

#### Usage

Your Hive Hub is designed for UK household wiring, and for indoor use only.

#### Maintenance

Disconnect your Hive Hub before cleaning and keep it away from water and other liquids at all times. The hub does not contain any serviceable parts so do not attempt to open it.

## Can we help?

You can view our handy how-to-use videos along with hints and tips at [hivehome.com/support](http://hivehome.com/support)

If for any reason you need to return your Hive Hub, simply return your box and its contents to the retailer. Any return is subject to the retailer's refund policy so please don't forget to check the retailer's refund policy too.

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Centrica Connected Home Limited declares that the radio equipment type HUB320 complies with Directive 2014/53/EU. Full declaration text available at: [hivehome.com/compliance](http://hivehome.com/compliance)  
Max. radiated power: <10 dBm. Frequency: 2405 - 2480 MHz

To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, appliances marked with a crossed out wheeled bin should not be placed into your household rubbish bin. Instead, when they are unable to be re-used, they should be recycled. Your local authority will be able to advise you on the location of the nearest recycling centre that is authorised to accept this type of waste. Please recycle responsibly.



# Hive Hub

## User guide



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A  **British Gas** innovation



# Welcome to Hive

Let's get started setting up your account. Just download the Hive app or visit [hivehome.com/register](https://hivehome.com/register) to enter in your details. Once your account has been confirmed, you can login through the Hive app and start pairing your devices\*.

## Download the Hive app:



\*If you already have an account with us, don't worry about this step.

## Your Hive Hub

Your hub is the heart of your Hive system. It lets your devices talk to each other and allows you to control them from your smartphone, tablet or laptop anytime, anywhere.

### Getting started:

#### ① Connect your hub

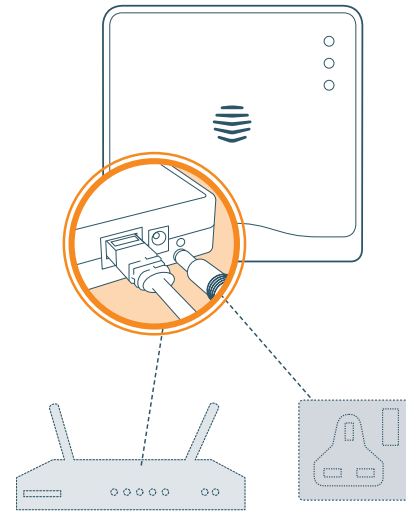
- Connect your hub to your broadband router using the Ethernet cable in the box.
- Connect your hub to a mains power socket using the power cable in the box.
- For the hub to work at its best you should avoid placing it on the floor or in an enclosed area such as a cupboard. A table or shelf are better options, if possible.

#### ② Activate your hub

Log in to the Hive app, select Hub or log in at [hivehome.com](https://hivehome.com) and enter the hub ID when prompted. This is the ABC-123 formatted number on the underside of the hub.

#### ③ That's it!

You can now pair your other Hive devices by tapping **Install devices** in the app or online dashboard.



**Remember:** For your Hive devices to work correctly your hub must be kept plugged in and switched on.