

# Xplornet Hub 5



## User Guide



**XPLORNET**  
Connect to what matters





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# Getting Started

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Thank you for signing up with Xplornet. Your Xplornet Hub 5 provides Home Phone, Whole Home Wi-Fi, and Wi-Fi Router service.

This guide will help you set up your device. Just follow the easy step-by-step instructions and start connecting to what matters to you.

## Safety Precautions

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Before connecting your Xplornet Hub, please read the following safety precautions:

- Always use the power adapter that came with the device.
- Do not put anything on top of the unit.
- Keep the Xplornet Hub dry, clean and well-ventilated.
- Use a soft, dry cloth to clean the device – do not use liquid or spray to clean it.
- Keep the air vent clean and clear of debris and keep all liquid away from the device's surface. Should anything fall into the Xplornet Hub through the air vent, it could result in fire or damage to the device.
- To avoid injury, do not open the Xplornet Hub. Tampering with the device could void your warranty.
- To prevent unauthorized access into your Wi-Fi network, we recommend you setup a secure SSID connection with a unique password. Please review page 9 for a step-by-step guide.

## In the Box

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You will find the following items included:

### Xplornet Hub



### AC Power Adapter



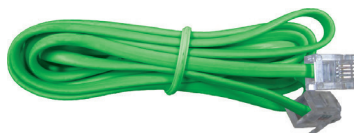
### RJ-45 LAN Network Cable



### RJ-45 WAN Network Cable



### RJ-11 Telephone Cable



If any parts are missing, please contact **Xplornet Support**:








**By Email:** [support@xplornet.com](mailto:support@xplornet.com)

**By Phone:** 1-866-841-6001

## Indicators

The following indicators are arranged across the top of the Xplornet Hub.



LED Indicator	Status	Description
 <b>Power</b>	Solid Green	Hub is powered on
	Solid Red	Hub is not working
	Off	Hub is powered off
 <b>Broadband</b> (The WAN link is established)	Solid Green	The link is activated
	Flashing Green	Data is being transmitted
	Off	The equipment is not powered on or the WAN port is disabled
 <b>Internet</b>	Solid Green	The connection is established and a correct IP address obtained
	Solid Red	Internet connection failed
	Flashing Green	Data is being transmitted
 <b>WLAN</b> (Applies to both 2.4Ghz and 5Ghz LED indicators)	Solid Green	The WLAN RF switch is on
	Flashing Green	Data is being transmitted
	Off	Hub is not powered on or the WLAN RF switch is off
 <b>WPS</b>	Solid Green	WPS access is successful. This solid-on light will be automatically off after 5 minutes
	Fast Flashing Green	The WPS has an error
	Slowly Flashing Green	WLAN is being accessed
	Off	No WPS access or the WPS access to the terminal exceeds 5 minutes
 <b>Phone</b>	Solid Green	Hub has registered on the VoIP network
	Flashing Green	Indicates when the associated telephone is off-hook
	Off	Hub is not powered on or not been registered on the VoIP network
 <b>USB</b>	Solid Green	The USB interface is connected and operating in host mode, but no data is being transmitted
	Flashing Green	Data is being transmitted on the interface
	Off	Hub is not powered on or the USB interface is not connected

WLAN refers to the wireless local area network, also known as Wi-Fi. The Wi-Fi function is available only when the Wi-Fi Router service is activated.

WPS refers to the Wi-Fi Protected Setup™, a feature that lets you easily connect WPS-supported client devices (such as Whole Home Wi-Fi Units or wireless printers) to your router wirelessly.



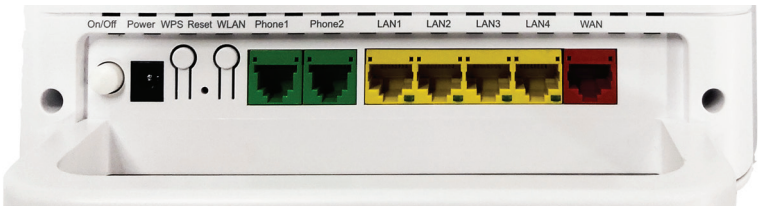
# Ports and Buttons

Power plug, on/off switch and ports are located on the back and side of the Xplornet Hub.



Side

Buttons	Description
USB	USB2.0 host port in right panel: Used for the USB storage device, or printer



Back

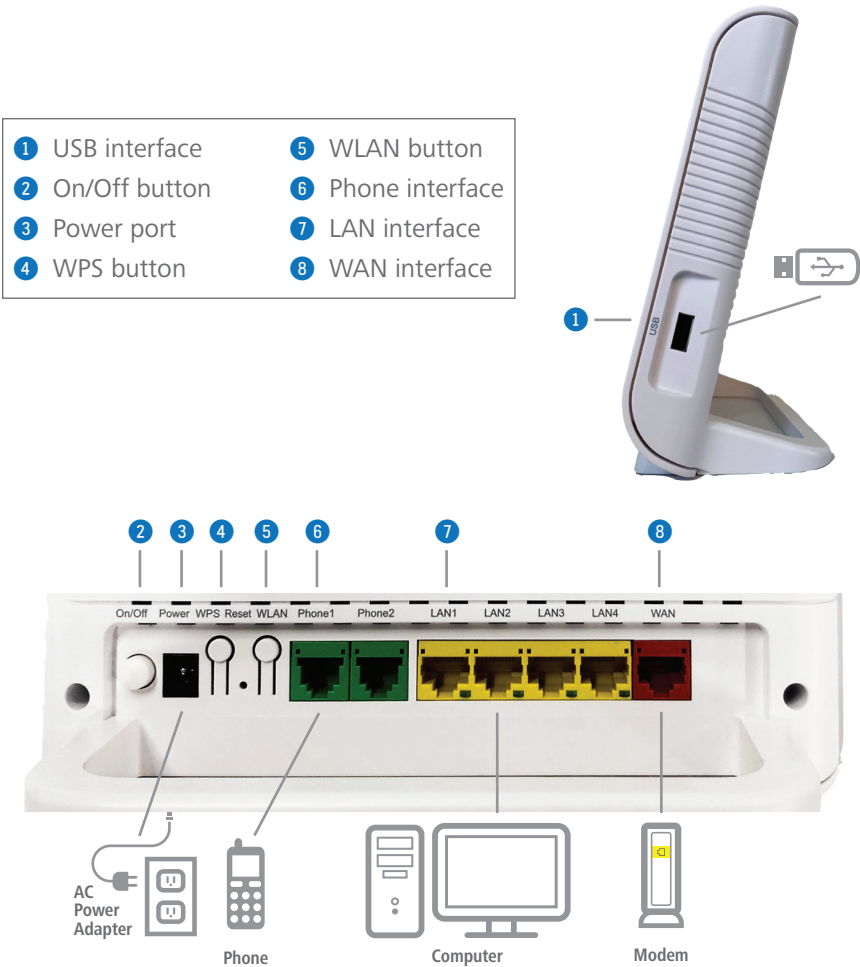
Ports	Description
Phone1~Phone2	RJ-11 port is used to connect to the phone through the telephone line
LAN1~LAN4	RJ-45 port is used to connect the modem to computer or other network devices
WAN	RJ-45 port is used to connect to your Xplornet modem
WPS	WLAN Protected Setup
Reset	Reset button should not be used unless advised by an Xplornet representative. This button is used to restore the factory default settings when pressed for more than 5 seconds.
WLAN	Turn the WLAN on or turn off
Power	Power supply port is connected to the power adapter
On/Off	Power switch. Power on or power off the Hub

# Connecting Your Xplornet Hub

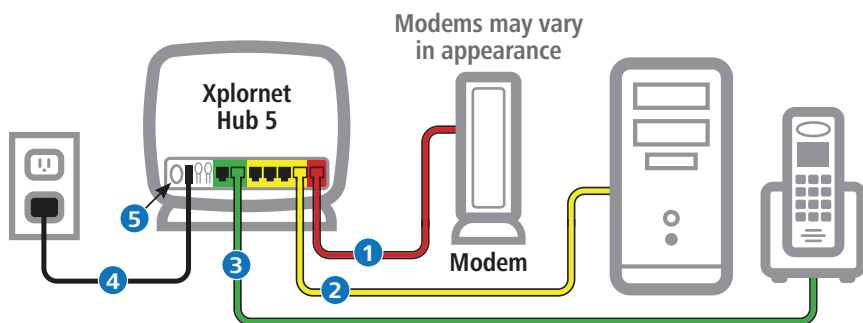
The Xplornet Hub is your main connection point for your Xplornet Internet service. These steps will guide you in the setup of the Xplornet Hub.

The Xplornet Hub should be the only device directly attached to the Xplornet service modem.

## COMPLETE SETUP:



## Connect the Hub 5 to your Personal Wireless Router



### Before you start:

**Disconnect** your computer from the Xplornet Modem.

- 1 **Disconnect** your computer or any existing router from the Xplornet Modem. Plug one end of the red cable into the **LAN** port on the Modem and the other to the red **WAN** port on the Hub 5 router.
- 2 If using a computer, take the yellow cable and connect one end to the Hub 5 router in either one of the four yellow **LAN** ports and the other end to your Computer's **Ethernet** port. If not using a computer, skip this step.
- 3 If using Xplornet Home Phone, connect your telephone by attaching one end of the green RJ-11 cable to the Phone1 port of the Xplornet Hub 5 router and the other end to your **telephone base unit**.
- 4 Connect the small black power adaptor cord into the **Power** port on the Hub 5 router and then plug the other end of the adaptor into a 120-volt household outlet.
- 5 Power on your Xplornet Hub by pressing the **On/Off** button on the back of the device.

### Activate your Home Phone service:

- 6 Go to [www.myxplornet.com](http://www.myxplornet.com) and enter your User Name and Password to activate or login to your account.
- 7 Now you are ready to connect to Wi-Fi Internet and use your Xplornet Home Phone.

For more help on setting up your Hub 5 router, activating your Xplornet Home Phone Service, or setting up your Whole Home Wi-Fi service, go to [www.xplornet.com](http://www.xplornet.com) and navigate to the **Support | Getting Started** section.

## Connect additional Wi-Fi Units for Whole Home Wi-Fi

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This Hub 5 connected to your Xplornet modem will be the “Controller”. All additional units installed on the network will be referred to as “Agents”. There are two ways to set up your Whole Home Wi-Fi.

### ① WPS

- a. Power on your Xplornet Hub (this will become the controller), and connect it to the Xplornet modem via the WAN port on the back.
- b. Connect to the unit via Ethernet, or using the SSID and password on the bottom of the unit.
- c. **Confirm browsing**
  - i. If still unable to browse, perform a factory reset using the button on the back (Hold for 10 seconds), wait 3 minutes for it to power on fully, and try again.
- d. Once online, plug one of the “Agent” units into a power outlet where you would like it installed. Wait 3 minutes for it to start up.
- e. Press the WPS button on the back of the Controller, and then on the Agent. The light on both units will flash green while they are pairing. The light on the Agent will turn blue, once it has synced.
  - i. If it does not turn blue after 3 minutes, then the Agent may need to be placed closer to the Controller.
- f. Repeat for the second Agent unit if applicable.

### ② Using the Zlife app

You can download a companion app for your Whole Home Wi-Fi system. You can find this in the Apple App store or the Google Play store as “Zlife Lite” (Published by ZTE).

#### To get started:

- a. Power on the Xplornet Hub, and connect it to the Xplornet modem.
- b. Connect using the SSID and password on the bottom of the controller.
- c. Open the app, The serial number of the Hub should populate starting with ZTEXXXXXX
- d. Click on it.
- e. It will ask for the username and password to log into the router.
  - i. The username will be admin.
  - ii. The password will be adminXXXX where X is the last 4 digits of the serial number.

## Connect additional Wi-Fi Units for Whole Home Wi-Fi (Cont'd)

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- f.** There might be a popup to add a new "Satellite", click yes.
  - i.** Otherwise there will be an "Add Satellite" button at the bottom.
- g.** Follow the prompts > This includes entering the SSID of the AGENT unit.
- h.** Wait 5 minutes for the sync to complete.

**Note:** The Controller indicator light is green during normal operation, the Agent indicator light is blue during normal operation.

## Change Your SSID Name and Password

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### What is an “SSID”?

To connect to the Internet, your wireless device looks for your Hub’s unique “SSID” user name. Xplornet provides you with a default SSID username and password, found on the white sticker on the back of your Xplornet Hub. We recommend you change the user name and password.

**Disconnect** your personal wireless router from the Xplornet Modem. (if you have one).

- 1 Ensure the yellow ethernet cord is securely connected from the Xplornet Hub’s LAN port to your computer.
- 2 Enter the IP address (192.168.219.1) into your Internet browser using your GUI user name and password. The GUI userID is **admin**, and the password is **adminXXXX**, where XXXX are the last four digits of the serial number which can be found on the back of your actual Hub.
- 3 Go to **User Name and Password** section of the menu, and change your SSID user name and password to your choosing. Be sure to write down your password and store it securely.

### Connect a Wireless Device to the Internet

- 1 Ensure that your devices are within range of the Wi-Fi connection (and inside the home). Also, ensure that the Ethernet cord is securely connected from the Xplornet Hub’s LAN port to your computer.
- 2 On the back of your Hub, locate your Wi-Fi SSID name on the white sticker. If you have already changed the SSID name, locate that.
- 3 On the wireless device you wish to connect, locate “Wi-Fi Settings” then look for the SSID name of your Xplornet Hub and click “Connect”. You will be prompted to enter your password, which is also located on the same sticker at the back of your Xplornet Hub unless you have changed it already.
- 4 You should now be connected to Wi-Fi Internet. Remember to store your password somewhere secure for your convenience.

## Connection Troubleshooting

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### To maximize your Wi-Fi connection:

- As much as possible, minimize the number of hard walls/ ceilings between your Hub and other network devices. In addition, wherever the reach of the signal from your Xplornet Wi-Fi Router is not enough, you can always add/connect more Whole Home Wi-Fi units to implement a Whole Home Wi-Fi mesh network, which will allow you to get the strongest signal and best speed available among your connected devices.
- Place Hub upright with lights facing towards the centre of the home
- Keep at least 6 feet away from electrical devices or components that generate interference like a microwave oven, home security system or blue tooth devices
- Ensure that the Broadband, Internet and WLAN lights are green
- Ensure that you have inserted the power adapter of the Hub into a working power socket
- Ensure the Hub has been powered “On” (the switch on the back is pressed down)
- Check that all cables are inserted into the correct port (See page 7 for instructions)
- If your internet service seems slow, consider rebooting your modem and Hub.

If you are watching streaming services or gaming, use the 5Ghz wireless channel or make a direct connection with an Ethernet cable to the Hub, whenever possible.

## Xplornet Hub Wi-Fi FAQ's

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### **How many devices can be connected wirelessly to the Xplornet Hub at the same time?**

The maximum number of devices connecting simultaneously is 32 wireless device per the same SSID. However, Wi-Fi performance could degrade if there are large number of heavy-user devices connected at the same time.

### **What should I do if I can't find my SSID name?**

If the original or updated SSID name is not visible within your network settings, check that the SSID has not been hidden. To unhide it, login to the Router while your Router is connected by clicking "Local Network", "WLAN", "WLAN Basic", "WLAN SSID Configuration" and then turning "Hide" off. If you are still unable to find your SSID name, restart your computer.

### **One of my devices won't connect to Wi-Fi – what should I do?**

Check to see if the "WLAN" light is on and green. If not, unplug the modem and Hub from power for 30 seconds, and plug them back in.

### **My devices are connected, but I can't access the Internet – what should I do?**

Ensure the "Broadband" light is on (green) on the Hub. If the light is not on, you will need to test your Internet connection through a hard-wired connection. Using the yellow Ethernet cable, connect one of the "LAN" ports on the Hub to your computer. This will confirm if you have a connection to the Internet. If you are still unable to access the internet, the next step is to bypass the Hub by connecting directly to the Xplornet modem. If you do not have an Internet connection, check that your modem and Internet equipment are properly plugged in and connected.

### **Which SSID should I connect to?**

The 2.4 GHz SSID is best suited for customers using Wi-Fi around the home. The 5 GHz SSID is ideal when wireless devices are in close proximity to the Router (within 5 feet). Both radios share the same SSID by default.



## Router Features

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- **Gigabit Wi-Fi:** Wi-Fi 802.11ac upgraded network protocol that delivers improved speeds, Wi-Fi performance, and better range
- **Dual Band Wi-Fi** – Provides both 2.4 and 5 GHz
- **GB Ethernet Port** – 1GB LAN Ethernet port for home networking
- **WLAN On or Off (2.4 and 5 GHz)** – Individually turn “on” and “off” the 2.4 or 5 GHz channels
- **Companion Phone App** – Provides complete access to manage your wireless network on the fly.

### Advanced features:

- **Customer Configurable Channels, Bandwidth and Power Settings**  
– Allows homeowner to select level of power and optimal uncongested channel
- **Guest SSID's** – Provides the ability to setup and additional 2.4 and 5 GHz band that is open to visitors
- **Quality Metric** – Score between 0-100% that indicates quality of Wi-Fi signal
- **Wi-Fi Optimization** – Allows the network of units to reselect the best operating channel
- **Parental Controls** – Allows home owner to limit network access by connected wireless device, time of day or bandwidth allotment
- **Site Survey** – Allows homeowner to view other Wi-Fi connections within their immediate proximity.
- **Firewall** – Protection of harmful files and data into the home
- **DMZ, ALG, DDNS, DHCP, port forwarding, port triggering, port mapping** – Advanced networking features

# Xplornet Home Phone Features

- Voicemail
  - Call Display
  - Call Waiting
  - Caller ID Block
  - Do Not Disturb
- Call Forwarding
  - Call Return
  - Call Screening
  - 3-way Calling
  - Voicemail to E-mail
- Online Self-Service
  - E911 Support
  - Find Me / Follow Me

## Features with Star (\*) Codes

### **Voicemail Access**

(Default Voicemail PIN: 1234)

**\*98**

### **Call Forwarding**

Enable or disable

**\*72**

Forward to voicemail when busy / no answer

**\*90**

### **Last call return**

**\*69**

### **Call ID Block**

Single Call

**\*67**

Enable indefinitely

**\*81**

### **Call waiting**

Enable

**\*57**

Disable

**\*56**

### **Call Trace**

**\*55**

## Home Phone N11 Services

### **211 – Provincial Government Information Services**

Provincial government information services for health and social services such as housing, language training and employment

### **311 – Local Municipal Government Information Services**

Non emergency information from your local municipal government

### **411 – Information / Directory Assistance**

Helps you find phone numbers and other contact information about businesses and people in your area

### **511 – Road Conditions / Traffic Advisory**

Information on transportation and infrastructure to guide your travel plans

### **611 – Xplornet Direct Support**

Helps you contact Xplornet directly and (like 911) will work even if Xplornet Home Phone is suspended

### **711 – TDD / TTY Services**

Telecommunications Relay Service that helps those who are hearing impaired to converse with others over the phone through an operator by translating from TDD to speech and vice versa

### **911 – E911 Emergency Services**

Enhanced 911 service is routed through a call centre which validates your address prior to dispatching emergency services

## Xplornet Home Phone Features (Cont'd)

### You'll never miss a call with Find Me / Follow Me feature

#### Find Me (simultaneous ring)

Direct your calls so that they ring your home phone, cell phone or other phones **at the same time**



#### Follow Me (sequential ring)

Direct your calls so that they ring your home phone, cell phone, or other phones **one after the other**



## Troubleshooting for Home Phone

- Follow the Home Phone "Easy Setup Guide" steps if installing at home by yourself. Alternatively, your Xplornet certified installer will complete the process using the same instructions
- Use a standard power outlet to connect the power adaptor, but do not use the pre-wired land line jacks in your home as these will not work with the Xplornet Voice Over IP (VOIP) phone
- Ensure that you have plugged the correct cables into the ports of the Hub
- The Xplornet Hub should be the only device directly connected to your modem
- Be sure to go through the Xplornet Activation Portal to activate your Home Phone service
- In order to login to the Xplornet Activation portal, you need your password. In most cases, your username will be the email address you provided to Xplornet when you signed up. If you require help resetting, please call Xplornet at 1-866-876-3993.

## Troubleshooting for Home Phone (Cont'd)

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- Ensure you have accepted the 911 emergency terms and conditions and completed all required information
- Once your Home Phone has been activated, please restart the Hub by turning it “off” and “on” which is found on the side near the USB port
- To update your phone features online, visit [myxplornet.com](https://myxplornet.com) which will allow you to view your phone usage, change your preferences and customize your account based on your needs
- If you plan to port your existing phone number, please complete the Local Number Portability form which is included in your welcome email. Once complete, sign the completed Letter of Authorization and then fax to 1-866-485-4156 or email a picture or scanned copy to [csg@corp.xplornet.com](mailto:csg@corp.xplornet.com) and we will complete the port in 15 business days or under.

## Important 9-1-1 Emergency Services

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9-1-1 emergency services operate differently on Voice Over Internet Protocol (VoIP) phone systems as compared to traditional 9-1-1 services. With traditional phone services, when you call 9-1-1, your call is sent directly to the nearest emergency response centre. With VoIP phone service, your 9-1-1 call is forwarded to a third-party service provider that will route your call to an emergency response centre.

Because your call is routed through a third-party provider, you will need to register your address upon activation of your service.

Xplornet will also provide the emergency response centre with the service address on your account, so please ensure that your information is correct and kept up-to-date.

If you move your VoIP phone between locations (for example, from your home to your cottage), it is important that you inform the emergency operator of your location and contact details any time you call 9-1-1. If you do not inform the emergency operator of your location, there is a risk of sending emergency services to the wrong address.

### Be prepared during any service interruption

Your VoIP phone service requires Internet connectivity, power (electricity), and a current service subscription. In the event of a power, network, or Internet outage (including congestion), or if your service is disconnected or suspended due to non-payment or Seasonal Service arrangement, you may experience a disruption or delay in your 9-1-1 service. We recommend that you keep an alternative phone service (such as a mobile phone) available in case of emergency.

### Do not disconnect

In the event that you need to call 9-1-1, please do not disconnect your 9-1-1 call unless you are instructed by an emergency dispatcher. If you are disconnected, please call back immediately.

### Inform other users

To ensure the safety of any users of your VoIP phone service, we strongly recommend that you advise them of the nature and limitations of 9-1-1 emergency calls.

### Limitations of liability

Please carefully read Xplornet's terms of service related to 9-1-1 service detailed at <http://www.xplornet.com/legal/xplornet-e911-terms/>

## About Xplornet

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Headquartered in Woodstock, New Brunswick, Xplornet Communications Inc. is Canada's leading rural broadband provider. We believe everyone should have access to the transformative benefits of broadband, so we make our service available everywhere in Canada, including the hard-to-reach places. We overcome the challenges of Canada's vast geography through our deployment of Canada's first national 4G network, which leverages both fixed-wireless towers on the ground and next-generation satellites in space. Our customers live in the farthest reaches of the country and just outside of major urban centres, and through our coast-to-coast network of local dealers, we connect them to all that the Internet offers. Xplornet is high-speed Internet – for all of Canada.

**Xplornet connects you to what matters.**

[illegible]



# XPLORNET

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