



USER GUIDE

5GEE Router

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1. Overview

The 5GEE Router allows you to share a secure mobile broadband internet connection using WiFi or a wired LAN connection. You can connect WiFi enabled devices to it (for example, PC's, smartphones, tablets).

To get the best signal, the ideal place for your device will be near a window. Try a few different locations until you find the one with the best signal. The Signal Strength LED (📶) will be steady blue (5G signal) or green (4G signal).

1.1 Package content

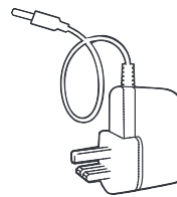
The box should include the following items:



5GEE Router



Keep Me Card and
Quick Start Guide



Power Adapter



Product Safety
Information

1.2 System requirements

This 5GEE Router is compatible with WiFi devices which support 2.4 GHz (802.11 b/g/n/ax) or 5 GHz (802.11 a/n/ac/ax).

Overview

1.3 Device description

1.3.1 Top view (LED indicators)



LED Type	Status	Description
🔌 Power	Green	Your 5GEE Router is powered on The green light shows the power is on.
	Flashing Green	Your 5GEE Router is starting up The 5GEE Router is booting.
	No light	The power is off The 5GEE Router power is off. A green light will appear once you press the power button on.
✉ SMS	Green	Unread messages A new SMS message has been received. Check your SMS inbox in the Web UI.
	Flashing Green	Inbox is full You can delete messages through the SMS inbox in the Web UI.
	No light	No unread messages All SMS messages have been read.
📶 Network type	Blue	5G signal Your 5GEE Router is connected to the 5G network.
	Green	4G signal Your 5GEE Router is connected to the 4G network.
	Red	No coverage or no SIM Check your SIM card is correctly inserted in the SIM slot. If the indicator remains red, there is still no signal coverage.
	No light	WAN/reset mode, startup or firmware upgrade The 5GEE Router is booting, or is connected in Ethernet WAN mode (see Advanced settings).


Overview

LED Type	Status	Description
🌐 Internet	Blue	5G cellular The 5GEE Router has an internet connection over the 5G network.
	Green	4G cellular The 5GEE Router has an internet connection over the 4G network, or is connected over Ethernet WAN (see Advanced settings). Ethernet WAN The Ethernet WAN connection is up if Network type LED is off.
	Red	Internet data disconnection The internet is disconnected.
📶 WiFi / WPS	Green	WiFi on The WiFi is turned on.
	Flashing Green	WPS You can connect a device to the 5GEE Router using WPS.
	No light	WiFi off The WiFi is turned off.

Overview

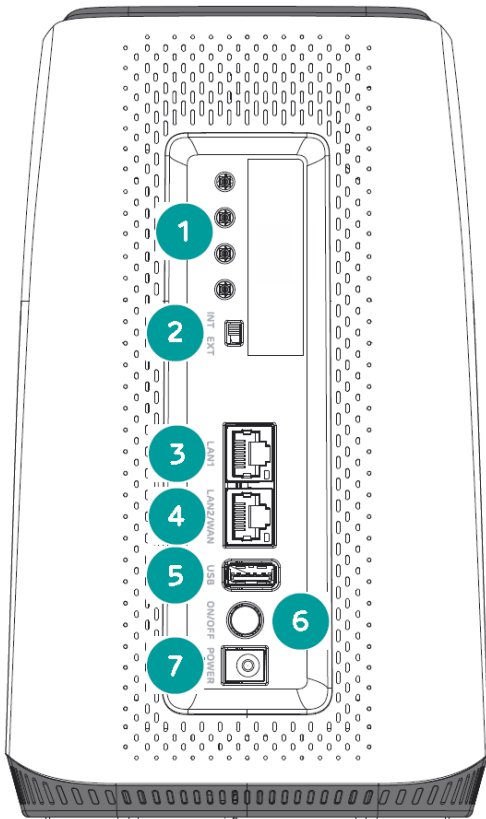
1.3.2 Front view (LED indicator)



LED Type	Status	Description
 WPS WiFi / WPS	Green	WiFi on The WiFi is turned on.
	Flashing Green	WPS You can connect a device to the 5GEE Router using WPS.
	No light	WiFi off The WiFi is turned off.

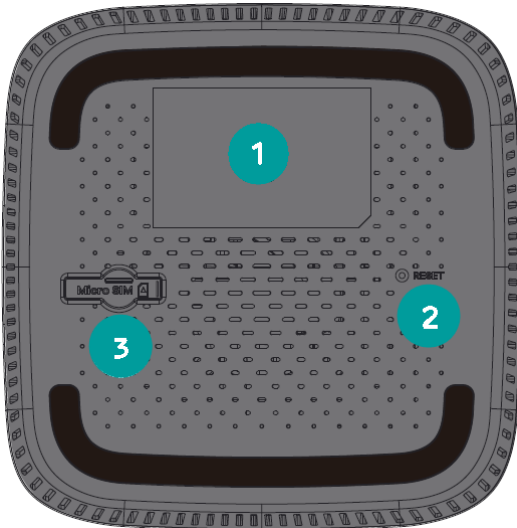
Overview

1.3.3 Rear view



- 1 External antenna connector
- 2 Internal/External antenna selector
- 3 LAN port
- 4 LAN / WAN port
- 5 USB port
- 6 Power button
- 7 Power connector

1.3.4 Bottom view



- 1 Device information label
- 2 Reset button
- 3 Micro SIM slot

Overview

1.4 Environmental

Operating temperature: 0 °C to 40 °C (32 °F to 104 °F)

Operating humidity: 10 % to 90 % RH (non-condensing)

Storage temperature: -30 °C to 70 °C (-22 °F to 158 °F)

Storage humidity: 5 % to 95 % RH (non-condensing)

Note: To ensure your 5GEE Router works as intended, use the power adapter provided with your 5GEE Router only.

2. Installation

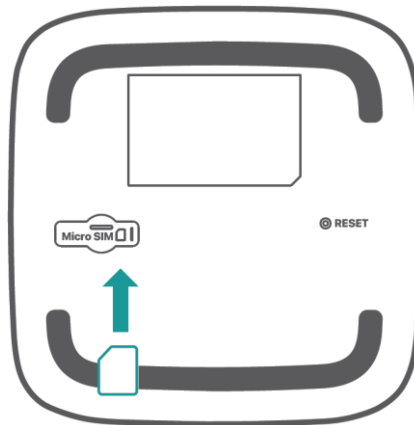
2.1 First-time setup

Before powering on the 5GEE Router, you need to insert a SIM card.

2.1.1 Insert the SIM card

Step 1: Use a flat object to gently lift the SIM door.

Step 2: Insert the SIM card into the slot with the gold contacts facing downwards.



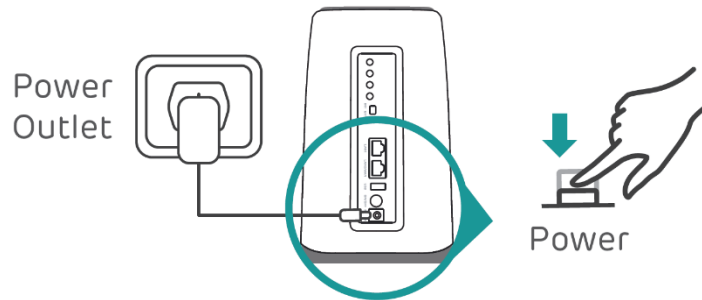
Step 3: Fully insert the SIM card until it clicks into place. For more help setting up, visit ee.co.uk/simstart.

Note: Push the SIM into the slot smoothly with your finger. Do not use any tool, as it may damage the SIM.

Installation

2.1.1 Power on/off the 5GEE Router

1. Power on: Press the power button. The power LED will begin flashing green, and will turn solid green when boot up is complete.
2. Power off: Press the power button, the LED's will turn off.



To prevent interference caused by radio signals, place the 5GEE Router at least one metre away from phones and other electrical devices.

2.2 How to get online with WiFi

2.2.1 Connecting using the WiFi password

Step 1: When the WiFi indicator is green, WiFi is enabled. The Internet LED should be blue or green.

Step 2: To connect your personal device to the internet, go to the network settings and search for your 5GEE Router wireless network name (SSID).

Wireless network name: 5GEE-Router-XXXX

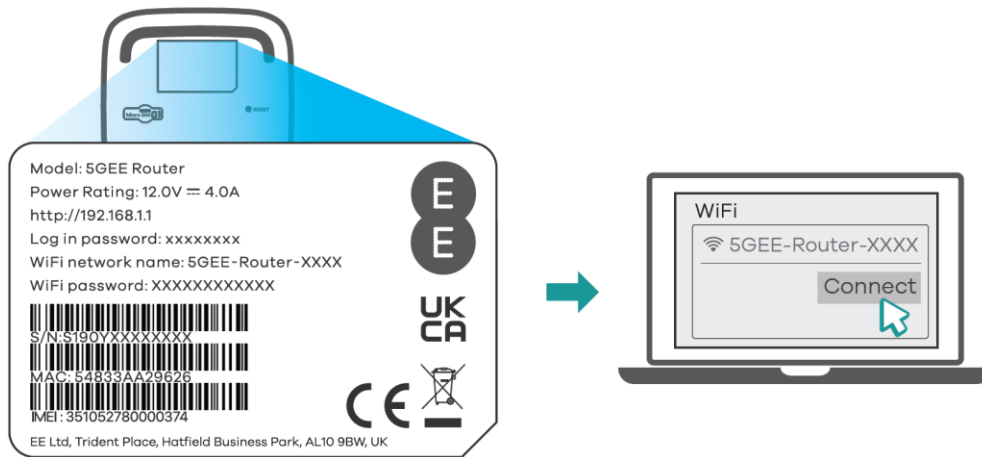
Step 3: Click connect.

Step 4: Enter your WiFi password.

Note: You can find your default WiFi password on the label located on the underside of the 5GEE Router and on the Keep Me Card.

To prevent unauthorised devices from accessing your WiFi network, it is recommended that you change the wireless network name (SSID) and WiFi password from time to time.

Installation



2.2.2 Connecting using WPS (WiFi Protected Setup)

Step 1: Press the WPS button on the front of the 5GEE Router for 3 seconds and the LED will begin flashing slowly.

Step 2: Select the 5GEE Router wireless network name (SSID) with a WPS compatible device.

Wireless network name: 5GEE-Router-XXXX

Step 3: Click connect.

Note: Connect the wireless device to the 5GEE Router wireless network via WPS within 2 minutes of pressing the WPS button. The WPS feature will be disabled if WiFi security is set to WPA3 or Disabled, or Broadcast SSID is turned off.

3. Web UI home page

3.1 Web user interface (UI)

The web user interface is compatible with the following browsers:

- Google Chrome
- Mozilla Firefox
- Internet Explorer 11 or later
- Safari 12 or later
- Microsoft Edge

3.1.1 How to log in to the web UI










1. Open your web browser.
2. Enter **http://192.168.1.1** into the address bar and press Enter. The home page will then load, as shown in the screenshot below.
3. On the Home page, click Log In, and enter the password as found on your Keep Me Card.

Note: You will need to change your password the first time you log in.
Password: **(See the Keep Me Card or label on the 5GEE Router)**

Web UI Home Page

3.1.1 Status bar icons

The following table shows the status bar icons and its description.

Description	Icon displayed
Firmware upgrade	 A new firmware is available.
Network type	No Service 4G 5G 4G or 5G will be displayed, depending on the network type available. No service will be displayed when there is no network available or the SIM is disconnected
Signal indicator	 From no signal to excellent
Connection status	 Disconnected  Connected
WiFi status	 WiFi is disabled  WiFi is enabled
SMS	 New message / Unread message(s) in inbox  SMS inbox is full
USB	 USB device is connected

4. Status

You can click on Status to view basic information about your device.

4.1 Internet/LAN/WAN/WiFi

Your 5GEE Router and connection information including internet, Ethernet LAN, Ethernet WAN, and WiFi can be found here. You can connect, disconnect or change the SSID of the device.

On the Internet page you will find information related to the 5G or 4G connection including network name, network type, signal strength, band, LTE cell identifier and IP addresses.

4.2 Connected devices

All connected and blocked devices are displayed here. You can block devices from accessing the network or the internet and control USB access on this page.

The page also displays any mesh WiFi access points linked to the 5GEE Router and their current connection status.

WiFi mesh access points:

This table displays WiFi mesh access points (APs) that have been linked to the 5GEE Router.

The mesh access point connection status/quality is visible here. Click on the **Manage** icon to display additional information about the mesh AP. You can also rename the mesh AP on this page.

How to connect and access a USB storage device:

1. Connect a USB storage device to the USB port on the back of the 5GEE Router. USB storage supports NTFS, FAT, and FAT32 formatted drives.
2. Check that **Access storage** is enabled on the Connected devices page.
3. Connect the Windows or Mac OS device to your 5GEE Router – (Microsoft Windows): Select **Start > Run** and enter **\\192.168.1.1** in the box and click **OK**. If prompted, enter a Username of **admin** and the password will be the Log in password for your 5GEE Router.

Web UI Home Page

(Mac OS): Select **Go > Connect to Server**. In the Server Address field enter **smb://192.168.1.1** and click **Connect**. If prompted, enter a Username of **admin** and the password will be the Log in password for your 5GEE Router.

4.3 SMS inbox

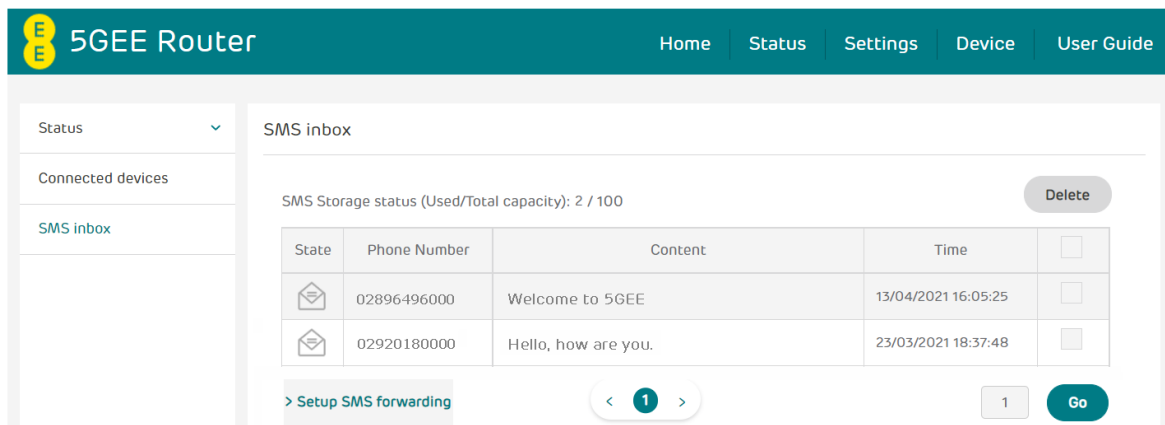
How to read an SMS message: Left-click the content of the message you wish to read.

How to delete an SMS message:

1. Find the message you wish to delete in the Inbox.
2. Tick the box in the far-right column for the message(s) that you wish to delete.
3. Click **Delete**.

How to delete all SMS messages:

1. Left-click at the top of the column to select all.
2. Click **Delete**.



How to reply to an SMS message:

1. Left-click the content of the message you wish to read.
2. Write the reply message in the reply text box.
3. Click **Send**.

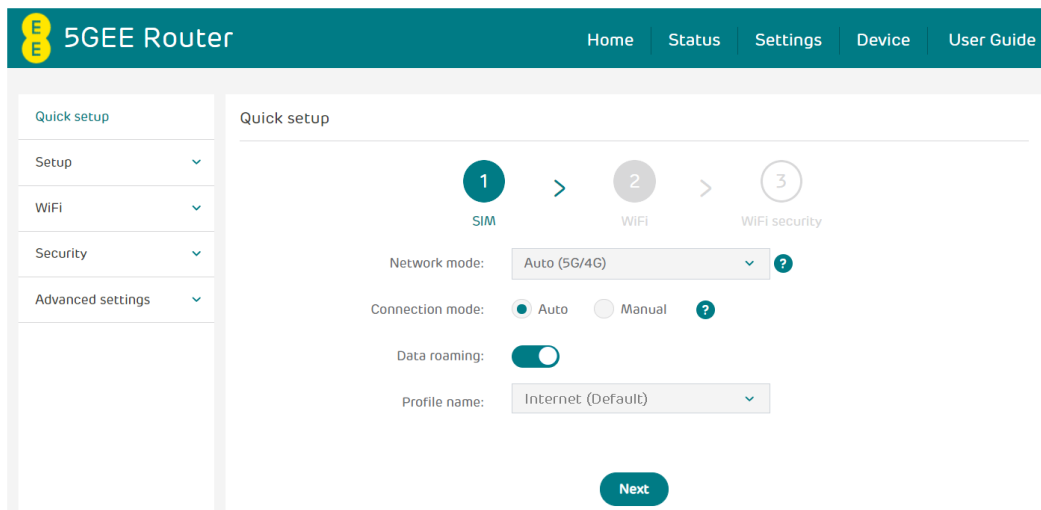
5. Settings

5.1 Quick Setup

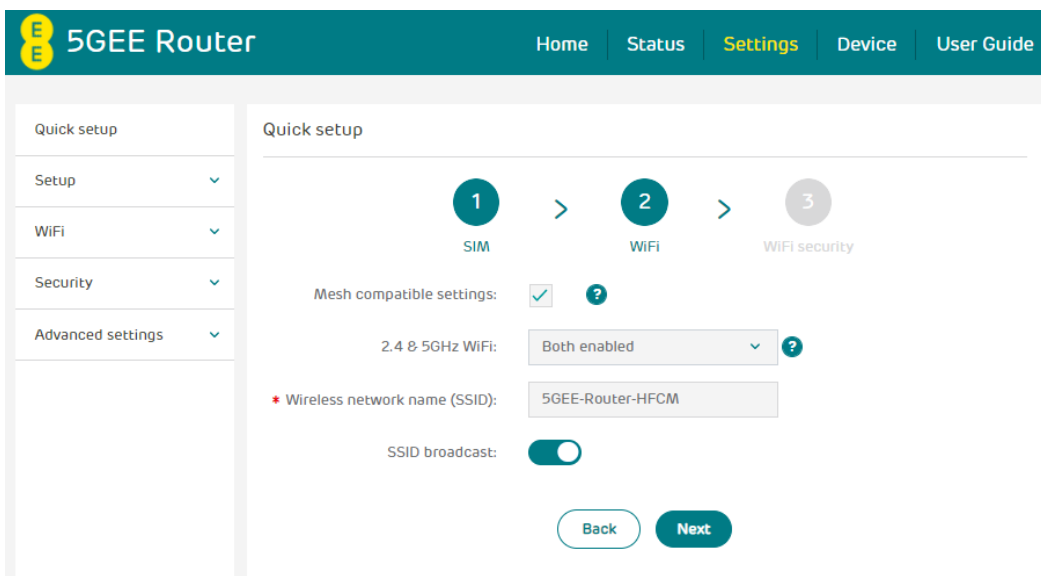
You can make changes to basic connection settings in the **SIM** page and enable/disable data roaming.

Selecting connection mode **Auto** will establish an internet connection automatically.

Selecting connection mode **Manual** will establish an internet connection by clicking the **Connect** button on the **Status > Internet** page.

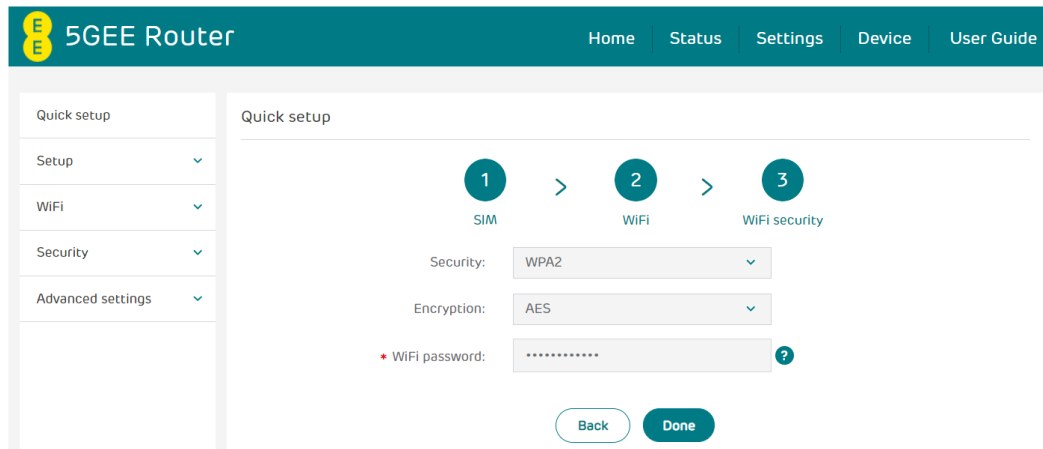


On the **WiFi** page, you can change the 2.4 and 5 GHz Wireless network name (SSID), SSID broadcast function or disable the WiFi.



Settings

On the **WiFi security** page, you can setup your WiFi security settings, and change the WiFi password.



Settings

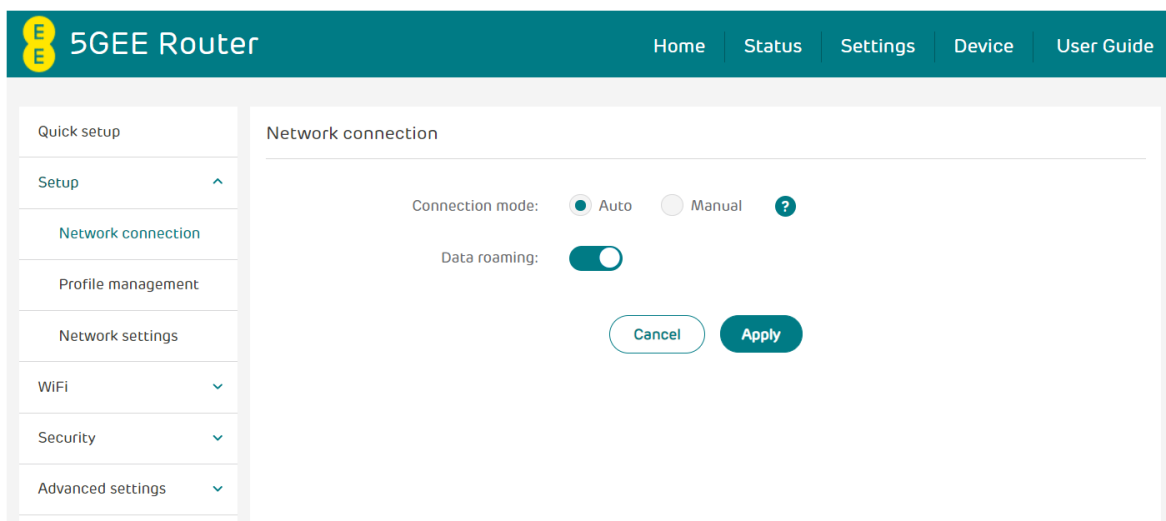
5.2 Setup

Network connection

Network connection lets you configure the connection mode and data roaming.

Selecting connection mode **Auto** will establish an internet connection automatically.

Selecting connection mode **Manual** will establish an internet connection by clicking the **Connect** button on the **Status > Internet** page.



Settings

Profile management

Profile management allows you to set up a new APN profile or edit/delete existing profiles that have been created. Up to 15 profiles can be created.

How to add a new profile:

1. Click **New**.
2. Input the connection settings for your network provider, a **Profile name** and **APN** are mandatory.
3. Click **Save**.

How to delete a profile:

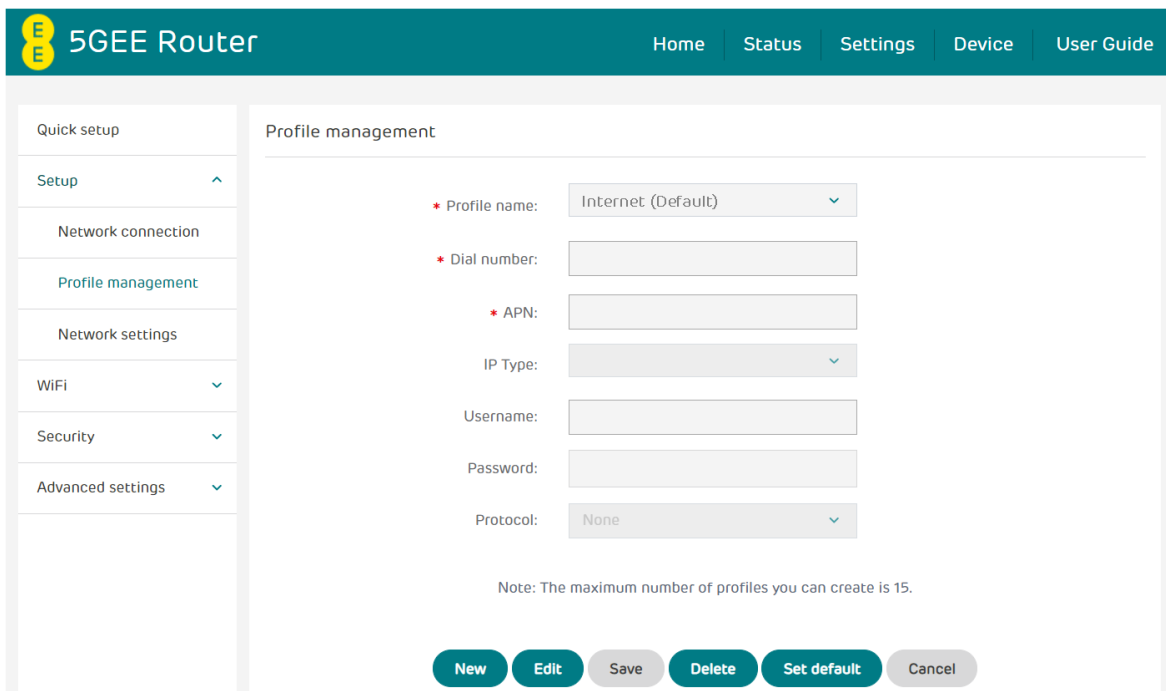
1. Select the profile from the **Profile name** list.
2. Click **Delete**.

Note: The default profile cannot be deleted.

Setting as default:

1. Select the profile from the **Profile name** list.
2. Click **Set default**.

Note: Once the new profile has been set as default, **(Default)** will be shown next to the profile name.



Settings

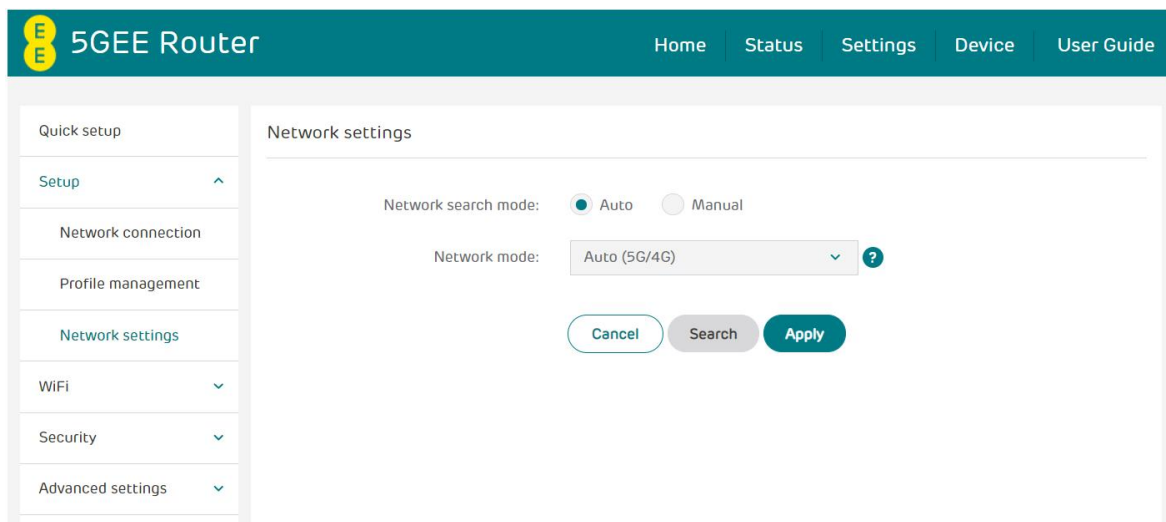
Network settings

You can set the **Network search mode** to either **Auto** or **Manual** and change the network mode to either **Auto (5G/4G)** or **4G only**.

Be sure to click **Apply** after making any changes.

If the **Network search mode** is set to **Manual** you can click **Search** to scan for networks and **Register** to connect to the network.

Note: It is recommended that you keep the **Network search mode** set to **Auto**.



Settings

5.3 WiFi

Basic

- **Mesh compatible settings:** When this setting is ticked, only settings compatible with mesh WiFi can be selected on WiFi page.
- **2.4 & 5GHz WiFi:** Disable WiFi, or select the 2.4 or 5 GHz bands only. Please note that changes made here will also affect the Guest WiFi feature.
- **Wireless network name (SSID):** This is the name of the WiFi network and is used to identify your WiFi network.

Note: The SSID can be between 1 and 32 characters long, but must not contain the following characters, ?, ", \$, [, \, +, and cannot start/end with a space.

- **SSID broadcast:**

Note: If you do choose to disable this, the SSID will no longer be displayed and you will need to set up a connection to the SSID manually on your device. You will need to know the exact SSID and password to connect.

- **Security:** You can choose the security mode. Available options are **Disabled, WPA2, WPA/WPA2, WPA3** or **WPA2/WPA3**.
- **Encryption:** This is set to **AES** by default. Available options are **TKIP, AES, or Auto**.
- **WiFi password:** The WiFi password should be at least 12 characters in a combination of numbers, upper case letters, lower case letters and non-repeating characters one after another (e.g. aaBBccdd33).

Settings

The screenshot shows the 'Basic' settings page for a 5GEE Router. The page has a teal header with the router's logo and name, and navigation links for Home, Status, Settings (highlighted), Device, and User Guide. A left sidebar contains a menu with options: Quick setup, Setup, WiFi, Basic (selected), Advanced, Guest network, WPS, Security, and Advanced settings. The main content area is titled 'Basic' and contains the following settings:

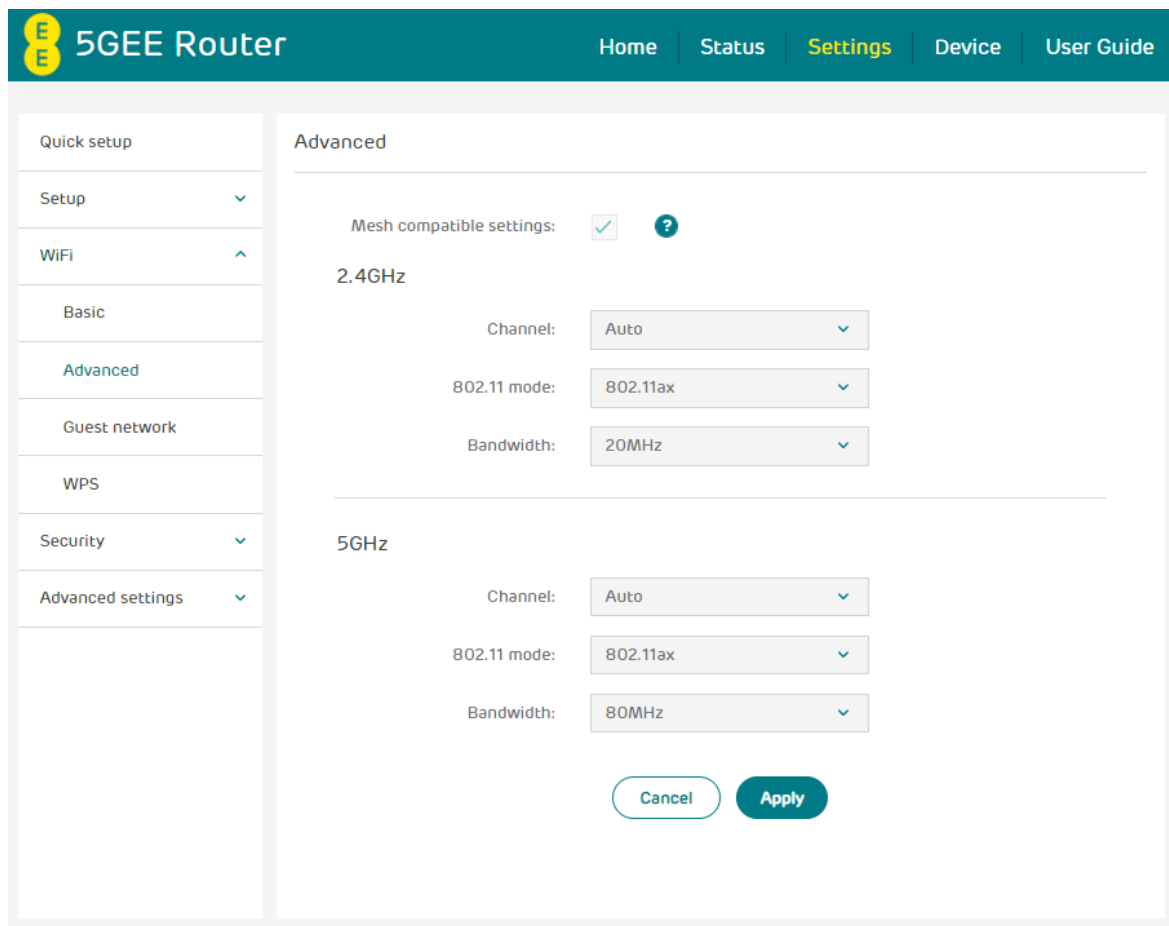
- Mesh compatible settings: ?
- 2.4 & 5GHz WiFi: Both enabled ?
- * Wireless network name (SSID): 5GEE-Router-HFCM
- SSID broadcast:
- Security: WPA2
- Encryption: AES
- * WiFi password:

At the bottom of the settings area are two buttons: 'Cancel' and 'Apply'.

Settings

Advanced

- **Mesh compatible settings:** When this setting is ticked, only settings compatible with mesh WiFi can be selected on WiFi page. This setting can be adjusted on the **Basic WiFi** page.
- **Channel:** Select Auto and the 5GEE WiFi will select the best channel for you to use automatically, or select a WiFi channel manually.
- **802.11 Mode:** Select from the available options through the drop-down menu. For 2.4 GHz and 5 GHz, this is set to 802.11ax by default.
- **Bandwidth:** You can select from the available options through the drop-down menu. For 2.4 GHz, this is set to 20 MHz by default. For 5 GHz, this is set to 80 MHz by default.



Settings

Guest network

The guest network is a temporary wireless network for guest users. You can set a duration you want the network to transmit. Devices connected to the guest network will not be able to communicate with each other, but will have full access to the Internet.

- **Guest network:** You can enable or disable the guest wireless network.
- **Wireless network name (SSID):** This is the name of the guest WiFi network and is used to identify your guest WiFi network. The SSID can be between 1 and 32 characters long.
- **Duration:** Set the time period the guest network will transmit. The default value is 1 day.
- **Security:** You can choose the security mode. Available options are Disabled, **WPA2**, **WPA/WPA2**, **WPA3** or **WPA2/WPA3**.
- **Encryption:** This is set to **AES** by default. Available options are **TKIP**, **AES**, or **Auto**.
- **WiFi password:** Should be at least 12 characters long (A-Z, a-z, and 0-9 only), in a combination of numbers, uppercase and lowercase but non-repeating characters.
- **Time remaining:** This is the time remaining for your guest network to transmit. Click Extend for 4 hours to add time to the guest network.

Settings

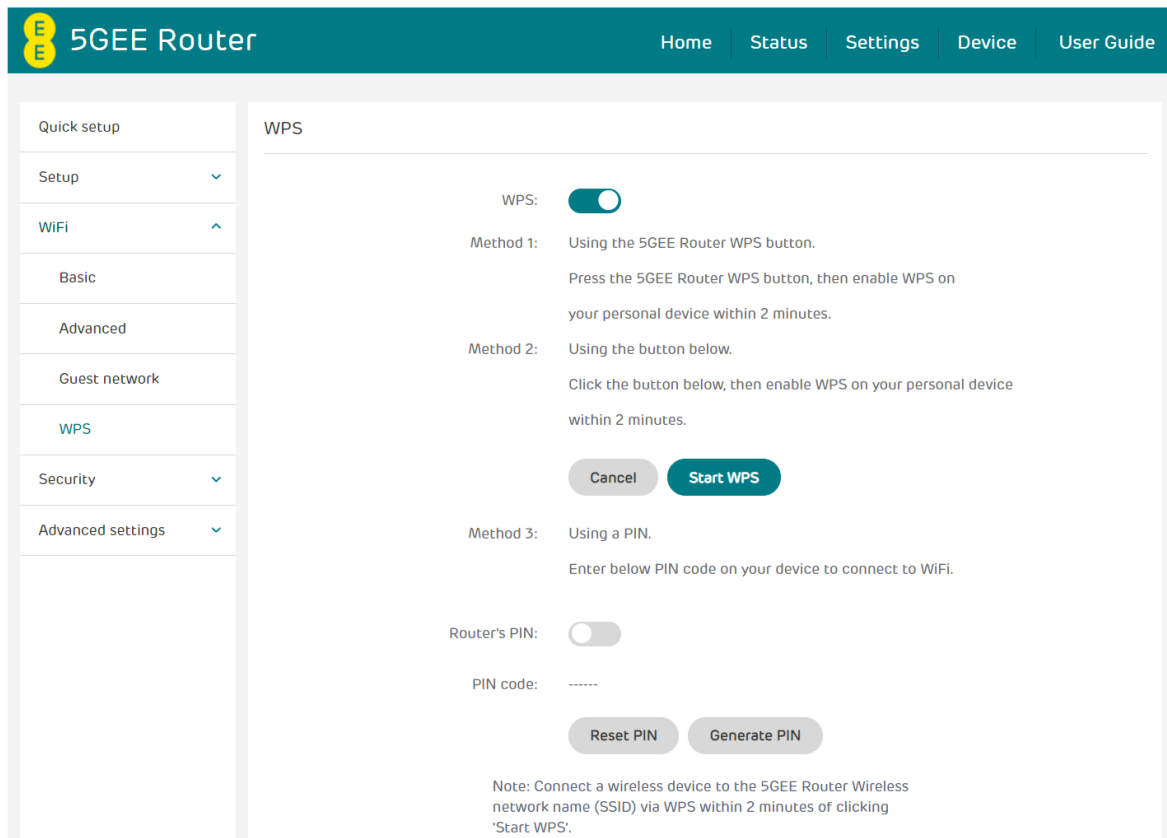
The screenshot shows the '5GEE Router' settings interface. The top navigation bar includes 'Home', 'Status', 'Settings' (highlighted), 'Device', and 'User Guide'. A left sidebar contains a menu with options: 'Quick setup', 'Setup', 'WiFi', 'Basic', 'Advanced', 'Guest network', 'WPS', 'Security', and 'Advanced settings'. The main content area is titled 'Guest network' and features a toggle switch for 'Guest network' which is turned on. Below this, there are four configuration fields: 'Wireless network name (SSID)' set to '5GEE-Guest-HFCM', 'Duration' set to '1 day', 'Security' set to 'WPA2', and 'Encryption' set to 'AES'. A 'WiFi password' field is present but empty. At the bottom of the configuration area, there are 'Cancel' and 'Apply' buttons. Below these is a 'Time remaining' counter showing '0 days 23 hrs 59 mins 59 secs' and an 'Extend by 4 hours' button.

Settings

WPS

WPS: Enable WiFi Protected Setup (WPS) and click **Start WPS** to start connecting a WPS compatible device to the 5GEE Router.

Note: Connect a wireless device to the 5GEE Router wireless network name (SSID) through WPS within 2 minutes of clicking **WPS**. WPS will be disabled if WiFi security is set to WPA3 or Disabled, or if SSID broadcast is turned off.



5.4 Security

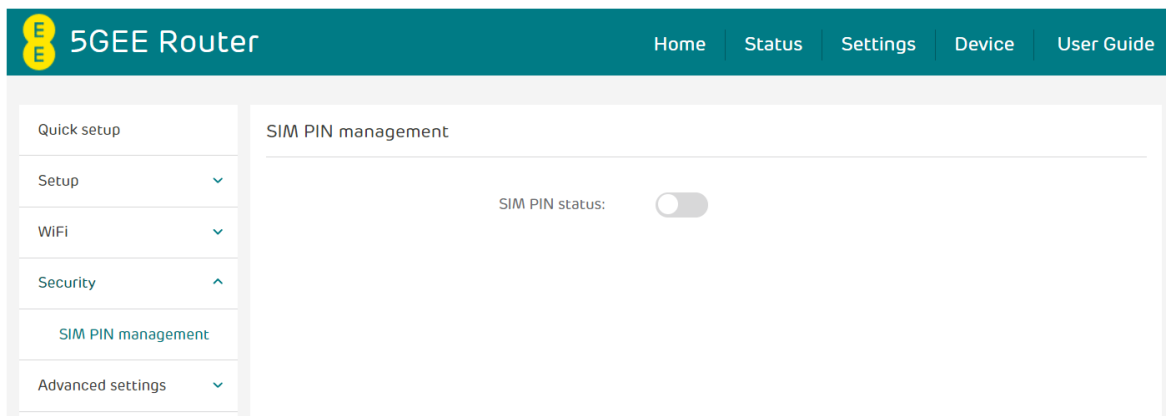
SIM PIN management

How to enable a PIN:

1. When a PIN is disabled, click **SIM PIN status**. The **Change SIM PIN** page is displayed.
2. Enter the PIN you want to set. Your PIN must be between 4-8 digits.
3. Click **Apply**.
4. Tick **Remember SIM PIN** to remember the pin code.

How to disable a PIN:

When a PIN is enabled, click **SIM PIN status**. The PIN will be disabled.

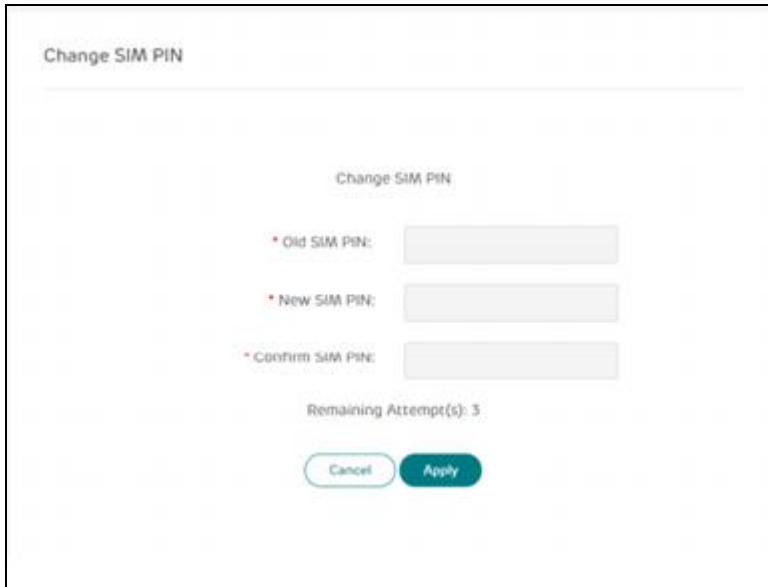


How to change the PIN:

1. When a PIN is enabled, click **Change SIM PIN**. The PIN input page is displayed.
2. Enter the **Old / New / Confirm SIM PIN** (4-8 digits).
3. Click **Apply**.

Note: When a PIN code is entered incorrectly 3 times, a PUK code is needed. You can obtain this from the Network Operator.

Settings

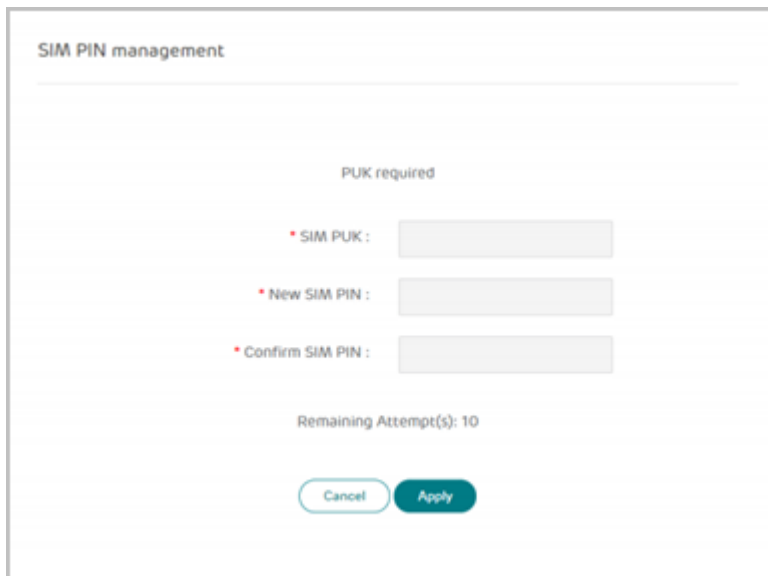


The screenshot shows a dialog box titled "Change SIM PIN". It contains three input fields: "Old SIM PIN:", "New SIM PIN:", and "Confirm SIM PIN:". Below the fields, it displays "Remaining Attempt(s): 3". At the bottom, there are two buttons: "Cancel" and "Apply".

How to verify PUK:

1. Enter the correct PUK code, then enter the new PIN/confirm PIN.
2. Click **Apply** to confirm the new PIN code.

Note: When a PUK code is entered incorrectly 10 times, SIM will be locked permanently.



The screenshot shows a dialog box titled "SIM PIN management". It contains three input fields: "SIM PUK:", "New SIM PIN:", and "Confirm SIM PIN:". Below the fields, it displays "Remaining Attempt(s): 10". At the bottom, there are two buttons: "Cancel" and "Apply".

5.5 Advanced settings

Please be aware that changing advanced settings could affect your internet connection.

WAN port

Enable **Use LAN2 as WAN port** to enable the WAN port feature. Connect the WAN network into LAN2/WAN port on the back of the router and set the connection mode to **DHCP, PPPoE** or **Static IP**.

PPPoE stands for Point-to-Point Protocol over Ethernet. This is a network protocol that is mainly used for DSL services where individual users connect to a modem using an Ethernet connection. Enter the user name and password provided by your network service provider and click **Apply**.

DHCP (Dynamic Host Configuration Protocol) is a client/server protocol that automatically provides you with an internet Protocol (IP) host. The IP address and related configuration settings such as subnet mask and default gateway are all automatically assigned. Select **DHCP** and click **Apply**.

Use **Static IP** to access the internet using a fixed IP address, subnet mask, gateway IP address and Primary DNS server. These should be provided by your network service provider.

Use the **MAC clone** function so multiple clients can connect to the 5GEE Router and access the internet. Your current MAC address is displayed here. Click **Reset** to set a new MAC address. Click **Clone** to copy your host MAC address.

The screenshot shows the 'WAN port' configuration page of a 5GEE Router. The page has a teal header with the router logo and name, and navigation links for Home, Status, Settings, Device, and User Guide. A left sidebar contains a menu with options like Quick setup, Setup, WiFi, Security, and Advanced settings. The main content area is titled 'WAN port' and is divided into two sections: 'Basic' and 'MAC clone'. In the 'Basic' section, there is a toggle for 'Use LAN2 as WAN port' which is turned on, and a dropdown menu for 'Connection mode' set to 'DHCP'. Below these are 'Cancel' and 'Apply' buttons. The 'MAC clone' section has a text input for 'Current MAC address', a 'Reset' button, and another text input for 'Host MAC address' containing the value 'dc:4a:3e:40:ec:5f', with a 'Clone' button below it.

5GEE Router Home Status Settings Device User Guide

Quick setup
Setup
WiFi
Security
Advanced settings
WAN port
LAN
WAN ping
LAN IP filter
MAC filter
DMZ
UPnP
Port forwarding

WAN port

Basic

Use LAN2 as WAN port:

Connection mode: DHCP

Cancel Apply

MAC clone

Current MAC address:

Reset

Host MAC address: dc:4a:3e:40:ec:5f

Clone

Settings

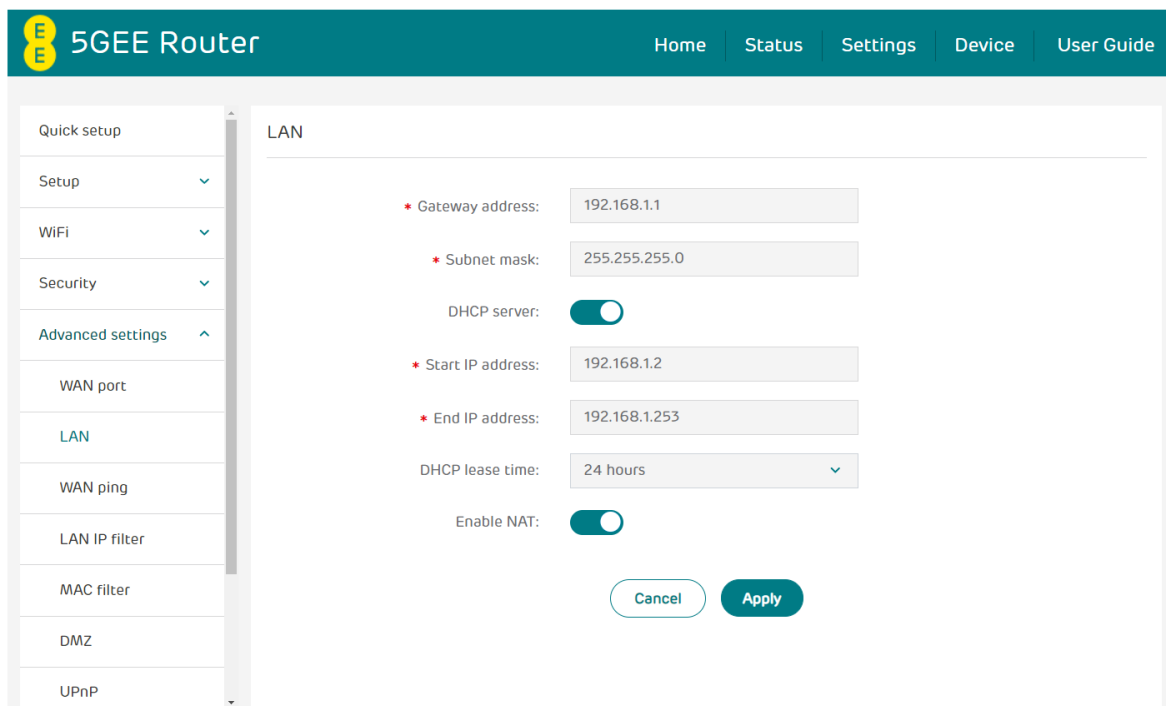
LAN

Local area network (LAN) settings are displayed here. The default **Gateway address** is 192.168.1.1.

The default **Subnet mask** is 255.255.255.0.

The **DHCP server** is enabled by default and will automatically assign IP addresses to devices in the network.

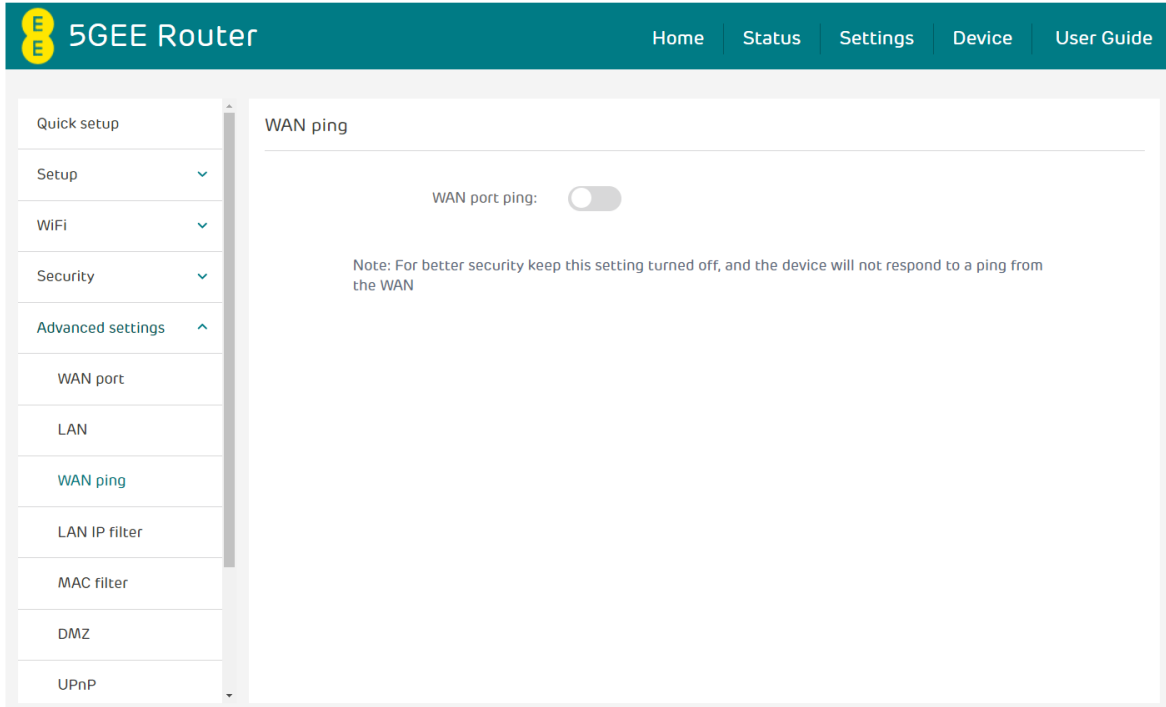
Enable NAT (Network Address Translation) to translate the IP address of a host in a packet, for example, the source address of an outgoing packet, used within one network to a different IP address known within another network. This setting should remain enabled to connect to the internet normally through the 5GEE Router.



Settings

WAN ping

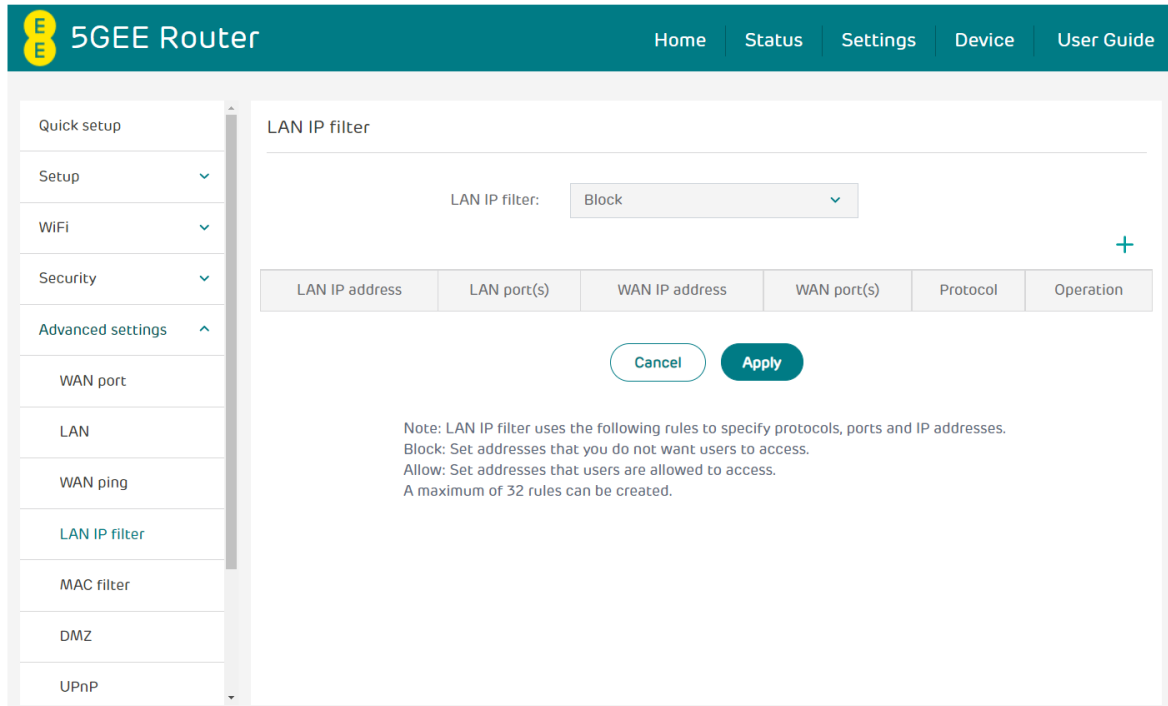
To improve security, this option is disabled and the 5GEE Router will not respond to any incoming ping request from the Internet.



Settings

LAN IP filter

By default, any device connected to your 5GEE Router is allowed to access the internet. You can use the LAN IP filter to allow or block specific devices from accessing specific services on the internet. A maximum of 32 rules can be created.



Settings

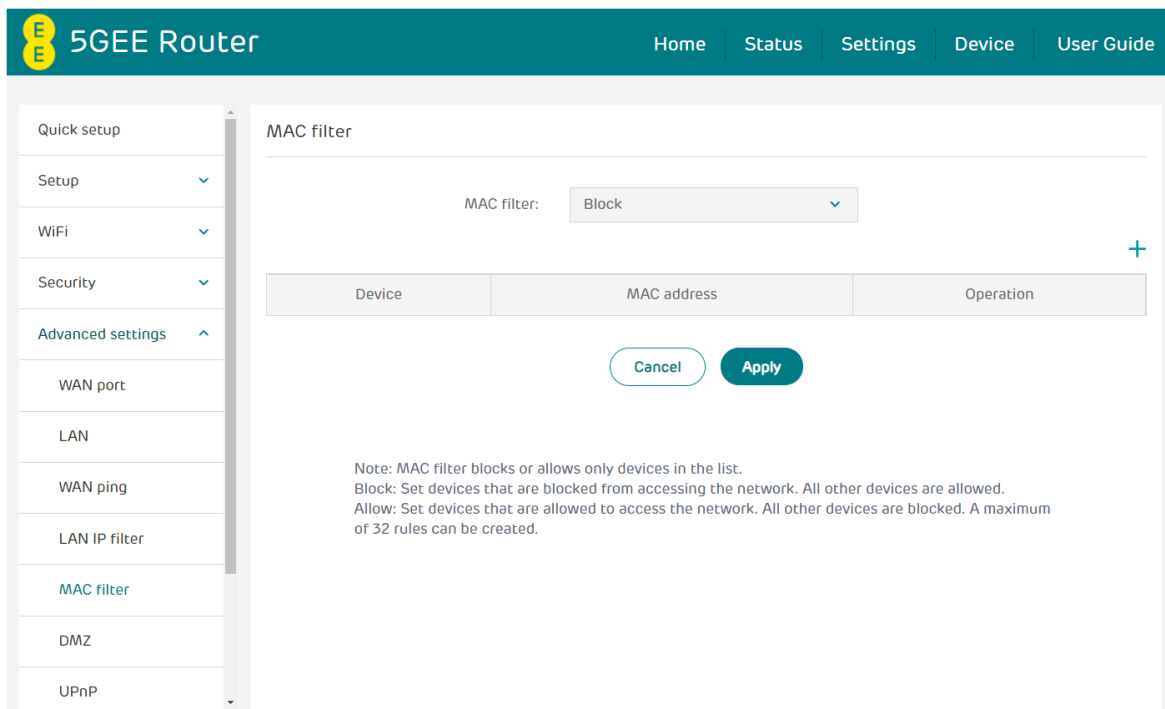
MAC filter

By default, any device can connect to your 5GEE Router. You can use the MAC filter to only allow or block specific devices from accessing your 5GEE Router by MAC address.

Set MAC filter to Block or Allow and then click + to add a device MAC address to the MAC filter table.

- **Block:** Set devices that are blocked from accessing the network. All other devices are allowed.
- **Allow:** Set devices that are allowed to access the network. All other devices are blocked. The **Allow** list cannot be empty.

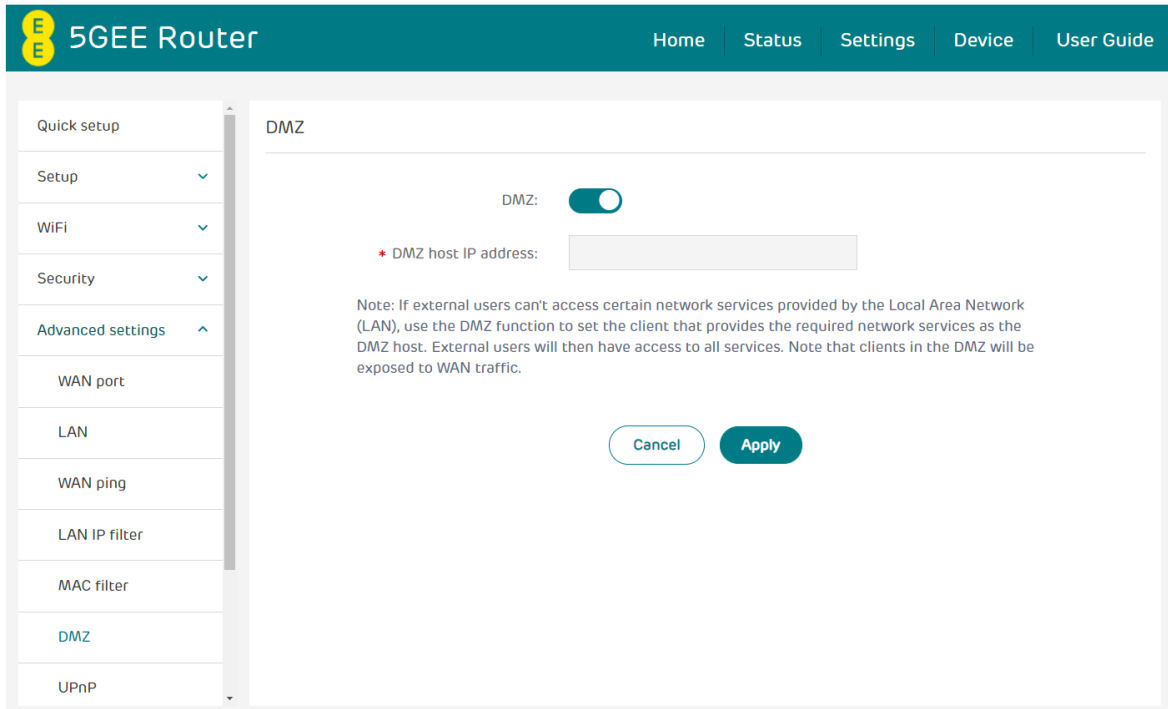
Note: Personal devices that use MAC Randomisation may not be controlled by the MAC filter if the device MAC address changes.



Settings

DMZ

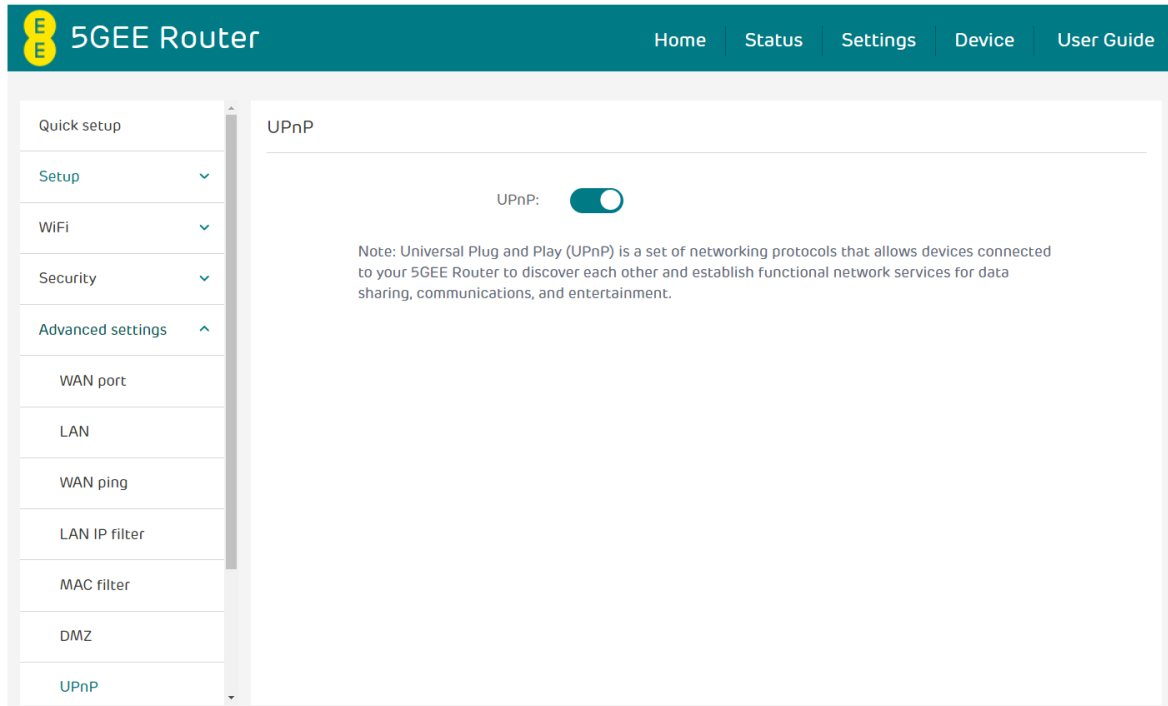
When an IP address is set to be a DMZ (Demilitarized Zone) host on the local network, it is exposed to the internet. External users will then have access to all services. Note that clients in the DMZ may be exposed to WAN traffic.



Settings

UPnP

With UPnP enabled, the applications or host devices on the local network and the internet can freely communicate with each other and establish functional network services for data sharing, communications, and entertainment.

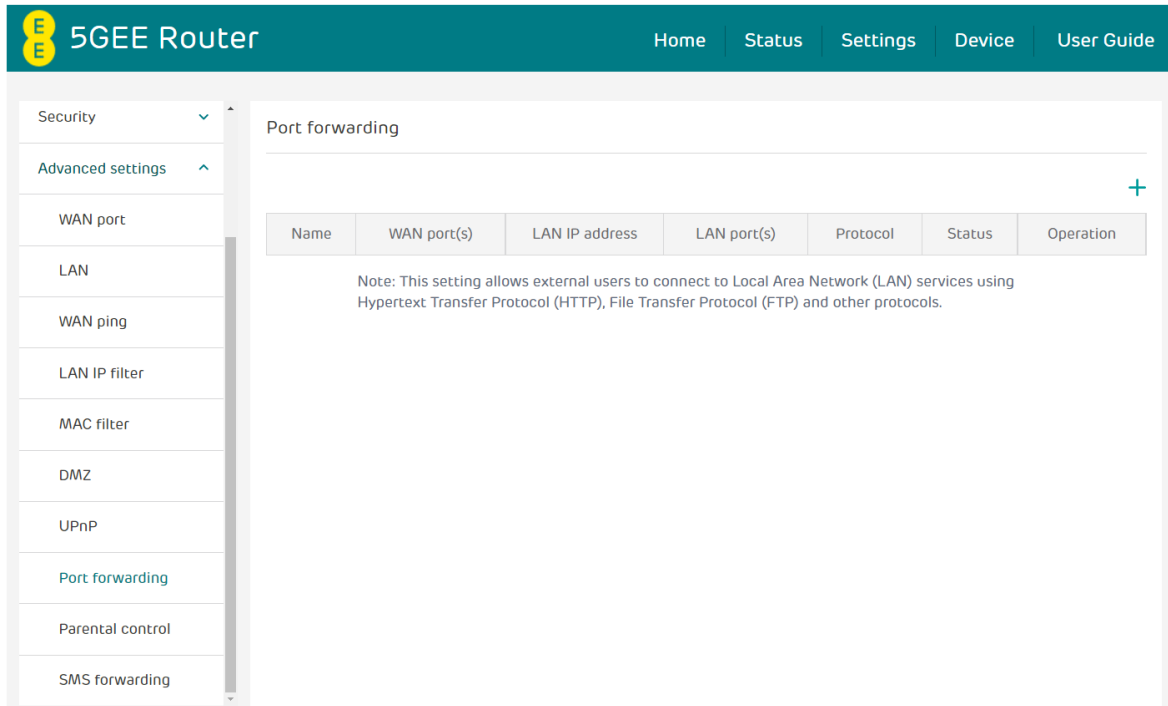


Settings

Port forwarding

Port forwarding allows external users to connect to services inside the local network (LAN).

Click + to create a new Port forwarding rule, and specify the LAN IP address, LAN ports, WAN ports and Protocol types for traffic to be forwarded.



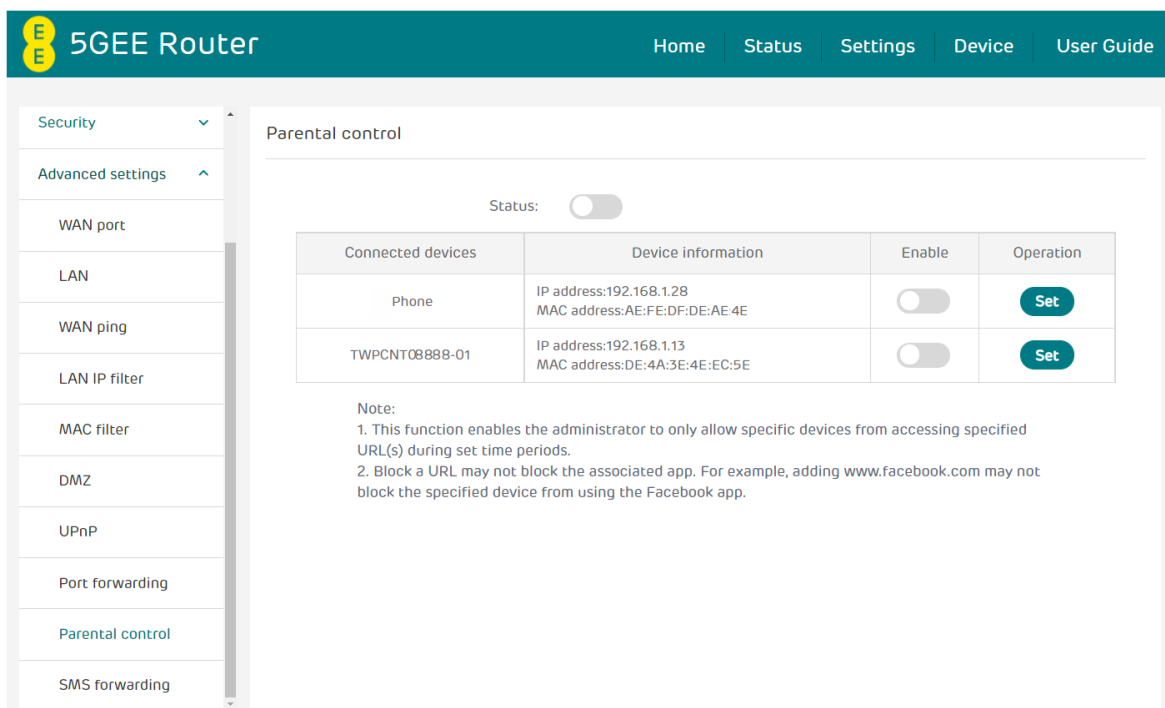
Settings

Parental control

This function enables the administrator to only allow specific devices to access the internet at particular times and days of the week. Website URLs can also be blocked via Website restrictions.

Note: Blocking a URL may not block the associated app. For example, adding `www.facebook.com` may not block the specified device from using the Facebook mobile app.

Note: Personal devices that use MAC Randomisation might not be protected by a Parental control rule if the device MAC address changes.

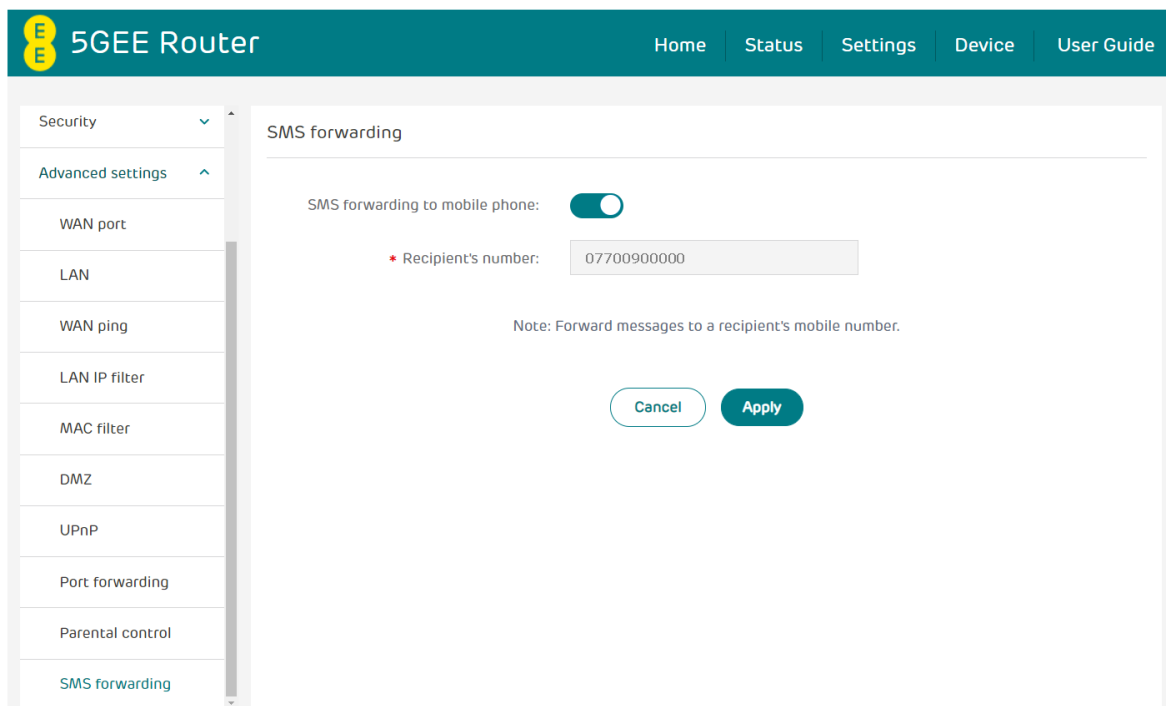


Settings

SMS forwarding

SMS forwarding allows you to forward SMS messages sent to your 5GEE WiFi to another mobile phone.

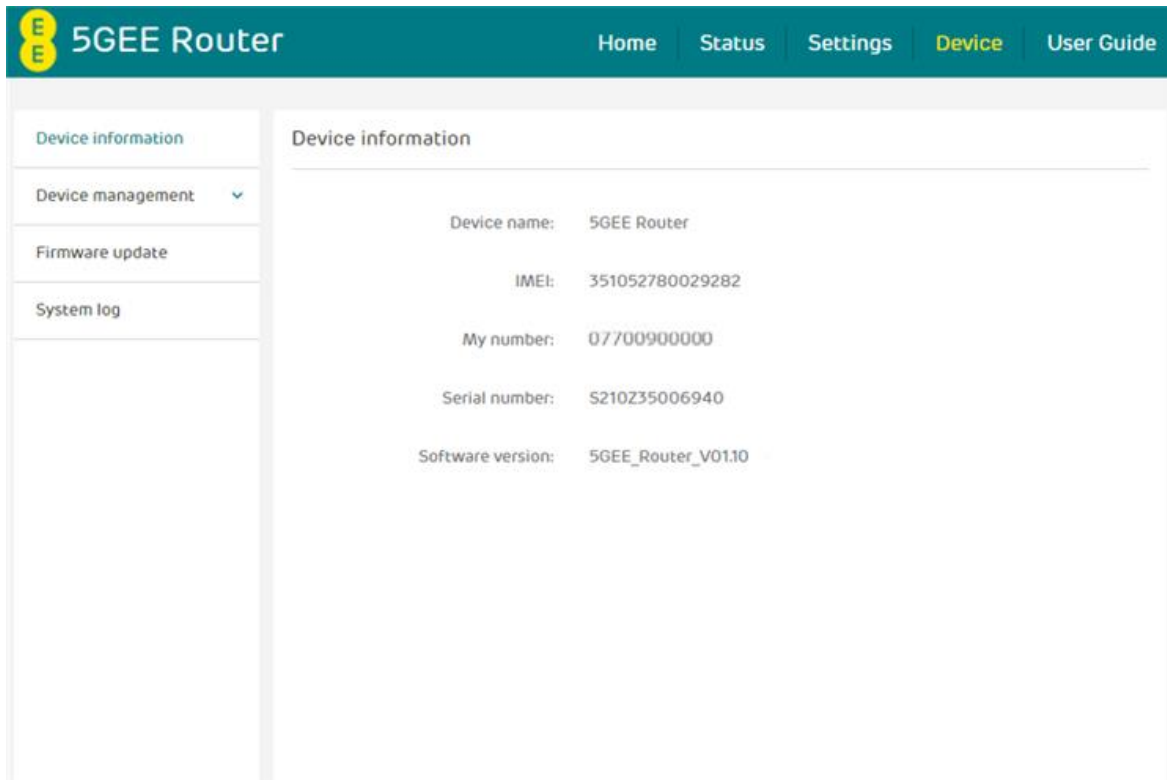
1. Enable **SMS forwarding to mobile phone**.
2. Enter the phone number you wish to have messages forwarded to.
3. Click **Apply**.
4. After clicking **Apply**, all incoming SMS will be forwarded to that mobile phone number automatically.



6. Device

6.1 Device information

You can view information about your 5GEE Router here such as the IMEI (International Mobile Equipment Identity), your mobile phone number, serial number, and software version.



6.2 Device management

Log in password

Enter your current password and confirm a new password. Your chosen password must be between 8-64 characters long.

Note: For security it is recommended your password should contain a mixture of upper-case letters, lower-case letters and numbers. The password should not be easily guessed, or a word from the dictionary.

The screenshot shows the web interface for a 5GEE Router. At the top, there is a teal header with the 5GEE logo and the text '5GEE Router'. To the right of the header are navigation links: 'Home', 'Status', 'Settings', 'Device', and 'User Guide'. On the left side, there is a sidebar menu with the following items: 'Device information', 'Device management' (with a dropdown arrow), 'Log in password' (highlighted in blue), 'System time', 'Backup & restore', 'Restart & reset', 'Firmware update', and 'System log'. The main content area is titled 'Log in password' and contains three input fields, each with a red asterisk indicating a required field. The first field is labeled '* Current password:' and contains the placeholder text 'Enter password'. The second field is labeled '* New password:' and also contains 'Enter password'. The third field is labeled '* Confirm password:' and contains 'Enter password'. Below the input fields are two buttons: a white 'Cancel' button and a teal 'Apply' button.

Device

System time

- **Automatically adjust to daylight saving time**

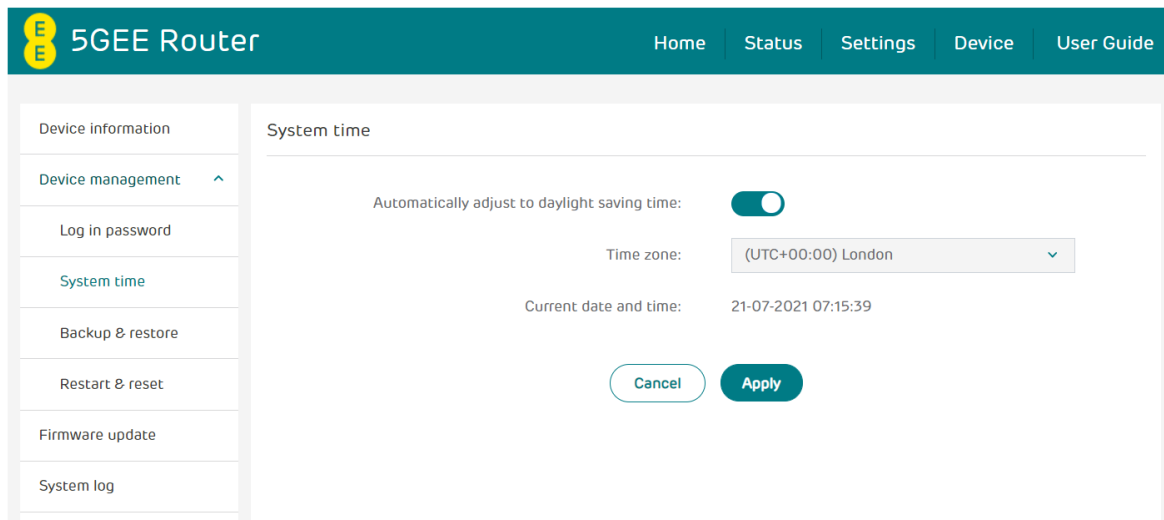
Daylight saving time will be set automatically but can be overridden by changing this setting.

- **Time zone**

Change the local time zone here.

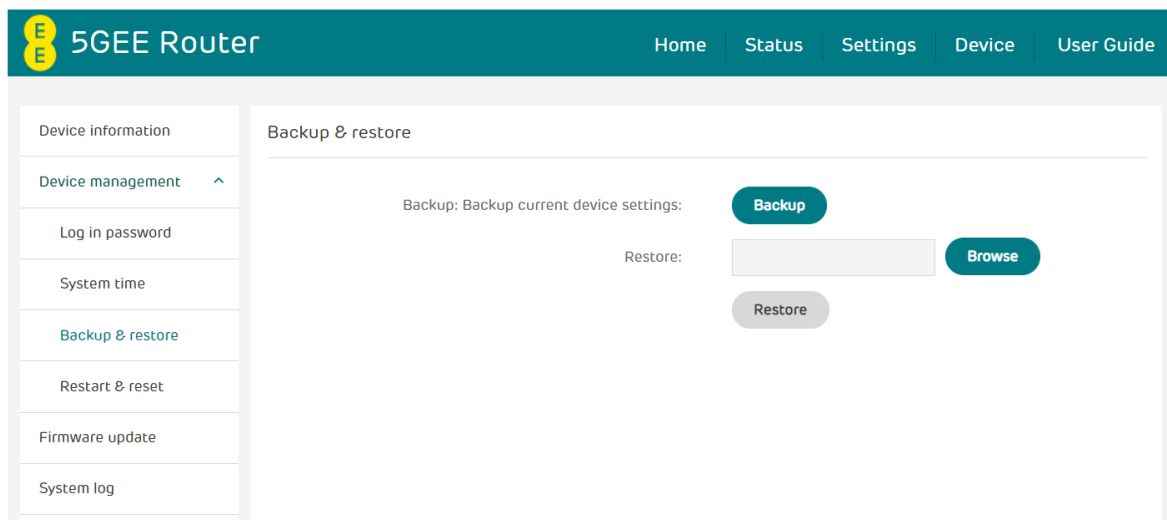
- **Current date and time**

This will show your current local time according to the time zone selected. Click **Apply** to confirm your preferences.



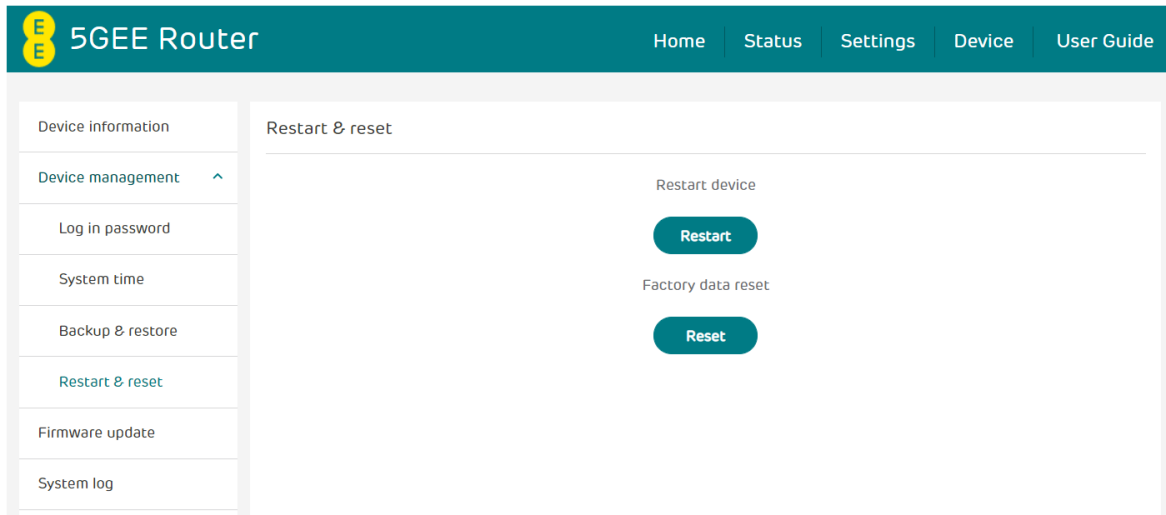
Backup & restore

- **How to backup and save device configurations:**
 1. Click **Backup** to back up the current device configuration.
 2. On both Windows and Mac OS, the default path is to save configurations to your Downloads folder and the file name will be **configure.bin**.
- **How to restore the backup configurations:**
 1. Click **Browse** to select a previously backed up configuration file.
 2. Click **Restore**.



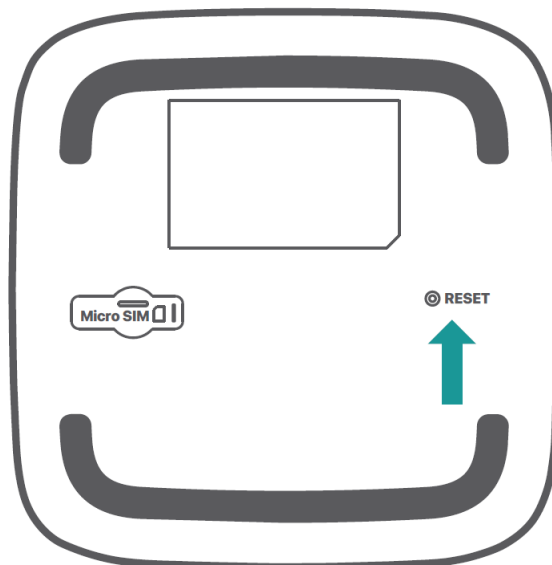
Restart & reset

- **Restart:** Click **Restart** to reboot the 5GEE Router.
- **Reset:** Click Reset to reset all settings back to factory default settings. Note that any custom settings will be lost, so backup a device configuration file as instructed above if you want to restore settings later. You will need to reconfigure all your settings.



How to reset to the factory defaults using the button on the 5GEE Router

Use a paperclip or blunt pin to gently press and hold the reset button on the bottom of the 5GEE Router for 5 seconds. The LEDs will flash green while the 5GEE Router is restarted. Note that any custom settings will be reset back to factory defaults.

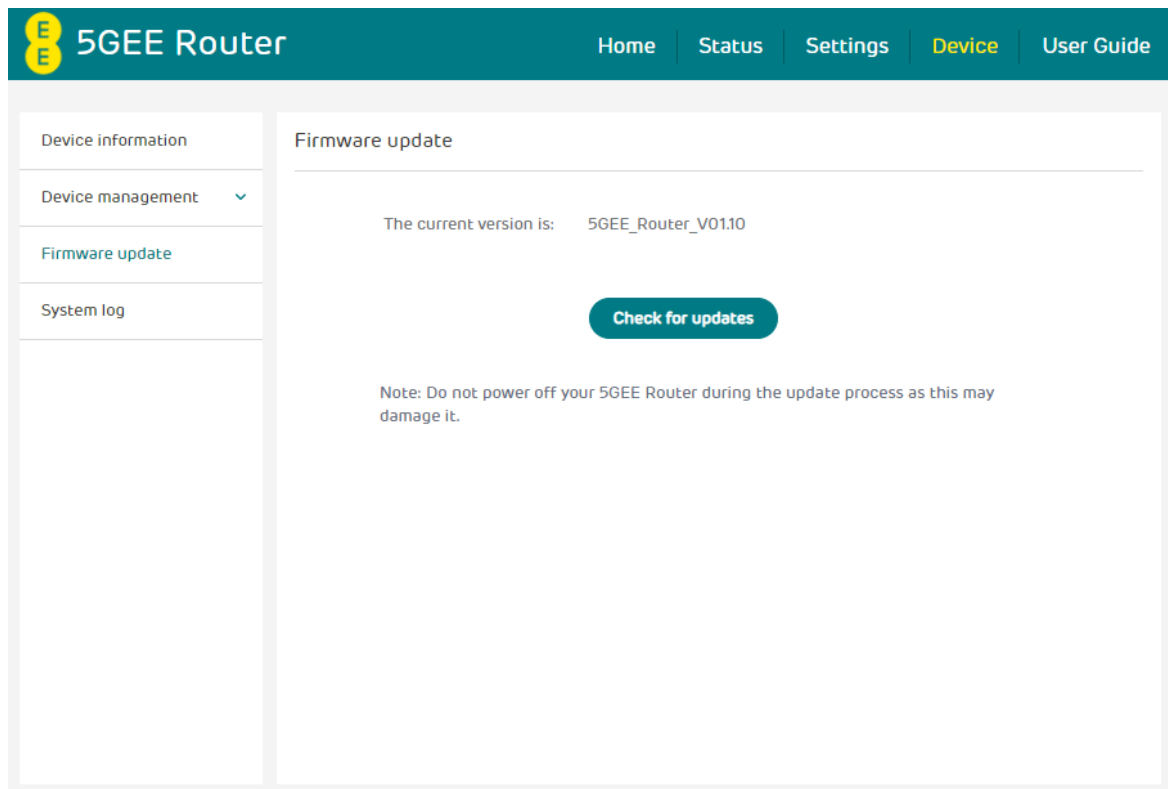


Device

Firmware update

Click **Check for updates**. Your 5GEE Router will check if there is an update available. If new firmware is found, you may click **Download** to begin the update. The firmware update will take approximately 4 minutes to complete.

Note: Please do not power off your 5GEE Router during the update process as this may damage it.

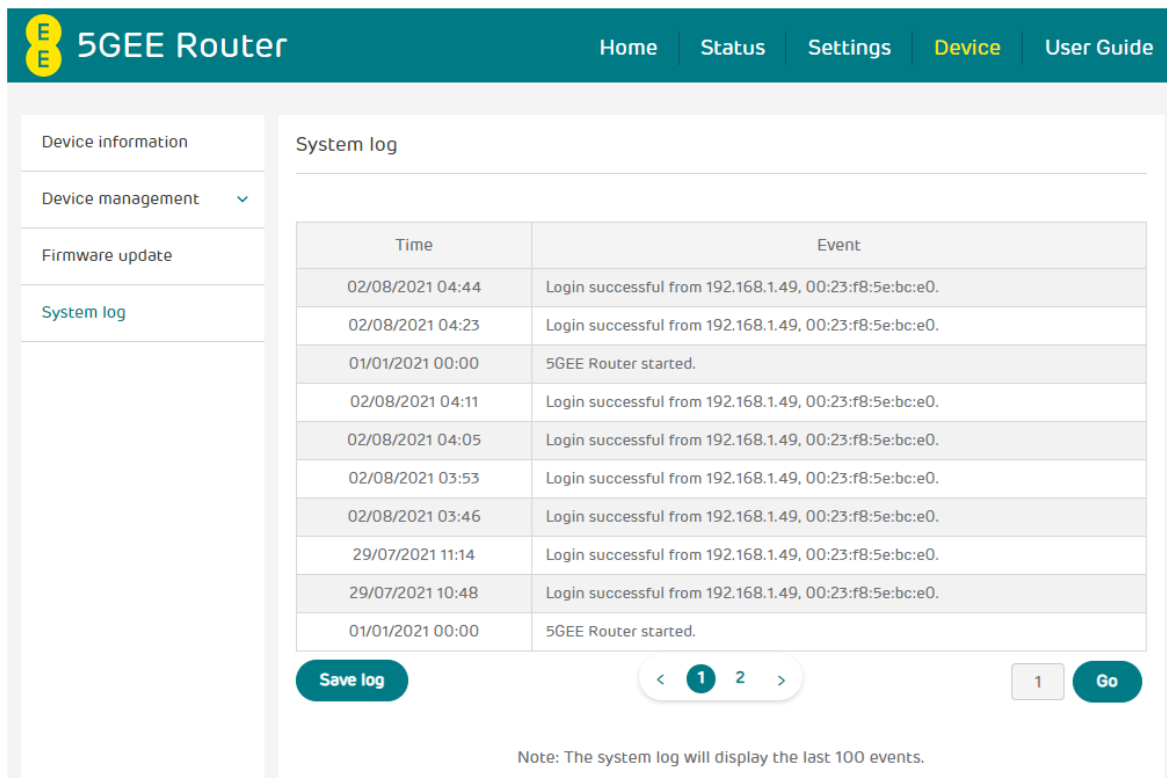


Device

System log

Click **System Log**, your 5GEE Router will show a list of important events that have occurred since your 5GEE Router was last turned on or restarted. The events include successful/failed login, login password change, 5GEE Router restarted, reset to default, configuration restored and firmware updated.

Click **Save log** to save the log file locally as a csv file with the default filename 'system.log'.



Time	Event
02/08/2021 04:44	Login successful from 192.168.1.49, 00:23:f8:5e:bc:e0.
02/08/2021 04:23	Login successful from 192.168.1.49, 00:23:f8:5e:bc:e0.
01/01/2021 00:00	5GEE Router started.
02/08/2021 04:11	Login successful from 192.168.1.49, 00:23:f8:5e:bc:e0.
02/08/2021 04:05	Login successful from 192.168.1.49, 00:23:f8:5e:bc:e0.
02/08/2021 03:53	Login successful from 192.168.1.49, 00:23:f8:5e:bc:e0.
02/08/2021 03:46	Login successful from 192.168.1.49, 00:23:f8:5e:bc:e0.
29/07/2021 11:14	Login successful from 192.168.1.49, 00:23:f8:5e:bc:e0.
29/07/2021 10:48	Login successful from 192.168.1.49, 00:23:f8:5e:bc:e0.
01/01/2021 00:00	5GEE Router started.

7. Contact information

7.1 General information

Internet address: [ee.co.uk](https://www.ee.co.uk)

Contact through telephone: Using your EE SIM, dial 150 or alternatively dial 07953 966 250 from a UK landline.

Manufacturer: EE Limited

Address: EE, 1 Trident Place, Hatfield Business Park, Hatfield, Hertfordshire, AL10 9BW, United Kingdom

7.2 Working hours

Our standard opening hours are 8am to 9pm weekdays and 8am to 8pm on weekends.

8. Regulatory information

8.1 Important safety precaution

Your 5GEE Router is manufactured to comply with European safety standards. This section outlines the safety precautions associated with using the 5GEE Router. Please read the safety and operation instructions before using your 5GEE Router and other accessories. Keep these instructions safe for future reference.

8.2 Conditions of use

- The 5GEE Router is not water-resistant. Please protect the 5GEE Router from water or moisture and do not touch the 5GEE Router with wet hands. Otherwise short-circuit and malfunction of the product or electric shock may occur.
- Keep the 5GEE Router and accessories in a cool, well-ventilated area and away from direct sunlight. Do not place the 5GEE Router in a container with poor heat dissipation. Do not enclose or cover your 5GEE Router with clothes, towels, or other objects.
- Put your 5GEE Router in places beyond the reach of children. Do not allow children to use the 5GEE Router without guidance.
- Do not use your 5GEE Router at places for medical treatment (in an operating room, intensive care unit, or coronary care unit, etc.) where wireless device use is prohibited.
- To reduce the risk of accidents, do not use your 5GEE Router while driving.
- RF signals may affect the electronic systems of motor vehicles. For more information, consult the vehicle manufacturer.
- EE recommends using the power adapter supplied with your 5GEE Router. Use of another type of power adapter may result in malfunction and/or danger.

8.3 Cleaning and maintenance

- Do not attempt to dry your 5GEE Router with an external heat source, such as a microwave oven or hair dryer.
- Use a clean, soft, and dry cloth to clean the 5GEE Router and accessories.
- Before you clean your 5GEE Router, disconnect all cables connected to it and do not use.
- Do not use any chemical detergent, powder, or other chemical agents (i.e. alcohol and benzene) to clean the 5GEE Router or any accessories. These substances may cause damage to parts or present a fire hazard.
- When not in use, store in a cool, dry place.

8.4 Warning

- Do not attempt to open the 5GEE Router by yourself. Disassembling may result in damage to the 5GEE Router. Small parts may also present a choking hazard.
- When the 5GEE Router is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc.
- Switch the 5GEE Router off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in any potentially explosive atmosphere.
- A minimum separation distance of 5 mm must be maintained between the user's body and the 5GEE Router, including the antennae during body-worn operation to comply with the RF exposure requirements in Europe.

8.5 EU regulatory conformance

Radio Equipment Directive Declaration of Conformity Hereby, EE Ltd. declares that the radio equipment 5GEE Router 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

8.6 Duty cycle attestation

5GEE Router UE (User Equipment) will operate on its 5G network with a configuration of 1:1 DL:UL ratio, i.e., The highest uplink duty cycle is 50% for NR n78 band for the lifetime of this device.

8.7 Restrictions

Operations in the 5.15–5.35 GHz band are restricted to indoor usage only.

BE	BG	CZ	DK	DE	EE	IE
EL	ES	FR	HR	IT	CY	LV
LT	LU	HU	MT	NL	AT	PL
PT	RO	SI	SK	FI	SE	UK
NO	IS	LI	CH	TR		

8.8 EU regulatory compliance – radio

Frequency range (MHz)	Max power in the range (dBm)
WCDMA Band I/VIII	24
LTE B1/3/7/8/20/28/32/38/40/42/46	23
NR n1/n3/n28/n38	23
NR n78	26
WiFi 2.4G	20
WiFi 5G Band 1	23
WiFi 5G Band 2	30

8.9 Power adapter unit information

Model Identifier	WA-48B12FK-AVAA
Input Voltage	AC 100 – 240 V
Input AC Frequency	50/60 Hz
Output Voltage	DC 12.0 V
Output Current	4.0 A
Output Power	48.0 W
Power Efficiency	87.77 %

9. Warranty

The device is warranted against any deviation from technical specifications for a period of twenty-four (24) months from the date specified on your original invoice.

Under the terms of this warranty, you must immediately inform your vendor in case of a conformity defect on this device and present proof of purchase.

The vendor or repair centre will decide whether to replace or repair this device, as appropriate.

This warranty shall not apply to damage or defects to this device due to:

1. Not following the instructions for use or installation.
2. Not being compliant with technical and safety standards applicable in the geographical area where this device is used.
3. Improper maintenance of sources of energy, and of the overall electric installation.
4. Accidents or consequences of theft of the vehicle in which this device is transported, acts of vandalism, lightning, fire, humidity, infiltration of liquids, inclement weather.
5. Connecting to or integrating into this device any equipment not supplied or not recommended by the manufacturer.
6. Any servicing, modification or repair performed by individuals not authorised by the manufacturer, the vendor or the approved maintenance centre.
7. Use of this device for a purpose other than that for which it was designed.
8. Malfunctions caused by external causes (e.g., radio interference from other equipment, power voltage fluctuations).
9. Faulty connections resulting from unsatisfactory radio transmission or caused by the absence of radio relay coverage.

This warranty is also void for this device on which markings or serial numbers have been removed or altered.

This device is also warranted against hidden defects (defects inherent in the design, manufacture, etc.).

Warranty

There are no other express warranties than this printed limited warranty, expressed, or implied, of any nature whatsoever.

In no event shall the manufacturer be liable for incidental or consequential damages of any nature whatsoever, including but not limited to trading loss, commercial loss, to the full extent those damages can be disclaimed by law. Some countries/states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

We hereby point out that the end user warranty for infringement IPR is solely limited to the EU/EEA/Switzerland.

If and to the extent that the Product is exported, taken with, or used by end customer or end user outside the EU/EEA/Switzerland any responsibility, warranty or indemnification of manufacturer and its suppliers in regard to the Product expires (including any indemnification in regard to infringement IPR).