



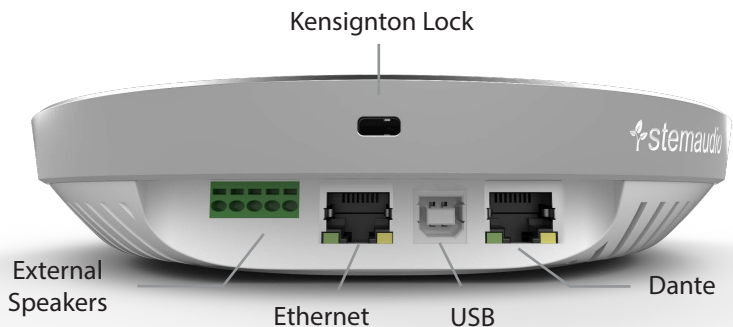
# STEM HUB

## COMMUNICATION CENTER

# USER GUIDE

# OVERVIEW

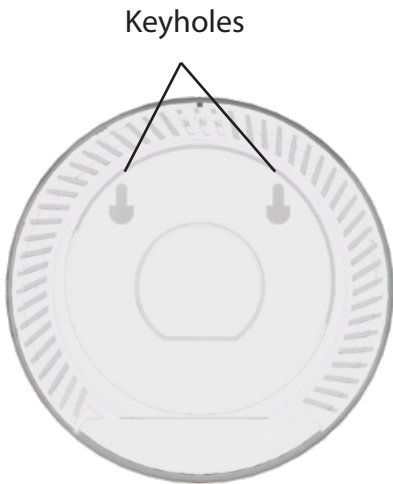
Stem Hub Communication Center acts as the brain of a room, connecting your network of Stem Ecosystem™ products to external loudspeakers and other conferencing interfaces over USB Type B, Dante®, or SIP.



## Features

# MOUNTING

1. Using a level, mark two points on your mounting surface at exactly 2.75 inches apart (7 cm).
2. Install the provided screws at the marked positions. Use the provided anchors as necessary.
3. Align the keyholes on the back of the device with the screws and lightly push in and down to lock into place.
4. That's it! Hub is now mounted!



# SETTING UP

Stem Hub enables all endpoints to communicate with each other and provides one place to make connections to external loudspeakers, Dante® networks, and other conferencing interfaces for all Stem Ecosystem devices.

1. Connect Hub to a network that supports PoE+ using an Ethernet cable. This connection provides the device with power, data, and other IoT and SIP capabilities.

**Note:** If your network doesn't support PoE+, use a separate PoE+ injector or PoE+ enabled switch.

2. Plug your audio and conferencing devices into Hub using the following connectors. These connections will be utilized for all Stem Ecosystem devices on the network.

**Dante:** Creates a single Dante output and input channel for all devices.

**USB (Type B):** Enables video and audio conferencing capabilities when connected to your PC.

**External Speakers:** A female terminal block connector (unamplified) for external speakers or amplifiers. Use with the provided male terminal block connector.

3. Complete your setup using the Stem Ecosystem platform.

**Important:** To ensure that external loudspeakers perform properly, use Stem RoomAdapt.

**Note:** For more information on setting up your room, you can visit [stemaudio.com/manuals](https://stemaudio.com/manuals) or [stemaudio.com/videos](https://stemaudio.com/videos).

# STEM ECOSYSTEM PLATFORM

We recommend using the Stem Ecosystem Platform for all installations.

Access the Stem Ecosystem Platform using Stem Control, through the apps available for iOS, Windows, and Android, or by typing in the product's IP address in a web browser.

# HUB1 SPECIFICATIONS

- **Frequency Response:** 50Hz – 16KHz
- **Broadcast Level (peak):** 90dB SPL @ 1Khz from 1m (5 watts RMS)
- **Noise Cancellation:** > 15dB (without pumping noise)
- **Weight:** 0.5 lbs. (0.23 kg)
- **Dimensions:** 7 x 1.5 in (17.8 x 3.8 cm) D x H
- **Power Consumption:** PoE+ 802.3 at Type 2
- **Operating Systems:** Windows 98 and up / Linux / MacOS.

## Connectors

- **USB:** USB Type B
- **Ethernet:** RJ45 connector (requires PoE+)
- **Dante®:** RJ45 connector
- **Analog:** Female Terminal Block (for external speakers)

## What's In The Box

- USB Type A to USB Type B Cable: 12 ft. (3.7 m)
- CAT 6 Ethernet Cable: 15 ft. (4.6 m)
- Terminal Block Connector (male)
- Philips Head Screws and Drywall Anchors (2)

## Certifications

This Class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

**Industry Canada ICES-003 Compliance Label:** CAN ICES-3 (A)/NMB-3(A)

# IMPORTANT PRODUCT INFORMATION

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.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Please consider the environment, electric products and packaging are part of regional recycling schemes and do not belong to regular household waste.



# WARRANTY

The following warranty statement is effective for all Stem Audio products as of May 1st, 2019. Stem Audio ("the Manufacturer") warrants that this product is free of defects in both materials and workmanship. Should any part of this product be defective, the Manufacturer agrees, at its option, to repair or replace with a like-new replacement any defective part(s) free of charge (except transportation charges) for a period of two years for all products. This warranty period begins on the date the end-user is invoiced for the product, provided the end-user provides proof of purchase that the product is still within the warranty period and returns the product within the warranty period to Stem Audio or an authorized Stem Audio dealer according to the Product Return and Repair Policy listed below. All inbound shipping costs are the responsibility of the end-user; Stem Audio will be responsible for all outbound shipping costs.

## Product Return and Repair Policy

1. If purchased directly from Manufacturer (Stem Audio):

An RMA (Return Merchandise Authorization) number must be obtained by the end user from Stem Audio. Product serial number and proof of purchase must be presented in order to request an RMA number for a warranty claim. The end-user must return the product to Stem Audio and must display the RMA number of the outside of the shipping package.

2. If purchased through an authorized dealer, return to seller:

End-users should refer to seller's return policy. Seller may, at its discretion, provide an immediate exchange or may return the product to the Manufacturer for repair.

THIS WARRANTY IS VOID IF: The product has been damaged by negligence, accident, act of God, or mishandling, or has not been operated in accordance with the procedures described in the operating and technical instructions; or; The product has been altered or repaired by other than the manufacturer or an authorized service representative of the Manufacturer; or; Adaptations or accessories other than those manufactured or provided by the Manufacturer have been made or attached to the product which, in the determination of the Manufacturer, shall have affected the performance, safety or reliability of the product; or; The product's original serial number has been modified or removed.

NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR USE, APPLIES TO THE PRODUCT. MANUFACTURER'S MAXIMUM LIABILITY HEREUNDER SHALL BE THE AMOUNT PAID BY THE END USER FOR THE PRODUCT.

The Manufacturer shall not be liable for punitive, consequential, or incidental damages, expenses, or loss of revenue or property, inconvenience, or interruption in operation experienced by the end-user due to a malfunction in the purchased product. No warranty service performed on any product shall extend the applicable warranty period. This warranty extends only to the original end-user and is not assignable or transferable. This warranty is governed by the laws of the State of California.

For more information or technical support please refer to our website [www.stemaudio.com](http://www.stemaudio.com), email us at [customerservice@stemaudio.com](mailto:customerservice@stemaudio.com), or call (949) 877-7836.

## NEED SOME HELP?

**Website:** [stemaudio.com](http://stemaudio.com)

**Email:** [customerservice@stemaudio.com](mailto:customerservice@stemaudio.com)

**Telephone:** (949) 877-STEM (7836)

**Product Guides:** [stemaudio.com/manuals](http://stemaudio.com/manuals)

**Setup Videos:** [stemaudio.com/videos](http://stemaudio.com/videos)

**Additional Installation Resources:** [stemaudio.com](http://stemaudio.com)

