

# 5G

**Outdoor Hub**  
User guide



# Welcome

Welcome and prepare to unleash super-fast speeds for heavier streaming, more powerful gaming, and enhanced multi-user capacity. Ready for the ultimate 5G experience? **Then let's get started.**

# Contents

## **Get to know your hub**

What's in the box	6
Understanding your hub	8
How to insert your SIM	10

## **Installation**

Finding a place for your hub	14
Installation options	16
Wall mount	18
Pole mount	20
Window mount	22
Stand	24

## **Get Connected**

Setting up your eero	28
The eero app	30
Your Three Broadband Account	31
Download the Three App	31

<b>FAQs</b>	32
-------------	----

<b>Safety information</b>	34
---------------------------	----

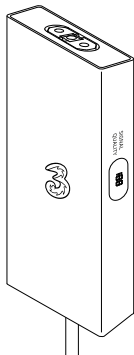
<b>Glossary</b>	36
-----------------	----

<b>Still need help?</b>	37
-------------------------	----

# What's in the box?

## Initial set up equipment

### For installation outdoors\*



**Your 5G  
Outdoor Hub**

For illustration purposes only.

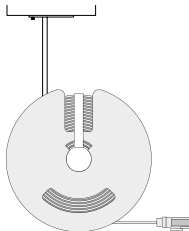
\*Unless you are using the temporary stand

\*\*Placement of the cable clips are discretionary

### For installation indoors



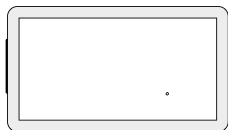
**Allen key**



**Flat ethernet cable  
with reel and  
x5 cable clips\*\***



**Power Adaptor**  
Always use the one  
provided with your hub

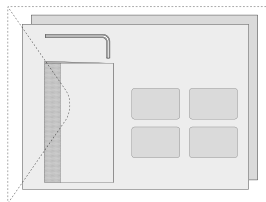


**Power over Ethernet  
Adaptor (PoE)**



**eero Wi-Fi device**  
Found in a  
separate box

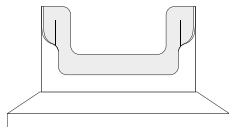
## Window mount kit



### Accessories envelope

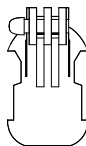
Allen key  
Heavy duty sticky pads x8  
Electrostatic window film x2  
Squeegee

## Stand

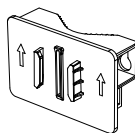


Temporary installation  
method

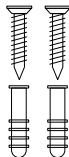
## Wall mount kit



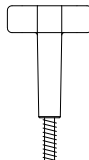
Joint



Multi-purpose  
mounting bracket

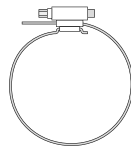


Screws

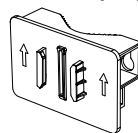


Bolt

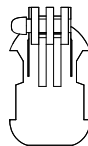
## Pole mount kit



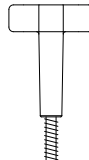
Jubilee Clip  
(Maximum usable  
for 80mm pole)



Multi-purpose  
mounting bracket

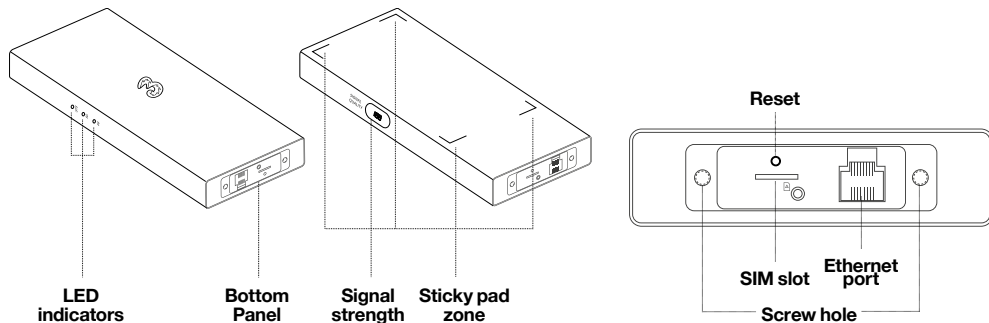


Joint








Bolt

# Understanding your hub





LED	Colour	Status	Function
<b>SYS</b>	 Red	On	Device is starting up
	 Blue	On	Device is on
	 Red	Flashing	Equipment upgrade
<b>5G</b>	 Blue	On	5G network (including NSA network)
	Off	Off	No network
<b>4G</b>	 Blue	On	4G network
	Off	Off	No network

# Inserting your SIM

Should you need to insert or replace your nano SIM, here's how:

Make sure the device is turned off. If the ethernet cable is attached loosen the two screws on the weatherproof panel located at the bottom of the hub with the Allen key provided and gently pull to remove.

On the bottom of the hub, locate the SIM slot and insert the nano SIM card until it clicks into position.

Attach the ethernet cable by gently pushing it into the ethernet port. Make sure you use the end of the ethernet cable with the weatherproof panel the correct way around. Slide the panel along the ethernet cable and into place. Then secure the panel with the two screws and the Allen key provided. Don't over tighten the screws. See figure 1. To replace your SIM, follow these steps again and replace your old SIM with a new one.

By inserting and using this SIM, you accept our Terms and Conditions – see **[three.co.uk/terms](https://three.co.uk/terms)**

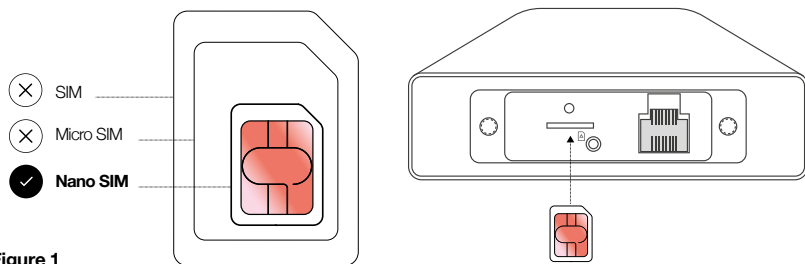
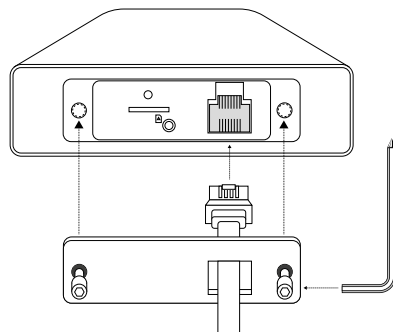


Figure 1





# Installation

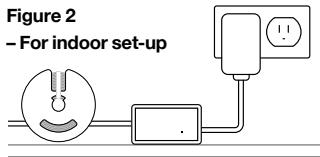
# Finding a place for your hub

## Connect the hub to power.

Whilst inside your home, connect the PoE adaptor (PoE) to the power adaptor and the cable reel to the PoE. Then, connect the hub to the cable reel. Once these are all attached, plug in the power adaptor. See figure 2.

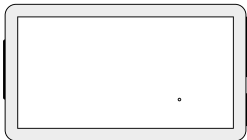
**Figure 2**

**– For indoor set-up**



Connect  
5G Outdoor  
Hub here

(Do NOT  
connect  
Wi-Fi  
router)



For Wi-Fi  
router or  
direct to  
PC/Laptop

AC/DC  
power  
connect  
HERE

## Find the strongest signal.

With the 5G Outdoor Hub powered up, move around all sides of the property (preferably outdoors but can also be done moving around the walls inside your home).

Observe the signal display and make note of where the strongest signal is shown. See table on page 15.

## Unplug the hub from the PoE adaptor.

Once the strongest signal is located, unplug the hub so it can be installed without any cables getting in the way.

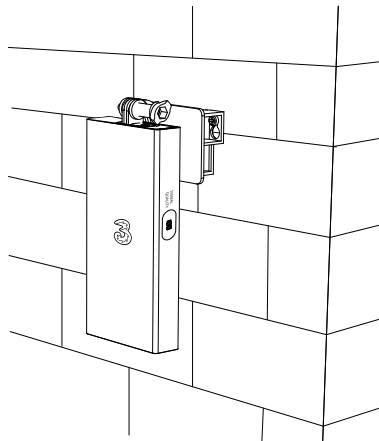
## Choose how you want to install the hub.

	Definition	Signal Quality
<b>5G network (60-100)</b>	Weak	60-69
	Fair	70-79
	Good	80-89
	Excellent	90-100
<b>4G network (20-59)</b>	Weak	20-29
	Fair	30-39
	Good	40-49
	Excellent	50-59
Remarks: 1. 5G includes SA and NSA networks 2. In order to maintain a good signal, 4G networks are recommended to work in an environment with more than 50 points; 5G networks are recommended to work in environments with scores above 90		

# Installation options

There are 4 ways to install your hub, choose your preferred method.

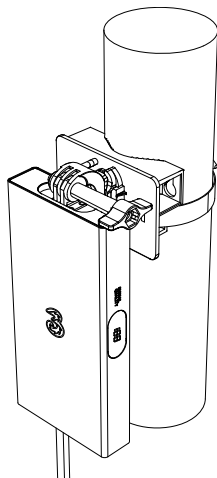
1.



**Wall Mount – For outdoor set-up**

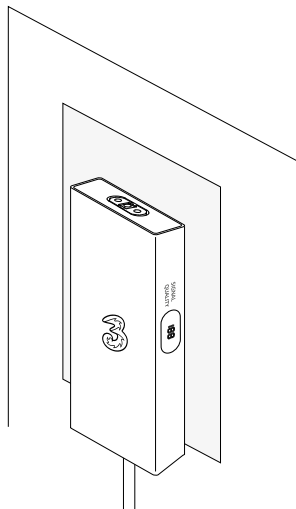


2.



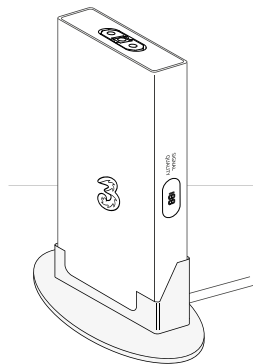
**Pole Mount**

3.



**Window Mount**

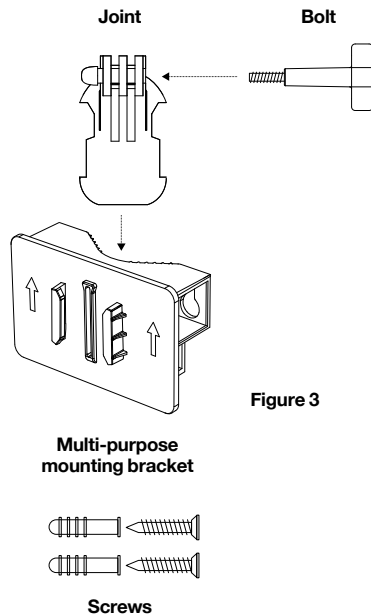
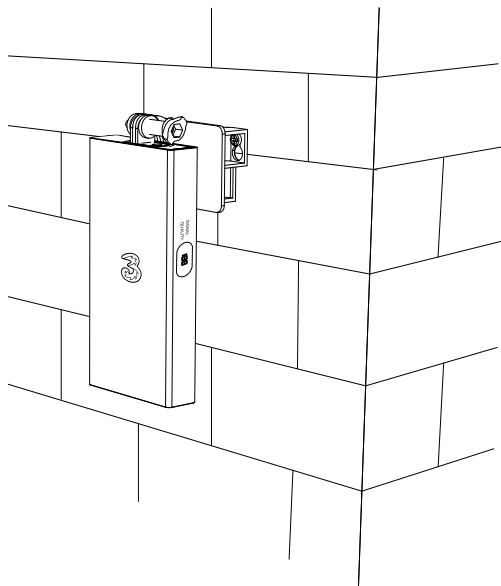
4.



**Stand**

# Wall mount

- Once you've determined a suitable place to install the hub, mark 2 points 65mm apart using a spirit level. This is where you'll drill into the wall, and this is where the white bracket will be screwed in. Double check that this aligns with the slots in the bracket. See figure 3.
- Using an appropriate drill and a 5mm bit, drill holes in your wall on the points you marked.
- Insert the plugs into the holes.
- Then insert the screws and screw them in with a screwdriver, stopping 5-10mm proud of the wall.
- Attach the multi-purpose mounting bracket to the hub by first lifting the two metal prongs on the top of the hub. Align these with the gaps in the joint and insert the bolt through the hole. Then, slide the joint upwards into the mounting bracket. See figure 3.
- Once installed, feed the cable inside. Do this through an open window. You'll still be able to fully close the window even with the cable in place and it won't cause drafts or affect the seals.
- Now you are ready to get connected. Jump to page 27.

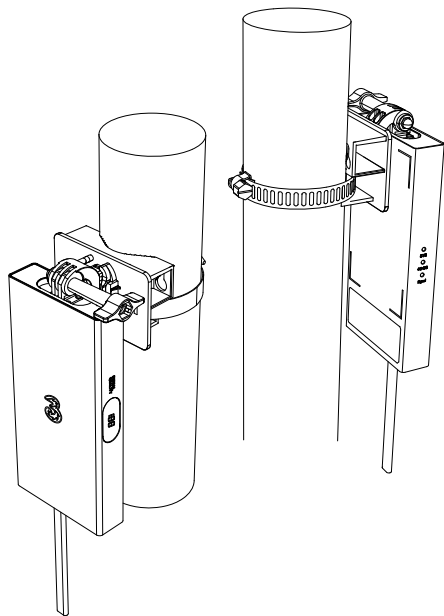


**Figure 3**

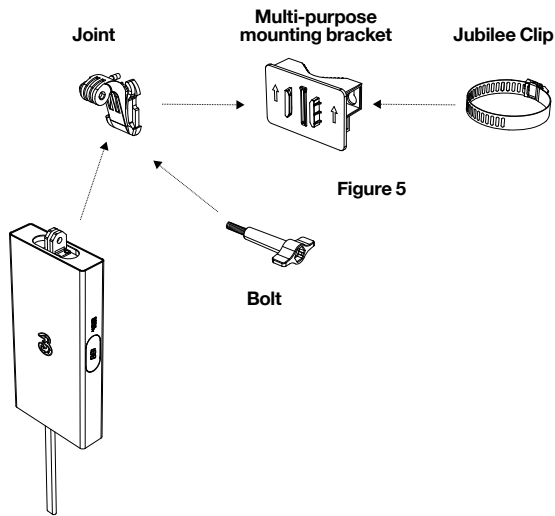
Installation

# Pole mount

- Attach the multi-purpose mounting bracket to the hub by first lifting the two metal prongs on the top of the hub. Align these with the gaps in the joint and insert the bolt through the hole. Then, slide the joint upwards into the mounting bracket. See figure 5.
- Feed the jubilee clip into the bracket, The bracket is designed to fit around a pole, pipe, or other type of cylinder up to 80mm. See figure 6.
- Secure the hub into place by tightening the jubilee clip with a flat head screwdriver. See figure 7
- Once installed, feed the cable inside. Do this through an open window. You'll still be able to fully close the window even with the cable in place and it won't cause drafts or affect the seals.
- Now you are ready to get connected. Jump to page 27.



**Figure 7**



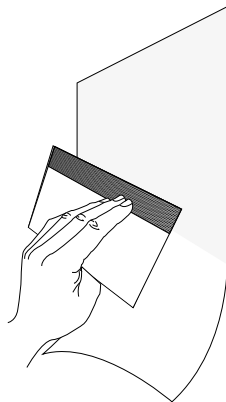
**Figure 5**



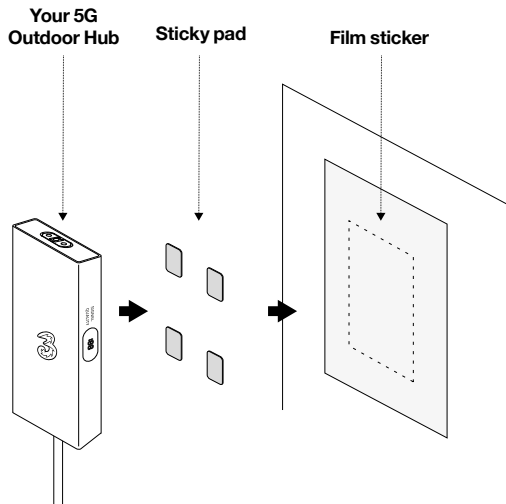
**Figure 6**

# Window mount

- Place the electrostatic window film on a clean, flat surface (glass works best), remove the white backing paper and carefully place sticky side down using the squeegee tool to push out any air bubbles. It is recommended that you stick your hub in the corner of your window. See figure 8.
- Take four of the heavy-duty sticky pads and remove one side of the backing paper and stick one to each corner on the back of the hub. See figure 9.
- Then remove the backing from the other side of the sticky pads and try not to touch them or get any dirt or dust on them.
- Firmly, but carefully, stick the hub onto the electrostatic film and ensure there is good contact in all four corners. The hub is light, so will be firmly secured with the heavy-duty sticky pads.
- Once installed, feed the cable inside. Do this through an open window. You'll still be able to fully close the window even with the cable in place and it won't cause drafts or affect the seals.
- Now you are ready to get connected. Jump to page 27.



**Figure 8**



**Figure 9**

# Stand

- Unscrew the weatherproof panel from the bottom of the hub using the Allen key provided.
- Feed the ethernet cable into the stand and push gently into the port in the hub.
- Secure the weatherproof panel back on the hub using the screws you removed earlier and Allen key provided. See figure 10.
- Place the hub into the stand.
- Now you are ready to get connected. Jump to page 27.

**NOTE:** This installation is intended to be a temporary solution only. It is not recommended as indoor placement may reduce signal strength.



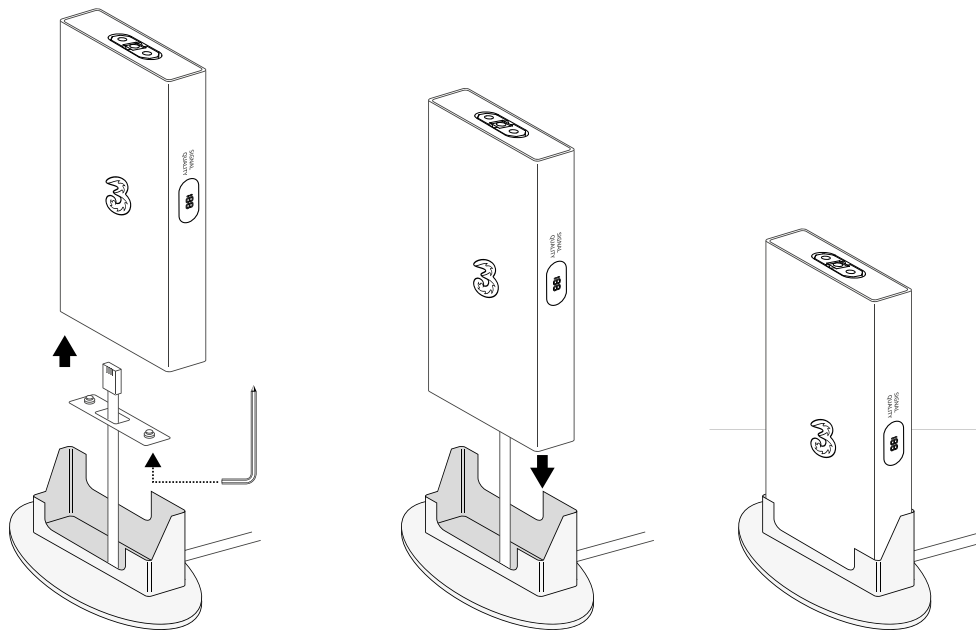


Figure 10



**Get  
Connected**

# Connecting your eero

- Once your outdoor hub is installed, you'll need to get connected using the eero Wi-Fi device – which you'll find in a separate box. Setting this up indoors will allow you to get online. See figure 11.
- When inside your home, ensure your hub is not connected to power at the mains. You'll need to power up when your eero is connected.
- Connect the eero to the PoE adaptor using the ethernet cable supplied with your eero.
- Plug your hub into the PoE adaptor.
- Connect both the PoE adaptor and eero to power. This allows your hub to configure and you're now ready to set up your eero account and get online.

## Outdoor set-up

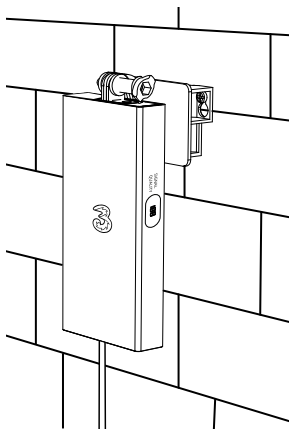
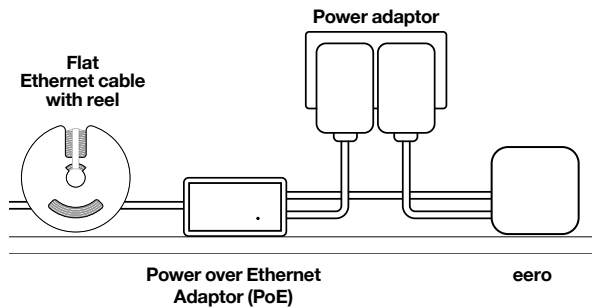


Figure 11

## Indoor set-up



# The eero app



Scan here to  
download app

## **1. Download the eero app.**

Use the QR code or search your app store for 'eero' and download. The eero app will have easy to follow instructions on how to get connected.

## **2. Create or log in to your eero account.**

You can do this by either using your Amazon account or making a new eero account.

## **3. Follow the steps in-app to finish the set up process.**

The eero app includes all the required details on the final steps to getting connected.

# Your Three Broadband account



The app's a great way of managing your Three Broadband account, wherever you are.

1. **Download the My3 app.**
2. **Once the app is open, select Broadband from the drop down menu and you're ready to go.**

You can also check bills, update your details and get access to exclusive offers by creating a My3 account online. **[three.co.uk/my3](https://three.co.uk/my3)**



# FAQs

## **Do I need to connect my hub to a phone line to make it work?**

No, just follow the set-up instructions in this guide.

## **Is the hub durable?**

The hub weighs 700g and is weatherproof and built to withstand outdoor conditions.

## **Where do I find my Three Broadband network name and password?**

You will need to create this as part of the eero set up process, within the app.

Top tip – if you don't want to update all your Wi-Fi device connections use the same Wi-Fi name and password as your previous hub.

## **How do I connect my devices to the 5G Outdoor Hub?**

Wireless: Search for available connections. Select the Wi-Fi name and enter the password you created in the eero setup process.

Wired: Using an ethernet cable, locate the eero's spare ethernet port at the back and plug in.



## **How do I access my Three Broadband account?**

You can register and manage your account at **three.co.uk/my3**

## **Can I use my 5G hub to make call over Wi-Fi- including to emergency services?**

If you want to call emergency services on 999 using a Wi-Fi calling service, you can do so but please note that your call may be interrupted or end if there's a power cut or if your Wi-Fi connection fails. If you're having problems connecting with Wi-Fi, you may wish to instead use a mobile or fixed network connection and/or register (and keep us up to date) on the address where you plan to use your hub for Wi-Fi calling services (so we have you latest location information to hand for emergency organisations in case of an emergency).

# Safety information

This information is relevant to the Y5 device. Installation of the hub is at your own risk. Take appropriate steps to remain safe during installation.

## **Before Installation**

It is important to comply with the precautions listed below before installing.

- Avoid installing or working on equipment in adverse weather conditions.
- Don't disassemble the 5G Outdoor Hub and don't attempt to repair the hub yourself.
- Don't install your hub on a lightning pole because random lightning occurrences will cause permanent damage to it.

## **Radio frequency interference**

Observe signs and notices that prohibit or restrict the use of Radio Frequency devices.

## **Medical device interference**

The 5G Outdoor Hub contains components that emit electromagnetic waves which may interfere with pacemakers, defibrillators, or other medical devices. Maintain a safe distance of separation from medical devices.

**Choking hazard**

Some small accessories may cause a choking hazard to children. Keep these accessories away from children.

**Explosive atmospheres**

Do not use the 5G Outdoor Hub in any area (petrol station, chemical warehouse, etc.) with a potentially explosive atmosphere, such as areas where the air contains high levels of flammable chemicals, vapours, or particles (such as grain, dust, or metal powders), may be hazardous. Obey all signs and instructions.

**Operation environments**

Avoid installing the 5G Outdoor Hub in any areas which are dusty, humid or are close to magnetic fields. Avoid displaying the hub near a microwave oven or refrigerator or electronic heater. Ensure the working temperature of the hub is within the range -40°C ~ 55°C.

**Accessory**

Using an incompatible or damaged power adaptor/cable might cause fire, electric shock, and/or injury.

# Glossary

## **5G Outdoor Hub**

The device included in this box which is installed outside to get the best possible signal for the property.

## **eero**

Your Wi-Fi router which can be found in a separate box. This is to be kept inside.

## **Power over Ethernet adaptor (PoE)**

An adaptor which is installed inside and combines the ethernet cable and power cable. It allows the outdoor device to connect with one ethernet cable only and no power cable.

## **Allen Key**

A tool specifically designed for tightening or loosening screws or bolts with hexagonal sockets.

## **Jubilee Clip**

Fastening device used to secure and tighten the device onto a pole.

# Still need help?

**We're here for you.**

**Call us on:**

**500** from your Three mobile.

**0333 338 1003** from another phone.

Or visit us at **[three.co.uk/hub-support](https://three.co.uk/hub-support)**

Or go to **[three.co.uk/accessibility](https://three.co.uk/accessibility)** if you need further advice on accessibility.

For Business customers please use **337** from your Three mobile.

Or **0333 338 1004** from any other phone.

