

Xplornet Hub 2.0



User Guide



XPLORNET
Reliable | Rural | High Speed



Version 4.0

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Getting Started



Thank you for signing up with Xplornet. Your Xplornet Hub provides Home Phone and Wi-Fi Router service.

This guide will help you set up your device. Just follow the easy step-by-step instructions and start connecting to what matters to you.

Safety Precautions

Before connecting your Xplornet Hub, please read the following safety precautions:

- Always use the power adapter that came with the device.
- Do not put anything on top of the unit.
- Keep the Xplornet Hub dry, clean and well-ventilated.
- Use a soft, dry cloth to clean the device – do not use liquid or spray to clean it.
- Keep the air vent clean and clear of debris and keep all liquid away from the device's surface. Should anything fall into the Xplornet Hub through the air vent, it could result in fire or damage to the device.
- To avoid injury, do not open the Xplornet Hub. Tampering with the device could void your warranty.
- To prevent unauthorized access into your Wi-Fi network, we recommend you setup a secure SSID connection with a unique password. Please review page 12 for a step by step guide.

In the Box

You will find the following items included:

Xplornet Hub



AC Power Adapter



RJ-45 LAN Network Cable



RJ-45 WAN Network Cable



RJ-11 Telephone Cable



If any parts are missing, please contact **Xplornet Support**:








By Email: support@xplornet.com

By Phone: 1-866-841-6001

Indicators

The following indicators are arranged across the top of the Xplornet Hub.



LED Indicator	Status	Description
 Power	Solid Green	Hub is powered on
	Solid Red	Hub is not working
	Off	Hub is powered off
 Broadband (The WAN link is established)	Solid Green	The link is activated
	Flashing Green	Data is being transmitted
	Off	The equipment is not powered on or the WAN port is disabled
 Internet	Solid Green	The connection is established and a correct IP address obtained
	Solid Red	Internet connection failed
	Flashing Green	Data is being transmitted
 WLAN	Solid Green	The WLAN RF switch is on
	Flashing Green	Data is being transmitted
	Off	Hub is not powered on or the WLAN RF switch is off
 WPS	Solid Green	WPS access is successful. This solid-on light will be automatically off after 5 minutes
	Fast Flashing Green	The WPS has an error
	Slowly Flashing Green	WLAN is being accessed
	Off	No WPS access or the WPS access to the terminal exceeds 5 minutes
 Phone	Solid Green	Hub has registered on the VoIP network
	Flashing Green	Indicates when the associated telephone is off-hook
	Off	Hub is not powered on or not been registered on the VoIP network
 USB	Solid Green	The USB interface is connected and operating in host mode, but no data is being transmitted
	Flashing Green	Data is being transmitted on the interface
	Off	Hub is not powered on or the USB interface is not connected

WLAN refers to the wireless local area network, also known as WiFi. The WiFi function is available only when the Wi-Fi Router service is activated.

WPS refers to the Wi-Fi Protected Setup™, a feature that lets you easily connect WPS-supported client devices (such as wireless printers) to your router wirelessly.

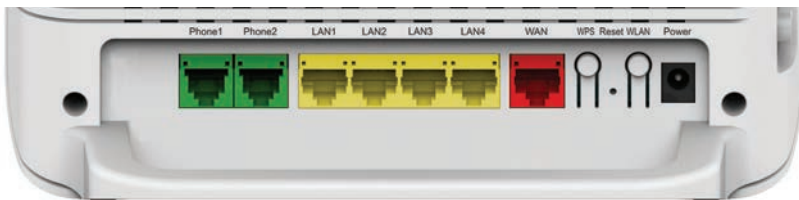
Ports and Buttons

Power plug, on/off switch and ports are located on the back and side of the Xplornet Hub.



Side

Buttons	Description
USB	USB2.0 host port in right panel: Used for the USB storage device, or printer
On/Off	Power switch. Power on or power off the Hub



Back

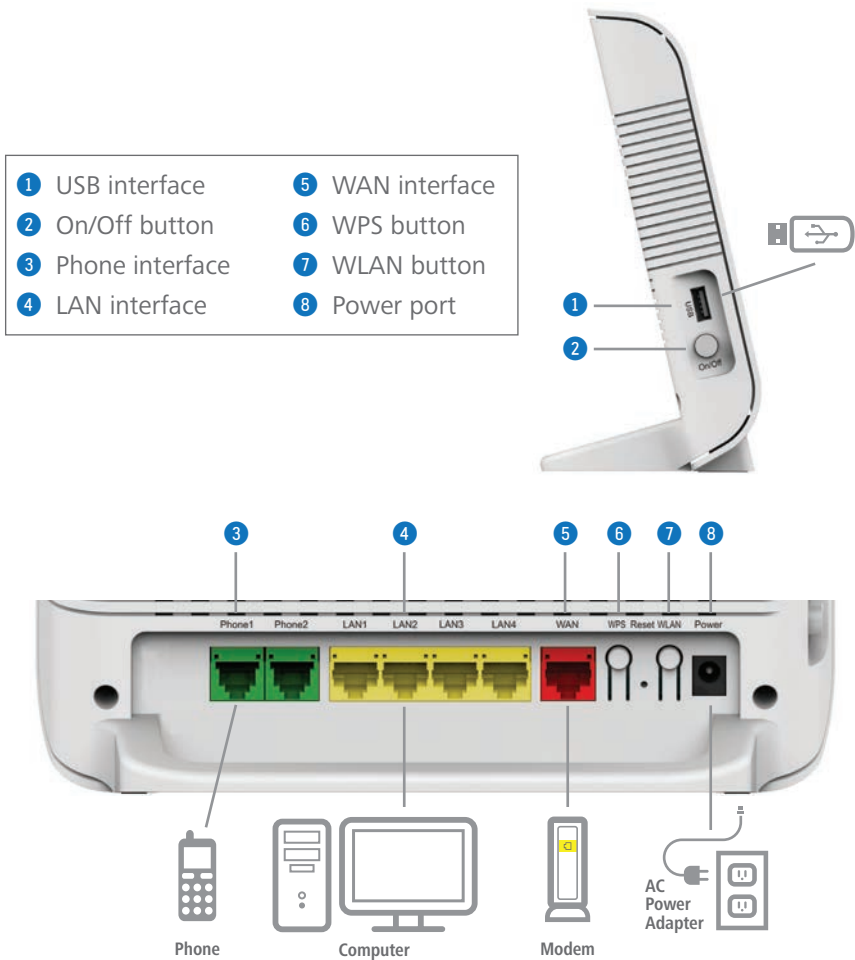
Ports	Description
Phone1~Phone2	RJ-11 port is used to connect to the phone through the telephone line
LAN1~LAN4	RJ-45 port is used to connect the modem to computer or other network devices
WAN	RJ-45 port is used to connect to your Xplornet modem
WPS	WLAN Protected Setup
Reset	Reset button should not be used unless advised by an Xplornet representative. This button is used to restore the factory default settings when pressed for more than 5 seconds.
WLAN	Turn the WLAN on or turn off
Power	Power supply port is connected to the power adapter

Connecting Your Xplornet Hub

The Xplornet Hub is your main connection point for your Xplornet Internet service. These steps will guide you in the setup of the Xplornet Hub.

The Xplornet Hub should be the only device directly attached to the Xplornet service modem.

COMPLETE SETUP:



Record Your Xplornet Hub 2.0 GUI Password

Before you start connecting cords and plugs be sure to first record or take a photo the last four digits of the D-SN number found on the back of your Xplornet Hub.

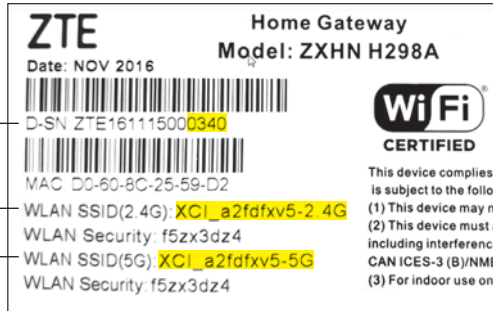
Xplornet Hub 2.0 GUI Password

Example: *admin0340*


2.4 GHz SSID Default

5 GHz SSID Default

Xplornet Default SSID Names



What are the Xplornet Hub 2.0 GUI Password and Default Xplornet SSID names used for?

<p>Xplornet Hub 2.0 GUI Password</p>	<p>You use the combination of the last 4 numbers of your Xplornet Hub 2.0 D-SN serial number with admin, for example: <i>admin0340</i>, to login to your Xplornet Hub 2.0 GUI</p> <p>Your Xplornet Hub 2.0 GUI is where you can reset your Home Network name (SSID) and Wi-Fi Protected Access (WPA) passphrase which are used to connect wireless devices to the Internet.</p> <p>For instructions see, <i>Set Your Own SSID Home Network Name and Passphrase, Page 12</i></p>
<p>Xplornet Default SSID Names</p>	<p>You look for the SSID Name (your Home Network name) in your wireless device's  Wi-Fi settings to make the connection.</p> <p>To get you started, Xplornet provides you with default SSID names and WPA passphrases (listed as WLAN Security on the sticker) for both your 2.4 and 5 GHz channels. We recommend that you change these default settings.</p> <p>For instructions see, <i>Connect a Wireless Device to the Internet, Page 14</i></p>

My Xplornet Hub 2.0 GUI Password

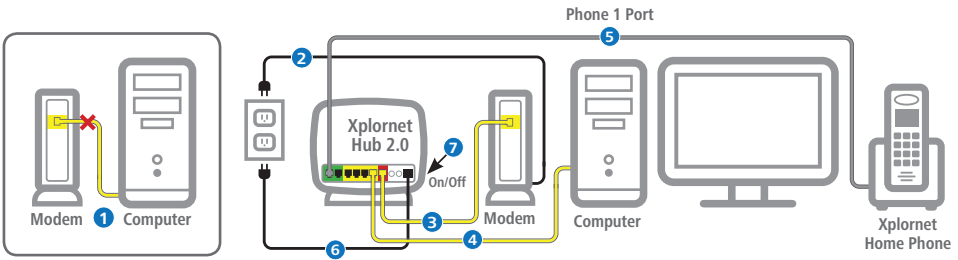
Record the last four numbers of your serial number for your password:

GUI Browser URL 192.168.219.1

Username Admin

Password admin _____

Connect the Xplornet Hub 2.0 to a Computer



If you wish to use your Personal Wireless Router for WiFi with your Home Phone service, see next page.

- 1 Disconnect your computer from the Xplornet Modem (Satellite) or Power Adaptor (LTE and WiMAX).
- 2 Unplug your Modem or Power Adaptor from the electrical outlet, wait 30 Seconds then plug it back in.
- 3 Plug one end of one of the yellow cables into the **LAN** port on the Modem or Power Adaptor and the other to the red Xplornet Hub 2.0 **WAN** port.
- 4 Using the other yellow cable, connect one end into any of the four yellow Xplornet Hub 2.0 **LAN** ports and the other end to your **Computer**.

5 For Xplornet Home Phone Customers Only

If you do not have an Xplornet Home Phone, please continue to Step 6.

Connect your telephone by attaching one end of the grey RJ-11 cable to the green Xplornet Hub's **Phone1** port and the other end to your **telephone base unit**.

- 6 Connect the small black power adaptor cord into the Power port on the Xplornet Hub 2.0 and then plug the other end of the cord into a 120 volt household outlet.
- 7 Power on your Xplornet Hub 2.0 by pressing the **On/Off** button on the side of the unit.
- 8 Please wait for approximately 10 Minutes for the Xplornet Hub 2.0 to complete software upgrading before using your Wi-Fi. When the Xplornet Hub 2.0 **Broadband**, **Internet**, and **WLAN** LED indicators are solid or flashing Green you can use your Wi-Fi Internet.

Activate your Home Phone Service

9 New Xplornet Home Phone Customers

Go to www.myxplornet.com and enter your User Name and Password to login.

Existing Xplornet Home Phone Customers

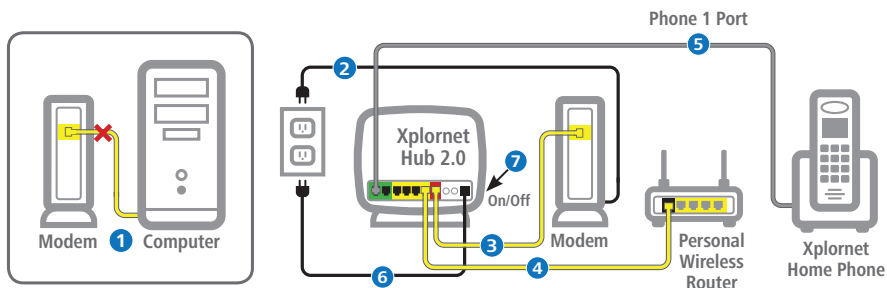
Upgrading to Xplornet Hub 2.0 Wi-Fi: If you are upgrading to Xplornet Hub 2.0 Wi-Fi from an Xplornet Hub (Home Phone) device, please call 1-866-841-6001 to ensure that your Home Phone service is transferred to your new Xplornet Hub 2.0.

Exchanging the Xplornet Hub 2.0: If you are exchanging one Xplornet Hub 2.0 for another Xplornet Hub 2.0 with no service changes, your Home Phone is now ready for Phone calls.

10 Now you are ready to use your Xplornet Home Phone.

For more help on setting up or activating your Xplornet Home Phone service, visit www.xplornet.com/support.

Connect the Xplornet Hub 2.0 to Your Personal Wireless Router



Only connect to your Personal Wireless Router if you do not wish to use Wi-Fi through the Xplornet Hub 2.0.

- 1 Disconnect your computer from the Xplornet Modem (Satellite) or Power Adaptor (LTE and WiMAX).
- 2 Unplug your Modem or Power Adaptor from the electrical outlet, wait 30 Seconds then plug it back in.
- 3 Plug one end of one of the yellow cables into the **LAN** port on the Modem or Power Adaptor and the other end to the red Xplornet Hub 2.0 **WAN** port.
- 4 Using the other yellow cable, connect one end into any of the four yellow Xplornet Hub 2.0 **LAN** ports and the other end to the **WAN** port on your **Personal Wireless Router**.
- 5 **For Xplornet Home Phone Customers Only**
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Connect your telephone by attaching one end of the grey RJ-11 cable to the green Xplornet Hub's **Phone1** port and the other end to your **telephone base unit**.
- 6 Connect the small black power adaptor cord into the Power port on the Xplornet Hub 2.0 and then plug the other end of the cord into a 120 volt household outlet.
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- 8 Please wait for approximately 10 Minutes for the Xplornet Hub 2.0 to complete software upgrading before using your Wi-Fi. When the Xplornet Hub 2.0 **Broadband**, **Internet**, and **WLAN** LED indicators are solid or flashing Green you can use your Wi-Fi Internet.

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10 Now you are ready to use your Xplornet Home Phone.


For more help on setting up or activating your Xplornet Home Phone service, visit www.xplornet.com/support.

Set Your Own SSID Home Network Name and Passphrase

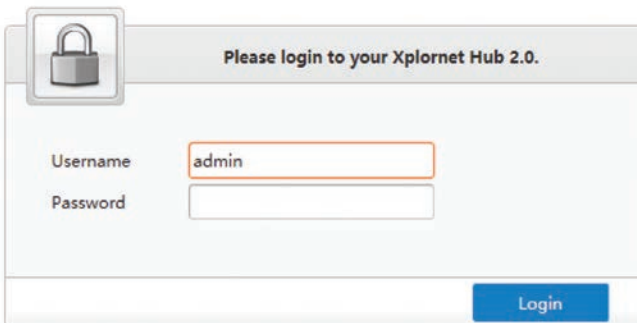
Before you connect a wireless device to your Xplornet Hub 2.0, we recommend that you first change the default Xplornet SSID Name and WPA Passphrase (listed as *WLAN Security* on the sticker) (See *Record Your Xplornet Hub 2 GUI Password, Page 7*) to your own Name and Passphrase. The SSID is the unique name of your Home Network that you look for whenever you want to connect a wireless device to the Internet. You find the name of your network in the  Wi-Fi settings of your device.

What is the SSID?

Your Xplornet Hub 2.0 uses 2.4 GHz and 5 GHz channels that send and receive signals to and from your wireless devices. These two channels make up your Home Network. The SSID (Service Set Identifier) is the technical term for the Network names given for these two channels.

To connect to the Internet, your wireless device scans for your SSID (Network) name which appears in the *Networks* list of your wireless device's  **Wi-Fi** Settings. You complete the connection to your Network by selecting one of the SSIDs from the list. For example, a default Xplornet SSID name could appear as *XCL_a2fdxv5-5G*. The 2.4 and 5 GHz SSID entries in the GUI are the security settings for your two Network channels.

- 1 **Disconnect** your personal wireless router from the Xplornet Modem or Power Adapter if you have one.
- 2 Ensure the yellow Ethernet cord is securely connected from the Xplornet Hub 2.0 yellow **LAN** port to your computer.
- 3 Type the IP address **192.168.219.1** into your Internet browser and press **Enter** on your keyboard to open the Xplornet Hub 2.0 GUI.
- 4 To login, enter the Username: **admin** and Password: **adminXXXX (last 4 numbers of your serial number)** found on the back of your actual Hub and press **Login**.



Please login to your Xplornet Hub 2.0.

Username

Password

Login

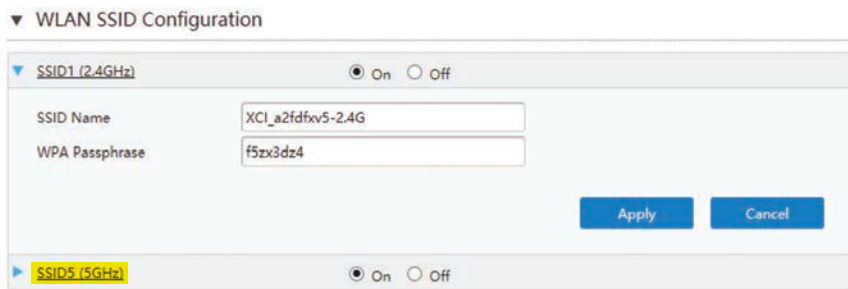
Example Password: *admin0340*

Set Your Own SSID Home Network Name and Passphrase (cont'd)

- 5 On the right of the Xplornet **Home** screen, click **WLAN Setting** to open the WLAN SSID Configuration section.



- 6 In the **SSID1 (2.4GHz)** section, change the default Xplornet **SSID Name** (your Xplornet Hub 2.0 name) and the WPA **Passphrase** to your own SSID name and password, then press the **Apply** button to complete the changes.




To open the SSID5 (5 GHz) channel click on **SSID5 (5GHz)**.

To make it easy to find your Hub's name on your wireless device, use the same SSID Name and WPA Passphrase for each of the channels. Please record these and keep them in a safe place.


Connect a Wireless Device to the Internet

Which SSID should I connect to?

You can connect to either SSID *. The 2.4 GHz is best suited for wireless devices that are **more** than 1.5 Meters (5 FT) from the Xplornet Hub 2.0. The 5 GHz is best suited for wireless devices that are 1.5 Meters (5 FT) or **less** from the Xplornet Hub 2.0.

* Not all wireless devices support 5 GHz and you may not see your 5 GHz SSID5 in your device's  **Wi-Fi** Settings.

- 1 Ensure that your devices are within range of the Wi-Fi connection (and inside the home). Also ensure that the Ethernet cord is securely connected from the Xplornet Hub 2.0 LAN port to your computer.
- 2 On the back of your Xplornet Hub 2.0, locate your default SSID names on the white sticker. If you have already changed the SSID name, locate that.

You can chose to connect to either the 2.4 GHz or 5 GHz channel.
- 3 On the wireless device you wish to connect, locate  **Wi-Fi** settings then look for the SSID name of your Xplornet Hub 2.0 and press **Connect**. You will be prompted to enter your WLAN Security passphrase, which is also located on the same sticker at the back of your Xplornet Hub 2.0 unless you have already changed it.
- 4 You should now be connected to Wi-Fi Internet. Remember to store your password somewhere secure for your convenience.

Connection Troubleshooting

To maximize your Wi-Fi connection:

- Reduce the number of walls and ceilings between your Hub and other network devices
- Place Hub upright with lights facing towards the centre of the home
- Keep at least 6 feet away from electrical devices or components that generate interference like a microwave oven, home security system or blue tooth devices
- Ensure that the Broadband, Internet and WLAN lights are green
- If there are no lights working on the device, please ensure that you have inserted the black power adapter into a known working power socket.
- Ensure the Hub has been powered "On" (the switch on the side panel is pressed down)
- Check that all cables are inserted into the correct port

Xplornet Hub Wi-Fi FAQ's

How many devices can be connected wirelessly to the Xplornet Hub at the same time?

There is no limit to the number of wirelessly connected devices to the Hub, however, Wi-Fi performance could degrade if there are large number of devices connected at the same time.

What should I do if I can't find my SSID name?

If the original or updated SSID name is not visible within your network settings, check that the SSID has not been hidden. To unhide it, login to the Router while your Router is connected by clicking "Local Network", "WLAN", "WLAN Basic", "WLAN SSID Configuration" and then turning "Hide" off. If you are still unable to find your SSID name, restart your computer.

One of my devices won't connect to Wi-Fi – what should I do?

Check to see if the "WLAN" light is on and green. If not, please make sure the Wi-Fi button on the side of the Hub is turned to "ON".

To troubleshoot a specific device, please ensure that the device is connected to the correct SSID. If it is not, please disconnect and connect to the SSID of the Xplornet Hub 2.0.

My devices are connected, but I can't access the Internet – what should I do?

Ensure the "Broadband" light is on (green) on the Hub. If the light is not on, you will need to test your Internet connection through a hard-wired connection. Using the yellow Ethernet cable, connect one of the "LAN" ports on the Hub to your computer. This will confirm if you have a connection to the Internet. If you do not have an Internet connection, check that your modem and Internet equipment are properly plugged in and connected.

What should I do if my Hub 2.0 stops working?

Please power cycle the Hub by unplugging the black AC power adaptor for 30 seconds, and then plugging it back in.

Router Features

- **Dual Band Wi-Fi** – Provides both 2.4 and 5 GHz
- **GB Ethernet Port** – 1GB LAN Ethernet port for home networking
- **WLAN On or Off (2.4 and 5 GHz)** – Wireless “on” or “off” for 2.4 or 5 GHz channels
- **WLAN SSID Password (2.4 and 5 GHz)** – Password setting for 2.4 or 5 GHz channels
- **WLAN SSID Name Change (2.4 and 5 GHz)** – Change SSID network name for 2.4 or 5 GHz channels

Advanced features:

- **Customer Configurable Channels, Bandwidth and Power Settings** – Allows home owner to select level of power and optimal uncongested channel
- **Guest SSID’s** – Provides the ability to setup and additional 2.4 and 5 GHz band that is open to visitors
- **Quality Metric** – Score between 0-100% that indicates quality of Wi-Fi signal
- **Transit Rate** – Identifies throughput capability of wireless devices connected to Wi-Fi
- **Parental Controls** – Allows home owner to limit network access by connected wireless device, time of day or bandwidth allotment
- **Site Survey** – Allows home owner to view other Wi-Fi connections within their immediate proximity.
- **Firewall** – Protection of harmful files and data into the home
- **DMZ, ALG, DDNS, DHCP, port forwarding, port triggering, port mapping** – Advanced networking features

Xplornet Home Phone Features

- Voicemail
- Call Display
- Call Waiting
- Caller ID Block
- Do Not Disturb
- Call Forwarding
- Call Return
- Call Screening
- 3-way Calling
- Voicemail to E-mail
- Online Self-Service
- E911 Support
- Find Me / Follow Me

Features with Star (*) Codes

Voicemail Access (Default Voicemail PIN: 1234)	*98	Call ID Block Single Call	*67
Call Forwarding Enable or disable Forward to voicemail when busy / no answer	*72	Call waiting Enable Disable	*57 *56
Last call return	*69	Call Trace	*55

Home Phone N11 Services

211 – Provincial Government Information Services

Provincial government information services for health and social services such as housing, language training and employment

311 – Local Municipal Government Information Services

Non emergency information from your local municipal government

411 – Information / Directory Assistance

Helps you find phone numbers and other contact information about businesses and people in your area

511 – Road Conditions / Traffic Advisory

Information on transportation and infrastructure to guide your travel plans

611 – Xplornet Direct Support

Helps you contact Xplornet directly and (like 911) will work even if Xplornet Home Phone is suspended

711 – TDD / TTY Services

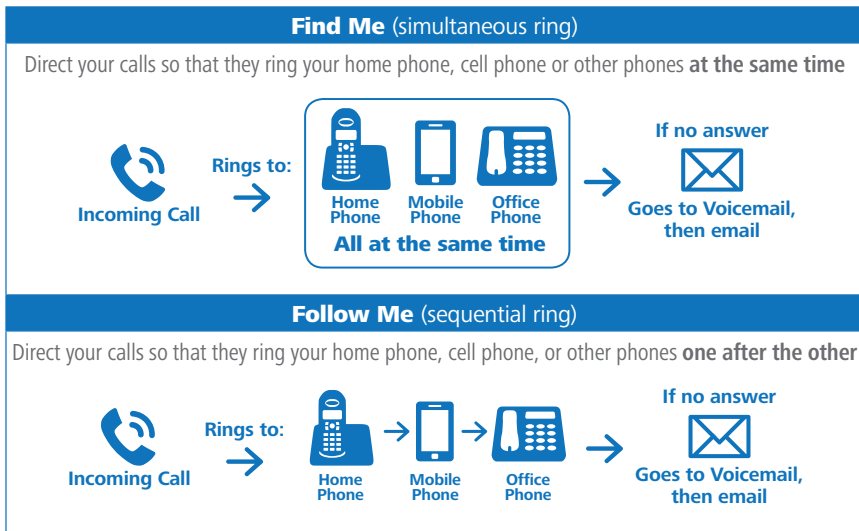
Telecommunications Relay Service that helps those who are hearing impaired to converse with others over the phone through an operator by translating from TDD to speech and vice versa

911 – E911 Emergency Services

Enhanced 911 service is routed through a call centre which validates your address prior to dispatching emergency services

Xplornet Home Phone Features (Cont'd)

You'll never miss a call with Find Me / Follow Me feature



Troubleshooting for Home Phone

- Follow the Home Phone “Easy Setup Guide” steps if installing at home by yourself. Alternatively, your Xplornet certified installer will complete the process using the same instructions
- Use a standard power outlet to connect the power adaptor, but do not use the pre-wired land line jacks in your home as these will not work with the Xplornet Voice Over IP (VOIP) phone
- Ensure that you have plugged the correct cables into the ports of the Hub
- The Xplornet Hub should be the only device directly connected to your modem
- Be sure to go through the Xplornet Activation Portal to activate your Home Phone service
- In order to login to the Xplornet Activation portal, you need your password. In most cases, your username will be the email address you provided to Xplornet when you signed up. If you require help resetting, please call Xplornet at 1-866-876-3993.

Troubleshooting for Home Phone (Cont'd)

- Ensure you have accepted the 911 emergency terms and conditions and completed all required information
- Once your Home Phone has been activated, please restart the Hub by turning it “off” and “on” which is found on the side near the USB port
- To update your phone features online, visit myxplornet.com which will allow you to view your phone usage, change your preferences and customize your account based on your needs
- If you plan to port your existing phone number, please complete the Local Number Portability form which is included in your welcome email. Once complete, sign the completed Letter of Authorization and then fax to 1-866-485-4156 or email a picture or scanned copy to csg@corp.xplornet.com and we will complete the port in 15 business days or under.

Important 9-1-1 Emergency Services

9-1-1 emergency services operate differently on Voice Over Internet Protocol (VoIP) phone systems as compared to traditional 9-1-1 services. With traditional phone services, when you call 9-1-1, your call is sent directly to the nearest emergency response centre. With VoIP phone service, your 9-1-1 call is forwarded to a third-party service provider that will route your call to an emergency response centre.

Because your call is routed through a third-party provider, you will need to register your address upon activation of your service.

Xplornet will also provide the emergency response centre with the service address on your account, so please ensure that your information is correct and and kept up-to-date.

If you move your VoIP phone between locations (for example, from your home to your cottage), it is important that you inform the emergency operator of your location and contact details any time you call 9-1-1. If you do not inform the emergency operator of your location, there is a risk of sending emergency services to the wrong address.

Be prepared during any service interruption

Your VoIP phone service requires Internet connectivity, power (electricity), and a current service subscription. In the event of a power, network, or Internet outage (including congestion), or if your service is disconnected or suspended due to non-payment or Seasonal Service arrangement, you may experience a disruption or delay in your 9-1-1 service. We recommend that you keep an alternative phone service (such as a mobile phone) available in case of emergency.

Do not disconnect

In the event that you need to call 9-1-1, please do not disconnect your 9-1-1 call unless you are instructed by an emergency dispatcher. If you are disconnected, please call back immediately.

Inform other users

To ensure the safety of any users of your VoIP phone service, we strongly recommend that you advise them of the nature and limitations of 9-1-1 emergency calls.

Limitations of liability

Please carefully read Xplornet's terms of service related to 9-1-1 service detailed at <http://www.xplornet.com/legal/xplornet-e911-terms/>

About Xplornet

Headquartered in Woodstock, New Brunswick, Xplornet Communications Inc. is Canada's leading rural broadband provider. We believe everyone should have access to the transformative benefits of broadband, so we make our service available everywhere in Canada, including the hard-to-reach places. We overcome the challenges of Canada's vast geography through our deployment of Canada's first national 4G network, which leverages both fixed-wireless towers on the ground and next-generation satellites in space. Our customers live in the farthest reaches of the country and just outside of major urban centres, and through our coast-to-coast network of local dealers, we connect them to all that the Internet offers. Xplornet is high-speed Internet – for all of Canada.

Xplornet connects you to what matters.

Canada Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

The Ringer Equivalence Number (REN=0.11) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.



XPLORNET

Reliable | Rural | High Speed

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P.O. Box 9060
Woodstock, NB E7M 6B5
support@xplornet.com | 1-866-841-6001

Wi-Fi®, the Wi-Fi logo, the Wi-Fi CERTIFIED logo, Wi-Fi Protected Access® (WPA), WiGig®, the Wi-Fi ZONE logo, the Wi-Fi Protected Setup logo, Wi-Fi Direct®, Wi-Fi Alliance®, WMM®, and Miracast® are registered trademarks of Wi-Fi Alliance. Wi-Fi CERTIFIED™, Wi-Fi Protected Setup™, Wi-Fi Multimedia™, WPA2™, Wi-Fi CERTIFIED Passpoint™, Passpoint™, Wi-Fi CERTIFIED Miracast™, Wi-Fi ZONE™, WiGig CERTIFIED™, Wi-Fi Aware™, the Wi-Fi Alliance logo, and the WiGig CERTIFIED logo are trademarks of Wi-Fi Alliance. Xplornet® is a trademark of Xplornet Communications Inc. © 2017 Xplornet Communications Inc.