



# STIHL Connected Hub Instruction Manual

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# STIHL



## Explanatory Note

**IMPORTANT! READ BEFORE USING AND KEEP IN A SAFE PLACE FOR REFERENCE.**



Read and observe the following information and safety instructions. Improper use can result in serious injuries.



Read and observe all safety precautions in the User Manual. Also observe the User Manuals of the STIHL Smart Connectors and the STIHL products you are using.

For further information on the STIHL connected Hub, STIHL connected, compatible products and FAQs visit [www.connect.stihl.com](http://www.connect.stihl.com) or contact a STIHL authorized dealer.

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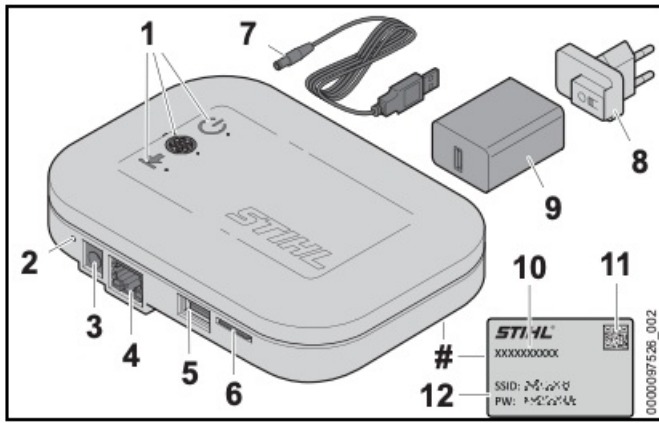
“QR-Code” is a registered word mark of DENSO WAVE INCORPORATED.

The STIHL connected Hub is equipped with a Bluetooth® radio interface, radio network interface, and the STIHL connected mobile Hub additionally with a mobile network interface. Local operating restrictions (in aircraft or hospitals, for example) must be observed.

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## Overview

**STIHL connected Hub, STIHL connected mobile Hub**



#### 1. LEDs

The LED indicates the operating status of the STIHL connected Hub.

#### 2. Reset button

Resets the STIHL connected Hub.

#### 3. Connection socket

The power cable is plugged into the connection socket.

#### 4. LAN socket

The Ethernet cable is plugged into the LAN socket.

#### 5. USB port

The USB connection is currently disabled but available for future extensions.

#### 6. Slot for a SIM card

The slot for the SIM card receives the SIM card. Available only with the STIHL connected mobile Hub.

#### 7. Round plug

The round plug connects the STIHL connected Hub with the power adapter.

#### 8. Mains plug adapter

Electrical contacts of the power adapter.

#### 9. Power adapter

The power adapter connects the cable with a wall outlet.

#### 10. Serial number

Serial number of the STIHL connected Hub.

#### 11. QR code

Code for scanning. Comprises the access data for the remote network.

#### 12. Access data remote network

Name of the remote network (SSID) and password (PW).

#### # Rating plate

#### Significance of the LEDs

#### Operating status



- LED flashes white: The STIHL connected Hub is starting up.
- LED emits white light: The STIHL connected Hub is ready for set-up.
- LED emits green light: The STIHL connected Hub has been set up and is ready for use.
- LED emits red light: There is a malfunction.
- LED flashes red: The STIHL connected Hub is being reset.

## Connection status



- LED emits white light: The remote network is active. The STIHL connected Hub can be set up.
- LED emits yellow light: The STIHL connected Hub is connected with the Internet. But there is no connection to the STIHL cloud.
- LED emits red light: Connection with the Internet cannot be established.
- LED emits green light: The STIHL connected Hub is connected with the Internet and with the STIHL cloud.

## Update



- LED flashes green: Ongoing data transfer for an update of the STIHL connected Hub or the connected STIHL products.

## Safety Precautions

### Intended Use

The STIHL connected Hub and the STIHL connected mobile Hub are intended for automatic collection of STIHL connected data of compatible STIHL products based on Bluetooth® technology. The data is transferred via Internet connection into the user account created in the STIHL connected portal.

The power adapted supplies power to the STIHL connected Hub.



### WARNING

- Charging cables or power supply units not explicitly approved for the STIHL connected Hub by STIHL may cause a fire or explosion. Persons may be seriously or fatally injured and property may be damaged.
  - Use the original STIHL power adapter comprised in the delivery.
- Using the STIHL connected Hub or the power adapter for purposes for which they are not designed may result in serious or fatal injuries and damage to property.
  - Use the STIHL connected Hub and power adapter as described in this User Manual.

### Requirements concerning the user



### WARNING

- Users without adequate training or instruction cannot recognize or assess the risks involved in using the STIHL connected Hub. The user or other persons may sustain serious or fatal injuries.



- Read, understand and keep the User Manual.
- If the STIHL connected Hub is passed on to another person: Always give them the User Manual.
- If you have any doubts, be sure to consult a STIHL dealer.

## Environment

### **WARNING**

- Children and animals are not aware of and cannot assess the dangers of the STIHL connected Hub or electric current. Children and animals can be seriously injured or killed.
  - Keep children and animals away from the STIHL connected Hub and the power adapter.
- The STIHL connected Hub and the power adapter are not waterproof. If the STIHL connected Hub or the power adapter are operated in the rain or in a damp environment, an electric shock may occur. The user may be injured and the STIHL connected Hub or power adapter may be damaged.
  - Do not operate it in the rain or in a damp environment.
- The STIHL connected Hub and the power adapter are not protected against all ambient conditions. If the STIHL connected Hub and the power adapter are exposed to certain ambient conditions, they may catch fire or explode. This may result in serious injury to people and damage to property.
  - Operate the STIHL connected Hub and power adapter in a dry place, indoors only.
  - If the STIHL connected Hub is installed and operated in a vehicle: Install and operate the STIHL connected Hub in a closed and dry area in the vehicle.
  - Do not operate the STIHL connected Hub and power adapter in a flammable environment or in an explosive environment.
  - Do not cover the STIHL connected Hub.

## Safe condition

The STIHL connected Hub is in a safe condition if the following points are observed:

- The STIHL connected Hub, power adapter and cable are free of damage, clean and dry.

### **WARNING**

- If not in safe condition, components may no longer operate correctly and safety devices may be disabled. This may result in serious or fatal injury to people.
  - Use a STIHL connected Hub, power adapter and cable which are free of damage.
  - If the STIHL connected Hub, power adapter or cable are dirty or wet: Clean the STIHL connected Hub, power adapter or cable and allow to dry.
  - Do not change the STIHL connected Hub, power adapter and cable.
  - Do not insert objects into the opening of the STIHL connected Hub, power adapter or cable.
  - Never bridge the contacts with metallic objects (short circuit).

- Do not open the STIHL connected Hub and the power adapter.
- If you have any doubts, be sure to consult a STIHL dealer.

### Connecting to the power supply

Contact with live components may occur for the following reasons:

- The power adapter is damaged.
- The socket is not properly installed.

### **DANGER**

- Contact with live parts may result in electric shock. This may result in serious or fatal injury to the user.
  - Check that power adapter is undamaged.
  - If the power adapter is damaged:
    - Do not touch the damaged area.
    - Disconnect the power adapter from the power supply.
  - Be sure your hands are dry before touching the power adapter.
  - Insert the power adapter in a properly installed and fused wall outlet.
  - Install the power supply with a fault current circuit breaker (30 mA, 30 ms).

### **WARNING**

- Overvoltage can occur in the power adapter if the line voltage or frequency are incorrect during operation. The power supply may be damaged.
  - Make sure that the mains voltage and the mains frequency of the power supply or the voltage transformer in a vehicle match the data on the rating plate of the power adapter.
- If the STIHL connected Hub is connected to a power strip, electrical components may be overloaded during use. The electrical components may overheat and cause a fire. Persons may be seriously or fatally injured, and property may be damaged.
  - Ensure that the technical specifications for the STIHL connected Hub are not exceeded by the information on the rating plate of the power supply and of all electrical devices connected to the power strip.
- A carelessly laid cable may be damaged and cause others to trip or fall. People may be injured and the STIHL connected Hub or power adapter may be damaged.
  - Position and mark cables so they do not represent a trip hazard.
  - Route the cable so that it will not be damaged, kinked or crushed, or chafed.
- If wiring and pipes are laid in the wall, they may be damaged if the STIHL connected Hub is mounted on the wall. Contact with wiring can result in electric shock. This may result in serious injury to people and damage to property.
  - Make sure there is no wiring or pipes in the wall at the proposed mounting site.
- If the STIHL connected Hub is not mounted on the wall as described in this User Manual, the STIHL connected Hub may move, fall down, or overheat. Persons may be injured or property may be damaged.
  - Mount the STIHL connected Hub on the wall as described in this User Manual.

- If the STIHL connected Hub has not been professionally installed in the vehicle, vehicle components may be damaged. Persons may be injured or property may be damaged.
  - Observe the vehicle manufacturer's mounting instructions.
  - Applicable national installation regulations must be observed when connecting the charger to the vehicle supply system.

## **Cleaning, Maintenance and Repair**



### **WARNING**

- There is a risk of an electric shock if the power adapter is not removed from the wall outlet during cleaning, maintenance or repair operations. This may result in serious injury to people and damage to property.
  - Disconnect the power adapter from the power supply.
- Aggressive cleaning agents, cleaning with a jet of water or pointed objects can damage the STIHL connected Hub or the power adapter. If the STIHL connected Hub or the power adapter are not cleaned correctly, components may no longer function properly or safety devices may be rendered inoperative. They may cause serious injury to persons.
  - Clean the outside of the STIHL connected Hub with a dry cloth.
  - Clean vents with a paintbrush.
- If the STIHL connected Hub or the power adapter are not serviced or repaired correctly, components may no longer function properly or safety devices may be rendered inoperative. This may result in serious or fatal injury to people.
  - Do not attempt to service or repair the STIHL connected Hub and the power adapter.
  - If the STIHL connected Hub or power adapter has a malfunction or is damaged: Do not use the STIHL connected Hub and contact your STIHL dealer.

## **Preparing the STIHL connected Box for Operation**

### **Preparing the STIHL connected Hub for Operation**

The following steps must be performed before starting up:

- Internet access is available within the range of the STIHL connected Hub via one of the following:
  - Connection via LAN socket (connection via Ethernet cable)
  - Connection via remote network
  - Mobile Internet access<sup>1</sup> via a SIM card (available only with the STIHL connected mobile Hub)
- For Internet access via LAN socket or remote network:
  - The IP addresses from the router must be assigned dynamically. Static IP addresses are not supported.
  - The remote network connection must be password protected. Open remote networks are not supported.
- For Internet access is via SIM card:
  - The SIM card must be PIN protected. SIM cards with PIN deactivation cannot be used. If no PIN is set: Assign a PIN via smartphone.
- The user is registered in the STIHL connected portal, his or her personal access data is known.
- The serial number of the STIHL connected Hub on the rating plate is known.

<sup>1</sup> Charges may be incurred from the download of data via a mobile Internet access due to the amount of data involved. The STIHL connected mobile Hub requires a permanent connection to the Internet while it is running. Before using it, ask your provider for the respective costs and charges.

## Setting up the STIHL connected Hub

Before you can use the STIHL connected Hub, it must be configured.

This icon  refers to the graphs on the inside of the package.

## Preparing the STIHL connected Hub 1

- If you wish to use a mobile Internet access (available with the STIHL connected mobile Hub only): Put the SIM card into the slot.
- If you wish to connect to the Internet via the LAN socket: Plug an Ethernet cable connected to the Internet into the LAN socket.

## Electric connection of the STIHL connected Hub 2

- Connect the cable and the matching mains plug adapter with the power adapter.
- Insert the round plug into the socket.
- Insert the power adapter in a convenient wall outlet. The STIHL connected Hub starts up and establishes a remote network connection. The “Operating status” LED flashes white. As soon as the “operating status” and the “connection status” LEDs emit white light, the STIHL connected Hub is ready for setup.

## Establishing a connection with the remote network of the STIHL connected Hub 3

- Scan the QR code on the rating plate with your smartphone. The connection to the remote network of the STIHL connected Hub is established automatically.
- As a alternative, manually establish a connection with the remote network of the STIHL connected Hub. The access data is indicated on the rating plate.
- If the configuration page in the Internet browser does not open automatically: Scan the code shown on the package, or call up the configuration page in the address bar of the Internet browser:  
<http://stihl.connectedbox:80>.

## Setting up Internet access via the configuration page 4

- Follow the instructions on the configuration page and set up the Internet access. As soon as the STIHL connected Hub is connected with the Internet, the system checks for updates and does a restart.

## Re-establishing the connection with the remote network of the STIHL connected Hub 5

As soon as the “operating status” and “connection status” LEDs emit white light again:



- Scan the QR code once more with your smartphone.
- As a alternative, manually establish a connection with the remote network of the STIHL connected Hub.
- If the configuration page in the Internet browser does not open automatically: Scan the code shown on the package, or call up the configuration page in the address bar of the Internet browser:  
<http://stihl.connectedbox:80>.

## Establishing a STIHL connected user account 6

- Follow the instructions on the configuration page and establish the STIHL connection user account.
- Finish the setup of the STIHL connected Hub. As soon as the “operating status” and the “connection status” LEDs emit green light, the setup of the STIHL connected Hub is completed.

## Adding the STIHL connected Hub to the STIHL connected portal 7

- Call up the STIHL connected portal at <https://connect.stihl.com>, log in with your personal access data and add the STIHL connected Hub.

## Changing the Settings

The configuration page of the STIHL connected Hub can also be called up at a later time to change for example the radio network of the type of Internet access.

- Briefly press the Reset button.  
The radio network of the STIHL connected Hub is established. As soon as the “operating status” and the “connection status” LEDs emit white light, the STIHL connected Hub is ready for setup.
- Scan the QR code with your smartphone.  
The connection to the remote network of the STIHL connected Hub is established automatically.
- As a alternative, manually establish a connection with the remote network of the STIHL connected Hub.  
The access data is indicated on the rating plate.
- If the configuration page in the Internet browser does not open automatically: Scan the code shown on the package, or call up the configuration page in the address bar of the Internet browser:  
<http://stihl.connectedbox:80>.
- Make the settings and confirm to complete.  
The STIHL connected Hub returns to operating mode.

## Mounting the STIHL connected Hub

- Disconnect the mains plug from the power supply.
- Select a location within radio range of the compatible STIHL products.

## Mounting the STIHL connected Hub on a wall

- Check the following points when mounting the STIHL connected Hub on a wall:
  - The STIHL connected Hub is mounted on the wall with two screws.

- Mounting material suitable for the nature of the wall is used.
- The STIHL connected Hub is horizontal, the connectors face down.
- The following dimensions are observed:
  - Distance between all sides of the STIHL connected Hub to other objects and surfaces min. 100 mm
  - Distance of the bare holes = 100 mm
  - Diameter of the screw head = 6.5 mm – Diameter of the screw shaft = 3 mm
  - Distance of the screw head bottom to the wall = 2 mm
- Before hanging the STIHL connected box, check that the screws are firmly mounted in the wall.

### **Mounting the STIHL connected Hub to a cap rail**

- Attach the STIHL connected box to a cap rail with a width of 35 mm and a material thickness of 1.5 mm.

### **Installing the STIHL connected Hub in a vehicle**

- Attach the STIHL connected box to a cap rail with a width of 35 mm and a material thickness of 1.5 mm.
- In addition, the following points should be noted:
  - Vehicle manufacturer's mounting instructions.
  - Make sure the line voltage and frequency of the socket in the vehicle agree with the data on the rating plate of the STIHL connected Hub.

## **Troubleshooting**

### **Product Support and Assistance on Use**

Product support and assistance on use are available from STIHL servicing dealers.

For contacts and other information, please visit <https://support.stihl.com> or [www.stihl.com](http://www.stihl.com).

### **Network settings for connection problems**

If the STIHL connected Hub cannot connect to the internet or the STIHL Cloud, it may be due to the firewall settings of the local network. Further information on the domains and ports used and the advanced configurations of firewalls can be found at <https://support.stihl.com>.

### **Resetting the STIHL connected Hub**

- Press the Reset button and hold for about 5 seconds. The “operating status” LED flashes red, and all settings are reset. The STIHL connected Hub restarts after that.

## **Specifications**

### **STIHL connected Hub, STIHL connected mobile Hub**

### **Specifications**

- Input voltage: 5 V d.c.
- Power rating: 10 W
- Degree of electrical protection: IP21 (protection against solid foreign matter with a diameter  $\geq 12.5$  mm; protection against dripping water)
- Permissible temperature range for operation and storage: -20 °C up to +60 °C

### **Bluetooth®**

- Data link: Bluetooth® 5.0 – Frequency band: ISM band 2.4 GHz
- Maximum RF power transmitted: 100 mW
- Reception range: approx. 10 m. The signal strength depends on the ambient conditions. Signal range can vary greatly depending on local conditions. The range may be perceptibly reduced inside enclosed rooms and through metal barriers (such as walls, shelves or cases).
- Capture of STIHL connected data in the range: permanent
- Transfer of the captured data via the Internet connection to the STIHL connected portal: every 5 minutes

### **Radio network**

- Network standard: IEEE 802.11b/g/n
- Frequency band: 2.4 GHz
- Maximum RF power transmitted: 100 mW

### **Mobile Internet access (STIHL connected mobile Hub)**

- Format of the SIM card: Mini-SIM
- Frequency bands
  - LTE-FDD: B1, B3, B7, B8, B20, B28
  - LTE-TDD: B38
  - UMTS, HSDPA, HSPA+: B1, B2, B4, B5, B6, B8, B19
  - GSM, GPRS, EDGE: 850 MHz, 900 MHz, 1800 MHz, 1900 MHz
- Radiated maximum transmission power: 2 W
- Average data volume per month: see FAQs at <https://support.stihl.com>

### **Power Adapter**

- Rated voltage: 230 V a.c., 50 Hz
- Power rating: 10 W
- Output voltage: 5 V d.c.
- Permissible temperature range for operation and storage: -20 °C up to +60 °C

### **Symbols on the product**

The following symbols may appear on the STIHL connected box:



Do not dispose of the product with domestic waste.

## REACH

REACH is an EC regulation and stands for the Registration, Evaluation, Authorisation and Restriction of Chemical substances.

For information on compliance with the REACH regulation see [www.stihl.com/reach](http://www.stihl.com/reach).

## Spare Parts and Accessories

### Spare parts and accessories



These symbols indicate original STIHL spare parts and original STIHL accessories.



STIHL recommends the use of original STIHL spare parts and accessories.

Despite ongoing market observation, STIHL is unable to judge the reliability, safety and suitability of other manufacturers' spare parts and accessories; accordingly, STIHL cannot warrant for the use of those parts.

Original STIHL spare parts and original STIHL accessories are available from STIHL dealers.

## EC Declaration of Conformity

### STIHL connected Hub, STIHL connected mobile Hub

ANDREAS STIHL AG & Co. KG herewith declares that the radio communication unit type CE02 – STIHL connected Hub und CE02 – STIHL connected mobile Hub complies with Directive 2014/53/EU.

For the full text of the EU Declaration of Conformity, refer to the following web address:


[www.stihl.com/conformity](http://www.stihl.com/conformity)

[www.stihl.com](http://www.stihl.com)



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## Documents / Resources

|   |   |
|---|---|
|  | <p><a href="#">STIHL Connected Hub</a> [pdf] Instruction Manual<br/>Connected Hub, Connected, Hub</p> |
|---|---|

## References

-  [Hilfe und Beratung zu E-Commerce und STIHL Produkten | STIHL Support](#)

- [!\[\]\(83eb2aa26b610eb6a9dca7cf4702d681\_img.jpg\) STIHL Connect](#)
- [!\[\]\(94dfacbf937cdd7da4837a6fcd8fc785\_img.jpg\) Country Routing Page: Welcome to STIHL | STIHL](#)
- [!\[\]\(dae8c3c5fa7c80febd6526a5e8a853bf\_img.jpg\) STIHL declarations of conformity | STIHL](#)
- [!\[\]\(8f38ab9775d1331a4e1fd6648d0a83f1\_img.jpg\) REACH Regulation: Available in different languages | STIHL | STIHL](#)
- [!\[\]\(5e48b3241d711ef916255d822ab3415f\_img.jpg\) STIHL Connect](#)
- [!\[\]\(c4c3604751fde0df44855086d7798e30\_img.jpg\) STIHL Connect](#)
- [!\[\]\(a16ee0329f478adb49fd7876490e96fe\_img.jpg\) Hilfe und Beratung zu E-Commerce und STIHL Produkten | STIHL Support](#)