Manuals+

hyperoptic EX3301 Hyperhub Router Instruction Manual 📄

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hyperoptic

hyperoptic EX3301 Hyperhub Router

Product Usage Instructions

- Connect one end of the ethernet cable to the WAN port on the router and the other end to the Hyperoptic socket on the wall.
- Plug the router into the mains power using the power supply and press the on/off button on the router.
- Wait until the WAN and internet lights turn green, indicating readiness to connect your devices.
- For optimal connection, it is recommended to connect your devices directly to the router via LAN ports using an Ethernet cable.
- Follow the router's Wi-Fi setup instructions.
- If compatible, plug your phone into the router's phone port using an RJ11 phone cable.
- Ensure proper ventilation by wall-mounting the router. Avoid placing it on soft fabric or in areas that restrict air circulation.

Hello from Hyperoptic

- Let's get you up and running with your new full fiber 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

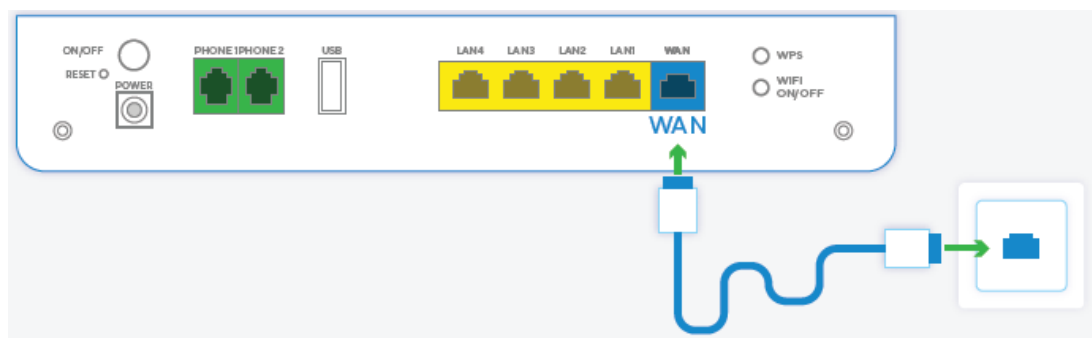Hyperhub router   Power supply   Ethernet cable   Welcome booklet

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/zyxel3301

Setting up your Zyxel EX3301 Hyperhub router

In most cases your Hyperhub router will be hand-delivered and set up for you by our engineer during your install. If you don't need an install, or you're setting it up yourself, simply follow the instructions in the above video.

If you need further help setting up your router, please get in touch.
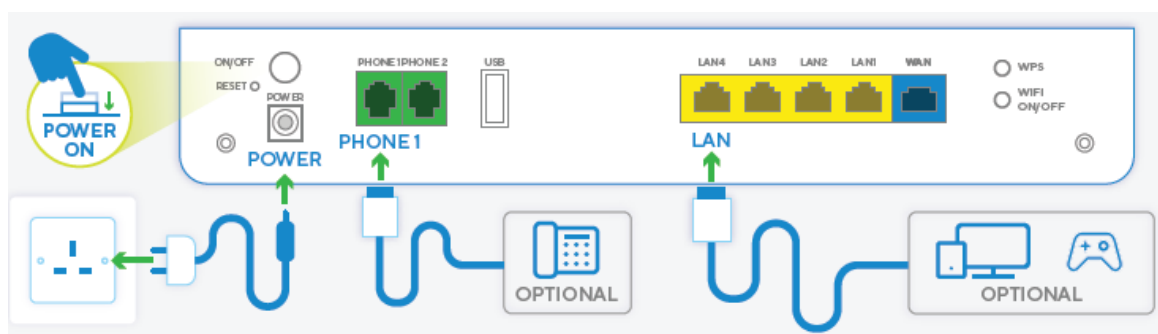
hyperoptic.com

Setting up your Hyperhub router

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.
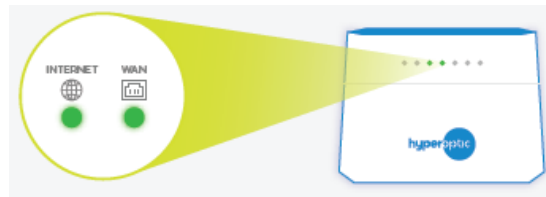

Power up

- Connect the router to the mains power using the power supply and press the on/off button on the router.

Green means go

- 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 – The Internet is not ready

If everything is plugged in and all lights are off, or the red light is on 20 minutes 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 the 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, you must 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

FAQ

- **What should I do if my internet is not working after setup?**
  - If your service is not working, refer to our online help pages for troubleshooting steps or contact Customer Support for assistance.
- **How do I know if my router is malfunctioning?**
  - If the power light is red or blinking an hour after setup, please contact us for support.
- **Can I use my own phone with the router?**
  - Most compatible phones can be used with our service. For specific compatibility concerns, please reach out to us for guidance.

Documents / Resources

hyperoptic EX3301 Hyperhub Router [[pdf](pdf)] Instruction Manual
EX3301, EX3301 Hyperhub Router, Hyperhub Router, Router

References

- [User Manual](#)

🏷 EX3301, EX3301 Hyperhub Router, Hyperhub Router, hyperoptic,
📁 hyperoptic   router

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