

Important safety and care instructions

Your WiFi Device 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.
- 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; see 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 (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.

Other information

The EE WiFi Device 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

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 WiFi SW10A (WE410443B-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

UK

Hereby, EE declares that the radio equipment type SW10A (WE410443B-SA) 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

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 (GHz)	Max power in the range (dBm)
2.4 - 2.435	20
5.15 - 5.35	23

Power consumption

Device status	Watt/s
In operation	7.09
Network standby	4.27
Off mode	0.07
Elapsed time before going into standby mode	18 minutes

Disposing of your old electrical and electronic equipment

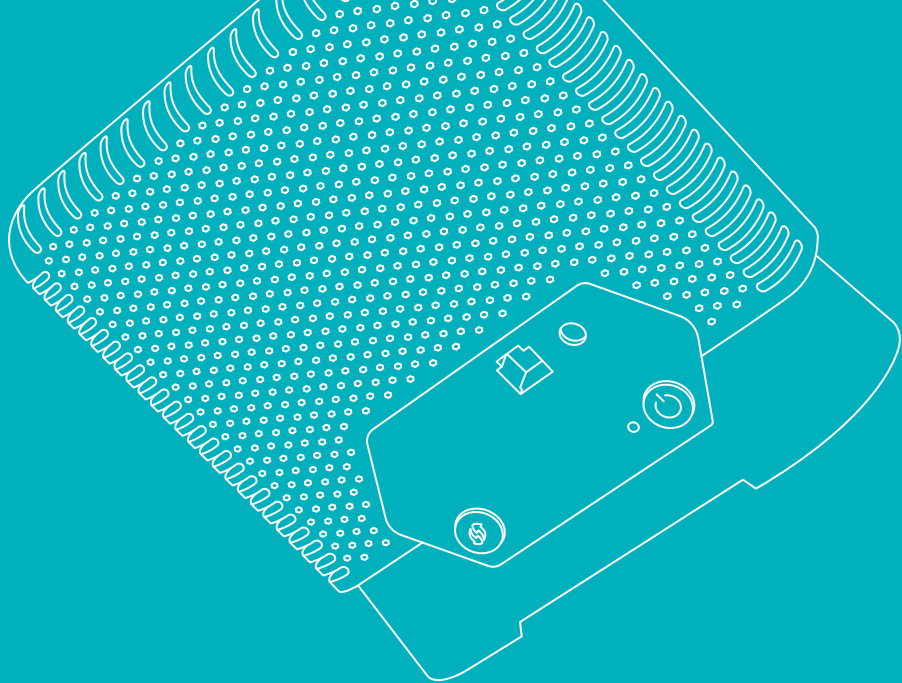
The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of 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

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.





Ready to
get started?

It all begins
with the EE app.
Download it now.



SMART WIFI

User guide

LET'S SET UP YOUR SMART WIFI

The EE App is the best way to set up and control your Smart WiFi and devices. It will quickly guide you through the process step-by-step with all the detail and help you'll need.

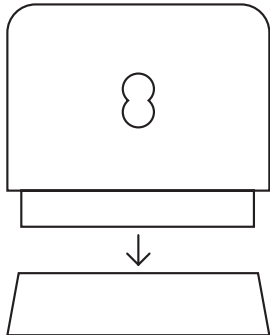
As well as guiding you through the set-up steps, the EE App gives you total control over your WiFi network.

Download it here:



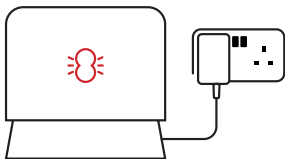
BEFORE YOU START

Please make sure you attach the stand to your Smart WiFi and use it in an upright position. Just slide the device into the stand until it clicks into place.

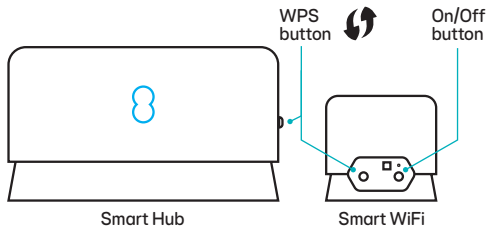


DON'T HAVE ACCESS TO THE APP? FOLLOW THESE STEPS TO GET GOING:

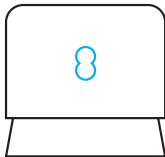
- 1 Slide the two parts of the power supply until they click into place. Plug your Smart WiFi into a wall socket close to your hub and switch it on. Wait for a flashing red light.



- 2 Press the WPS button on your Smart WiFi and then on your Smart Hub (ensure you press both within 2 mins).



- 3 Wait for your Smart WiFi to pair (up to 5 mins). When pairing is complete you'll see a solid blue light on your disc.



- 4 Now that your Smart WiFi is paired you can move it to help extend your WiFi signal. Unplug it and aim to put it halfway between your hub and the part of your home needing stronger WiFi then plug it back in. You'll need a clear space that's off the floor, away from other electrical devices and well ventilated.

WHAT DO THE LIGHTS MEAN?



Blue

Your Smart WiFi is all connected.
Good WiFi or Ethernet connection.
All is working well.



Flashing blue

Your device is connecting.
WPS has been activated and is connecting to your hub or your device. This could take a couple of minutes.



Purple

Your Smart WiFi is starting up.
It will take approximately
60 seconds to fully turn on.



Flashing red

Your Smart WiFi is not
connected to your Smart Hub.
Follow the instructions to connect using
WPS (step 2) or connect via Ethernet.



Orange

Your Smart WiFi is working okay.
Try moving it closer to the hub or one
of the other Smart WiFi devices.



Red

There's a problem somewhere.
Turn your Smart Hub and Smart WiFi device
off and on again. If the light still doesn't turn
blue, use a paper clip to press your Smart
WiFi's factory reset button.

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.