



# Hive Active Plug™ Starter Pack Smart Plug<sup>MD</sup>

## Trousse de démarrage



User guide  
Guía de usuario  
Mode d'emploi

# Welcome to Hive

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

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

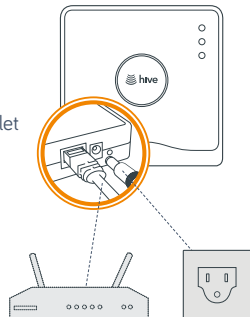
## Your Hive Hub

Your hub is the heart of your Hive system. It lets all of your Hive 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 internet router using the Ethernet cable in the box.
- Connect your hub to an electrical outlet 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 cabinet. 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 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.

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.

By using the Hive Hub and other Hive products, you agree to our terms and conditions, which can be found at [hivehome.com/termsandconditions](https://hivehome.com/termsandconditions).

## Your Hive Active Plug™

Your Hive Active Plug™ will allow you to turn appliances on or off remotely and set schedules for when they are on.

### Getting started:

#### ① Add your Hive Active Plug™

You can do this using your Hive app or the online dashboard.

##### Using the Hive app:

- Open the Hive app on your smartphone or tablet, you may be asked to log-in.
- Tap the **Menu** button and then **Install devices**, then follow the on-screen instructions.

##### Using the online dashboard:

- Log into your Hive account at [hivehome.com](https://hivehome.com)
- Under **Settings** select **Install devices**, then follow the on-screen instructions.

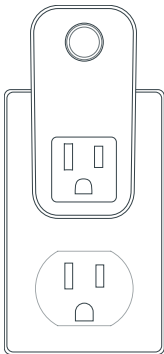
## 2 Plug it in and switch the power socket on

Once plugged in the LED light on the front of your plug will begin to flash amber while it searches to find your hub.

Once your Hive Active Plug™ appears on the screen, you can name it and press **Save** to complete setup.

## 3 That's it!

The LED light on your Hive Active Plug™ will stop flashing once connected. Now you can plug in the device you'd like to control remotely.



## Download the Hive app.



**Remember:** To use your Hive Active Plug™ leave the device and the power to the electrical outlet switched on, including the extension cable if you're using one.

### Usage

Your Hive Active Plug™ is designed for indoor use only.

### For your safety

Your Hive Active Plug™ is not a circuit breaker and does not contain a fuse, RCD or any other similar device.

If you're using your Hive Active Plug™, whether at home or away, with appliances like kettles, heaters and hair straighteners, please remember to follow the safety advice for use of those appliances. For example, ensure electric heaters are not covered with clothing or other items.

### Earthing

The earth connection from the wiring in your home is passed through to the earth connection of the front socket on the Hive Active Plug™. It is safe to connect equipment which relies on an earth connection for safety.

### Maintenance

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

If for any reason you need to return your Hive Active Plug™, 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.

By using the Hive Hub and other Hive products, you agree to our terms and conditions, which can be found at [hivehome.com/termsandconditions](https://hivehome.com/termsandconditions).

## Can we help?

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

#### FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### IC STATEMENT

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The distance between user and device should be no less than 20cm.  
la distance entre l'utilisation et l'appareil ne doit pas être inférieure à 20 cm.

Imported by Hive, the trading name of Centrica Connected Home US Inc., 12 Greenway Plaza, Ste 250, Houston TX 77046.

Imported by Hive, the trading name of Centrica Connected Home Canada Inc., Suite 1850, 10303 Jasper Avenue, Edmonton AB, T5J 3N6.

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