



Discover the growing Hive family of connected products.
All part of a single eco-system and all controlled from your Hive app.

To avoid environmental and health problems due to hazardous substances in electrical and electronic goods going into landfill, items 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 and www.recycle-more.co.uk 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.



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hivehome.com



Hive Hub



User guide

A **British Gas** innovation

Welcome to Hive

You're ready to get started. You'll have received an email with your Hive account details, you'll need these to log-in and use Hive.

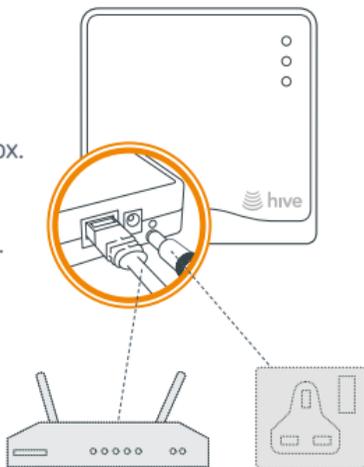
Your Hive Hub

Your hub is the heart of your Hive system. It lets all of your devices talk to each other and allows you to control them from your mobile, 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 using the Hive app or the online dashboard, and enter the hub ID when prompted. This is the 6 character code which you'll find on the bottom of the hub.

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

③ That's it!

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

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/help