

# Xplore Hub 5

## User Guide





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# Getting Started

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Thank you for signing up with Xplore. Your Xplore 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 Xplore 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 Xplore 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 Xplore Hub through the air vent, it could result in fire or damage to the device.
- To avoid injury, do not open the Xplore 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:

### Xplore Hub



### AC Power Adapter



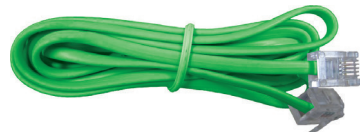
### RJ-45 LAN Network Cable



### RJ-45 WAN Network Cable



### RJ-11 Telephone Cable



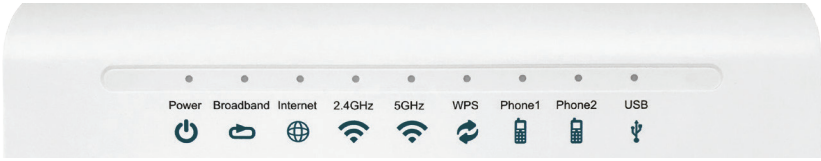
If any parts are missing, please contact **Xplore Support**:








**By Email:** [support@Xplore.ca](mailto:support@Xplore.ca)

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

# Indicators

The following indicators are arranged across the top of the Xplore 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.



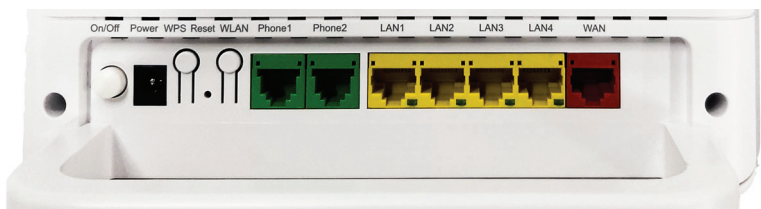
# Ports and Buttons

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



## Side

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



## Back

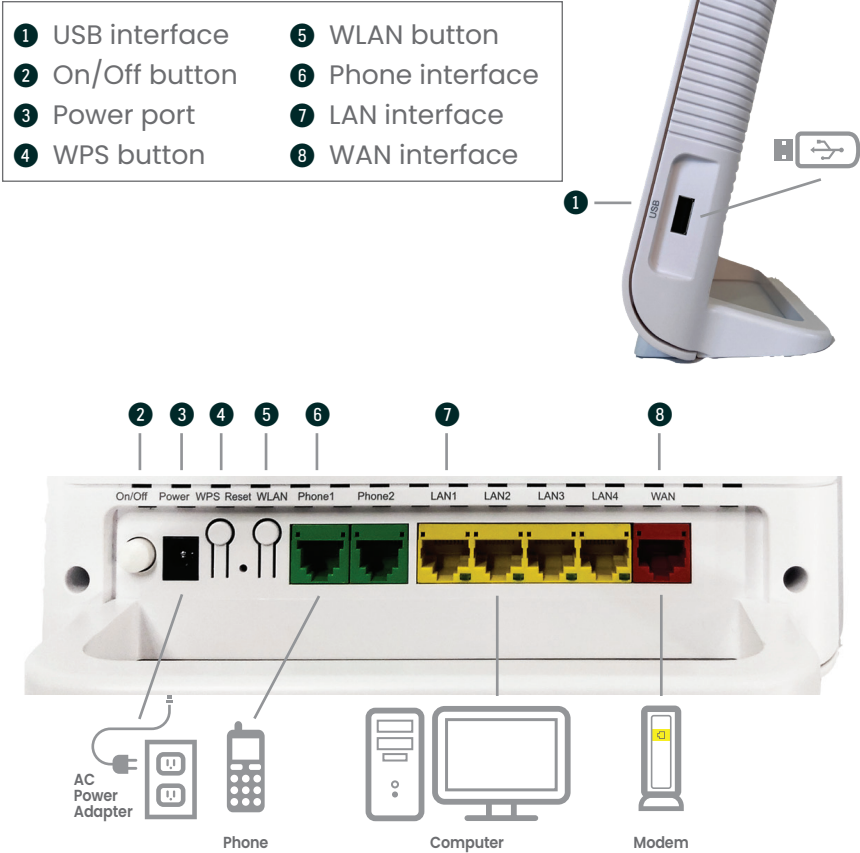
Ports	Description
Phone1~Phone2	RJ-11 port is used to connect to the phone through the telephone line
LAN1~LAN4	RJ-45 port is used to connect the modem to computer or other network devices
WAN	RJ-45 port is used to connect to your Xplore modem
WPS	WLAN Protected Setup
Reset	Reset button should not be used unless advised by an Xplore 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 Xplore Hub

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

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

## COMPLETE SETUP:

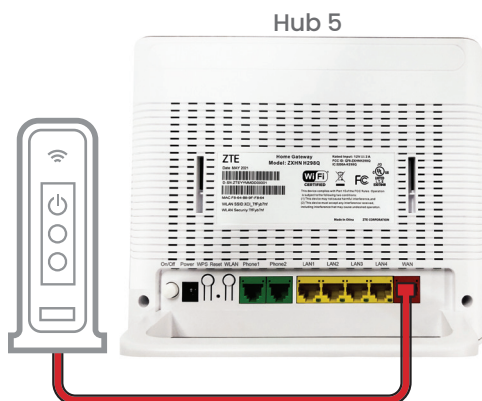


## Setting Up Your Hub 5

### Step 1: Connect your new Hub to your Modem

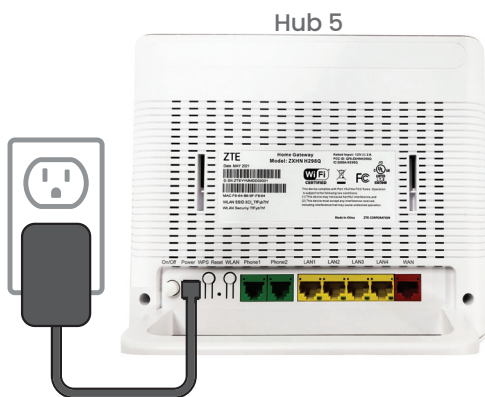
- Plug one end of the RED ethernet cable into the LAN port on your Modem and the other to the RED WAN port on the new Xplore Hub

*\* 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*

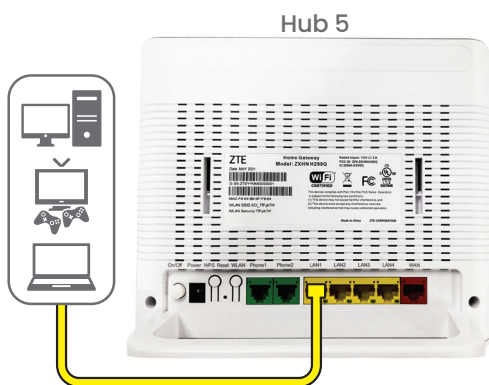


### Step 3: Check Your Internet Connection

*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.

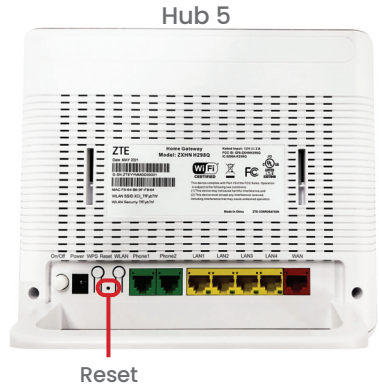


# Setting up your Hub 5 (Continued)

**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.

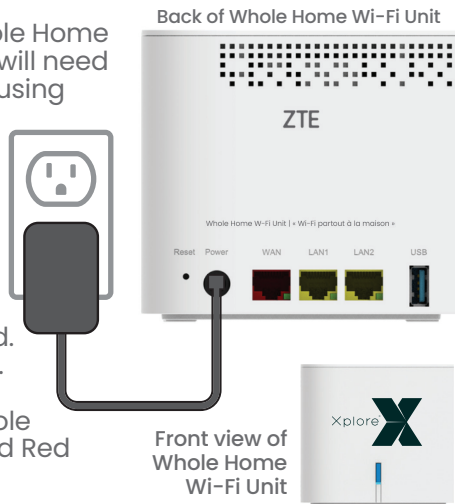
## Connect Your Wi-Fi Units for Whole Home Wi-Fi

### 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



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

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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 Units if you have more than one.

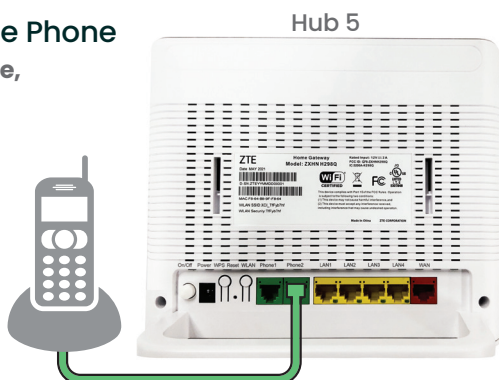
**Troubleshooting:** If the Whole Home Wi-Fi Unit light flashes in Red, this indicates failure to sync with the Hub. Repeat steps 1-5 again.

### 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/](http://xplore.ca/support/home-phone/managing-your-Xplore-home-phone-features/)

## Tips for Getting the Best Coverage!

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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](https://xplore.ca/support) for tips and tricks on using your Wi-Fi service.

## Managing your Wi-Fi Name and Password

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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 [www.xplore.ca](https://www.xplore.ca) and navigate to the Support | Getting Started section.

## Xplore Hub Wi-Fi FAQ's

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### **How many devices can be connected wirelessly to the Xplore 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 Xplore 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



# Xplore 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 – Xplore Direct Support**

Helps you contact Xplore directly and (like 911) will work even if Xplore 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

# Xplore 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 Xplore 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 Xplore Voice Over IP (VOIP) phone
- Ensure that you have plugged the correct cables into the ports of the Hub
- The Xplore Hub should be the only device directly connected to your modem
- Be sure to go through the Xplore Activation Portal to activate your Home Phone service
- In order to login to the Xplore Activation portal, you need your password. In most cases, your username will be the email address you provided to Xplore when you signed up. If you require help resetting, please call Xplore 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 **myxplore.ca** 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.xplore.ca** 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.

Xplore 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 Xplore's terms of service related to 9-1-1 service detailed at <http://www.xplore.ca/legal/Xplore-e911-terms/>.

## About Xplore

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Headquartered in Woodstock, New Brunswick, Xplore 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. Xplore is high-speed Internet – for all of Canada.

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