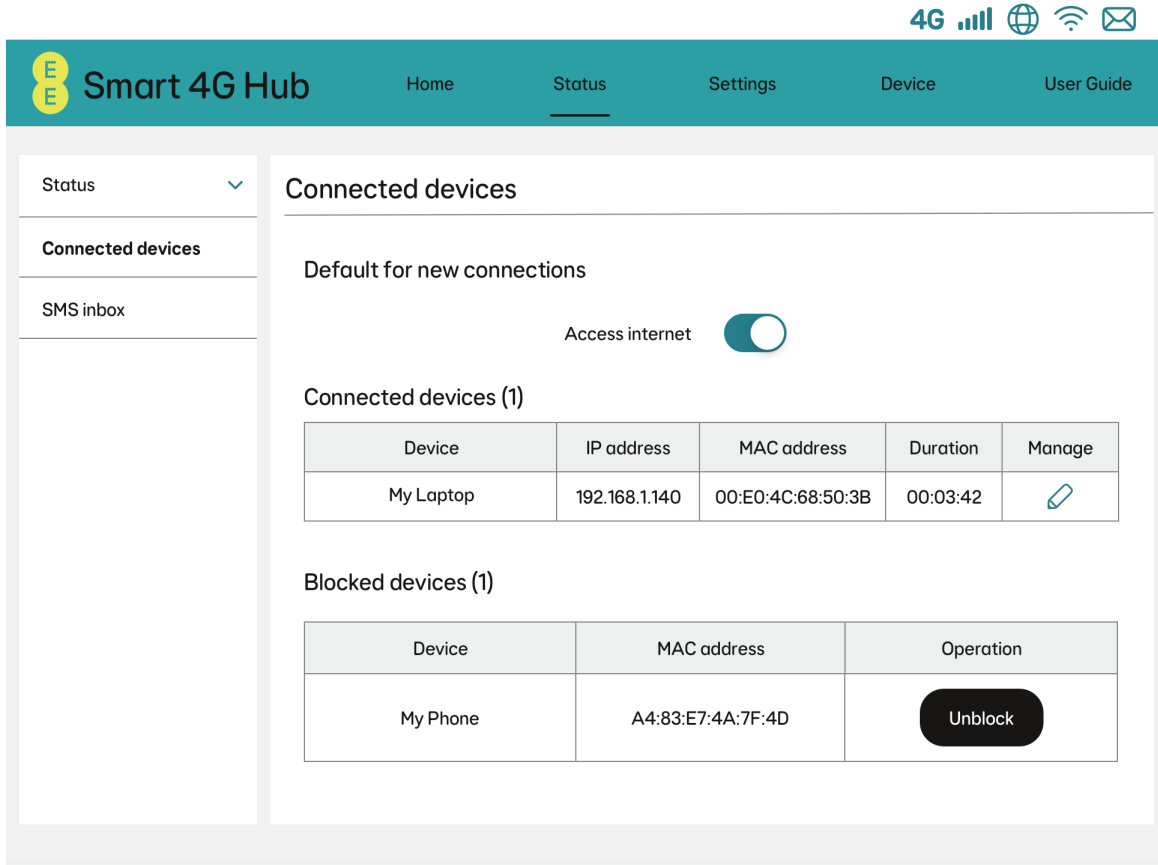
On the **LAN** page, you will find information on your Ethernet LAN ports including the IP addresses of connected devices.


On the **WiFi** page, you will find information on your WiFi network including the Wireless network name (SSID), WiFi channels, security and number of connected devices for each band. You can change your WiFi settings by pressing **Change**.

On the **WAN port** page, you will find information on WAN devices connected to the LAN1/WAN port. You can see the current WAN connection status, WAN priority mode (4G or WAN port) and IP address details for the WAN interface.

## 4.2 Connected devices

All connected and blocked devices will be shown on this page. You can also manage blocked devices here, or see additional information on your connected devices.



In the Connected devices table click the manage icon  for the device.

You can change the Device name here or restrict internet access and block devices.

Note: You cannot block the device that is currently logged into the web user interface. If you want to allow a blocked device to connect to the Smart 4G Hub click the **Unblock** button.

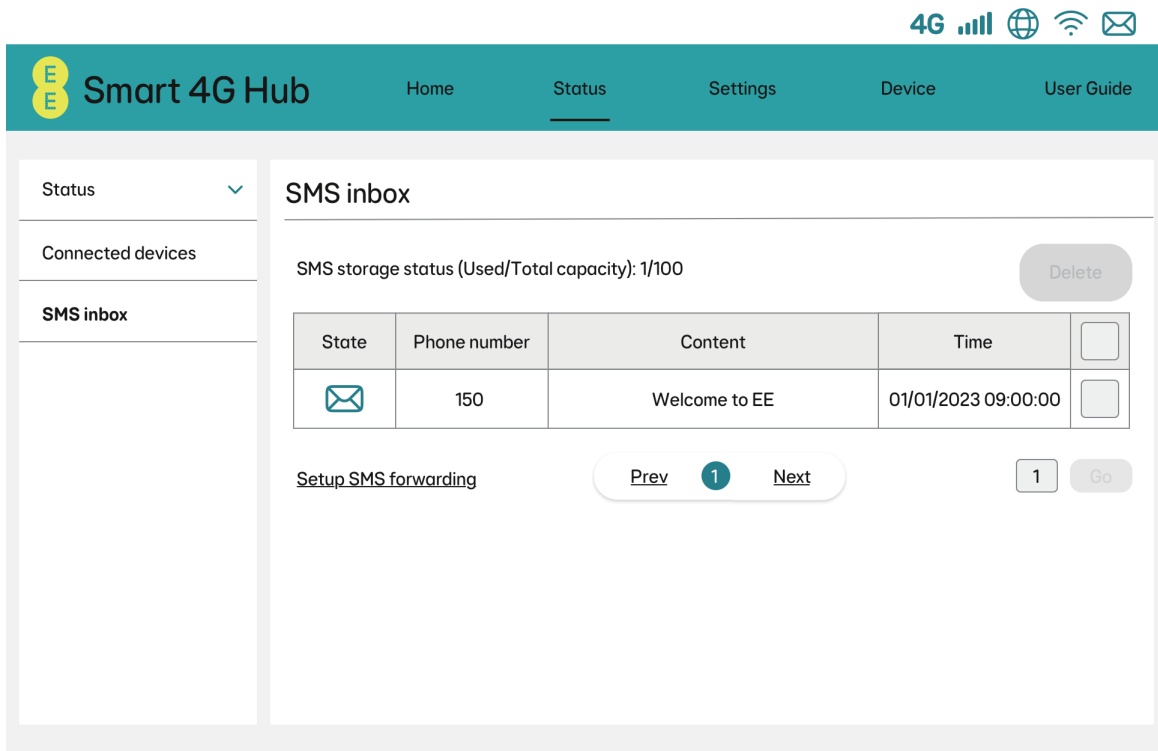
## 4.3 SMS inbox

In this section, received messages are displayed here, you can read, delete messages and forward messages to a recipient's mobile number.

**How to read an SMS message:** Click the content of the message you wish to read.

**How to delete an SMS message:** Tick the box or boxes on the right column of the inbox for the message(s) that you wish to delete. Click the **Delete** button.

**How to delete all SMS messages:** Click the tickbox at the top of the column to select all messages. Click the Delete button.



# 5. Settings

## 5.1 Quick setup

### SIM

You can make changes to basic connection settings in the SIM page and enabled/disable data roaming. Selecting connection mode **Auto** will establish an internet connection automatically. Selecting connection mode **Manual** will establish an internet connection by clicking the Connect button on the **Status > Internet** page.

#### Quick setup

---

SIM      WiFi      WiFi security

1      2      3

**Network mode**

4G Only ▼

**Connection mode** ?

Auto

Manual

Data roaming

**Profile name**


Internet (Default) ▼


Next

## WiFi

On the **WiFi** page, you can change the Wireless network name (SSID), SSID broadcast function or disable WiFi.

### Quick setup



**Enable WiFi** 

2.4GHz

5GHz

**Wireless network name (SSID)**

Smart-4G-Hub-xxxx


SSID broadcast

[Back](#) [Next](#)

## WiFi security

On the **WiFi security** page, you can setup your WiFi security settings and change the WiFi password.

### Quick setup



**2.4GHz and 5GHz**

Security

WPA2-Personal

Encryption

AES

**WiFi password**

Your new password:

- Needs to contain 8 or more characters.
- Should not be an easily guessed dictionary word.
- Should include 1 lowercase letter AND uppercase letter AND a number.
- Should not include repeating characters (i.e. 'AA', '11', 'bb').

..... [Show](#)

[Back](#) [Done](#)

# 5.2 Setup

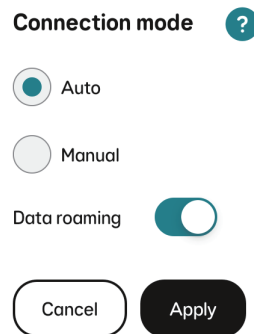
## Network connection

Selecting Connection mode **Auto** will establish an internet connection automatically.

Selecting Connection mode **Manual** will establish an internet connection by clicking the **Connect** button on the **Status > Internet** page.

Network connection

---



## Profile management

Profile management allows you to set up a new APN profile or edit/delete existing profiles that have been created.

### How to add a new profile:

1. Click **New**.
2. Input the connection settings for your Network Provider, a **Profile name**, **Dial number** and **APN** are mandatory.
3. Click **Save**.

### How to edit a profile:

1. Select the profile from the Profile management list.
2. Click **Edit** to change the parameters.
3. Click **Save**.

### How to delete a profile:

1. Select the profile from the Profile management list.
2. Click **Delete** (note that the default profile cannot be deleted).

### Setting as default:

1. Select the profile from the Profile management list.
2. Click **Set default**.

## Settings


---

**Note:** Once the new profile has been set as default, (Default) will be added next to the profile name.

### Profile management

---

**Profile name**

Internet (Default) 

**Dial number**

**APN**

**IP type**

IPv4v6 

**Username (Optional)**

**Password (Optional)**

**Protocol**

None 

Note: The maximum number of profiles you can create is 15.

Edit

Save

Delete

Set default

Cancel

New

## Network settings

You can set the **Network search mode** to either **Auto** or **Manual**. Ensure that you click **Apply** after making any changes.

### Network settings

---

**Network search mode**

Auto

Manual

**Network mode**

4G Only 

Cancel

Search

Apply

# 5.3 WiFi

## Basic

**Enable WiFi:** Enable or disable each WiFi band. Note that changes made here will also affect the Guest WiFi feature.

**Wireless network name (SSID):** This is the name of the WiFi network and is used to identify your WiFi network. The Wireless network name (SSID) can be between 1 and 32 characters long.

**SSID Broadcast:** If you choose to disable this, the SSID will no longer be visible and you will need to set up a connection to the SSID manually on your device. You will need to know the exact SSID and password to connect.

**Security:** This is set to WPA2-Personal by default. Available options are Disabled, WPA2-Personal, WPA/WPA2-Personal, WPA2/WPA3-Personal Transition or WPA3-Personal. It is recommended that WPA2-Personal or higher security is set. Please note that some older devices might not be compatible with WPA3 mode.

**Encryption:** Set the security encryption type here.

**WiFi password:** The WiFi password should be at least 12 characters with a combination of numbers, upper case and lower case letters and non-repeating characters.

## Basic

---

### Enable WiFi

2.4GHz

5GHz


### Wireless network name (SSID)

Smart-4G-Hub-xxxx

SSID broadcast

### 2.4GHz and 5GHz

Security

WPA2-Personal 

Encryption

AES 

### WiFi password

Your new password:

- Needs to contain 8 or more characters.
- Should not be an easily guessed dictionary word.
- Should include 1 lowercase letter AND uppercase letter AND a number.
- Should not include repeating characters (i.e. 'AA', '11', 'bb').

.....

Show

Cancel

Apply

## Advanced

**Channel:** Select Auto and the Smart 4G Hub will select the best channel for you to use automatically, or select a WiFi channel manually.

**802.11 mode:** You can select from the available options via the drop-down menu. For 2.4GHz, this is set to 802.11n by default. For 5GHz, this is set to 802.11ac by default.

**Bandwidth:** You can select from the available options via the drop-down menu. This is set to 20MHz by default on 2.4GHz, 80MHz by default on 5GHz.

### Advanced

---

#### 2.4GHz

Channel

802.11 mode

Bandwidth

#### 5GHz

Channel

802.11 mode

Bandwidth

## Guest network

The guest network is a temporary wireless network for guest users. You can set a duration you want the network to transmit. Devices connected to the guest network will not be able to communicate with each other, but will have full access to the internet.

**Guest network:** You can enable or disable the guest wireless network.

**Wireless network name (SSID):** This is the name of the guest WiFi network. The SSID can be between 1 and 32 characters in length.

**Duration:** Set a duration the guest network will transmit. The default value is 1 day. Note that if the Smart 4G Hub is restarted, the timer will also be restarted.

**Security:** This is set to **WPA2-Personal** by default. Available options are **Disabled**, **WPA2-Personal**, **WPA/WPA2-Personal**, **WPA2/WPA3-Personal Transition** or **WPA3-Personal**.

**Encryption:** Set the security encryption type here.

**WiFi password:** The WiFi password should be at least 12 characters with a combination of numbers, upper case and lower case letters and non-repeating characters.

**Time remaining:** This is the time remaining for your guest network to transmit. Click **Extend by 4 hours** to add some additional time.

## Guest network

Guest network

### Wireless network name (SSID)

Smart-4G-Guest-xxxx

### Duration

1 day

### 2.4GHz and 5GHz

Security

WPA2-Personal

Encryption

AES

### WiFi password

Your new password:

- Needs to contain 8 or more characters.
- Should not be an easily guessed dictionary word.
- Should include 1 lowercase letter AND uppercase letter AND a number.
- Should not include repeating characters (i.e. 'AA', '11', 'bb').

.....

Show

Cancel

Apply

00 days 23 hrs 59 mins 59 secs

Time remaining

Extend by 4 hours

## 5.4 Security

### SIM PIN Management

#### How to enable a PIN:

1. Click **SIM PIN status**, enter the current PIN.
2. Click **Apply**.

#### How to disable a PIN:

1. When a PIN is enabled, click **SIM PIN status**.
2. Enter the current PIN and click **Apply**.

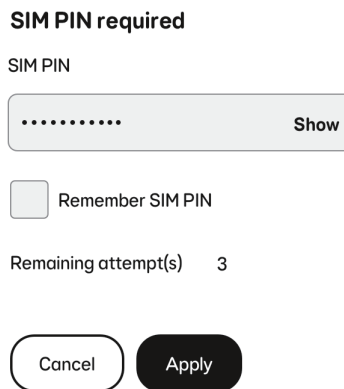
#### How to change the PIN:

1. When a PIN is enabled, click **Change SIM PIN**.
2. Enter the **Old SIM PIN**, **New SIM PIN** and **Confirm SIM PIN** and click **Apply**.

If a SIM PIN is entered incorrectly 3 times, the SIM PUK code will need to be entered. EE customers can call 150, or alternatively call 07953 966 150 (8am - 6pm Monday to Sunday).

#### SIM PIN management

---



The screenshot shows a mobile interface for SIM PIN management. At the top, it says "SIM PIN required". Below that, there is a label "SIM PIN" followed by a text input field containing seven dots. To the right of the input field is a "Show" button. Below the input field is a checkbox labeled "Remember SIM PIN". Underneath the checkbox, it says "Remaining attempt(s) 3". At the bottom, there are two buttons: "Cancel" and "Apply".

## 5.5 Advanced settings

Please be aware that changing advanced settings could affect your internet connection.

### WAN port

Your Smart 4G Hub can be connected to a WAN modem or router via the LAN1/WAN port on the back of the Hub to supply a primary or backup internet connection. Follow the instructions below according to your specific WAN internet service.

### Connecting to DHCP WAN

1. Connect the DHCP modem/router Ethernet cable to the LAN1/WAN port on the back of the Smart 4G Hub.
2. Log on to the Smart 4G Hub web UI in a web browser (<http://192.168.1.1>) and navigate to **Settings > Advanced settings > WAN port**.
3. Verify that the **Connection mode** is displayed as **DHCP**. Note that if the DHCP WAN is not automatically detected, set **WAN auto detect** to disabled, **Use LAN1/WAN port as WAN** to enabled. **Connection mode** to **DHCP** and click **Apply**.
4. To verify the DHCP connection is successful, navigate to **Status > WAN port**, the **Connection status** should be **Connected** and the light on the front of the Smart 4G Hub should be solid aqua.

### Connecting to Fibre/PPPoE WAN

1. Connect the Fibre/PPPoE modem's Ethernet cable to the LAN1/WAN port on the back of the Smart 4G Hub.
2. Log on to the Smart 4G Hub web UI in a web browser (<http://192.168.1.1>) and navigate to **Settings > Advanced settings > WAN port**.
3. If the default Username and Password are incorrect, it may be necessary to enter the correct credentials supplied by your ISP in the **Username** and **Password** fields.
4. To verify the PPPoE connection is successful, navigate to **Status > WAN port**, the **Connection status** should be **Connected** and the light on the front of the Smart 4G Hub should be solid aqua.

### Connecting with a Static IP

1. Connect the WAN modem/router's Ethernet cable to the LAN1/WAN port on the back of the Smart 4G Hub.
2. Log on to the Hub web UI in a web browser (<http://192.168.1.1>) and navigate to **Settings > Advanced settings > WAN port**.
3. Set **WAN auto detect** to disabled, **Use LAN1/WAN port as WAN** to enabled. Set **Connection mode** to **Static IP**.
4. Enter the **IP address**, **Subnet mask**, **Default gateway** and **Primary/Secondary DNS server** for your service and click **Apply**.
5. To verify the static IP connection is successful, navigate to **Status > WAN port**, the **Connection status** should be **Connected** and the light on the front of the Smart 4G Hub should be solid aqua.

### Changing WAN priority

By default, if a WAN port connection is available, the WAN port will provide internet connectivity to the Smart 4G Hub. If the WAN port connection fails, then internet connectivity will be provided by the 4G connection as a backup service. The priority can be changed, so that the 4G connection provides primary internet connectivity, and the WAN port can be used for backup connectivity in case of a loss of the 4G connection.

#### To change the WAN priority:

1. Log on to the Hub web UI in a web browser (<http://192.168.1.1>) and navigate to **Settings > Advanced settings > WAN port**.
2. Set the **WAN priority** dropdown to **4G** or to **WAN port** depending on the priority you want to set (the other type will be used as the backup connection) and click **Apply**.

**MAC clone:** If your service provider requires a specific MAC address to authenticate, enter the required MAC address in the **Host MAC address** field and press **Clone** to replace the current MAC address.

#### WAN port

---

WAN auto detect

Use LAN1/WAN as WAN port

#### WAN priority

WAN port

#### Connection mode

DHCP

Cancel

Apply

---

#### MAC clone

Current MAC address

00:E0:4C:68:96:C9

Reset

#### Host MAC address

Enter Host MAC address

Clone

# LAN

Local area network (LAN) settings are configured here. The default **Gateway address** is 192.168.1.1, the **Subnet mask** is fixed to 255.255.255.0.

The **DHCP server** is enabled by default and will automatically assign IP addresses to devices in the network. Addresses will be assigned between the **Start IP address** and **End IP address**.

**Enable NAT** (Network Address Translation) to translate the private LAN traffic to the WAN interface and back. This setting should remain enabled to connect to the internet normally through the Smart 4G Hub.

### LAN

---

#### Gateway address

#### Subnet mask

DHCP server



#### Start IP address

#### End IP address

#### DHCP lease time



Enable NAT



### Bandwidth control

If you want to control the bandwidth (speed) of devices connected to your Smart 4G Hub enter a maximum value in Mbps for **Downlink bandwidth limit** and/or **Uplink bandwidth limit**.

If you set the value to 0, there will be no limit set.

Remember to enable the **Bandwidth control** toggle to control the bandwidth of devices.

#### Bandwidth control

---

Bandwidth control

Device name	Device information	Downlink bandwidth limit	Uplink bandwidth limit
My Laptop	IP address: 192.168.1.3 MAC address: B4:2F:99:EF:11:AB	<input type="text" value="0"/> Mbps	<input type="text" value="0"/> Mbps

Please note:

- Set the bandwidth limit to 0 to allow the maximum available bandwidth
- If your device uses MAC randomisation, Bandwidth control rules may stop working

### WAN ping

To improve security, the WAN ping option is disabled and the Smart 4G Hub will not respond to any incoming ping requests from the internet.

#### WAN ping

---

WAN port ping

Please note: Keep this setting turned off for the best security.

## LAN IP filter

By default, any device connected to your Smart 4G Hub is allowed to access the internet. You can use the LAN IP filter to allow or block specific devices from accessing IP addresses on the internet.

Create a **Block** rule for IP addresses you do not want a device to access. If you set **Allow**, then only IP addresses that match the rules will be accessible, all other addresses will be blocked.



A maximum of 32 rules can be created.

### LAN IP filter

**LAN IP filter**

Block ▼

**+ Add**

LAN IP address	LAN port(s)	WAN IP address	WAN port(s)	Protocol	Operation
192.168.1.55	33-55	192.168.1.55	55-77	TCP	 

**Cancel** **Apply**

Please note:

- Use Block to set IP addresses that you do not want users to access
- Use Allow to set IP addresses that can only be accessed by users
- A maximum of 32 rules can be created
- If your device uses MAC randomisation, LAN IP filter rules may stop working

### MAC filter

By default, any device can connect to your Smart 4G Hub. You can use the MAC filter to only allow or block specific devices from accessing your Smart 4G Hub.

Set MAC filter to **Block** or **Allow** and then click **+ Add** to add a device MAC address to the MAC filter rule.

**Block:** Set devices that are blocked from accessing the network. All other devices are allowed.


**Allow:** Set devices that are allowed to access the network. All other devices are blocked. The Allow list cannot be empty.

Note that personal devices that use MAC randomisation may not be controlled by the MAC filter if the device MAC address changes.



#### MAC filter

---

**MAC filter**

Block 

**+ Add**

Device	MAC address	Operation
My Laptop	DC:A4:CA:05:50:3B	 

**Cancel** **Apply**

Please note:

- Use Block to set devices that are blocked from accessing the network. All other devices are allowed
- Use Allow to set the devices that are allowed to access the network. All other devices are blocked
- A maximum of 32 rules can be created
- If your device uses MAC randomisation, MAC filter rules may stop working

### DMZ

When an IP address is set to be a DMZ (Demilitarized Zone) host on the local network, it is exposed to the internet. External users will then have access to all services. Note that clients in the DMZ may be exposed to internet traffic, so use this feature with caution.

#### DMZ

---

DMZ

DMZ host IP address

192.168.1.100

Cancel

Apply

Note: If external users can't access certain network services provided by the Local Area Network (LAN), use the DMZ function to set the client that provides the required network services as the DMZ host. External users will then have access to all services. Note that clients in the DMZ will be exposed to WAN traffic and may be insecure.

### UPnP

With UPnP enabled, the applications or host devices on the local network can freely communicate with each other and establish network services for data sharing, communications and entertainment.

#### UPnP

---

UPnP

Note: Universal Plug and Play (UPnP) is a set of networking protocols that allows devices connected to your Smart 4G Hub to discover each other and establish functional network services for data sharing, communications, and entertainment.

### Port forwarding

Port forwarding allows external users to connect to services inside the local network (LAN).

Click **+ Add** to create a new Port forwarding rule, and specify the LAN IP address, LAN ports, WAN ports and Protocol type for traffic to be forwarded.

## Port forwarding

[+ Add](#)

Name	WAN port(s)	LAN IP address	LAN port(s)	Protocol	Status	Operation
My Laptop	53-56	192.168.1.15	1-6	TCP	<input checked="" type="checkbox"/>	<a href="#">✎</a> <a href="#">🗑</a>

Note: This setting allows external users to connect to Local Area Network (LAN) services using Hypertext Transfer Protocol (HTTP), File Transfer Protocol (FTP) and other protocols. Please note that some network providers may block port forwarding features.

## Parental control

This feature enables you to control when specific devices are allowed to access the internet during the day and week. Website URLs can also be blocked via Website restrictions.

Note that personal devices that use MAC randomisation might not be protected by a Parental control rule if the device MAC address changes.

### To set a Parental control rule:

1. Click **Set** in the operations column for the connected device.
2. Enter the start and end time the device will be allowed online, or tick **All day** for access throughout the day.
3. Select the days of the week the device will be allowed online.
4. Enable Website restrictions and enter the URL or name of any websites you want to specifically block from access, click **+** to add each site.
5. Click **Apply** to save changes.
6. Status to enabled and set the device **Enable** toggle to apply the Parental control rule.

## Parental control

Status

Device name	Device information	Enable	Operation
My Laptop	IP address: 192.168.1.3 MAC address: B4:2F:99:EF:11:AB	<input checked="" type="checkbox"/>	<a href="#">Set</a>

Please note:

- Blocking a URL may not block the associated app. For example, adding www.facebook.com may not block the specified device from using the Facebook app.
- If your device uses MAC randomisation, Parental control rules may stop working.

### SMS forwarding

SMS forwarding allows you to forward SMS messages sent to your Smart 4G Hub to another mobile phone.

1. Enable **SMS forwarding to mobile phone**.
2. Enter the phone number you wish to have messages forwarded to.
3. Click **Apply**. Now all incoming SMS messages will be forwarded to that phone number automatically.

SMS forwarding

---

SMS forwarding to mobile phone

**Recipient's number**

07700900000

Please Note: This feature forwards SMS text messages to a recipient's mobile number.

### Passthrough mode

With Passthrough mode enabled, routing functions on the Smart 4G Hub are disabled, and the 4G WAN IP address will be forwarded over the Ethernet LAN interface to a connected router or other device with WAN support.

Note that Enabling Passthrough mode will disable the Smart 4G Hub firewall, NAT and WiFi features, and these will not be configurable via the Web user interface.

Set the Passthrough allocation and Subnet mode in accordance with your WAN device instructions.

Disable Passthrough mode to revert the Smart 4G Hub to normal router operations.

Passthrough mode

---

Enable passthrough mode

**Passthrough allocation**

DHCP

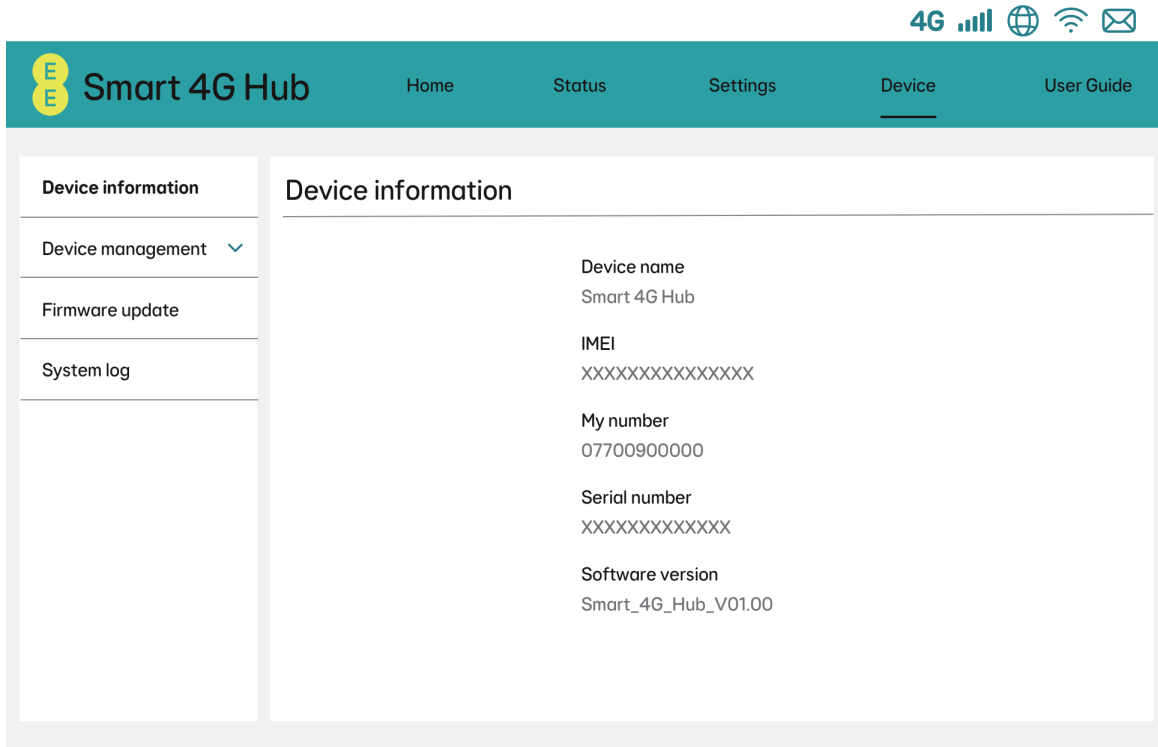
**Subnet mode**

Force 24 subnet

# 6. Device

## 6.1 Device information

You can view the info of your device here such as device name, IMEI, your number, serial number and software version.



## 6.2 Device management

### Login password

Enter your current password and confirm a new password. Your chosen password must be between 8-64 characters long.

Note that for security purposes it is recommended your password should contain a mixture of upper-case letters, lower-case letters and numbers. The password should not be easily guessed, or a word from the dictionary.

The default password can be found on the Keep Me Card and also on the label located on the underside of the hub.

Login password

---

#### Current password

Show

#### New password

Your new password:

- Needs to contain 8 or more characters.
- Should not be an easily guessed dictionary word.
- Should include 1 lowercase letter OR uppercase letter AND a number.
- Cannot match the current password.
- Cannot match the default password.

Show

#### Confirm password

Show

## System time

**Automatically adjust to daylight saving time:** Daylight saving time will be set automatically but this can be overridden by changing this setting.

**Time zone:** Change the local time zone here.

**Current date and time:** This will show your current time according to the selected time zone.

System time

---

Automatically adjust to daylight saving time

**Time zone**

(UTC+00:00) London

Current date and time  
29-03-2023 14:23:33

## Backup & restore

Backup and restore function will backup and restore device settings including private data and private settings such as WiFi passwords, Login password, APN settings and SMS forwarding rules. SMS messages will not be backed up.

### How to backup the Smart 4G Hub configuration:

1. Click **Backup** to save the configuration file.
2. On Windows and Mac OS these will be saved in the Downloads folder by default and the file name will be **configure.bin**.

### How to restore the configuration:

1. Click **Browse** to select the previously backed up configuration file.
2. Click **Restore**.

**Note:** Do not power off the Smart 4G Hub during the configuration restoration process.

Backup & restore

---

Backup: Backup current device settings

**Restore**

### Restart & reset

**Restart:** Click **Restart** to reboot the Smart 4G Hub. Current settings will be maintained. You can also reboot the device by holding down the power button on the back of the device for 10 seconds.

**Reset:** Click **Reset** to reset all settings back to factory default settings. Note that any custom settings you have applied will be reset, so backup a device configuration file as instructed above if you want to restore settings later.

You can also reset the device by holding the reset button on the back of the device down with a paper clip for more than 5 seconds.

**Note:** Do not remove the power from the Smart 4G Hub during the reset or restart process.

---

#### Restart & reset

---

Restart device

Restart

Factory data reset

Reset

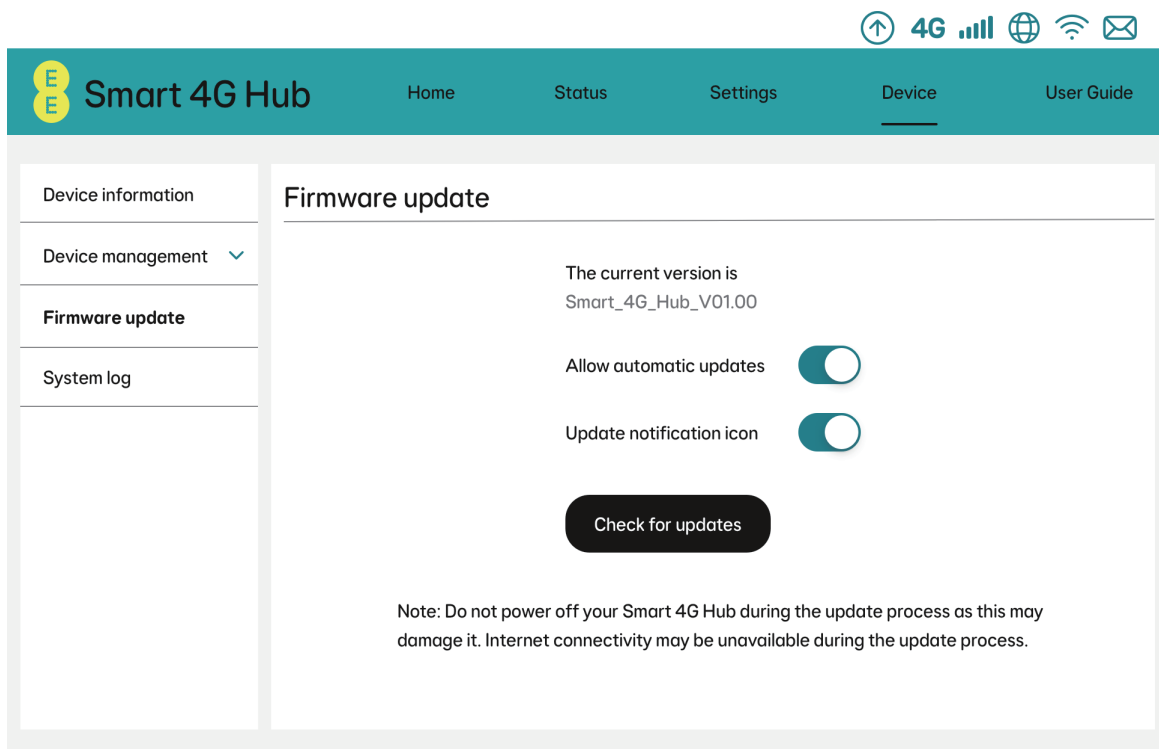
## 6.3 Firmware update

Click **Check for updates**. Your Smart 4G Hub will check if there is an update available. If one is found, you may click **Download**. Once the file has downloaded successfully, the device will update automatically.

Enable **Allow automatic updates** to allow EE to automatically update the device when a new update is available. If this option is disabled, you can still update the device via **Check for updates**.

Enable **Update notification icon** to display an update icon in the user interface status bar (top right) when an update is available.

**Note:** Do not power off your Smart 4G Hub during the update process. Your internet connection may be unavailable during the update process.



During firmware update we record the firmware update status of the device and this is used by EE to identify if a firmware update has been successful.

## 6.4 System log

Click **System log**. Your Smart 4G Hub will show a list of important events that have occurred since your device was last powered on or restarted.

The events include successful/failed logins, login password changes, device restarts/resets, configuration changes and firmware updates.

Click **Save log** to save a log file locally (as a CSV file called system.log).

The screenshot shows the Smart 4G Hub web interface. At the top, there is a teal navigation bar with the 'Smart 4G Hub' logo and menu items: Home, Status, Settings, Device (selected), and User Guide. Below the navigation bar is a sidebar with a list of menu items: Device information, Device management (with a dropdown arrow), Firmware update, and System log (highlighted). The main content area is titled 'System log' and contains a table with two columns: 'Time' and 'Event'. The table lists five events:

Time	Event
18/03/23 06:53	Smart 4G Hub started.
17/03/23 14:53	Smart 4G Hub reset to default.
16/03/23 14:53	Login password change from 192.168.1.247.
15/03/23 14:53	Login successful from 192.168.1.247.
15/03/23 13:53	Login failed from 192.168.1.247.

Below the table, there is a 'Save log' button, a pagination control with 'Prev', '1' (current page), and 'Next' buttons, and a 'Go' button. A note at the bottom states: 'Note: The system log will display the last 100 events.'

# 7. Warranty

The device is warranted against any deviation from technical specifications for a period of twenty four (24) months from the date specified on your original invoice.

Under the terms of this warranty, you must immediately inform your vendor in case of a conformity defect on this device, and present a proof of purchase.

The vendor or repair centre will decide whether to replace or repair this device, as appropriate.

Repaired or replaced this device is warranted one (1) month unless there are statutory provisions to the contrary.

This warranty shall not apply to damage or defects to this device due to:

1. Not following the instructions for use or installation,
2. Not being compliant with technical and safety standards applicable in the geographical area where this device is used,
3. Improper maintenance of sources of energy, and of the overall electric installation,
4. Accidents or consequences of theft of the vehicle in which this device is transported, acts of vandalism, lightning, fire, humidity, infiltration of liquids, inclement weather,
5. Connecting to or integrating into this device any equipment not supplied or not recommended by the manufacturer,
6. Any servicing, modification or repair performed by individuals not authorised by the manufacturer, the vendor or the approved maintenance centre,
7. Use of this device for a purpose other than that for which it was designed,
8. Malfunctions caused by external causes (e.g., radio interference from other equipment, power voltage fluctuations),
9. Faulty connections resulting from unsatisfactory radio transmission or caused by the absence of radio relay coverage.

Warranty is also excluded for this device on which markings or serial numbers have been removed or altered.

This device is also warranted against hidden defects (defects inherent in the design, manufacture, etc.).

There are no other express warranties than this printed limited warranty, expressed or implied, of any nature whatsoever.

In no event shall the manufacturer be liable for incidental or consequential damages of any nature whatsoever, including but not limited to trading loss, commercial loss, to the full extent those damages can be disclaimed by law. Some countries/states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

## 8. Contact information

Internet address: [ee.co.uk](http://ee.co.uk)

Calling from EE mobile: 150

Calling from a landline or another provider: 07953 966 150

Contact address: EE Ltd, London E1 8EE, UK