



LET'S GET MOVING

Simple setup guide
& tips to get the best
out of your broadband

Contents

05

Welcome to life in the ultrafast lane

06 – 07

Setting up your HyperHub

08

Wirelessly connecting your devices

09

Moved into a home with Hyperoptic already installed?

10 - 16

How to get the most out of your broadband

- Wired connection vs. Wi-Fi [10](#)
- Other factors affecting your speed [11](#)

- How to change your wireless channel [12](#)
- Speed testing [15](#)
- Using the phone service [16](#)

17

Cancelling your previous broadband service

18 – 19

Your Hyperoptic bills

21

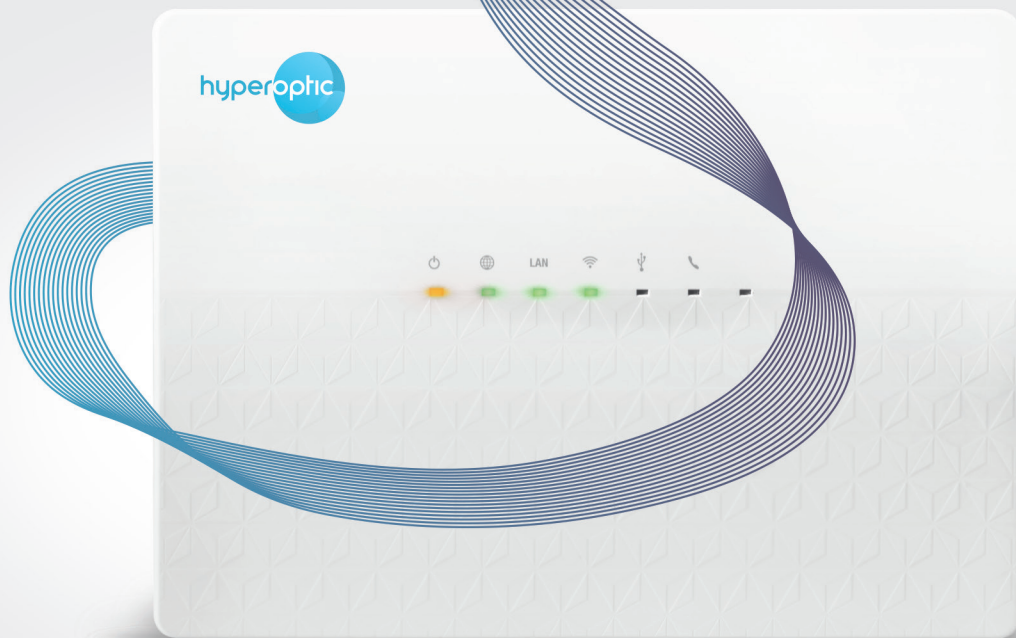
Refer a friend & save

22

Your online account

23

FAQs



Welcome to life in the ultrafast lane

At Hyperoptic, we don't want anything to come between you and the power of ultrafast, 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.

So, this guide is full of handy hints to get you up and running as quickly as possible, just like our broadband that gets rid of the bottlenecks experienced with other so-called 'fibre broadband' providers.

We'll also answer 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 fastest broadband speeds.

The Hyperoptic team

Setting up your HyperHub

Step 1

Plug the supplied Ethernet cable into the grey WAN socket (1) on the bottom of your HyperHub router, and the other end into the Hyperoptic socket.

Step 2

Plug the power adapter into your HyperHub, then plug in and switch on at the mains socket (2).

Step 3

Press the **ON/OFF** button on the bottom of your HyperHub (3), the power light will go red, then orange. Providing Hyperoptic is live in your building, your HyperHub will then connect the broadband automatically. Please wait as this may take a few minutes.

Step 4

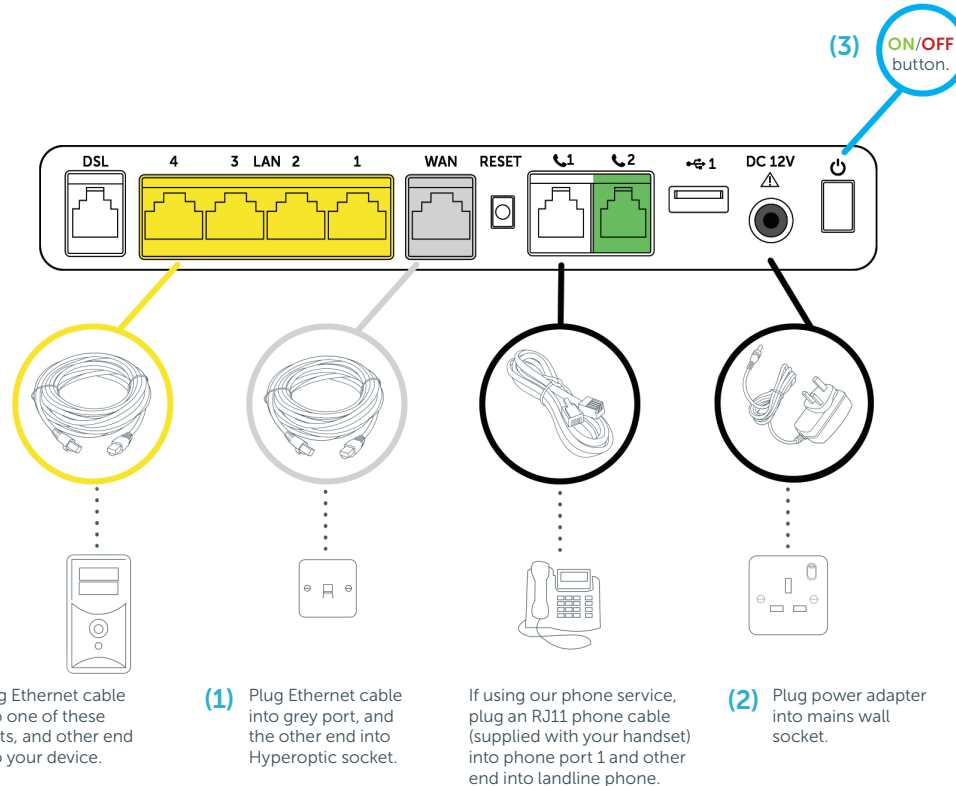
Once the Internet light is green (globe icon on front of device), your Hyperoptic broadband is active and ready to use. The Wi-Fi will then take a couple of extra minutes to activate and the Wi-Fi light goes green.

Step 5

Connect devices such as a desktop computer or gaming console directly into one of the yellow LAN ports on your HyperHub, using the supplied Ethernet cable (4). You can also connect devices wirelessly via Wi-Fi (see page 8).

Step 6

If you have subscribed to our phone service, it will take up to an hour to activate. The service is active once the Phone light on your HyperHub goes green. If after an hour the light is still not green, please restart your HyperHub.



If the Internet light is not on 20 minutes after starting the installation process, please contact Customer Support (**our contact details are on page 25**).

Wirelessly connecting your devices

You'll find your Wi-Fi credentials on the bottom of your HyperHub router – just select the correct Wi-Fi network (SSID) and enter the password into your device.

This HyperHub is a dual-band router offering 2 wireless frequencies, 2.4Ghz and 5Ghz. You will see a separate Wi-Fi network (SSID) for each band when you view available networks on your device.

You can find your Wi-Fi credentials on the bottom of your HyperHub router.

Which band is best for you will depend on your distance from the HyperHub and the layout of your property. We recommend trying your devices on both bands to find the best speeds for you. It is likely that 5Ghz will offer the fastest Wi-Fi speeds if you are in close range of the HyperHub and there are no walls or barriers in the way, 2.4Ghz may be better if you are more than a few metres away from the HyperHub.

Moved into a home with Hyperoptic already installed?



If you've moved into a home with Hyperoptic already installed, and you've got a router, you can activate your service by visiting hyperoptic.com and entering your details. Once you've selected your home address, you can choose the speed and package that will fit your needs.

Please remember to tick **"I have a HyperHub router"** so your service is activated as soon as possible.

How to get the most out of your broadband

Now that you're connected, you'll probably want to put our ultrafast speeds to the test! Here are a few things to know:

01

Wired connection vs. Wi-Fi

The fastest possible speed is achieved via a wired connection, using an Ethernet cable between the HyperHub and your device. This is because there is no interference on a wired connection.

Wireless signals on the other hand can be affected by distance and by interference from other devices in the vicinity, such as cordless phones, baby monitors and wireless AV equipment, even in neighbouring apartments.

This is because each Wi-Fi device connects to a wireless channel, and when other devices use the same channel, it can influence the quality of your connections.

There are 2 things you can do if you are experiencing Wi-Fi interference:

1. First, try both wireless bands (2.4Ghz & 5Ghz) of your HyperHub to see which works best for you. 5Ghz will generally have less interference.
2. If further action is still required, you can change the individual wireless channel within that band, in order to find one with fewer conflicting devices. Please see page 12 for more details.

Other factors affecting your speed

Older computers and devices may be unable to process Hyperoptic's ultrafast speeds, so if you are seeing slower speeds than expected, try again with a newer device and re-test. Rebooting your router by powering off and on is another simple step which can often help.

If you're still unhappy with the speeds, please contact Customer Support (see page 25 for details) so we can test your connection for you.

If your property covers a large area, you may also consider purchasing a Wi-Fi Range Extender, as this will increase the coverage area of your wireless signal.

02

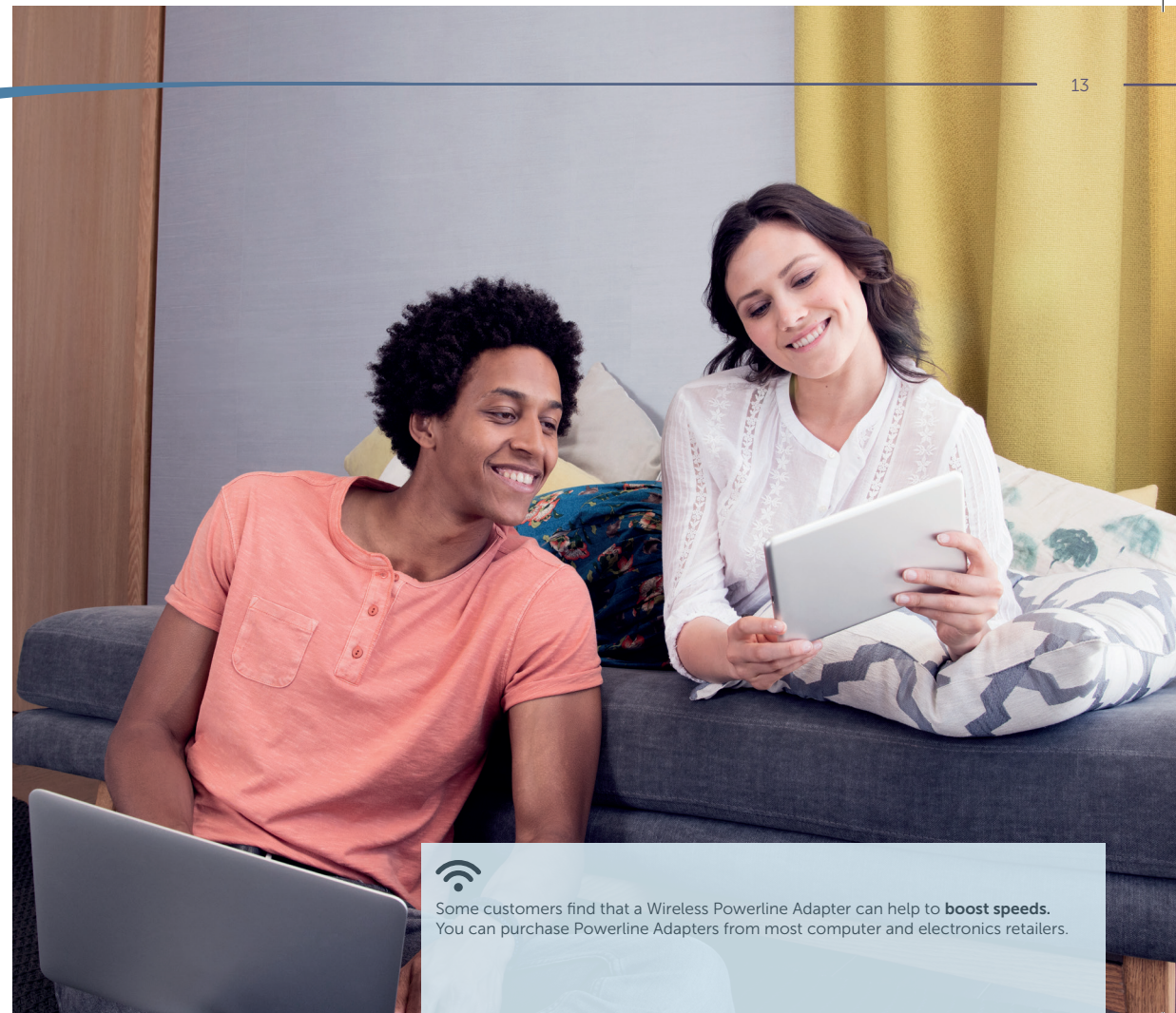
How to change your wireless channel

The HyperHub is set to automatic wireless channels by default. If you are having problems with wireless interference and want to try changing the wireless channel, make sure you're connected to Hyperoptic broadband, and follow these steps:



If you're an Apple user, you can find additional hints and tips via the Support section on hyperoptic.com

- Enter '192.168.1.1' into your web browser.
- Enter the username and password printed on the back of your HyperHub (note: this is not the same one as for Wi-Fi SSID).
- Click on 'Wireless' at the top of the screen.
- Click on 'Setup' in the PHY menu.
- You will see 2 boxes for the 2.4Ghz or 5Ghz band - select your preferred band.
- Select 'Manual' in the Channel menu and choose your primary channel from the drop-down list. As a rule, on 2.4Ghz, 1, 6, and 11 are the best channels to try. On 5Ghz, you can try any channel.
- Repeat the previous steps for the other band if you plan to use this also.
- Click 'Apply'. This will store the configuration until the router is turned off. To have your router remember the configuration after being turned off, click 'Save Settings' in the top right of the screen.



Some customers find that a Wireless Powerline Adapter can help to **boost speeds**. You can purchase Powerline Adapters from most computer and electronics retailers.



03

Speed testing

There are many websites you can use to check the speed of your home broadband, including Speedtest.net and Thinkbroadband.com – however, for the most accurate results, we recommend that you use our own:

<http://speedtest.hyperoptic.com/>

Please remember to connect your computer to the HyperHub router, using an Ethernet cable, before you test your speed.

04

Using the phone service

If you've subscribed to the phone service, your new phone number will have been emailed to you. You can use the phone service right away – simply use an RJ11 phone cable to connect your phone to phone port 1 on your HyperHub router. Please see page 7 to find out more.

Please note that while most handsets are compatible with Hyperoptic phone services, most BT-branded handsets may not work properly, meaning you may need to use an alternative handset.

If you've requested for your

existing phone number to be transferred to Hyperoptic, we'll start this 'porting' process once your service is up and running. You can view the progress of your porting request by going online and logging into 'My Account' at any time. The length of time the process takes will vary, depending on the services that you have. On average, it should take around 15 working days to complete – in some instances, if it takes longer, please bear with us.



Make sure you don't cancel the phone service from your previous provider until the porting process, transferring your number to Hyperoptic, has been completed.

Cancelling your previous broadband service

Unless you're waiting for your telephone number to be ported to Hyperoptic, you can cancel your previous service as soon as your new Hyperoptic connection is active. We have installed a separate infrastructure, so it's fine if you wish to keep your existing service as well, for the remainder of that contract term – it's up to you.

Your Hyperoptic bills

We'll email you each month to let you know your bill is ready. You'll be able to view your bill via "My Account". Payment will be taken by Direct Debit, as per your Direct Debit instruction.

You can manage your account online, simply sign into "My Account" via the Hyperoptic website. See page 22 for more information.



If you have any questions...

Please contact Customer Support via email support@hyperoptic.com or call **0333 332 1111**. We're available 24 hours a day.

At the top of your bill you'll find your account details and information relating to the bill. If any of the information is incorrect, please contact Customer Support and quote your customer number (shown below your name).

The next section will show a breakdown of charges for the services you subscribe to. Hyperoptic charges for monthly broadband and line rental in advance.

Any additional charges will be shown in this section. Any calling plans, chargeable phone calls and extras (one-off charges) such as activation and installation fees, will be shown here.

The amount to be taken, and the due date, is shown in the summary paragraph. Please note the payment is taken by Direct Debit as per your Direct Debit instruction. Please ensure you have sufficient funds available.

The final section shows the itemised chargeable phone calls made in the previous month.

hyperoptic www.hyperoptic.com

Customer Name: Steve Smith
Customer No: 123456
Broadband: 150Mb Broadband with Phone
Phone No: 440000000000
Address: Flat 1 Hyper Towers, Broad street
LONDON, E1 2AB

DD Ref: HYP000000000000
Invoice No: 0000000
Invoice date: 01 Mar 2018
Due date: 15 Mar 2018
Invoice status: Pending

Total Due (incl VAT)	Net	VAT	Total
My packages			
150Mb Broadband with Phone (from 01 Mar 2018 to 31 Mar 2018)	£31.67	£6.33	£38.00

Add-ons			
Broadband activation charge	£0.00	£0.00	£0.00
Itemised Usage			
UK Calls	£0.12	£0.02	£0.14
International Calls	£0.00	£0.00	£0.00
Total excluding VAT			£31.79
VAT (20%)			£6.35
Total			£38.14

The amount £38.14 will be taken via direct debit from your bank account on or just after 15 Mar 2018.

If there are any changes to the amount or frequency of your direct debit we will notify you 10 working days in advance of your account being debited.

Date	Time	Destination	Call Duration	Included	Call Cost
27 Feb 2018	06:54:22	447908000000	00:00:55		£0.12
Subtotal					£0.12

Hyperoptic Ltd, Mythe House, 200 Shepherds Bush Road, Hammersmith, London, W6 7NL Registered No. 07222143 in England and Wales VAT No: GB 354 6525 96



You'll earn a **£50** credit for every successful referral to Hyperoptic you make – and the person you refer will get a **£50** credit too!

Refer a friend & save

To take advantage of our great referral programme, follow the steps below:

- Register your email address at: hyperoptic.com/register-referrer
- Tell your friends about Hyperoptic, making sure they have your email address – the same one you have given to us
- When your friend places their order, they need to select 'I was referred' and enter your email address during the order process – so we know who to reward
- Once they've been activated, you'll both automatically qualify to receive a £50 credit on your Hyperoptic accounts

The £50 credits will be issued once your friend's account has been active for 30 days. You can also track successful referrals online via My Account (your online account, see page 22). For more information visit:

hyperoptic.com/register-referrer

Your online account

You can access your Hyperoptic account online at any time, by visiting:

hyperoptic.com/myaccount

My Account allows you to conveniently manage your account in the following ways:

- View your bills and payments
- Upgrade your broadband speed
- Update your Direct Debit details
- View the number of successful referrals (see page 21)
- Chat with our Support team
- Raise a ticket to our Support team

FAQs

Q: Can I use a different router?

A: Yes, you can. However, the HyperHub is specifically configured to enable you to use our telephone service and features (where applicable), and will receive the latest software updates automatically too.

If you would like help to connect a 3rd party router, please contact Customer Support or refer to the Support section via hyperoptic.com

Q: I am unable to access a webpage – what can I do?

A: 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. If these steps do not resolve the issue, please contact Customer Support (see page 25 for our contact details), so we can check your connection.

Q: Do you 'throttle', 'traffic shape' or else restrict usage in any way?

A: No. We want you to enjoy the fastest possible speeds, so we don't impose any restrictions. We do have an Acceptable Usage Policy, to safeguard our customers (for more information about the policy, please visit hyperoptic.com).

Q: When will I receive my bills?

A: 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. For more information, please refer to your bills section (page 18).

Q: I should be receiving free service, as part of a promotion, but I've received an invoice. Why?

A: There may be a few reasons for this:

- If our engineer installed an extension in your flat – this would be debited against your first bill
- If you made chargeable calls during this period
- If your promotion is due to expire. Charges are calculated in advance so, if your promotional period ends during that time, your bill may reflect the new charges, for after the promotion expires.

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

A: The speeds you have subscribed to are best achieved using a wired Ethernet connection to your device. If the speeds over a wired connection are not 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. To resolve this please follow the instructions under "Wired connection vs. Wi-Fi" on page 11.

Q: How can I contact Customer Support?

A: You can contact Customer Support online via My Account, or by any of the following other methods:



Tel: 0333 332 1111
available 24/7

Email: support@hyperoptic.com
available 24/7

Twitter: @HyperopticCS
**available Mon-Fri
9am-6pm**

Facebook: www.facebook.com/HyperopticGigabitBroadband/
**available Mon-Fri
9am-6pm**

Notes

Please make a note of your Wi-Fi credentials here:

Wi-Fi SSID:

Wi-Fi Password:

Please retain this booklet for future reference



13652375 Ver A



HyperZ05