YOLINK

YoLink Hub

YS1603-UC, YS1603-EC

Quick Start Guide

Revision Dec. 12, 2023

A Welcome!

Thank you for purchasing YoLink products! We appreciate you trusting YoLink for your smart home & automation needs. Your 100% satisfaction is our goal. If you experience any problems with your installation, with our products or if you have any questions that this manual does not answer, please contact us right away. See the Contact Us section for more info.

Thank you!

YoLink Customer Support

The following icons are used in this guide to convey specific types of information:

⚠ Very important information (can save you time!)

Good to know info but may not apply to you

B Introduction

YoLink Hubs are the gateway to the internet for your YoLink devices. As opposed to many smart home systems, the individual devices are not on your network or WiFI and are not directly connected to the internet. Instead, your devices communicate with the Hub, which connects to the internet, the cloud server and the app.

Your Hub requires a full-time internet connection. This can be provided by your WiFi and/or a direct connection to your internet/network equipment (also known as an Ethernet connection). If using a WiFi connection, please note, like most IoT and home automation devices, your Hub connects only to the 2.4 GHz WiFi band. Nearly all residential WiFi routers have a 5 and a 2.4 GHz band. But your router may or may not display SSIDs for both bands or they may both have the same name. If you know which SSID is your 2.4 GHz band, this is the one your Hub will connect to. With some exceptions, your router and the Hub will connect automatically via 2.4 GHz. Some routers may attempt to connect your Hub to 5 GHz. Additional setup support may be needed, for example, changing your router settings. Refer to the WiFi Considerations section for more information.

"5 GHz" should not be confused with "5G" cell phone service

You can have multiple hubs, including a combination of this Hub and Speaker Hub. While the YoLink wireless network has up to a ¼ mile open-air range, additional hubs may be required in large buildings, such as high-rises, and/or to support thousands of devices.

⚠ Multi-step authentication WiFi networks, like hotel or airport WiFi, are not supported!

C Before You Begin

Please note: this is a quick start guide, intended to get you started on the Installation of your YoLink Hub.
Download the full Installation & User Guide by scanning this QR code:

Installation & User Guide

You can also find all guides and additional resources, such as videos and troubleshooting instructions on the YoLink Hub Product Support Page by scanning the QR code below or by visiting:

https://www.yosmart.com/support/YS1603-UC

Product Support
Support produit
Soporte de producto

D In the Kit

YoLink Hub

Quick Start Guide

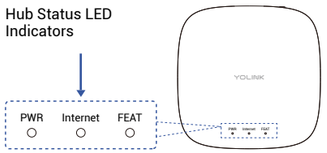
USB Cable (Micro B)

Ethernet Cable ("Patch Cord")

AC/DC Power Supply Adapter

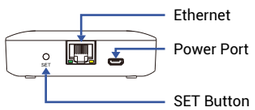
E Get to Know Your YoLink Hub

Hub Status LED Indicators



LED Behaviors

- Green PWR LED Flashing — Power On
- Blue Internet LED On Solid — Connected To Internet
- Blue Internet LED Flashing Quickly — Wifi Settings Change
- Red FEAT LED Flashing Slowly — Device Updating
- Red FEAT LED Flashing Quickly — Restoring To Factory Defaults



Ethernet Jack LED Behaviors

- Fast Blinking Yellow — Normal Data Transmission
- Slow Blinking Yellow — No Response From The Router
- Green Light On — Port Is Connected To Router Or Switch
- Either Light Off — Something Is Wrong

(Disregard LEDs If Port Is Not Being Used)

F Install the YoLink App

If you are new to YoLink, please install the app on your phone or tablet, if you have not already. Otherwise, please proceed to the next section.

Scan the appropriate QR code below or find the "YoLink app" on the appropriate app store.

Download on the App Store | Available on Google Play

Apple phone/tablet iOS 9.0 or higher | Android phone/ tablet 6.0 or higher

Open the app and tap **Sign up for an account**. You will be required to provide a username and a password. Follow the instructions, to set up a new account. Allow notifications, when prompted.

⚠ Retain your username and password in a secure location

G Open the App

1. You will immediately receive a welcome email from no-reply@yosmart.com with some helpful information.

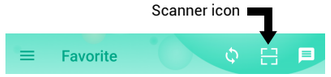
2. Log in to the app using your new username and password

3. The app opens to the Favorite screen, as shown. This is where your favorite devices will be shown. You can organize your devices by room, in the Rooms screen, later.

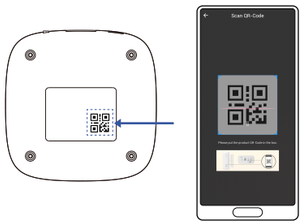
⚠ Please mark the yosmart.com domain as safe, to ensure you receive important messages in the future.

H Add Your Hub to the App

1. Tap **Add Device** (if shown) or tap the scanner icon (Approve access to your phone's camera, if requested.)
A viewfinder will be shown on the app.

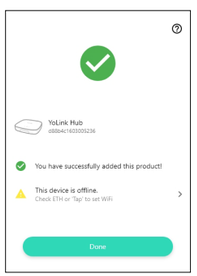


2. Hold the phone over the QR code (on the underside of the hub) so that the code appears in the viewfinder.



3. If successful, the **Add Device** screen will be displayed. You can change the device name and assign it to a room later. Ensure that the Favorite icon is selected as shown (red heart). Tap **Bind device**

4. If successful, the screen will appear as shown. Tap **Done** (do not tap "set up WiFi connection" at this time)



⚠ If you experience difficulties scanning in a new device, ensure the code is not dirty or smudged, and that the camera has adequate lighting. If you are still unable to scan a device, please make a note of the serial number for our customer support staff. This is the number right below the QR code, a long number preceded by "S/N"

I Installation Considerations

You can, and you may find it more convenient to, set-up your Hub at a desk or table before placing it or installing it where it will be permanently located, but direct connection to your internet/network hardware (router, switch, satellite, etc.) via Ethernet is required for "plug, plug & play" set-up. You will connect the Hub to your internet/network equipment either using the included Ethernet patch cord, or another Ethernet cord.

And it is also worth considering that for larger homes and buildings, and/or if you will have devices outside of your home, it's possible you may need to relocate the Hub to an optimal location, in order to cover your entire home, building or property. And should one Hub not be sufficient, you can add as many hubs as you want, later, to extended the coverage of the YoLink wireless network.

The Hub is USB-powered and it will require a dedicated AC outlet for the included USB power adapter, or it can be plugged directly into a compatible USB outlet.

The Hub does not have an internal battery, it must be constantly plugged into a suitable source of power, as noted above.

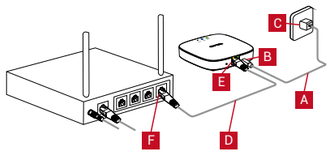
You may consider powering your internet/network equipment and the Hub from a UPS back-up power supply, with the purpose of maintaining full functionality in the event of a power outage and loss of internet connection. And, consider the use of our Control-D2D device-to-device pairing feature, which is outlined in the product user guides. Paired devices can work even with the loss of power and internet (battery-powered or backed-up devices, only).

Your hub is intended to be installed indoors, and kept clean and dry.

Do not place your Hub near sources of heat, like a space heater, as well as intense direct sunlight, either of which can damage the Hub.

Avoid placing your Hub inside, on or near metal, or sources of radio or electromagnetic energy or interference. Avoid placing your Hub under or on top of your WiFi router, satellites or any such RF signals transmission sources.

J Connections & Power-Up



1. As shown, power up the Hub by connecting one end the USB cable (A) to the power jack (B) on the Hub, and the other end to the power adapter (C), plugged into an outlet

2. The **green power indicator** should flash:

3. It is recommended that you connect your Hub to the network/internet even if WiFi-Only is your intended format. Using the supplied Ethernet patch cord (D), connect one end (E) to the Hub, and the other end (F) to an open port on your router or switch. The blue Internet indicator should turn on:

4. In the app, the Hub is now shown to be Online, with the Ethernet icon green as shown:

5. If you plan to connect your Hub to the internet via the Ethernet cable, only, and your Hub is online, refer to the full Installation & User Guide, to complete the setup of your Hub.

If your Hub is **NOT** Online after this step, please double-check your cable connections. Check LED indicators on the Ethernet jack on your Hub (refer to section E). There should be similar LED activity on your router or switch (refer to your router/switch documentation)

K WiFi Considerations

Your Hub connects to the cloud via an Ethernet and/or WiFi connection. If an Ethernet connection is available, we recommend using it, and this is the "Plug, Plug & Play" method that will result in the easiest and fastest setup of your Hub. There are additional considerations, specific to using a WiFi connection with your Hub:

- Changes to your internet provider, internet equipment may require updating the WiFi-related settings in the YoLink app again.
- Changing your WiFi passwords or SSID name will require updating the WiFi-related settings in the YoLink app again.

A WiFi connection, if optional, may not be ideal for you if:

- Your WiFi is not dependable or stable.
- You are not the owner/administrator of the network/WiFi.
- You've forgotten or do not have the WiFi password.
- Your WiFi has a second verification process or additional security.
- You'd rather not share your WiFi credentials with additional apps.

If you have a mesh and/or WiFi 6 type network, like a Google Nest, TP-Link Mesh, or Eero, you will most likely need to disable the 5GHz WiFi band while connecting your Hub. Helpful information can be found on the Hub's product support page, or contact our customer support department.

If your network requires opening ports or white-listing MAC addresses, helpful information can be found on the Hub's product support page.

L Mobile Device Settings

Approve app access to your network and/or location:

1. iOS phones only: if prompted, enable Local Network Access. (Search "iOS location services" for more information)

2. Android or iOS, if prompted, grant access to your location. Tap **Allow Once**. This is required for the next steps.

To check or edit Location Services on your phone:

iOS:

Go to Settings, tap Privacy, tap Location Services
Ensure **Location Services** is on/enabled.
Scroll down to and tap the **YoLink** app
Select **While Using the App**

Enable **Precise Location**

Android:

Go to **Settings**, tap **Location**.
Ensure Location is On.
Tap **App Permissions**. Scroll down to and tap the YoLink app, then set permission to **Allowed Only While in Use**

Ensure you are logged into your WiFi:

1. In your phone, open WiFi settings (Settings, WiFi)

2. Identify your 2.4 GHz network, if possible. If there is only one SSID (network ID) you recognize, you will use that one

3. Select the appropriate network and log-in, if needed

If your SSID is hidden, you must manually log into it on your phone, by selecting "Other..." in Other Networks or Choose a Network

M WiFi Set-Up

1. If you are able to, but have not already provided your Hub with an ethernet connection, as explained in the Connections & Power-Up section, do so at this time.

2. In the app, from the Rooms or Favorites screen, tap the YoLink Hub icon.

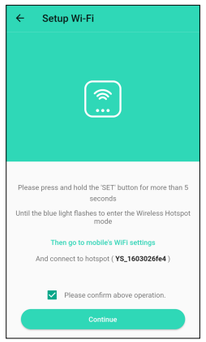
3. Refer to WiFi icon, it should read "Not Connected" – tap this icon.

4. Please carefully review the instructions on the **Setup Wi-Fi** screen. After pressing the SET button on the Hub, you will then log into the Hub's hotspot on your phone. This will need to be done with no delays between steps, otherwise the Hub will exit hotspot mode (in 5 minutes).

5. As directed in the app, press the Hub's SET button for 5 seconds or until the WiFi LED flashes rapidly.

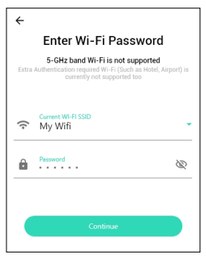
6. Without closing the YoLink app, go to your phone's WiFi settings and log into the Hub's WiFi hotspot. It is identified as YS_1603######. Disregard any messages that may appear, warning you the hotspot does not have an internet connection. If requested, approve "Once" or "This Time Only"

If you get an error message "failed to obtain Wi-Fi" grant access to your phone's location data, per the previous section.



7. If you see a "connect to device timeout" message, tap **Close**.

8. Promptly return to the YoLink app. Check the "Please confirm the above operation" checkbox. Tap **Continue**. The Enter WiFi Password screen appears as shown.



9. In the **Choose a WiFi box**, select your 2.4 GHz SSID from the drop-down menu list, or type in your SSID, if needed.

10. Enter your WiFi password, then tap **Continue**.

11. After a short process, the **Set up WiFi successfully** message is displayed, as shown. Tap **Done**.

12. If your Hub was not already connected to internet, the Hub's blue internet status LED should now be on solid, indicating the Hub is connected to the internet.

13. Your Hub may appear offline in the app, if it was not already connected to the internet via the Ethernet cable. Tap the refresh icon or swipe down on the screen, to refresh the app.

14. In the app, confirm the WiFi icon is green (indicating a WiFi connection), with your SSID name shown below it.

15. If you are not leaving your Hub connected to Ethernet, you may remove the Ethernet patch cord at this time. Verify the Hub's WiFi LED indicator remains a solid blue, and in the app, the Hub online.

16. If you are moving your Hub to its permanent location, you can do so at this time. Verify the Hub comes online automatically shortly after being powered back up.

If you experience difficulties connecting the Hub to your WiFi, try temporarily disabling or turning off your 5 GHz band. Check for this option in your router's app, or by connecting to your router via a browser interface (refer to your router documentation, as needed). For example, for the Eero router, in the app, go to Settings, Troubleshooting, "My device won't connect", then tap "Temporarily pause 5 GHz".

Refer to the full Installation & User Guide, to complete the setup of your Hub.

N Contact Us

We are here for you, if you ever need any assistance installing, setting up or using a YoLink app or product!

Need help? For fastest service, please email us 24/7 at **service@yosmart.com**

Or call us at **831-292-4831** (US phone support hours: **Monday - Friday, 9AM to 5PM** Pacific)

You can also find additional support and ways to contact us at:
www.yosmart.com/support-and-service

Or scan the QR code:

Support
Home Page

Finally, if you have any feedback or suggestions for us, please email us at
feedback@yosmart.com

Thank you for trusting YoLink!

YoLink Customer Support

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