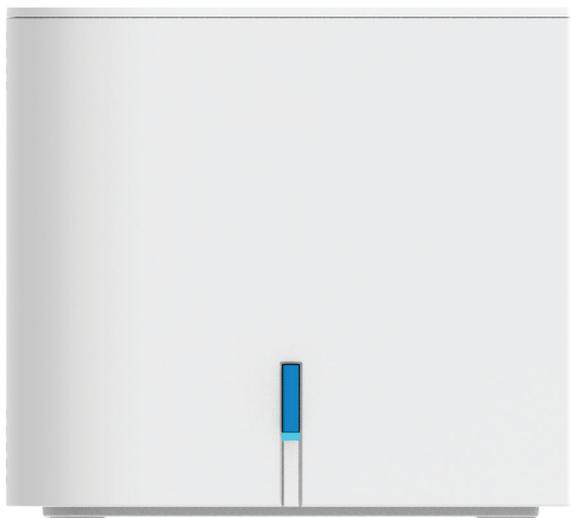


# Xplornet Whole Home Wi-Fi



## User Guide



**XPLORNET**  
Connect to what matters





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## Please note:

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This unit is not compatible with the Xplornet Hub 2.0. If you have Xplornet Home Phone service, and already have an Xplornet Hub 2.0, please contact Xplornet Support at 1-866-841-6001.

## Safety Precautions

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Before connecting the unit, please read the following safety precautions:

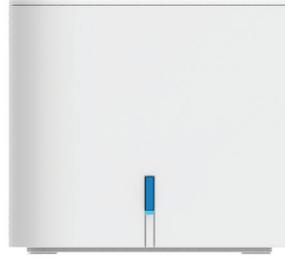
- Always use the power adapter that came with the device.
- Do not put anything on top of the unit.
- Keep the unit dry, clean and well-ventilated.
- Use a soft, dry cloth to clean the device – do not use liquid or spray to clean it.
- Keep the air vent clean and clear of debris and keep all liquid away from the device's surface. Should anything fall into the unit through the air vent, it could result in fire or damage to the device.
- To avoid injury, do not open the unit. 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 12 for a step by step guide.

## In the Box

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You will find the following items included:

### Xplornet Whole Home Wi-Fi unit



### AC Power Adapter



### RJ-45 LAN Network Cable



### RJ-45 WAN Network 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: Front

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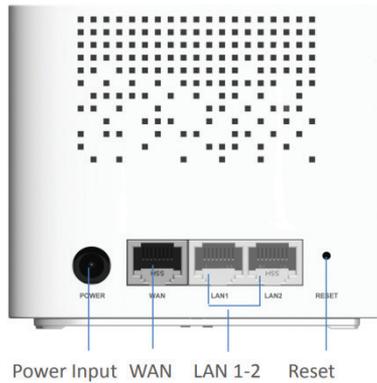
WPS button and status LED.

The Blue button on the front of the unit is for WPS functionality. WPS refers to WiFi Protected Setup™, a feature that easily lets you connect WPS supported client devices (such as a wireless printer) to your router easily. This will also allow you to add additional WiFi units to your network, see page 9.



LED Color	Status	Description
Red	Solid	The device is starting up, or has encountered an error.
	Flashing	The device does not have a WAN connection, or failed to connect as an extender.
Green	Solid	The WAN Internet connection is normal.
	Flashing	The WPS negotiation connection is in progress.
Blue	Solid	In Agent mode: device has synchronized with full signal to the Controller.
	Flashing	In Agent mode: the wireless signal to the Controller unit is weak.
Red and Purple	Flashing	The device is upgrading software.

## Indicators: Back



Ports	Description
<b>LAN1 and LAN2</b>	RJ-45 port is used to connect the unit to a computer or other network devices.
<b>WAN</b>	RJ-45 port is used to connect to your Xplornet modem.
<b>USB</b>	USB 2.0 Host port. Used for USB network storage device or printer.
<b>WPS</b>	WLAN Protected Setup.
<b>Reset</b>	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.

## Record Your GUI Password

Before you start connecting cords and plugs be sure to first record or take a photo the last four digits of the D-SN number found on the back of your unit.

### Xplornet Whole Home Wi-Fi Unit GUI Password

Example: *admin0042*

2.4 GHz SSID Default

5 GHz SSID Default

### Xplornet Default SSID Names



## What are the Xplornet Whole Home Wi-Fi GUI Password and Default Xplornet SSID names used for?

<b>Xplornet Wi-Fi Unit GUI Password</b>	<p>You use the combination of the last 4 numbers of your unit D-SN serial number with admin, for example: <i>admin0340</i>, to login to your Xplornet Whole Home Wi-Fi Unit GUI.</p> <p>Your Xplornet Whole Home Wi-Fi GUI is where you can reset your Home Network name (SSID) and Wi-Fi Protected Access (WPA) passphrase which are used to connect wireless devices to the Internet.</p> <p>For instructions see, <b><i>Set Your Own SSID Home Network Name and Passphrase, Page 12.</i></b></p>
<b>Xplornet Default SSID Names</b>	<p>You look for the SSID Name (your Home Network name) in your wireless device's  Wi-Fi settings to make the connection.</p> <p>To get you started, Xplornet provides you with default SSID names and WPA passphrases (listed as WLAN Security on the sticker) for both your 2.4 and 5 GHz channels. We recommend that you change these default settings.</p> <p>For instructions see, <b><i>Connect a Wireless Device to the Internet, Page 14.</i></b></p>

## My GUI Password

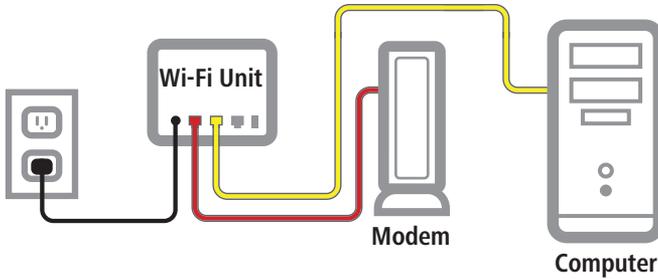
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Record the last four numbers of your serial number for your password:

<b>GUI Browser URL</b>	192.168.219.1
<b>Username</b>	Admin
<b>Password</b>	admin_____

## Connect the Xplornet Wi-Fi Unit to a Computer

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- 1 **Disconnect** your computer from the Xplornet Modem (Satellite) or Power Adapter (LTE and WiMAX).
- 2 **Unplug** your Modem or Power Adaptor from the electrical outlet, wait 30 Seconds then plug it back in.
- 3 Plug one end of one of the yellow cables into the **LAN** port on the Modem or Power Adaptor and the other to the red Xplornet Whole Home Wi-Fi Unit's **WAN** port.
- 4 Using the other yellow cable, connect one end into either of the two yellow Xplornet Wi-Fi unit's **LAN** ports and the other end to your **Computer**.
- 5 Connect the small black power adaptor cord into the Power port on the unit and then plug the other end of the cord into a 120 volt household outlet.
- 6 Please wait for approximately 10 Minutes for the unit to complete a software upgrade before using the internet. When the LED on the front of the unit turns green you can access the internet!

## Connect the additional Wi-Fi Units

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The first unit in your network will be the “Controller”. All additional units installed on the network will be referred to as “Agents”.

### 1. WPS

- a. Power on the first unit (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 the Agent 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 front of the Controller, and then on the Agent. The light on the Agent will turn blue, once it has synced.
  - i. If it does not turn blue, then the Cube 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 Xplornet Whole Home Wi-Fi system. You can find this in the Apple App store or the Google Play store as “Zlife Lite”.

#### To get started:

- a. Power on the controller, 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 controller should populate starting with ZTEEXXXXXX.
- 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.
- 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.

## Connect a Wireless Device to the Internet

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- 1 Ensure that your devices are within range of the Wi-Fi connection (and inside the home).
- 2 On the back of your Controller unit, locate your default SSID names on the white sticker. If you have already changed the SSID name, locate that.

You can chose to connect to either the 2.4 GHz or 5 GHz channel.

- 3 On the wireless device you wish to connect, locate  **Wi-Fi** settings then look for the SSID name of your Controller unit and press **Connect**. You will be prompted to enter your WLAN Security passphrase, which is also located on the same sticker at the back of your Controller unit unless you have already changed it (see the next page).
- 4 You should now be connected to Wi-Fi Internet. Remember to store your password somewhere secure for your convenience.

# Set Your Own SSID Home Network Name and Passphrase

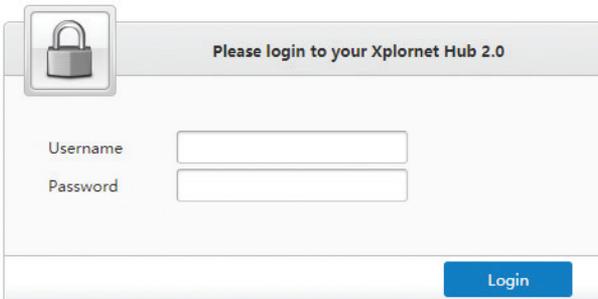
Before you connect a wireless device to your Xplornet Whole Home Wi-Fi Unit, we recommend that you first change the default Xplornet SSID Name and WPA Passphrase (listed as *WLAN Security* on the sticker) (See *Record Your Xplornet Whole Home Wi-Fi GUI Password, Page 7*) to your own Name and Passphrase. The SSID is the unique name of your Home Network that you look for whenever you want to connect a wireless device to the Internet. You find the name of your network in the  Wi-Fi settings of your device.

## What is the SSID?

Your Xplornet Whole Home Wi-Fi unit uses 2.4 GHz and 5 GHz channels that send and receive signals to and from your wireless devices. These two channels make up your Home Network. The SSID (Service Set Identifier) is the technical term for the Network names given for these two channels.

To connect to the Internet, your wireless device scans for your SSID (Network) name which appears in the Networks list of your wireless device's  Wi-Fi Settings. You complete the connection to your Network by selecting one of the SSIDs from the list. For example, a default Xplornet SSID name could appear as XCI\_a2fdxv5-5G. The 2.4 and 5 GHz SSID entries in the GUI are the security settings for your two Network channels.

- 1 **Disconnect** your personal wireless router from the Xplornet Modem or Power Adapter if you have one.
- 2 Ensure the yellow Ethernet cord is securely connected from the Xplornet Wi-Fi Unit's yellow **LAN** port to your computer.
- 3 Type the IP address **192.168.219.1** into your Internet browser and press **Enter** on your keyboard to open the Xplornet Whole Home GUI.
- 4 To login, enter the Username: **admin** and Password: **adminXXXX (last 4 numbers of your serial number)** found on the back of your actual Unit and press **Login**.



Please login to your Xplornet Hub 2.0

Username

Password

Login

Example Password: *admin0042*

## Set Your Own SSID Home Network Name and Passphrase (cont'd)

- 5 On the right of the Xplornet **Home** screen, click **WLAN Setting** to open the WLAN SSID Configuration section.



- 6 In the **SSID1 (2.4GHz)** section, change the default Xplornet **SSID Name** (your Xplornet Wi-Fi unit name) and the WPA **Passphrase** to your own SSID name and password, then press the **Apply** button to complete the changes.

### ▼ WLAN SSID Configuration

The screenshot shows the 'SSID1 (2.4GHz)' configuration screen. At the top, there is a toggle for 'On' (selected) and 'Off'. Below this, the following fields are visible:

- SSID Name: XCI\_SSID1
- SSID Hide:  On  Off
- Encryption Type: WPA/WPA2-PSK-TKIP/AES (dropdown menu)
- WPA Passphrase: \*\*\*\*\*
- show password:
- Maximum Clients: 32

At the bottom right, there are two buttons: 'Apply' and 'Cancel'.

To open the SSID5 (5 GHz) channel click on **SSID5 (5GHz)**.

To make it easy to find your unit's name on your wireless device, use the same SSID Name and WPA Passphrase for each of the channels. Please record these and keep them in a safe place.

### Which SSID should I connect to?

You can connect to either SSID \*. The 2.4 GHz is best suited for wireless devices that are more than 1.5 Meters (5 FT) from the Xplornet Whole Home Wi-Fi Unit. The 5 GHz is best suited for wireless devices that are 1.5 Meters (5 FT) or **less** from the Xplornet Unit.

\*Not all wireless devices support 5 GHz and you may not see your 5 GHz SSID5 in your device's Wi-Fi Settings.

## Xplornet Unit Wi-Fi FAQ's

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### **How many devices can be connected wirelessly to the Xplornet Whole Home Wi-Fi at the same time?**

There is no limit to the number of wirelessly connected devices to the network, however, Wi-Fi performance could degrade if there are large number of 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 WiFi – what should I do?**

Check to see if the light on the Controller unit connected to the Xplornet modem is Green, if it is, then check the Agent units, and make sure the light is blue.

If a specific device still isn't connected, then turn the wireless on your device off, and then back on. If it still fails to connect, restart the device.

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

Ensure the light on the Controller unit connected to the Xplornet modem is Green, if it is, then check the Agent units, and make sure the light is blue. If this is the case, 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 Unit to your computer. This will confirm if you have a connection to the Internet. If you do not have an Internet connection, check that your modem and Internet equipment are properly plugged in and connected.

### **What should I do if my Whole Home WiFi stops working?**

Please power cycle all of the WiFi Units by unplugging the black AC power adaptor for 30 seconds, and then plugging it back in.

## Xplornet Whole Home Wi-Fi Unit Features

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- **Dual Band Wi-Fi** – Provides both 2.4 and 5 GHz
- **GB Ethernet Port** – 1GB LAN Ethernet port for home networking
- **WLAN SSID Name Change (2.4 and 5 GHz)** – Change SSID network name for 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 home owner 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
- **Wi-Fi Optimization** – Allows the network of units to reselect the best operating channel
- **Transit Rate** – Identifies throughput capability of wireless devices connected to Wi-Fi
- **Parental Controls** – Allows home owner to limit network access by connected wireless device, time of day or bandwidth allotment
- **Site Survey** – Allows home owner 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

## 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.**

## Canada Statement

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This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause interference
2. This device must accept any interference, including interference that may cause undesired operation of the device.

The device meets the exemption from the routine evaluation limits in section **2.4** of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Wi-Fi®, the Wi-Fi logo, the Wi-Fi CERTIFIED logo, Wi-Fi Protected Access® (WPA), WiGig®, the Wi-Fi ZONE logo, the Wi-Fi Protected Setup logo, Wi-Fi Direct®, Wi-Fi Alliance®, WMM®, and Miracast® are registered trademarks of Wi-Fi Alliance. Wi-Fi CERTIFIED™, Wi-Fi Protected Setup™, Wi-Fi Multimedia™, WPA2™, Wi-Fi CERTIFIED Passpoint™, Passpoint™, Wi-Fi CERTIFIED Miracast™, Wi-Fi ZONE™, WiGig CERTIFIED™, Wi-Fi Aware™, the Wi-Fi Alliance logo, and the WiGig CERTIFIED logo are trademarks of Wi-Fi Alliance. Xplornet® is a trademark of Xplornet Communications Inc. © 2021 Xplornet Communications Inc.