Xplornet Hub

Power WAN Internet LAN1 LAN2 LAN3 LAN4 WLAN WPS Phone USB1

XPLORNET

User Guide

XPLORNET
Reliable | Rural | High Speed

CONTENTS

Getting Started

Thank you for signing up for Xplornet Home Phone service. Your Xplornet Hub is the central connection point for your Home Phone service, which is fully loaded with many helpful features.

This guide will help you set up your Hub 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.

In the Box

You will find the following items included:

Xplornet Hub

AC Power Adapter

Two (2) RJ-45 network cables

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.

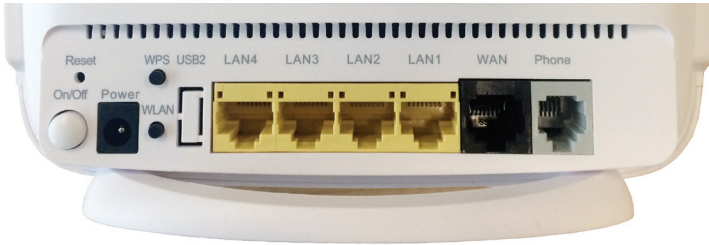| Indicator	Color	Status	Description
Power	–	OFF	The device is powered OFF
	Green	ON	The device is powered ON
WAN	–	OFF	There is no connection to the modem
	Green	Flashing	Data is being passed to or from the modem
		ON	The connection to the modem is ok
Internet	–	OFF	There is no connection to the Internet
	Green	Flashing	Data is being passed to or from the Internet
		ON	The connection to the Internet is ok
LAN1 - LAN4	–	OFF	There is no connection on this Ethernet port
	Green	Flashing	Data is being passed to this Ethernet port
		ON	There is a working connection in this Ethernet port
WLAN	–	OFF	WiFi is turned off
	Green	Flashing	Data is being passed across WiFi
		ON	WiFi is turned on
WPS	–	OFF	WPS is not actively connecting a device
	Green	Flashing	WPS is connecting to a wireless device
		ON	(Lasts for 5 minutes) A connection has been made using WPS
Phone	–	OFF	There is no phone connected, or the phone is not registered with the phone service
	Green	Flashing	Voice data is being passed to or from the phone service
		ON	The connection to the phone service is ok
USB1	–	OFF	USB port is disabled or USB device is not connected
	Green	Flashing	Date is transmitting through USB port
		ON	USB device is connected and available

WLAN refers to the wireless local area network, also known as WiFi. The WiFi function is available only when this 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 cable attachment ports are located on the back of the Xplornet Hub.

| Buttons	Description
ON/OFF	Power button
WPS	Used to establish secure connection to a new device
WLAN	This button is not used
Reset	Reset button, not to be used unless advised by Xplornet representative. This button is used to restore the factory default settings when pressed for more than 5 seconds in power-ON state

Ports	Description
Power	Power jack, 12 volt DC
LAN1 - LAN4	RJ-45 LAN network ports, connected to the local network through the RJ-45 network cable
Phone	RJ-11 port, connected to the phone through the telephone line
WAN	Uplink Ethernet interface
USB1	USB HOST port, not to be used unless advised by Xplornet representative. This port is used for the USB storage device connection
USB2	This port is not used

Connecting Your Xplornet Hub

The Xplornet Hub is your main connection point for your Xplornet Internet service. Devices inside the home are then attached to the Xplornet Hub. 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 and should not be connected to a LAN port of any WiFi router that you may already be using at your location.
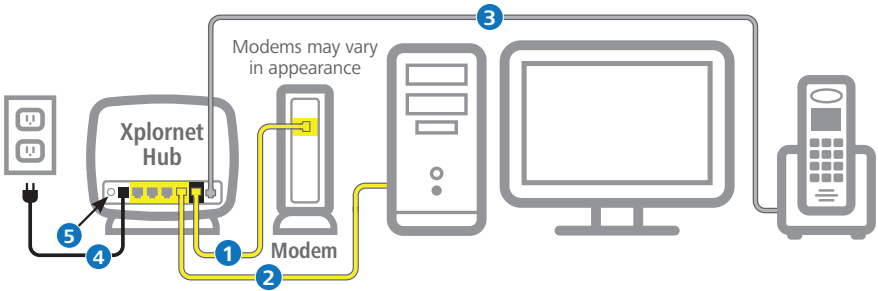
COMPLETE SETUP:

USB

AC Power Adapter

Computer   Modem   Phone
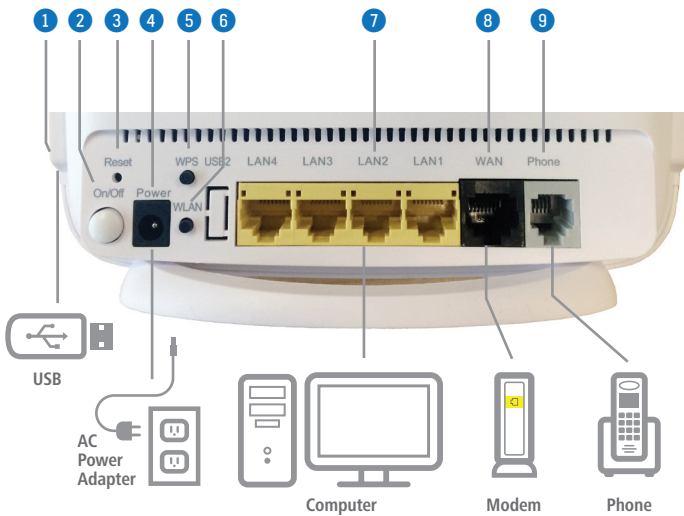
① USB interface	⑥ WLAN button
② On/Off button	⑦ LAN interface
③ Reset button	⑧ WAN interface
④ Power port	⑨ Phone interface
⑤ WPS button	

Connect Directly to a Computer

Modems may vary in appearance

Xplornet Hub

Modem

To connect to a wireless router, see next page.

Before you start:
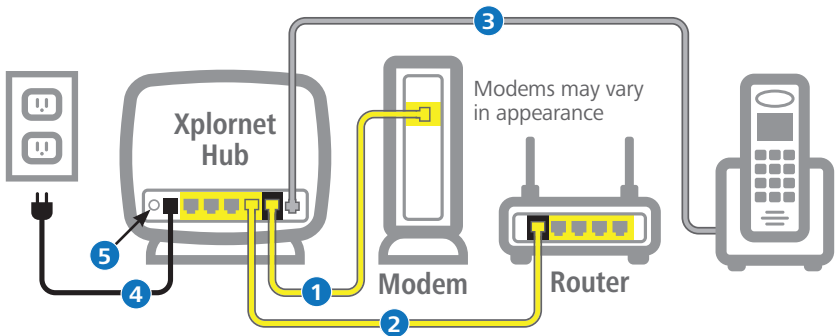
Disconnect your computer from the Xplornet Modem.

1. Plug one end of the yellow cable into the **LAN** port on the modem and the other to the **WAN** port on the Xplornet Hub.

2. Using the other yellow cable, connect one end to the Xplornet Hub in any of the four **LAN** ports and the other end to your **Computer**.

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

4. Connect the small black power adapter cord into the Power port on the Xplornet Hub and then plug the other end of the cord into a 120 volt household outlet.

5. Power on your Xplornet Hub by pressing the **On/Off** button on the back of the unit.

Activate your service:

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

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

Connect Directly to a Wireless Router

To connect directly to a computer, see previous page.

Before you start:

Disconnect your wireless router from the Xplornet Modem.

1 Plug one end of the yellow cable into the **LAN** port on the modem and the other to the **WAN** port on the Xplornet Hub.

2 Using the other yellow cable, connect one end to the Xplornet Hub in any of the four **LAN** ports and the other end to the **WAN** port on your **Wireless Router**.

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

4 Connect the small black power adapter cord into the **Power** port on the Xplornet Hub and then plug the other end of the cord into a 120 volt household outlet.

5 Power on your Xplornet Hub by pressing the **On/Off** button on the back of the unit.

Activate your service:

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

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

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**
		Enable indefinitely	***81**
Rings before Voicemail			
Set number of rings to 4	***94**	**Last call return**	***69**
Set number of rings to 5	***95**		
Set number of rings to 6	***96**	**Call waiting**	
		Enable	***57**
Call Forwarding		Disable	***56**
Enable	***72**		
Disable	***73**		
Forward to voicemail when busy / no answer	***90**		

Home Phone N11 Services

411 – Information / Directory Assistance
Helps you find phone numbers and other contact information about businesses and people in your area

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

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

Find Me (simultaneous ring)

Direct your calls so that they ring your home phone, cell phone or other phones **at the same time**

Incoming Call → **Rings to:** → Home Phone, Mobile Phone, Office Phone — **All at the same time** → **If no answer** → **Goes to Voicemail, then email**

Follow Me (sequential ring)

Direct your calls so that they ring your home phone, cell phone, or other phones **one after the other**

Incoming Call → **Rings to:** → Home Phone → Mobile Phone → Office Phone → **If no answer** → **Goes to Voicemail, then email**

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.

XPLORNET

Reliable | Rural | High Speed

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