

Easy Setup Guide

Xplore Hub 5



What's in the Box?

Xplore Hub 5



Hub 5 Power Cable



Yellow Cable



Red Cable



Green Phone Cable

** Colors in packaging may vary*

Before You Get Started...

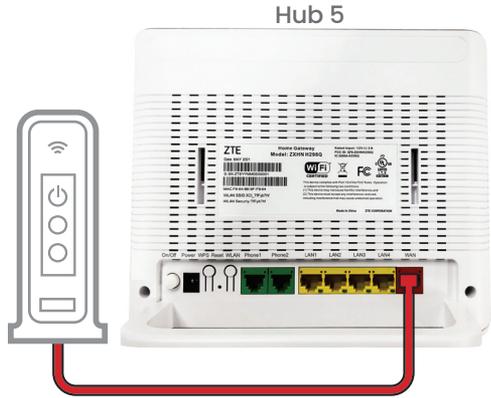
- Your Internet connection should already be set up before you begin setting up your new Hub
- Make sure you have all the parts shown on the "What's in the Box?" section.
- Make sure your computer, existing Hub, or any other Whole Home Whole Home Wi-Fi Units are disconnected from Xplore Internet access
- If you Hub is already installed, please move to step 4

Setting Up Your Hub 5

Step 1: Connect your new Hub to your Modem

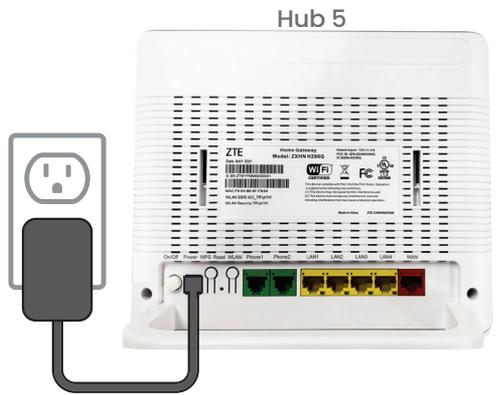
- Plug one end of the RED ethernet cable into the LAN port on your Modem and the other to the RED WAN port on the new Xplore Hub

** Modem appearance may vary*



Step 2: Power up your Hub

- Connect the Hub Power Cable to the power port on the Hub and then plug the other end of the cable into a 120-volt wall outlet.
- The **Power** LED light at the front of the Hub should turn into solid green.
- The **Broadband** LED light should also turn-on. *If the light doesn't turn on, please check the connection between the WAN port at the back of the router and the modem*

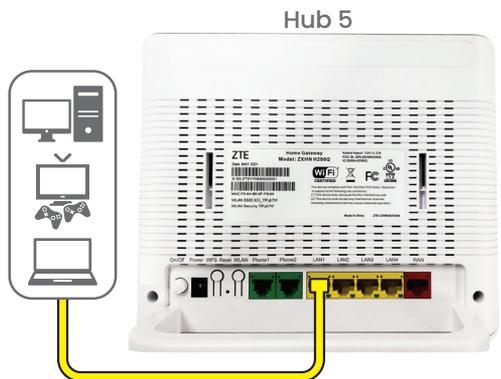


Step 3: Check Your Internet Connection

Before you connect to your Hub, check the **Internet** LED light at the front of the Hub. It should be solid green

To Connect by Cable:

Connect your computer or other device to your Router by connecting one end of the **Yellow Ethernet Cable** to your selected device and the other end to one of the Yellow LAN ports on the back of your Router.

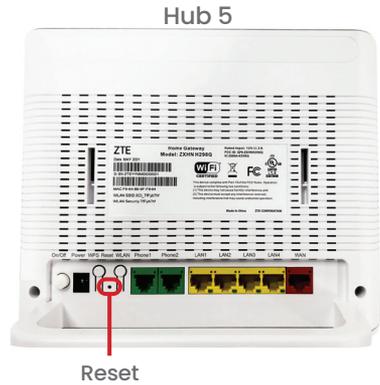


Setting up your Hub 5 (Continued)

To Connect through Wi-Fi: Connect using the WLAN SSID (Network Name) and password (WLAN Security) printed on the back of the router

Once connected, open a browser and make sure you can access different web pages.

Once browsing, **Internet** LED light at the front of the Hub would be blinking Green



Tip: If still unable to connect, or if the **Internet** LED light is solid red, perform a factory reset by holding the Reset button on the back of your Hub for 10 seconds, then wait three minutes before turning back on.

Connect Your Wi-Fi Units for Whole Home Wi-Fi

Step 4: Connect Your Whole Home Wi-Fi

The Xplore Whole Home Wi-Fi network enables you to have superior coverage in every room in bigger homes. It does that by deploying one or more Whole Home Wi-Fi Units in different locations to extend your Hub's signal. If you do not have this option you can skip this step.

1. If you already have Xplore Whole Home Wi-Fi Units that are in use, you will need to perform a factory reset first using the button on the back (hold for 10 seconds, wait 3 minutes for it to power fully). Repeat for all units.
2. Plug the first new or existing Whole Home Wi-Fi Unit into a power outlet near the location where you would like it installed. Wait 3 minutes for it to start up.

LED Light at the front of the Whole Home Wi-Fi Units would be solid Red while unit is booting up

Back of Whole Home Wi-Fi Unit



Front view of Whole Home Wi-Fi Unit



Connect Your Whole Home Wi-Fi Units for Whole Home Wi-Fi (Continued)

3. Press the WPS button on the back of the Hub 5 unit, and then the blue WPS button on the front of the Whole Home Wi-Fi Unit. The light on the Whole Home Wi-Fi Unit will turn blue, once it has synchronized.
4. If it does not turn solid blue but rather flashing blue instead, then the unit may need to be placed closer to the controller unit.
5. Repeat for the other Whole Home Wi-Fi Unit(s) if you have more than one.

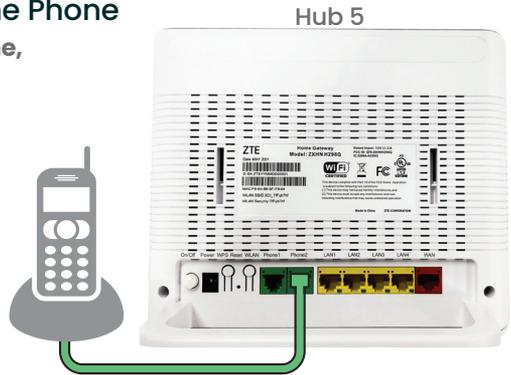
Troubleshooting: If the Whole Home Wi-Fi Unit light flashes in Red, this indicates failure to sync with the Hub. Repeat steps 1-5 again.

Step 5: Connect Your Home Phone

If you do not have a Home Phone, you can skip this step.

Connect your telephone by attaching one end of the **Green Phone Cable** to the **Phone1** port of the Xplore Hub 5, and the other end to your telephone base unit.

Corresponding Phone LED light should turn on



For tips on using your Home Phone features, visit xplore.ca/support/home-phone/managing-your-Xplore-home-phone-features/

Tips for Getting the Best Coverage!

1. Reduce the number of walls and ceilings between your Xplore Wi-Fi Hub and other network devices.
2. Place the Whole Home Wi-Fi Units at least 2 metres away from electrical devices or components that generate interference like a microwave oven, home security system or Bluetooth devices.
3. Make sure any Whole Home Wi-Fi Units are placed no more than 10 meters away from the Xplore Hub unit.
4. As much as possible, place the Xplore Hub in a central point (or close to the central point) of the space to be covered, so that distance from any Whole Home Wi-Fi Unit you are using is reduced as much as possible.

Visit xplore.ca/support for tips and tricks on using your Wi-Fi service.

Managing your Wi-Fi Name and Password

1. Open any web browser on your device
2. Enter 192.168.219.1 in the address bar to access the Hub 5 login screen.
3. The username will be "admin" and the password will be "adminXXXX" where "XXXX" is the last 4 digits of the D-SN found on the sticker on the back of the Hub.
4. Once logged in, click on "Local network" on the top of the page, then WLAN on the left hand side of the page. Here you can change the "SSID" (the name of your Wi-Fi network name) and the password used to log onto your Wi-Fi Connection
5. Click apply to save your changes.



For further information:

Go to xplore.ca/support/internet/ and navigate to the Getting Started section.



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