

Welcome to **Hyperoptic**

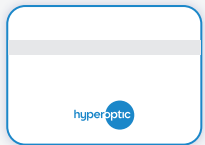
Let's get your broadband set up



Hello from **Hyperoptic**

Let's get you up and running with your new full fibre broadband. In this guide, you'll find everything you need to get your Hyperhub router and other devices set up, plus loads more.

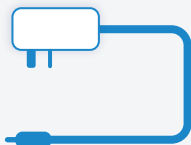
What's in the box



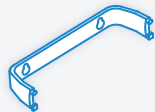
Hyperhub router



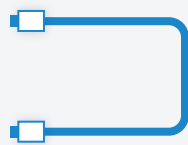
Welcome booklet



Power supply



Bracket
for wall mounting



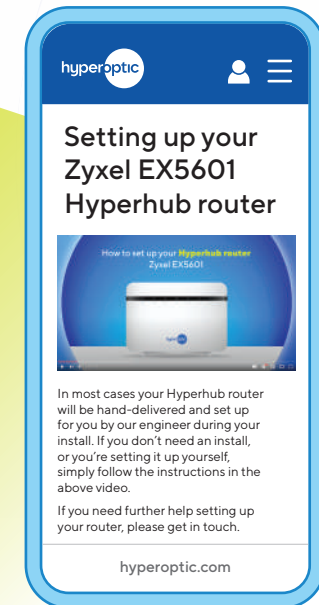
Ethernet cable



Device stand

Get connected now!

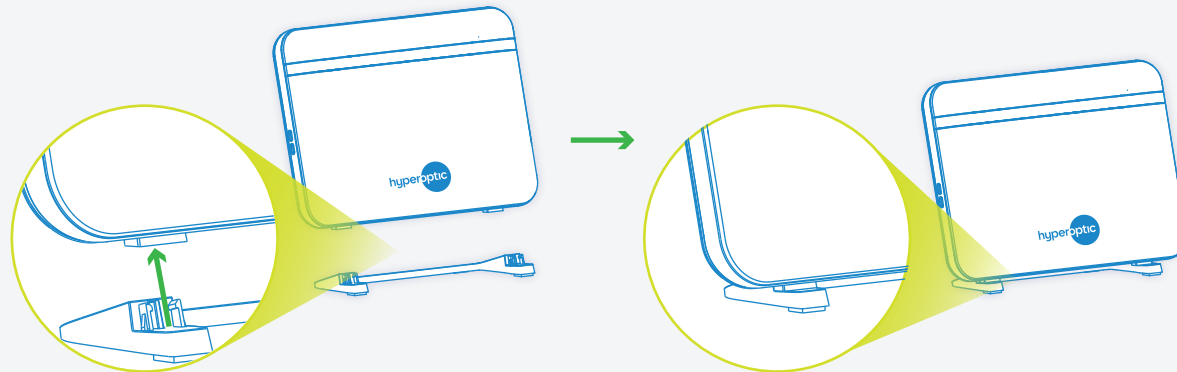
Watch our [video guide](#) to setting up your Hyperhub router. Simply use your mobile phone camera to scan the QR code or visit hyperoptic.com/zyxel5601



Setting up your Hyperhub router

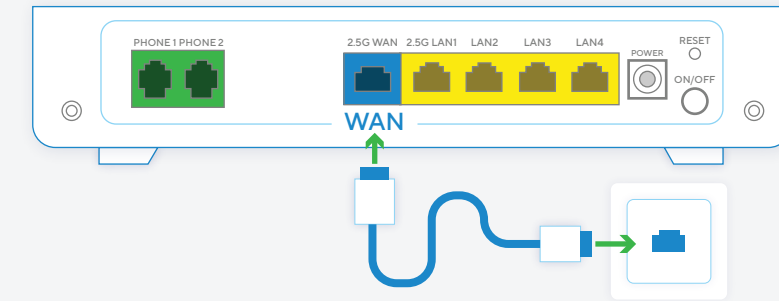
1 Connect the stand

Clip the Hyperhub router into the stand.



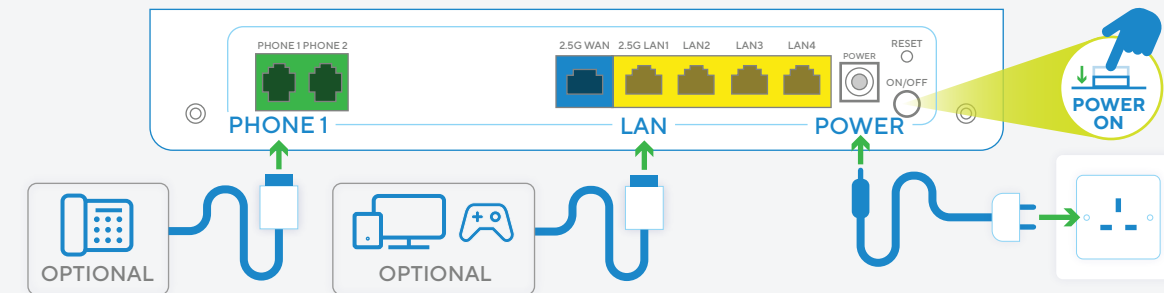
2 Plug in

Plug one end of the ethernet cable into the WAN port on the router and the other end into the Hyperoptic socket on the wall.



3 Power up

Connect the router to the mains power using the power supply and press the on/off button on the router. Once the WAN and internet lights are green (this might take a few minutes), you're ready to connect your devices.



Connecting your devices

For the best possible connection, we recommend connecting your devices directly to the router (via the LAN ports) using an ethernet cable.



To connect to the Wi-Fi:

- Scan the QR code on the card on the back of your Hyperhub router using the camera on your mobile phone or tablet.
- Alternatively, use the Wi-Fi username and password info on the back of your Hyperhub router.



To connect your phone:

If you have a compatible phone and have ordered our phone service, simply plug it into the router's phone port using an RJ11 phone cable (supplied with most phones).

Please note, while most handsets are compatible, some BT branded handsets may not work with our service.

What the lights on your router mean



INTERNET

Green

On - Internet is ready
Blinking - Transmitting/receiving internet data

Red

On - Hyperhub is receiving a broadband signal but isn't connected to the internet
Off - Internet is not ready



If everything is plugged in and all lights are off, or the red light is on 20 mins after set-up, please get in touch.



POWER

Green

On - Power is on
Blinking - Starting up

Red

On - Malfunctioning
Blinking - We're upgrading your Hyperhub firmware
Please keep power on



If everything is plugged in and the red light is on or blinking 1 hour after set-up, please get in touch.

Safety instructions



In order to keep your connection running smoothly and avoid any potential safety risks, it's important that you treat your Hyperoptic equipment properly and make sure it's placed in the right location.

Please take a look at our tips below and make sure you're following proper guidance when it comes to your Hyperoptic router.

- Hyperhubs should be kept indoors, far away from sources of heat and/or direct sunlight (e.g. radiators, oven hobs etc.).
- Hyperhubs 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 should be kept far away from any electrical appliances with strong magnetic or electric outputs (e.g. microwaves, fridges, Bluetooth devices etc.).
- Hyperhubs should be kept away from liquids and damp areas. It's very important to keep your devices dry, without the possibility of liquid spilling onto 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 with a soft, dry cloth only. Never use liquids or solvents.
- Please only use the power supply included with your Hyperhub.

Need help?



Visit our online help pages to find answers to frequently asked questions: hyperoptic.com/help



If your service is not working, **scan the QR code** to find our step-by-step guide to restoring service quickly



Prefer to get in touch with our Customer Support team?
You can find all the ways to contact us at hyperoptic.com/contact-us



We're **in your corner**

