# Hyperoptic Total Wi-Fi

Make your Wi-Fi unstoppable

hyperoptic

Contents

Welcome to Hyperoptic Total Wi-Fi

This is your guide to Hyperoptic Total Wi-Fi, which will take your hyperfast full fibre connection and supercharge it – making your Wi-Fi unstoppable.

You'll find everything you need to get started over the next few pages, as well as some tips to help you get the best out of your new and improved Hyperoptic Wi-Fi.

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Setting up
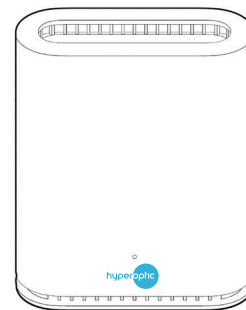
Hyperoptic Minihub

Plug your Minihub in

Minihub power socket   Power adapter   Power outlet

If you want to connect wirelessly via app (see page 6)

WiFi   Mobile App

If you want to connect with a wire

Minihub WAN port   Ethernet cable   Router LAN port

For the best service, we recommend a wired connection

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Connecting wirelessly

Don't forget to make sure your Hyperhub router is set up first, since you'll need your broadband to be up and running for your Hyperoptic Total Wi-Fi to work. If you need help with your Hyperhub, check out your router guide or head to **hyperoptic.com/help/router**

1. Download the app

Download the Nokia Wifi App from your app store.

Scan here to download the app

2. Follow the steps

Watch our video guide on page 7 for instructions on using the app to set up your Minihub.
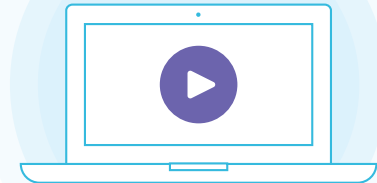
3. Enjoy!

Start enjoying Hyperoptic Total Wi-Fi!

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Watch our video guide

Scan the QR code below to watch our video guide on using the Nokia WiFi App.

Alternatively, visit **https://hyperoptic.com/mesh-ed-nokia**

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Troubleshooting

If the power light on the front panel is off after the power button is pressed.
- The power adapter is not correctly connected. Be sure to use the power adapter supplied with the device.

If the green LAN light on the back panel is off after the device is powered on.
- The corresponding LAN link is not established.
- The Ethernet cable is not correctly connected to the LAN port or is faulty.

- The network device connected to the LAN port is not powered on.

If the WAN light on the back panel is off after the device is powered on.
- The WAN link is not established.
- The Ethernet cable is not correctly connected to the WAN port or is faulty.

If you're unable to connect to the network.
- Check that the Ethernet cable is correctly connected to the WAN port and the Ethernet cable is correctly connected to the LAN port.
- Check that the light is on and showing as solid blue-green.

How to restore the factory default settings.
- After the power is on, use a paperclip to press the button for over 10 seconds to restore the default factory settings.

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What the lights on your Hyperoptic Minihub mean

You'll find these lights on the front of the Minihub.

LED color	LED behavior	LED behavior description
Off	Off	Power off
Blue-Green	Solid	Good backhaul connection. A link to the Minihub is available
Yellow	Solid	Backhaul connection is successful but not optimal. A link to the Minihub is below standard
	Slow pulsing	Configuration mode. The unit is waiting to be configured
Red	Solid	Backhaul connection is not successful. A link to the Minihub is not operational
	Fast pulsing	Factory reset
White	Solid	Power on
	Slow pulsing	Backhaul connection established
	Fast pulsing	Backhaul connection setting up

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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.

- Clean Hyperhubs and Minihubs with a soft, dry cloth only. Never use liquids or solvents.

- Please only use the power supply included with your Hyperhubs and Minihubs.

Top tips

The best place for your Minihub

- In a central location, where you need your Wi-Fi to reach, no more than two rooms or one floor away from your Hyperhub router.

- Pick an open spot in the room (i.e. not in a cupboard) and don't put it on the floor.

- Avoid the kitchen, corners and other high powered electric devices (e.g. microwaves, fridges, bluetooth speakers), metal structures or mirrors.

If you think you need another Minihub

If you live in a large property or aren't happy with the performance of your Hyperoptic Total Wi-Fi, just let us know.

There are lots of things we can try to improve your Wi-Fi signal - including sending you an additional Minihub to extend the reach.

Fancy testing your speed?

To test your speed, head to speed.hyperoptic.com. There are others you can try such as: speedtest.net thinkbroadband.com

For the best results, we always recommend you connect directly to your router using an ethernet cable.

For more info on getting the best speed out of your Wi-Fi, head to hyperoptic.com/help/speed

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 our support page by pointing your phone camera at our QR code.

Scan here to
visit our contact page