

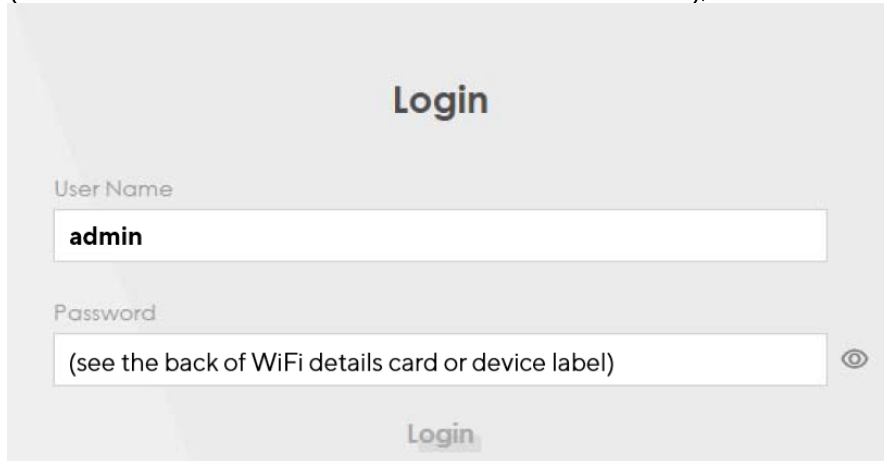
Zyxel EX3501 Detailed User Guide

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1. Accessing Hyperhub manager web configurator

To access the Hyperhub manager,

1. Make sure your Hyperhub is properly connected. Connect your computer to Hyperhub's LAN port using Ethernet cable, or to Wi-Fi. Refer to Quick Start Guide for the set-up instructions.
2. Launch your web browser and go to <https://192.168.1.1/>.
3. At the login screen, enter the default user name **admin** and the default password (on the back of Wi-Fi details card or device label), then click **Login**.



The screenshot shows a web browser window with the title "Login". Below the title, there are two input fields. The first field is labeled "User Name" and contains the text "admin". The second field is labeled "Password" and contains the text "(see the back of WiFi details card or device label)". To the right of the password field is an eye icon. Below the password field is a button labeled "Login".

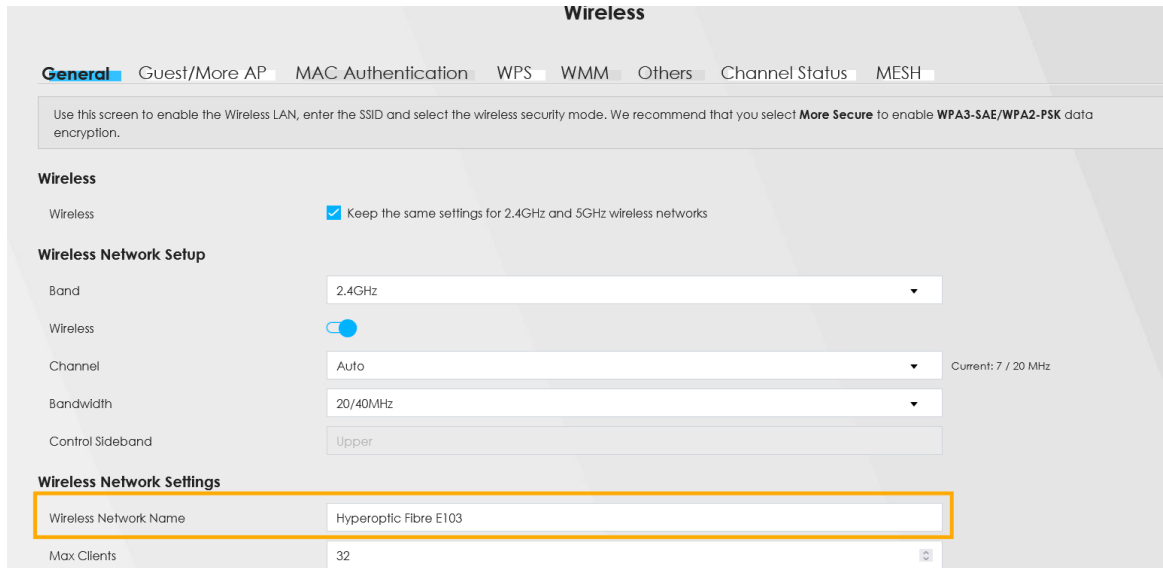
Note: during first login, you will be asked to change the password. This is optional. Press **Skip**.

4. Click the menu button  and **Connection Status** to go to status dashboard.

2. Changing Wi-Fi name (SSID) and password

After logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Network Setting → Wireless → General** page.

To change the Wi-Fi name, modify the **Wireless Network Name** field. Press **Apply** on the bottom of the page to apply the change.



Wireless

General | Guest/More AP | MAC Authentication | WPS | WMM | Others | Channel Status | MESH

Use this screen to enable the Wireless LAN, enter the SSID and select the wireless security mode. We recommend that you select **More Secure** to enable **WPA3-SAE/WPA2-PSK** data encryption.

Wireless

Wireless ☒ Keep the same settings for 2.4GHz and 5GHz wireless networks

Wireless Network Setup

Band: 2.4GHz

Wireless: ☒

Channel: Auto (Current: 7 / 20 MHz)

Bandwidth: 20/40MHz

Control Sideband: Upper

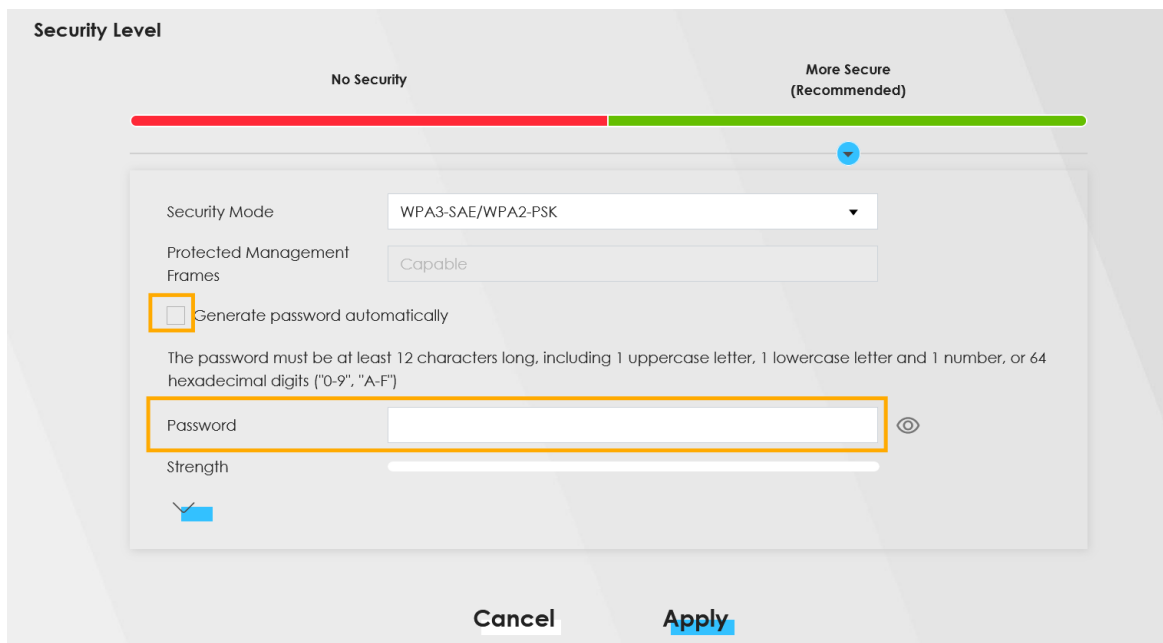
Wireless Network Settings

Wireless Network Name: Hyperoptic Fibre E103

Max Clients: 32

To change the Wi-Fi password, navigate to **Security Level** in **General** page.

Uncheck **Generate password automatically** and enter your desired password in the **Password** field. Press **Apply** on the bottom of the page to apply the change.



Security Level

No Security | More Secure (Recommended)

Security Mode: WPA3-SAE/WPA2-PSK

Protected Management Frames: Capable

☐ Generate password automatically

The password must be at least 12 characters long, including 1 uppercase letter, 1 lowercase letter and 1 number, or 64 hexadecimal digits ("0-9", "A-F")

Password:

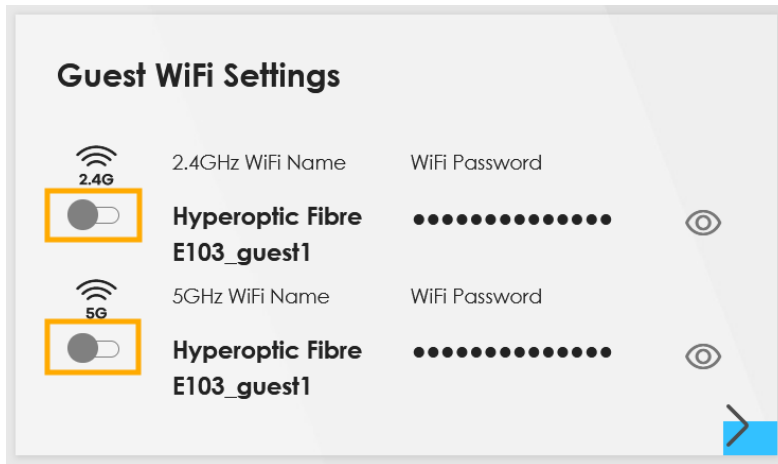
Strength:

Cancel **Apply**

3. Enabling Guest Wi-Fi

After logging into the Hyperhub manager (refer to Section 1), Click the menu button  and **Connection Status** to go to status dashboard.

Under **Guest Wi-Fi Settings**, toggle the switch to turn on both 2.4G and 5G guest Wi-Fi:



The screenshot shows the 'Guest WiFi Settings' page. It has two sections for 2.4GHz and 5GHz. Each section has a toggle switch, a 'WiFi Name' field, and a 'WiFi Password' field. The 2.4GHz toggle is highlighted with an orange box. The 5GHz toggle is also highlighted with an orange box. Both WiFi names are 'Hyperoptic Fibre E103_guest1'. There are eye icons for password visibility and a blue arrow icon at the bottom right.

To change the Guest Wi-Fi details, navigate to **Network Setting → Wireless → Guest/More AP** page.

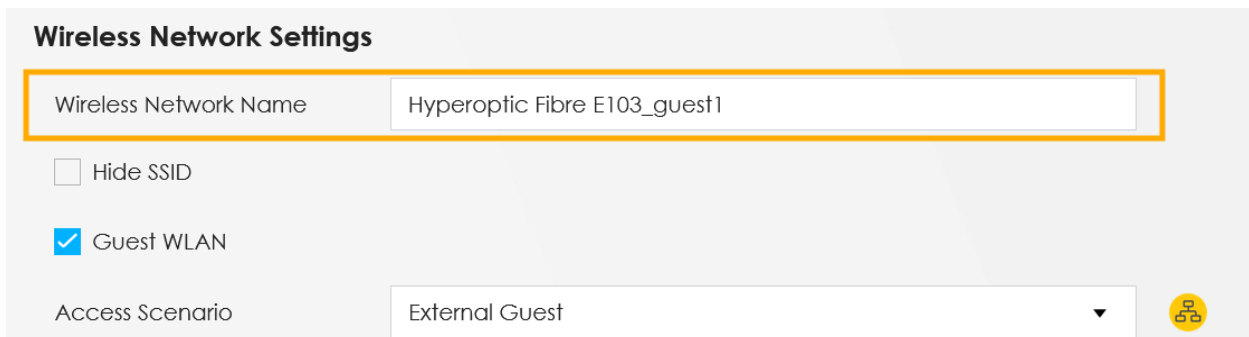
Press the modify button  on the first Guest Wi-Fi



The screenshot shows the 'Wireless' page with the 'Guest/More AP' tab selected. It has a description box and a 'Band' dropdown set to '2.4GHz'. Below is a table with columns: #, Status, SSID, Security, Guest WLAN, and Modify. The first row is highlighted with an orange box around the 'Modify' button.

#	Status	SSID	Security	Guest WLAN	Modify
1		Hyperoptic Fibre E103_guest1	WPA3-Personal-Transition	External Guest	

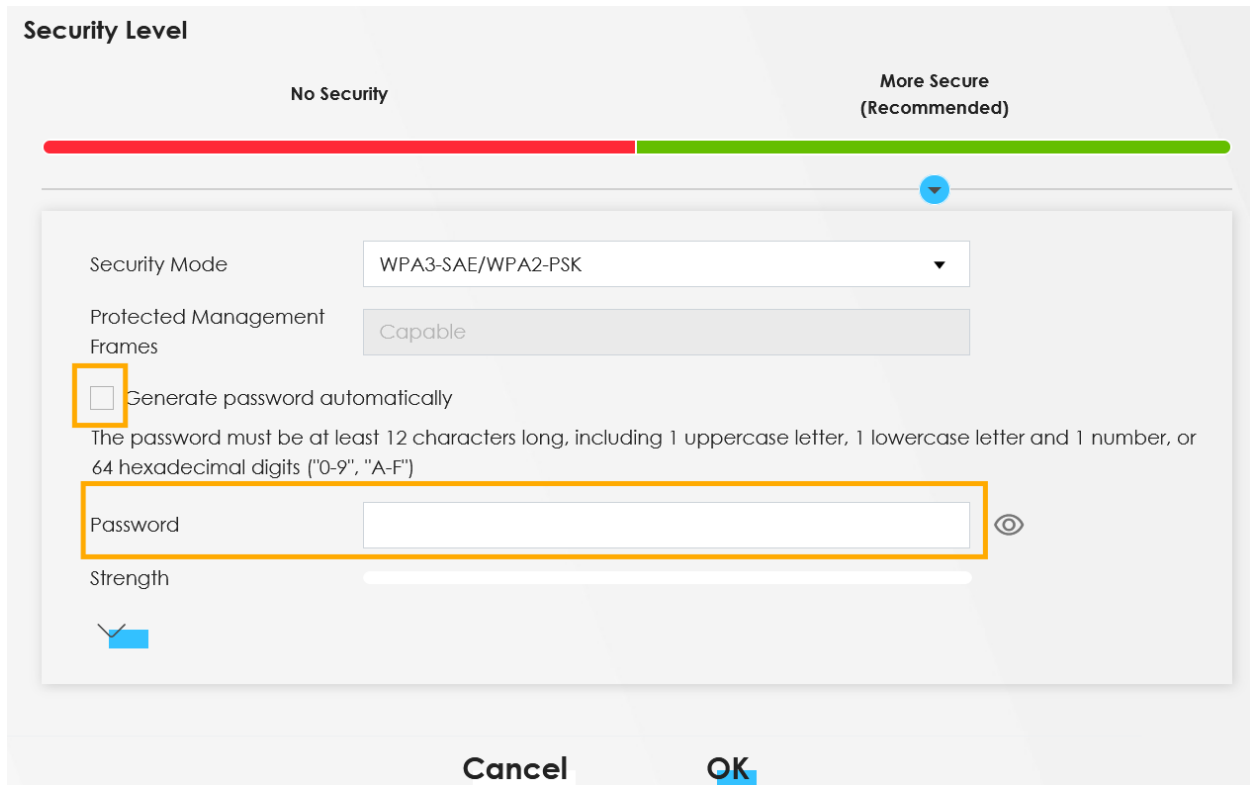
Modify the **Wireless Network Name** field. Press **OK** on the bottom of the page to apply the change.



The screenshot shows the 'Wireless Network Settings' page. It has a 'Wireless Network Name' field with 'Hyperoptic Fibre E103_guest1' inside, highlighted with an orange box. Below it is a 'Hide SSID' checkbox (unchecked) and a 'Guest WLAN' checkbox (checked). At the bottom is an 'Access Scenario' dropdown set to 'External Guest' and a yellow 'OK' button.

To change the Guest Wi-Fi password, navigate to **Security Level**.

Uncheck **Generate password automatically** and enter your desired password in the **Password** field. Press **OK** on the bottom of the page to apply the change.

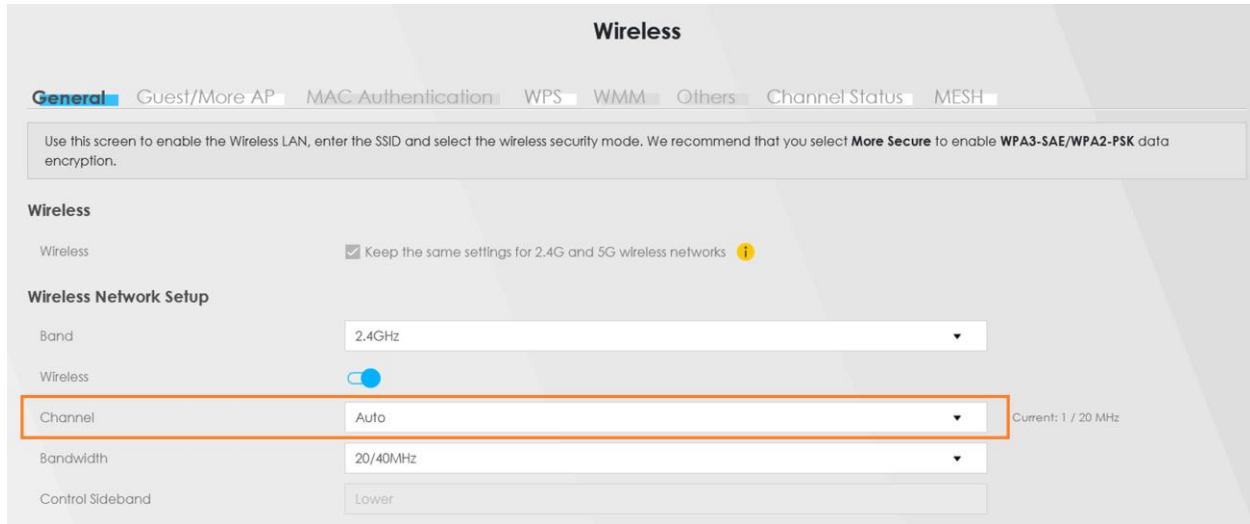


The image shows the 'Security Level' configuration window. At the top, there is a progress bar with 'No Security' on the left (red) and 'More Secure (Recommended)' on the right (green). Below the progress bar is a dropdown menu currently set to 'WPA3-SAE/WPA2-PSK'. Underneath, there is a 'Protected Management Frames' section with a 'Capable' button. A checkbox labeled 'Generate password automatically' is checked and highlighted with an orange box. Below this checkbox, a text instruction states: 'The password must be at least 12 characters long, including 1 uppercase letter, 1 lowercase letter and 1 number, or 64 hexadecimal digits ("0-9", "A-F")'. A 'Password' text field is highlighted with an orange box. To the right of the password field is an eye icon for toggling visibility. Below the password field is a 'Strength' indicator with a blue bar and a checkmark icon. At the bottom of the window are 'Cancel' and 'OK' buttons.

4. Changing Wi-Fi channel

After logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Network Setting** → **Wireless** → **General** page.

To change the Wi-Fi channel, select the desired band, then the desired channel on the **Channel** dropdown menu. Press **Apply** on the bottom of the page to apply the change.



Wireless

General Guest/More AP MAC Authentication WPS WMM Others Channel Status MESH

Use this screen to enable the Wireless LAN, enter the SSID and select the wireless security mode. We recommend that you select **More Secure** to enable WPA3-SAE/WPA2-PSK data encryption.

Wireless

Wireless ☒ Keep the same settings for 2.4G and 5G wireless networks ⓘ

Wireless Network Setup

Band 2.4GHz ▼

Wireless ☒

Channel Auto ▼ Current: 1 / 20 MHz

Bandwidth 20/40MHz ▼

Control Sideband Lower

5. Connecting device with WPS

Your Hyperhub router support connection through WPS. There are two methods to connect device with WPS:

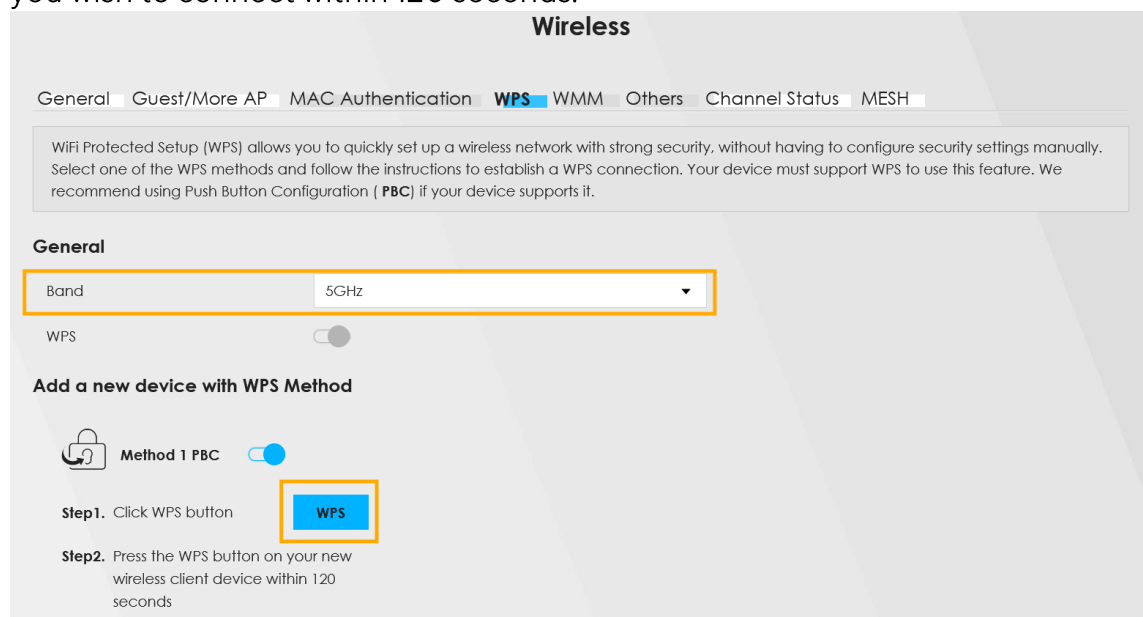
1. There is a dedicated WPS button on the left side of your Hyperhub router in the recessed area.

To connect, press the WPS button on the Hyperhub router, then press the WPS button on the device you wish to connect within 120 seconds.



2. Alternatively, after logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Network Setting → Wireless → WPS** page. To connect, select the desired Wi-Fi band. We recommend using 5GHz for supported devices.

Press the WPS button on the page, then press the WPS button on the device you wish to connect within 120 seconds.

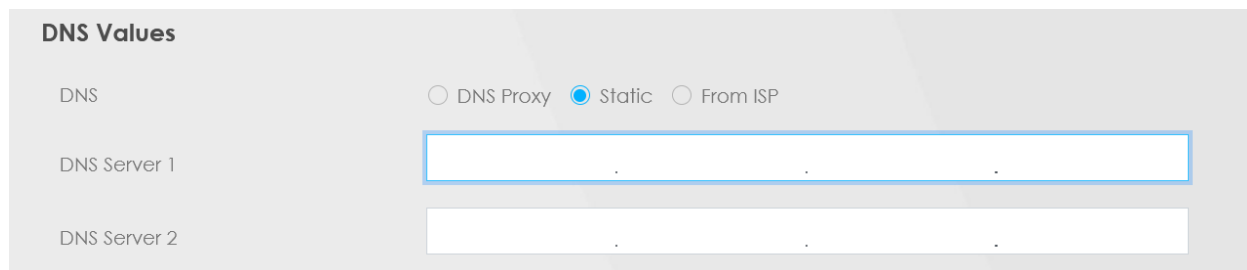


The screenshot shows the 'Wireless' configuration page in the Hyperhub manager. The 'WPS' tab is selected. Below the tabs, a text box explains WPS and recommends using Push Button Configuration (PBC). Under the 'General' section, the 'Band' is set to '5GHz'. Below that, the 'WPS' toggle is turned on. Under 'Add a new device with WPS Method', 'Method 1 PBC' is selected. A blue 'WPS' button is highlighted with an orange rectangle. Below the button, two steps are listed: 'Step1. Click WPS button' and 'Step2. Press the WPS button on your new wireless client device within 120 seconds'.

6. Changing DNS

After logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Network Setting → Home Networking** page.

Scroll down to **DNS Values**, select **Static** and enter the IP addresses of the DNS Server. You can set maximum 2 DNS servers.



Press **Apply** on the bottom of the page to apply the changes.

7. UPnP

After logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Network Setting → Home Networking → UPnP** page.

Toggle the UPnP switch to enable / disable UPnP.



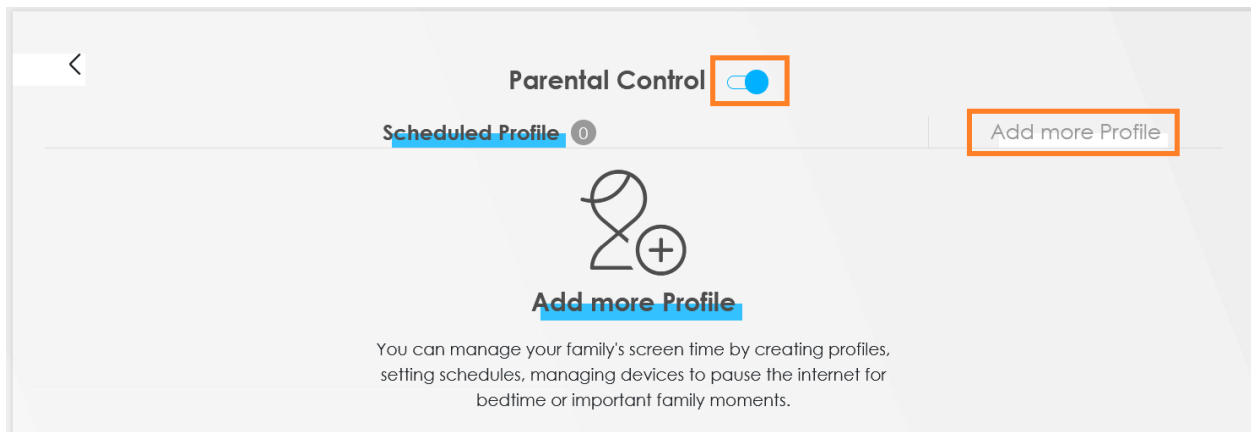
Press **Apply** on the bottom of the page to apply the changes.

8. Parental Control and URL Filtering

Your Hyperhub router supports limiting devices' access to Internet during specific day and times, and URL filtering across the network.

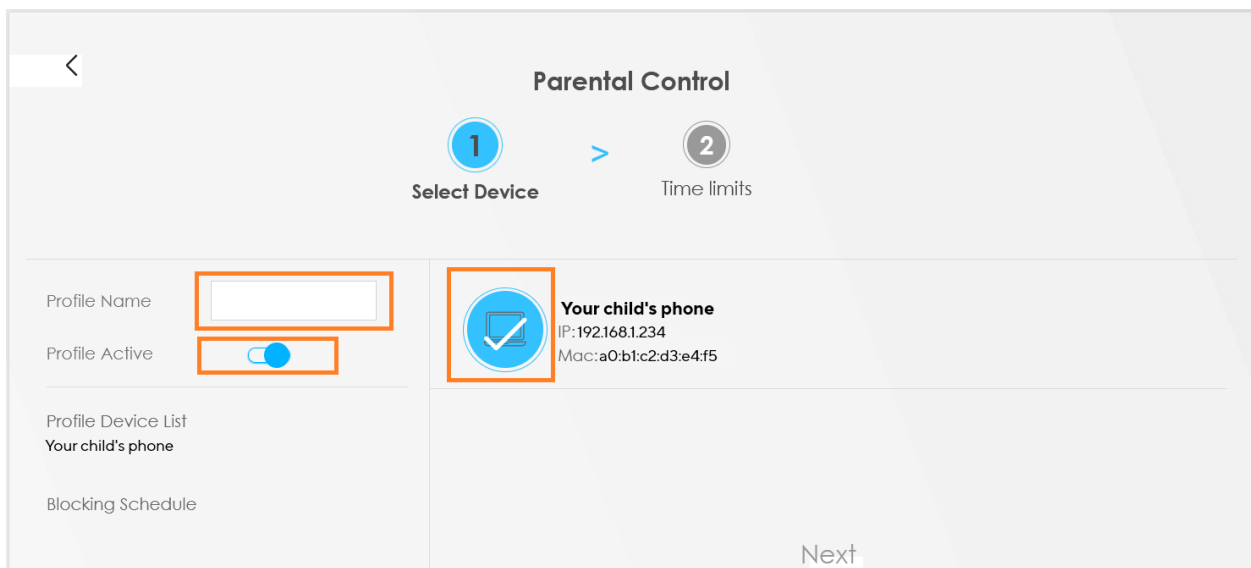
To limit the days and times a device can access the Internet, after logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Security → Parental Control** page.

Toggle the Parental Control switch on, and press **Add more Profile**.



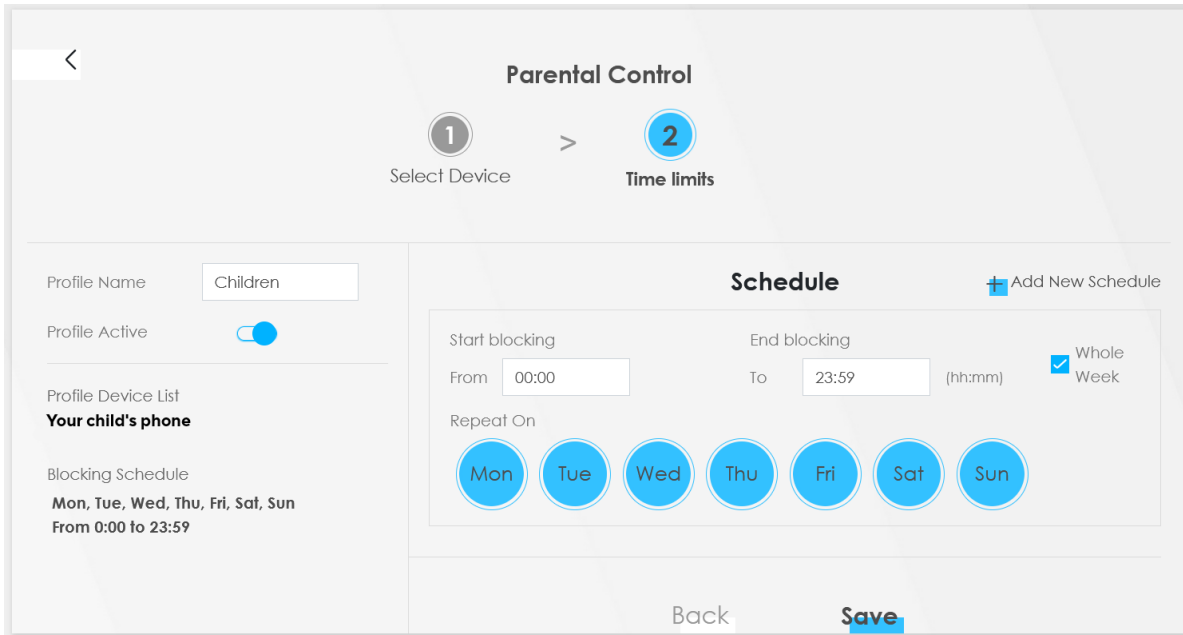
Name the profile by entering the **Profile Name** field and toggle the **Profile Active** switch on. Then, select the device you want to add to the profile.

Once completed, press **Next**.



At **Schedule**, enter the day(s) and time to block the device(s) in the profile from accessing the Internet.

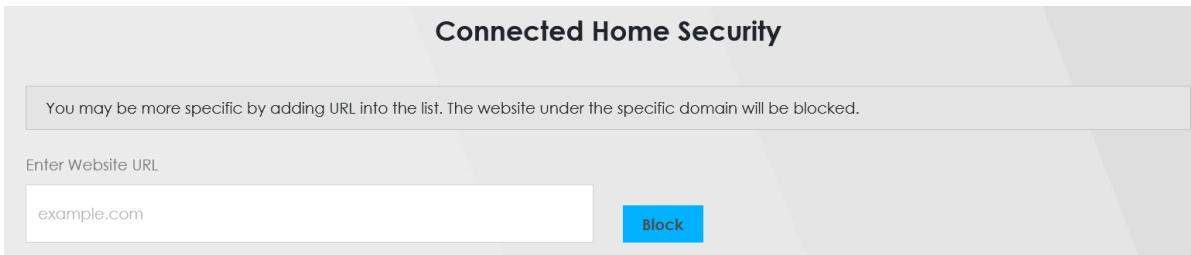
If you wish to set different times for different days during the week, press **Add New Schedule** and configure accordingly.



Press **Save** to apply the changes.

To enable URL filtering, after logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Security → Home Security** page.

Enter the URL of a website or keyword in the field and press **Block**.



e.g. if you want to block a website with the domain name *www.exampleweb.com*, you can enter:

- <http://exampleweb.com>
- <https://exampleweb.com>
- exampleweb.com
- www.exampleweb.com
- [example](http://example.com)

9. Changing admin password

After logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Maintenance** → **User Account** page.

Then, press the **Modify**  button at the far right of the admin account entry.

User Account

In the **User Account** screen, you can view the settings of the "admin" and other user accounts that you use to log into the Zyxel Device to manage it.

Use this screen to create or manage user accounts and their privileges on the Zyxel Device.

[+ Add New Account](#)

#	Active	User Name	Retry Times	Idle Timeout	Lock Period	Group	Remote Privilege	Modify
1	☒	admin	3	5	5	Administrator	LAN,WAN	

Enter the **Old Password**, **New Password** and **Verify Password** accordingly and press **OK** to confirm.

User Account Edit

Active ☒

User Name

admin

Old Password

(Printed on your WiFi card, or on the back of your Hyperhub router)



New Password

(Your desired password)



Verify Password

(Re-enter to verify)

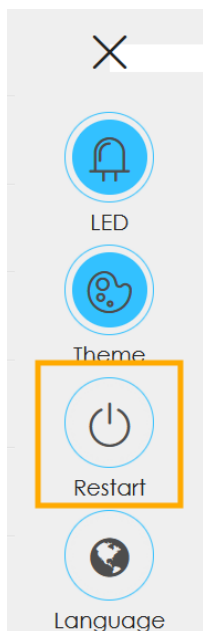


Cancel
OK

10. Reboot / Factory Reset

To reboot your Hyperhub router, switch off your router, then wait 5 seconds to switch on.

Alternatively, after logging into the Hyperhub manager (refer to Section 1), click the menu icon . Press **Restart** on the sidebar, then press **OK**.

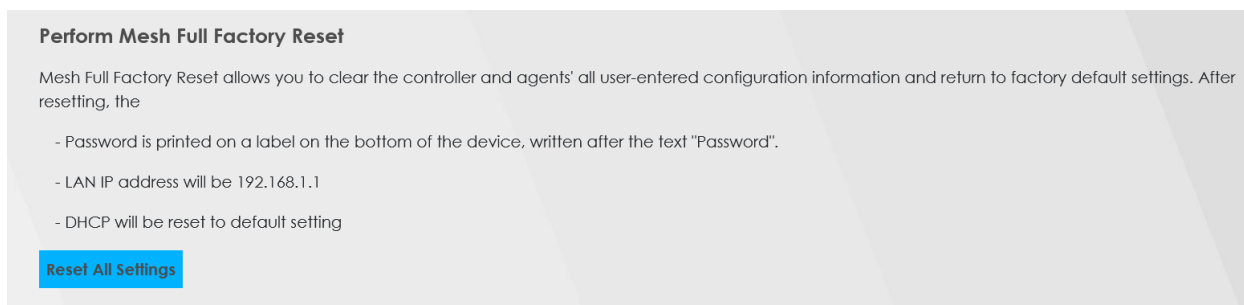


We recommend using factory reset as last resort or as instructed by our Customer Service team as frequent use will shorten the useful life of the Hyperhub router. Factory reset will delete all configured options by you on the router.

To perform factory reset, use a pin to press the **Reset** button on the rear of your Hyperhub router for 20 seconds.

Alternatively, after logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Maintenance** → **Backup/Restore** page.

Press **Reset All Settings**, then press **OK** to confirm.



11. Configuring USB Storage

Your Hyperhub router supports sharing of USB storage devices across the home network via SMB or DLNA protocol.

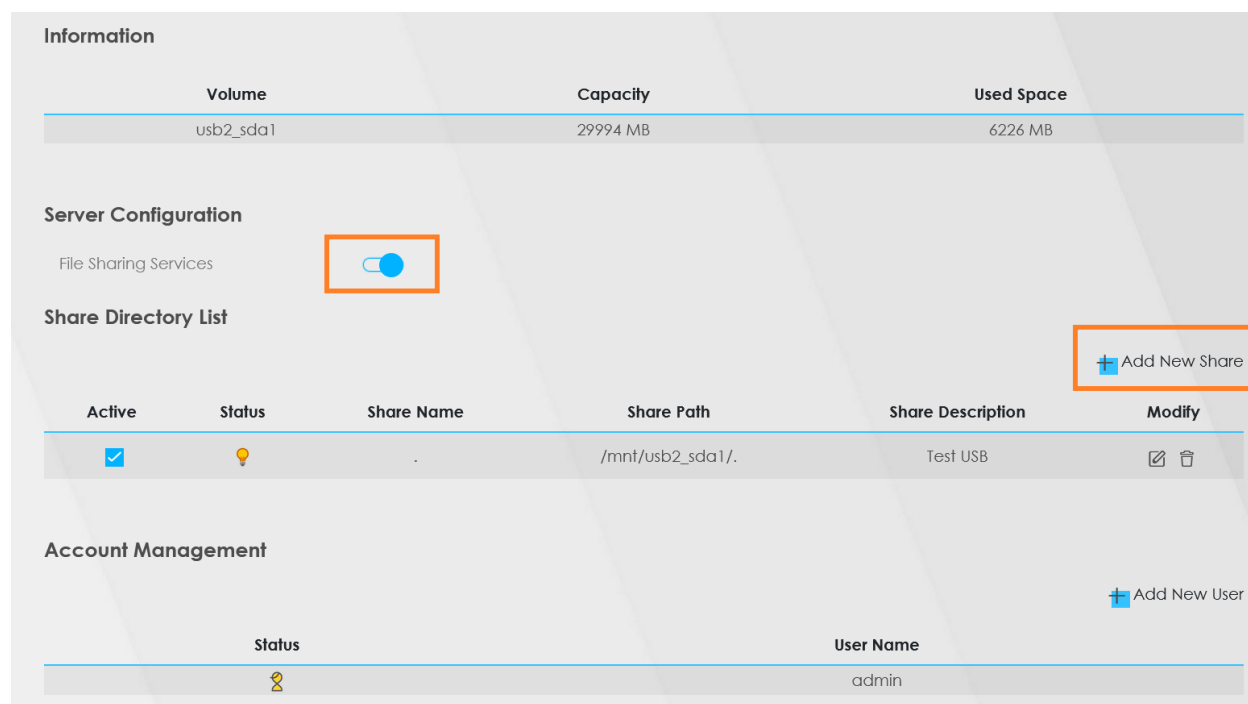
After logging into the Hyperhub manager (refer to Section 1), click the menu icon



and navigate to **Network Setting** → **USB Service** page.

Here you will see **File Sharing** (via SMB) and **Media Server** (via DLNA) pages.

To share USB storage across the network, after plugging in your USB storage device to the USB port, switch on **File Sharing Services**. Then, press **Add New Share**.



Information

Volume	Capacity	Used Space
usb2_sda1	29994 MB	6226 MB

Server Configuration

File Sharing Services ☒

Share Directory List

[+ Add New Share](#)

Active	Status	Share Name	Share Path	Share Description	Modify
☒		.	/mnt/usb2_sda1/.	Test USB	

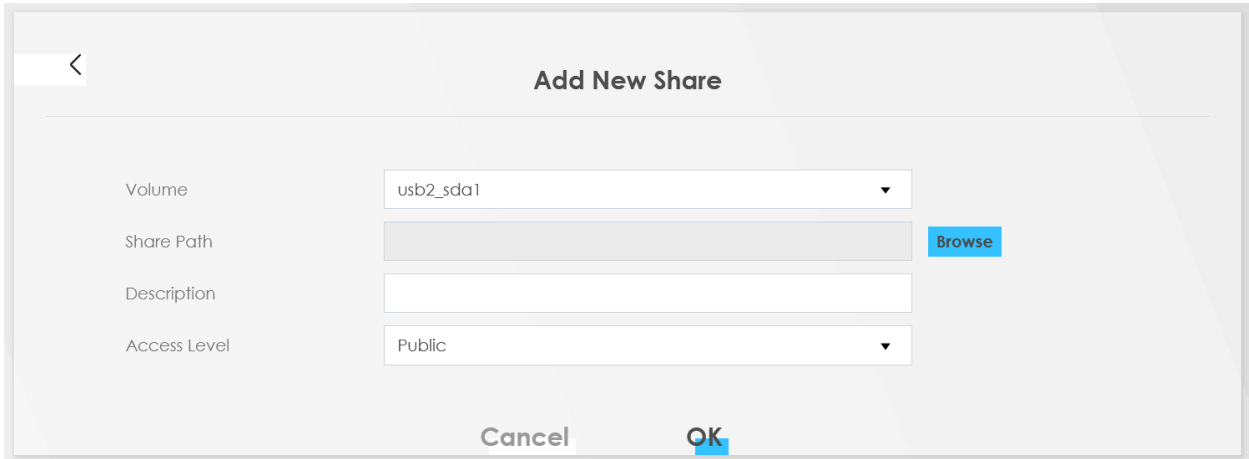
Account Management

[+ Add New User](#)

Status	User Name
	admin

Select the storage volume from **Volume** list, and at the **Share Path**, click **Browse** to select a subfolder to share (default is sharing the whole volume). Enter a description and select either **Public** (no further authentication required) or **Security** (requires entering the user name and password when accessing) from the **Access Level** list.

Click **OK** to confirm, then **Apply** to confirm the changes.

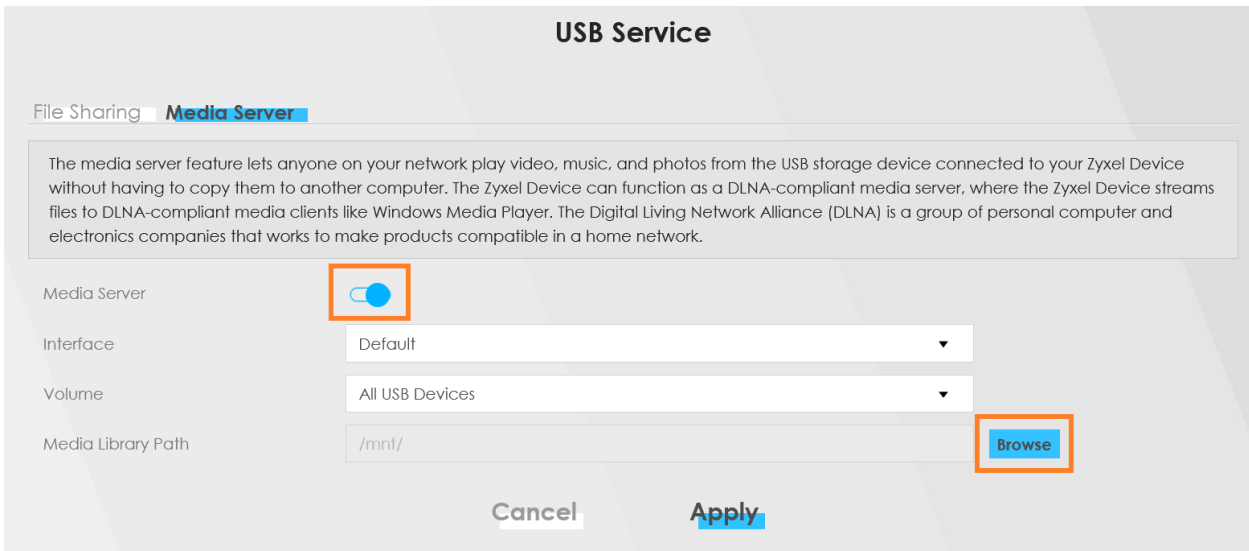


The 'Add New Share' dialog box contains the following fields:

- Volume:** A dropdown menu with 'usb2_sda1' selected.
- Share Path:** A text input field with a 'Browse' button to its right.
- Description:** A text input field.
- Access Level:** A dropdown menu with 'Public' selected.

At the bottom, there are 'Cancel' and 'OK' buttons.

To share video, music and photo from the USB storage, switch on **Media Server** and click **Browse** to select the folder to share. Press **Apply** to confirm.



The 'USB Service' configuration page shows the 'Media Server' tab selected. It includes a descriptive text box about the media server feature. Below this, the configuration options are:

- Media Server:** A toggle switch that is currently turned on (highlighted with an orange box).
- Interface:** A dropdown menu with 'Default' selected.
- Volume:** A dropdown menu with 'All USB Devices' selected.
- Media Library Path:** A text input field containing '/mnt/' with a 'Browse' button to its right (highlighted with an orange box).

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

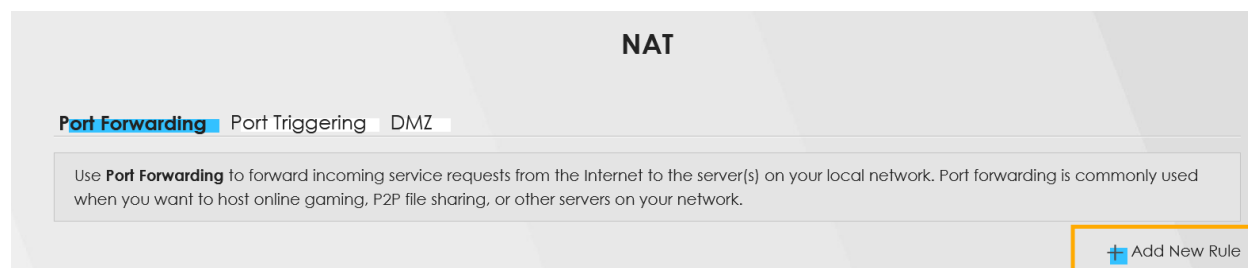
12. Port Forwarding

After logging into the Hyperhub manager (refer to Section 1), click the menu icon

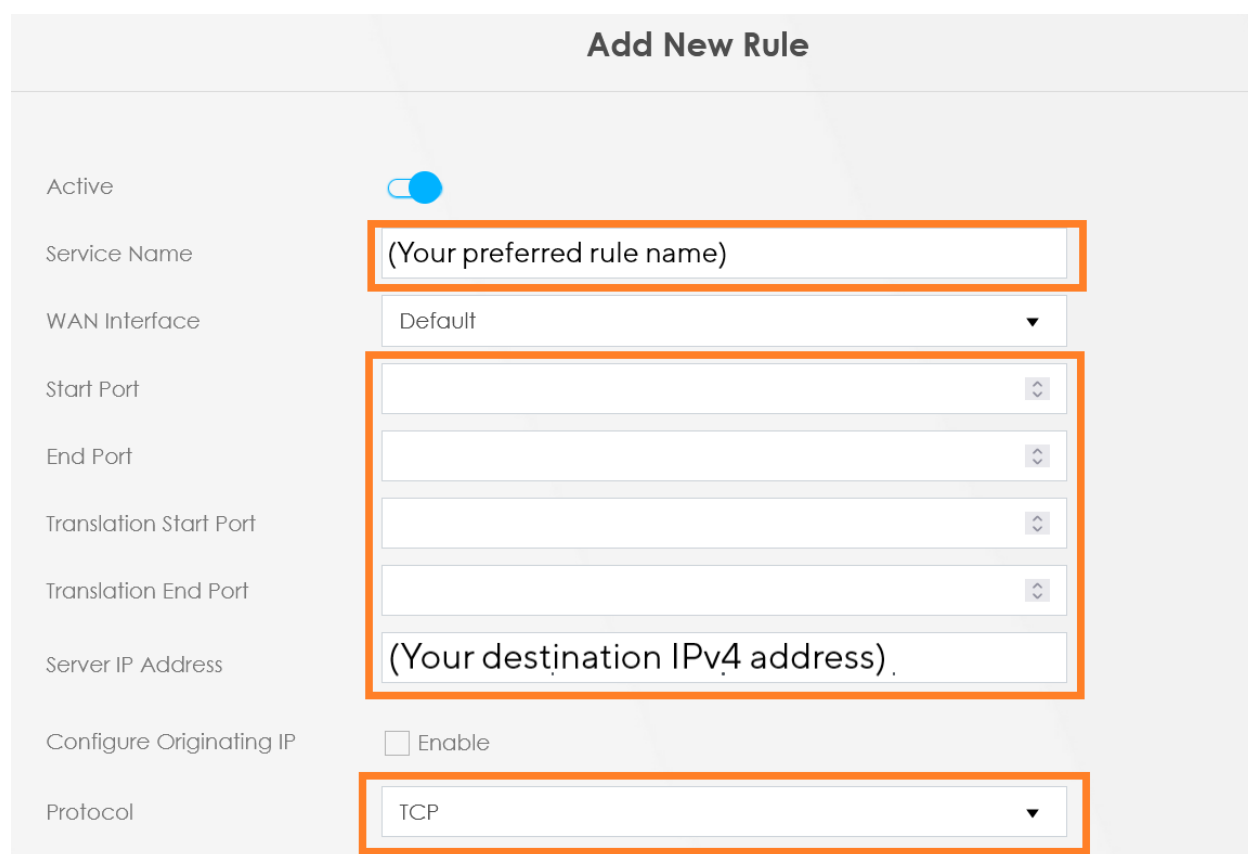


and navigate to **Network Setting → NAT → Port Forwarding** page.

Press **Add New Rule** to configure port forwarding.



At the page, enter the rule name in **Service Name** field, the preferred port or port range to forward or translate, and protocol (TCP or UDP or both). Press **OK** to confirm the configuration.

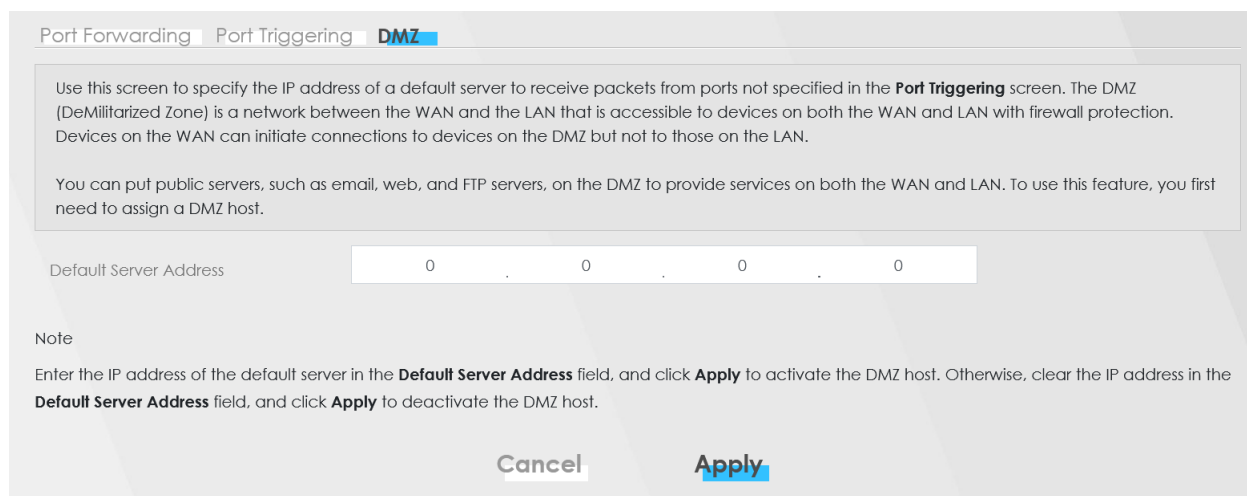


Note: TCP port 7547 is reserved for system use.

13. DMZ

You can put your public servers on the DMZ to provide service on both WAN and LAN side. The DMZ (DeMilitarized Zone) is a network between WAN and LAN that is accessible to devices on both sides with firewall protection.

To use this feature, you need to first assign a DMZ host. After logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Network Setting** → **NAT** → **DMZ** page. Enter the IPv4 address of the server that will receive packets from ports not specified in **Port Forwarding** page (refer to section 12). Then press **Apply** to activate.



Port Forwarding Port Triggering **DMZ**

Use this screen to specify the IP address of a default server to receive packets from ports not specified in the **Port Triggering** screen. The DMZ (DeMilitarized Zone) is a network between the WAN and the LAN that is accessible to devices on both the WAN and LAN with firewall protection. Devices on the WAN can initiate connections to devices on the DMZ but not to those on the LAN.

You can put public servers, such as email, web, and FTP servers, on the DMZ to provide services on both the WAN and LAN. To use this feature, you first need to assign a DMZ host.

Default Server Address

Note
Enter the IP address of the default server in the **Default Server Address** field, and click **Apply** to activate the DMZ host. Otherwise, clear the IP address in the **Default Server Address** field, and click **Apply** to deactivate the DMZ host.

Cancel **Apply**

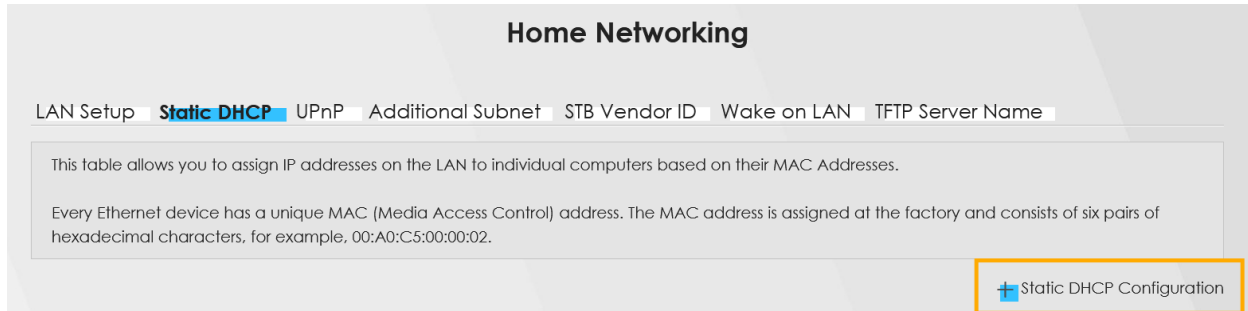
To deactivate DMZ, remove the IPv4 address, and press **Apply**.

Note: Placing LAN devices in DMZ can pose a cybersecurity risk if the IPv4 address is incorrectly set. Please proceed with caution.

14. Configuring static IP to client – DHCP Binding

You can specify fixed IPv4 addresses on your network to specific devices.

After logging into the Hyperhub manager (refer to Section 1), click the menu icon  and navigate to **Network Setting → Home Networking → Static DHCP** page. Press **Static DHCP Configuration**.



Home Networking

LAN Setup **Static DHCP** UPnP Additional Subnet STB Vendor ID Wake on LAN TFTP Server Name

This table allows you to assign IP addresses on the LAN to individual computers based on their MAC Addresses.

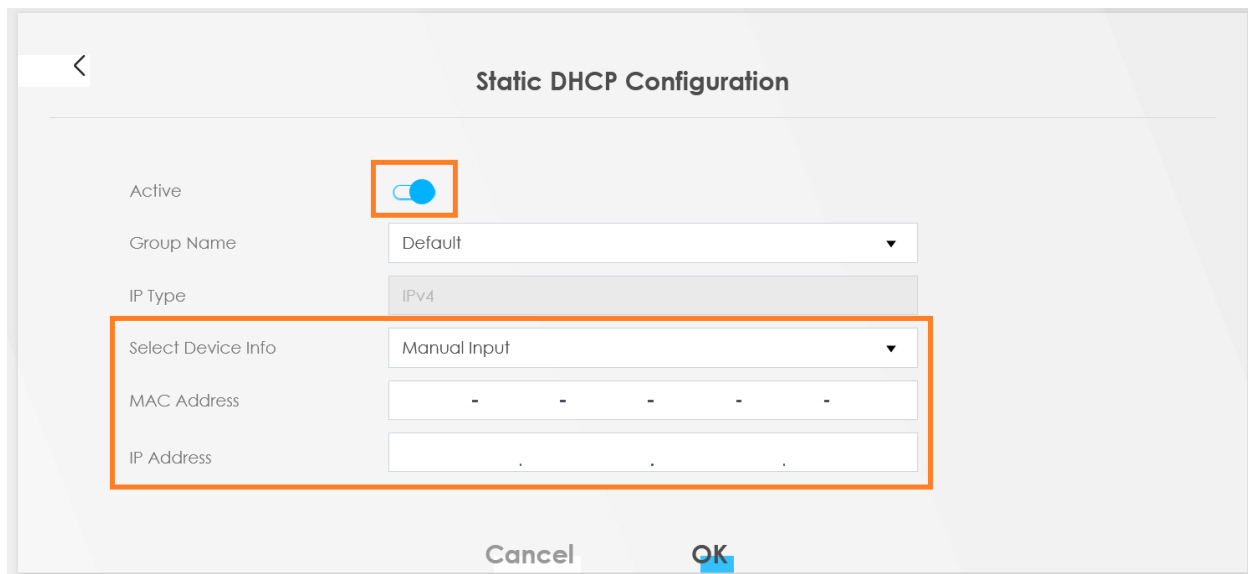
Every Ethernet device has a unique MAC (Media Access Control) address. The MAC address is assigned at the factory and consists of six pairs of hexadecimal characters, for example, 00:A0:C5:00:00:02.

[+ Static DHCP Configuration](#)

At the next page, switch on **Active** and either:

- Select the device that is connected via LAN or Wi-Fi from the **Select Device Info** menu; or
- Manually enter the device MAC address

Then, enter the desired IPv4 address for the device. Press **OK** to confirm.



Static DHCP Configuration

Active ☒

Group Name Default

IP Type IPv4

Select Device Info Manual Input

MAC Address - - - - -

IP Address . . .

Cancel **OK**

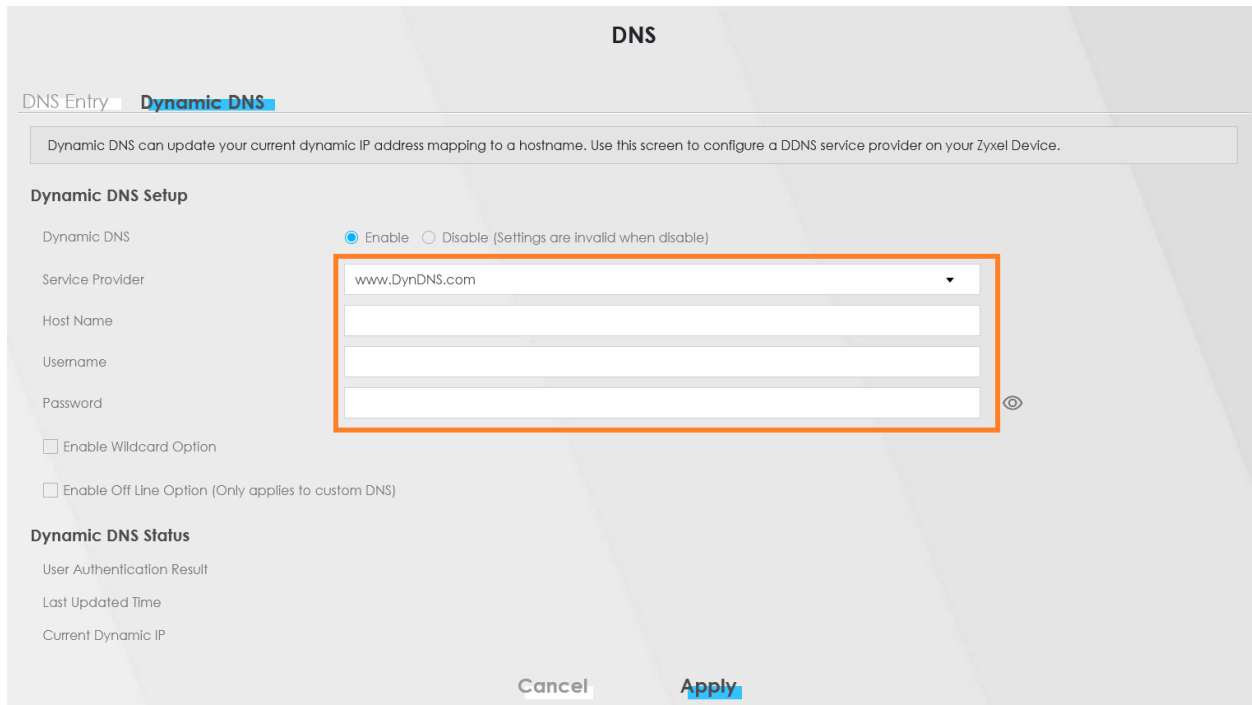
15. Dynamic DNS

After logging into the Hyperhub manager (refer to Section 1), click the menu icon



and navigate to **Network Setting → DNS → Dynamic DNS** page.

Select from one of the supported Dynamic DNS service providers on the **Service Provider** list and enter the host name (the URL to be handled by the service provider) and login credentials. Press **Apply** to confirm.



DNS

DNS Entry **Dynamic DNS**

Dynamic DNS can update your current dynamic IP address mapping to a hostname. Use this screen to configure a DDNS service provider on your Zyxel Device.

Dynamic DNS Setup

Dynamic DNS ☒ Enable ☐ Disable (Settings are invalid when disable)

Service Provider www.DynDNS.com

Host Name

Username

Password 👁

☐ Enable Wildcard Option

☐ Enable Off Line Option (Only applies to custom DNS)

Dynamic DNS Status

User Authentication Result

Last Updated Time

Current Dynamic IP

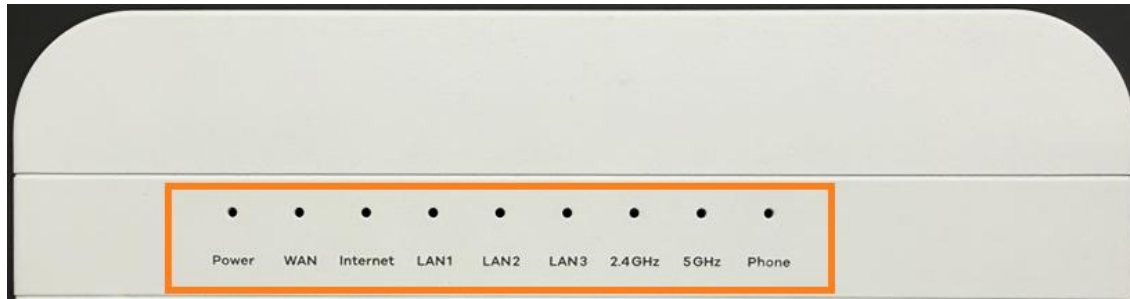
Cancel **Apply**

16. Turn indicator LEDs on/off

We recommend keeping indicator LEDs on for easy troubleshooting.

You can turn off indicator LEDs on your Hyperhub.

It will look like below when LEDs are turned off:



To turn on/off indicator LEDs, after logging into the Hyperhub manager (refer to Section 1), click the menu icon . Press **LED** on the sidebar.

