Hyperoptic Total Wi-Fi

Make your Wi-Fi unstoppable

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.

Setting up

USB
LAN3
LAN2
LAN2
WAN
Power
Reset   WPS
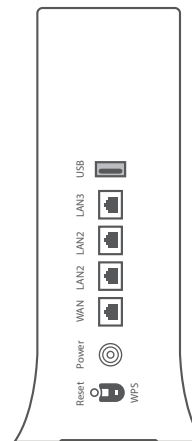
Hyperoptic Minihub

Plug your Minihub in

Minihub power socket   Power adapter   Power outlet

If you want to connect wirelessly via app (see page 8)

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

Connecting wirelessly

Can't download the app?

Simply get in touch with us

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 ZLife Lite app from your app store.

Scan here to download the app
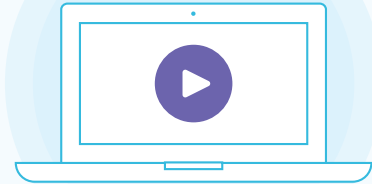
2. Follow the steps

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!

Watch our video guide

Scan the QR code below to watch our video guide on using the ZLifeLite app.

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 WAN light on the back panel is on and the Internet light is solid green or flashing 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.

What the lights on your Hyperoptic Minihub mean

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

LED Colour	Status	Description
None	Off	The power supply is not connected or is faulty.
Red	On	**Steady on:** The system is performing self-detection or the self-detection fails. **Flashing:** Uplink connection failed or configuration synchronization failed.
Green	On	**Steady on:** The uplink connection is normal. Or the connection is successful and the configuration is synchronized successfully. Or the wireless uplink signal is strong. **Flashing:** WLAN terminal is in accessing process or the wireless uplink signal is weak. Try placing your Minihub closer to the Hyperhub router.
Red & **Green**	On	**Flashing:** Software upgrade in progress.

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.