

Welcome
to **hyperfast**





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Welcome to life in the **hyperfast lane**

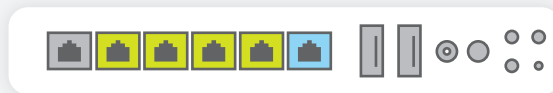
At Hyperoptic, we don't want anything to come between you and the power of hyperfast, full fibre broadband.

Whether you're streaming the latest must-watch series in 4K, uploading that all-important presentation for work, or online gaming at a gazillion miles an hour, we've got it covered.

This guide is full of handy hints to get you up and running as quickly as possible, just like our broadband.

There are also answers to some of the common questions about our service, so you can spend less time searching and more time enjoying all the benefits of the UK's hyperfast speeds.

Setting up your router



1 Plug in



Plug the supplied Ethernet cable into the WAN port on the router and the other end into the Hyperoptic socket on the wall.

2 Power up



Plug the power adapter into the router, then plug into the mains and switch on the wall socket.

3 Turn on



Press the on/off button. Once the WAN and internet lights are green (this may take a few minutes), you're ready to set up your Wi-Fi devices.

4 Connect directly



Plug an ethernet cable into one of the four LAN ports and into the device itself. e.g. a computer or games console.

5 Connect a phone



If using our phone service, plug an RJ11 phone cable (supplied with your handset) into the TEL port and other end into landline phone.

Please remember that the Hyperhub router remains the property of Hyperoptic, so please take good care of it during your time with us.

Equipment safety



To keep your connection running smoothly and avoid any potential safety risks, it's important to follow proper guidance when it comes to your Hyperhub router and (if applicable) Total Wi-Fi Minihub extenders:

- Hyperhubs and Minihubs should be kept indoors, far away from sources of heat and/or direct sunlight (e.g. radiators, oven hobs etc.)
- Hyperhubs and Minihubs should be kept on a flat surface, clear of clutter (e.g. a desk or cabinet) or wall-mounted, ensuring that there is adequate air circulation around the device. Please do not place the device on soft fabric, furniture or items that limit the air circulation (e.g. carpet or rugs, inside cupboards, on/behind sofas etc.)
- Hyperhubs and Minihubs should be kept far away from any electrical appliances with strong magnetic or electric outputs (e.g. microwaves, fridges, Bluetooth devices etc.)
- Hyperhubs and Minihubs should be kept away from liquids and damp areas. It's very important to keep your devices dry, without the possibility of liquid spilling on or into them.
- Please do not use flammable substances on or around your devices and keep them away from any potentially flammable atmospheres, such as a garage or a workshop.
- Please ensure that all cables are not twisted, pulled or wrapped tightly.
- Please only use the power supply included with your Hyperhubs and Minihubs.
- Clean Hyperhubs and Minihubs with a soft, dry cloth only. Never use liquids or solvents.

Top tips



Connecting your Wi-Fi

Your Wi-Fi details are also located on the router itself. Just select the correct Wi-Fi network (SSID) and enter the password into your devices and you're good to go. Your Hyperhub will automatically select the best channel available to you (2.4 or 5GHz) to ensure you get the strongest connection at all times.



Troubleshooting

If the broadband and internet lights are not on 20 minutes after the installation and plugging everything in, please get in touch. If you've subscribed to our phone service, it may take up to an hour to activate, so look out for the green phone light on the router.



Cancelling your previous broadband service

You can do this as soon as Hyperoptic has been activated - unless you're waiting for your phone number to be transferred. Alternatively, you can keep your existing service until the end of your contract, as we work on completely separate networks.



Testing your speed

For the most accurate results, test your speed at: <http://speed.hyperoptic.com>

There are others you can try such as:
speedtest.net
thinkbroadband.com

Remember to connect your computer to your router using the Ethernet cable before you test your speed.

Your online account

You can access your Hyperoptic account online at any time, by visiting: hyperoptic.com/myaccount

My Account allows you to manage your account:

- View your bills and payments
- Upgrade your broadband speed
- Update your direct debit details
- Chat with our Support team

FAQs

When will I receive my bills?

You will be notified via email when your bill is ready to view online via My Account. Payment will be taken by Direct Debit 10 working days after the bill, as per your Direct Debit instruction.



I'm having trouble getting online, what can I do?

Try to check a few different websites first, to rule out any issues with the website you're trying to access. If the issue persists, please restart both your computer and your Hyperhub router. Restart the router by simply unplugging it from the power, leaving it for a couple of minutes and then reconnecting it.

Can I change my package speed?

Yes, you can. You can change up your connection speed once a month. This will start a new minimum commitment period and your package change will be reflected on your next bill.

If I am unhappy with the broadband speed, what can I do?

You'll achieve the best speeds by using a wired Ethernet connection to your device, however if the

speeds still aren't satisfactory, we may need to send an engineer to check the cabling and equipment. If your Wi-Fi speeds are lower than expected, this may be caused by limitations on the devices you are using, or by interference.

Supercharge your Hyperoptic connection with Total Wi-Fi

Hyperoptic Total Wi-Fi is our mesh Wi-Fi service, which gives you the ultimate speed, reliability and coverage – in every room. Visit our website to find out more.



Using phone service

If you've ordered our phone service, we'll email your new phone number to you.

Connecting your phone:

- Plug the RJ11 phone cable into your phone.
- Connect the cable to the phone port on your router.
- While most handsets are compatible, some BT branded handsets might not work properly, so you'll need to use an alternative device.

If you've asked to keep your existing number, we'll start this 'porting' process once your service is up and running.

You can view the progress by going online and logging into My Account at any time. On average, it should take around 15 working days to complete – in some instances, it might take longer, so please bear with us



Make sure you don't cancel your previous service until the porting process has been completed.

We're here if you need us

If you've got any questions, just get in touch:

Visit: www.hyperoptic.com

Call us 24/7: 0333 332 1111

Email: support@hyperoptic.com

Don't forget - you can also access your My Account online, where you can view your bills, update your details and chat with our Support team, by visiting

hyperoptic.com/myaccount

Go straight to live chat by pointing your phone camera at our QR code.



Scan here to
visit our
contact page

Notes

Broadband that's
in your corner



Wi-Fi SSID

Wi-Fi Password