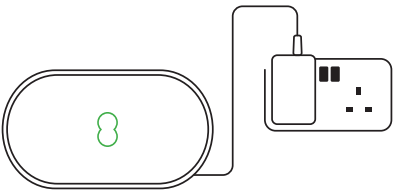
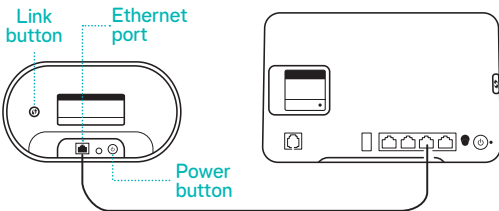


SET UP YOUR HYBRID CONNECT

It's time to set up your Hybrid Connect device. When you're finished, it will automatically connect your BT Smart Hub to the EE mobile network when needed.

Before you do anything else, make sure your BT Smart Hub is up and running. Then, follow these five steps:



- 1

Download the app

The My BT app will help you set up and use the Smart Hub and Hybrid Connect device. It will also give you more details than this guide. Download it by scanning the QR code or visiting bt.com/products/apps
- 2

Attach to your hub

The Hybrid Connect device can connect to the Smart Hub using WiFi but you'll first need to pair the devices using an Ethernet cable. Take the Ethernet cable with yellow ends. Attach one end to the back of your Hybrid Connect device. Attach the other end to the back of your Smart Hub, using one of its yellow Ethernet ports.
- 3

Plug in and power up

Slide the two parts of the power supply until they click into place. Plug in the Hybrid Connect device and press the power button. After a few seconds the central light will turn green.
- 4

Wait for a connection

The Hybrid Connect device should connect to the EE mobile network within a few minutes of being powered up. It will then pair with your hub. (Its central light will stop flashing and turn blue.)

- 5

Check the lights

The lights on your device will tell you how your service is performing by changing colour. If there's a good 4G signal (see below) you can leave the device connected with the Ethernet cable to ensure you get the best connection. See below if you're not getting a strong 4G signal.
-
- ### Got working broadband?

If everything's working as it should, the central lights on the Smart Hub and Hybrid Connect will be blue and the 4G signal bars will be blue or white.

- ### Broadband not working?

If your broadband has cut out, the Hybrid Connect device will automatically kick in. After a couple of minutes, its 4G signal bars will turn white, indicating the device is using mobile data. In this situation, the light on your Smart Hub will turn purple. This shows that it's using the EE mobile network with the help of your Hybrid Connect device.
- ### Waiting for your broadband line?

If your broadband hasn't been provided yet, your Hybrid Connect device 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 purple.

(Remember to plug your Smart Hub into your broadband line when your broadband service is ready.)

WHAT DO THE LIGHTS MEAN?

Central light		Solid green Your device is starting up.
		Flashing green Your device is not paired with your hub. Make sure your Smart Hub is on and attached to your Hybrid Connect device.
		Flashing blue Your device is pairing with the hub.
		Solid blue Your device is paired with your hub.
		Solid orange Your device is too far from your hub.
		Flashing red Your device cannot connect to your hub. Try connecting with an Ethernet cable or moving it closer to the hub.
		Solid red There's a problem. Restart your device. If its light is still red, get in touch.
4G signal bars		Flashing blue Your device is connecting to the mobile network.
		Solid blue Your device has a strong signal. Two or three bars are good.
		Partially blue One bar is ok but you may be able to improve it. Follow the instructions in the next 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 next section.
		Flashing red Your device cannot connect to the mobile network. Follow the instructions in the next section.
		Solid red There's a problem with your device. We'd like to help, so please get in touch.

NOT GETTING A STRONG 4G SIGNAL?

The Hybrid Connect device works best when it's attached to a Smart Hub with an Ethernet cable. But it can connect to the hub without it. So if you've followed steps 1 to 5 (above) and your 4G signal isn't strong enough, it's time to try moving your device to another location. Your Hybrid Connect device 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

The lights on the device will tell you when you've found a good spot. The central light should be blue and the 4G signal bars blue or white. This means your 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.

NEED SOME HELP?

- Find answers online at bt.com/help/hybridconnect
- Chat with us between 7:00 and 23:00 on bt.com/chat
- Call us between 7:00 and 23:00 for free on 150 or 0330 123 4150 from a BT or EE number in the UK. Charges may apply if you're calling from another network. International call costs vary.
- Get help from other users on bt.com/community

Calls from UK mainland and mobile networks are free. International call costs may vary.

IMPORTANT SAFETY AND CARE INSTRUCTIONS

Keep for future reference

Your 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 device upright on its stand at all times. Not standing it as designed could cause overheating
- 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; 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

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 BT 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 easy steps on [bt.com/returns](https://www.bt.com/returns).

As the environment is important to BT, simply send your equipment back to us so 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 Hybrid Connect 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

Equipment nameplate and markings can be found on the base of your 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

EU Radio Equipment Directive Declaration of Conformity

Hereby, EE declares that the radio equipment type Hybrid Connect (model number LRDD6391BF-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 Radio Equipment Directive Declaration of Conformity

Hereby, EE declares that the radio equipment type Hybrid Connect (model number LRDD6391BF-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

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.

Radio transmission information

Frequency range (GHz)	Max power in the range (dBm)
5.15 - 5.25	23
5.25 – 5.35	23
5.470 – 5.725	30
LTE Bands 1/3/7/20/38	<23 dBm



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App is compatible with iOS 9.0 and above, Android 6 and above.

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 800 150*.

EE Ltd, London, E18EE, UK.



HYBRID CONNECT

User guide

