

Vodafone Ultra Hub

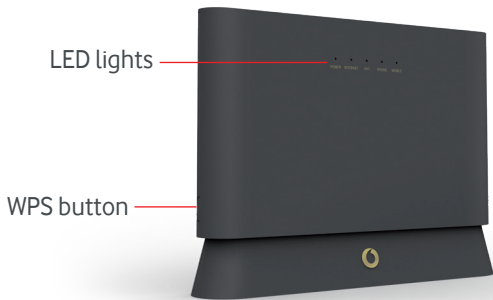
Get superfast Wi-Fi in minutes

Quick Start Guide



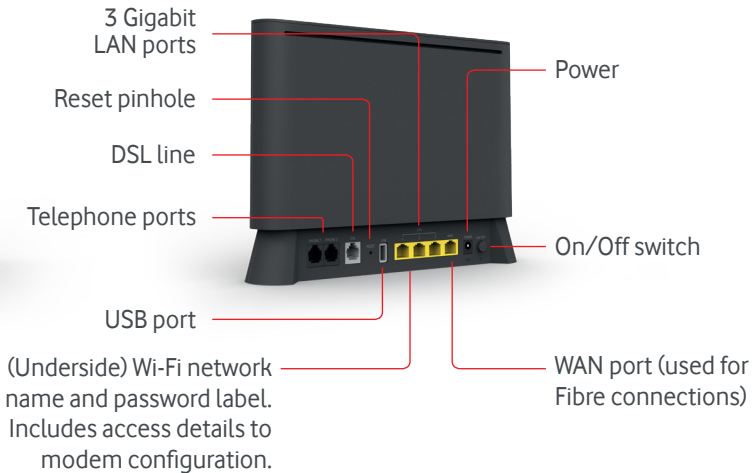
About your Vodafone Ultra Hub

Your Vodafone Ultra Hub is your modem that easily and reliably connects your smartphones, tablets and computers to the internet letting you make the most of Vodafone broadband.



LED lights

WPS button



3 Gigabit
LAN ports

Reset pinhole

DSL line

Telephone ports

USB port

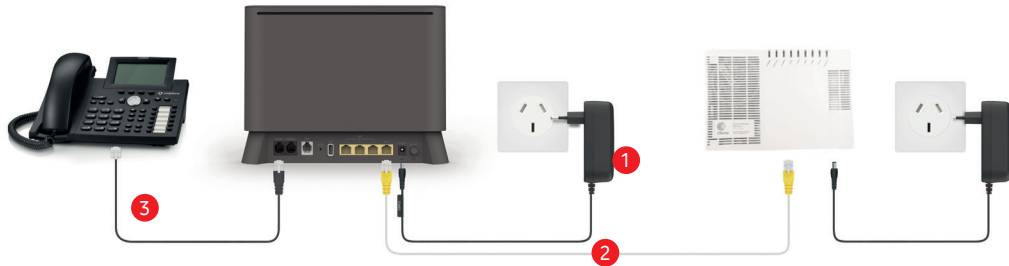
(Underside) Wi-Fi network
name and password label.
Includes access details to
modem configuration.

Power

On/Off switch

WAN port (used for
Fibre connections)

How to set up your Ultra Hub if you have Fibre or HFC



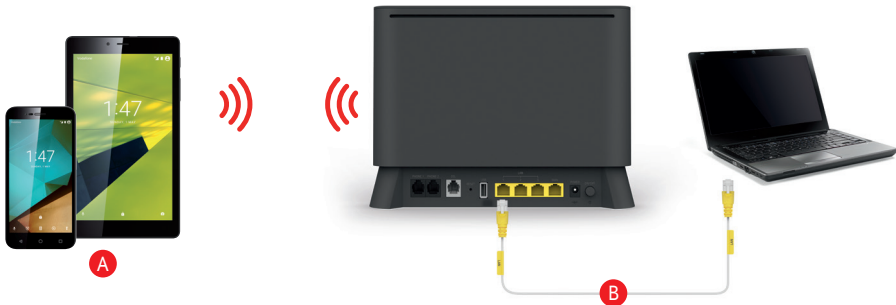
- 1 Plug the power supply (included in the box) into a power socket and connect the other end to your Ultra Hub. Turn it on by pressing the (ON/OFF) button on the rear panel. The power light on the Ultra Hub will turn green. Make sure that the Fibre/HFC Box (e.g. the Chorus ONT) is also on.
- 2 Connect a yellow cable marked LAN/WAN between the WAN port of the Ultra Hub and port 1 of your Fibre/HFC Box. The Internet light on the Ultra Hub will turn green once the internet is online.
- 3 If you've purchased a home line as well and your installer hasn't already connected your phone, simply plug it into the Phone 1 socket on the Ultra Hub.
- 4 Connect your devices to the Ultra Hub (see below).

How to set up your Ultra Hub if you have ADSL or VDSL



- 1 Connect a grey cable marked DSL/Phone between the grey DSL port of your Ultra Hub and the telephone wall jack. Use the line filter if required.
- 2 If you've purchased a home phone line as well, simply plug your phone into the Phone 1 socket on the Ultra Hub. Refer to help.vodafone.co.nz for support on connecting multiple handsets.
- 3 Plug the power supply (included in the box) into a power socket and connect the other end to your Ultra Hub.
- 4 Turn on your Ultra Hub by pressing the power button (ON/OFF) on the rear panel.
- 5 Connect your devices to your Ultra Hub (see below).

How to connect your computer/tablet/smartphone to your Ultra Hub



A Connect over Wi-Fi:

Firstly, you'll need the network name and password. You'll find these on the underside of your Ultra Hub. When you click on the wireless symbol on your device and you see `vodafoneXXXXXX_5` network displayed, connect to it for the best performance.

Now, for easier set up, change your Wi-Fi name and password to match your existing one. Otherwise you'll need to update your Wi-Fi details on each of your devices/smartphones/laptops. See 'Change advanced Ultra Hub settings' section of this guide.

B Connect your wired devices (e.g. computer):

Connect your computer to any of the 3 yellow LAN ports on your Ultra Hub with the supplied LAN cable.

If you're using Vodafone TV, you'll get the best reception and performance if your set-top box is cabled directly to the Ultra Hub.

Important info at a glance

Your password and network info are on the underside of the Ultra Hub.

Ultra Hub Password

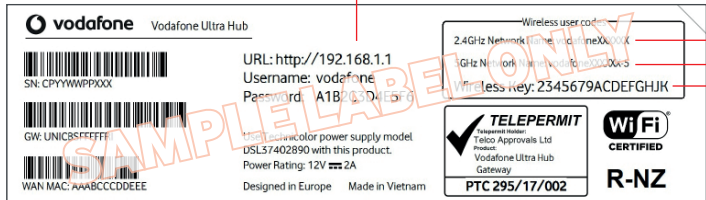
Enter the address and username/password as printed on the underside of the Ultra Hub to access the modem configuration pages.

Wi-Fi Network Name

The networks names printed on the underside of your Ultra Hub are the names of the Wi-Fi signal broadcast by your Ultra Hub. You'll see this when you connect a device.

Wi-Fi Network Key

Enter the password as printed on the underside of the Ultra Hub when you connect to the Wi-Fi of your Ultra Hub.



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Frequently Asked Questions

What do I do if I can't browse the internet and/or use the phone?

If you have previously been able to browse the internet and/or talk on the phone before, check that your Ultra Hub's cables are connected properly. Restart your Ultra Hub and connected device e.g. computer, tablet, by turning them off and on again. Often connection issues are resolved this way.

Where should I place my Ultra Hub?

To get the best performance, it's recommended you place your Ultra Hub in a ventilated place away from heat sources. To maximise the Wi-Fi coverage, we suggest putting it in a vertical position, clear of obstacles and as high as possible. Don't put it away out of sight (e.g. in a cupboard).

Do I have to use the material supplied in the box?

Vodafone recommends that you use the components that are in the box. They have all passed strict quality control and help ensure best performance compared to older or other possibly damaged cables.

Can I turn off my Ultra Hub when I'm not using it?

If you use a landline, the Ultra Hub must always be turned on and connected to the telephone jack so you can make or receive calls. It's safe to leave it on even if you only use the internet, and it uses little power.

Can I configure the ports on my Ultra Hub?

If you have games or applications that need to configure their connection ports, you can do that in the internet section of the Ultra Hub configuration pages. To access, see the 'Change advanced Ultra Hub settings' section below.

If you've got a landline – this is important

If your phone is connected through your Ultra Hub and there is a power blackout or your Ultra Hub is disconnected from the internet you will not be able to make or receive phone calls, including calls to emergency or other services.

Where can I find more help?

Visit vodafone.co.nz/help/broadband-and-tv/modem-support for help with set up of your Vodafone Ultra Hub. Plus watch Vodafone Ninja videos to talk you through set up and for tips on how to get the best from your broadband connection.

Visit vodafone.co.nz/welcome for all your service support and usage needs.

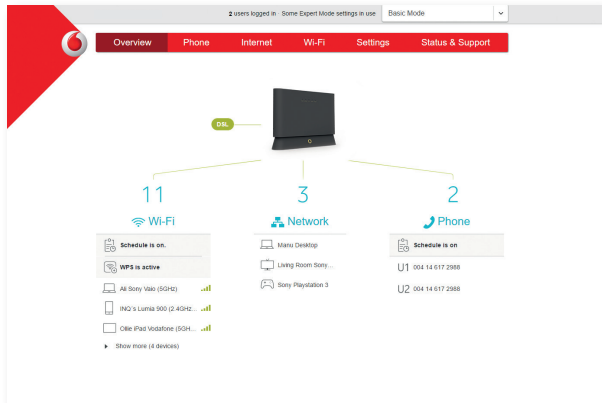
Visit community.vodafone.co.nz to join into customer discussions and support forums.

Change advanced Ultra Hub settings

You can easily configure your Ultra Hub through an internet browser. To change your Wi-Fi name and password, go to the Wi-Fi menu.

Make sure your computer, tablet or smartphone is connected to your Ultra Hub (either wired or Wi-Fi).

- 1 Open the browser and enter <http://192.168.1.1> in the address bar.
- 2 Enter the username and password found on the underside label of the Ultra Hub.
- 3 Select from the top right drop down list which mode you wish to use: Basic or Advanced.



What do the LED lights mean?

Wait 5 minutes after setting up your Ultra Hub, then check the lights

INTERNET

- (Green solid) Connected to the internet
- (Green blinking slow) Establishing connection
- (Red blinking fast) No internet connection

WI-FI

- (Green solid) Wi-Fi connection available
- (Green blinking slow) Wi-Fi disabled by schedule
- (Green blinking fast) Synchronisation WPS

TELEPHONE

- (Green solid) Telephone line registered
- (Green blinking fast) Incoming call
- (Green blinking slow) Outgoing call
- (Red solid) Telephone line not registered



Top tips to get the most from your Wi-Fi

1. Position is everything. Place your Ultra Hub in the most central place in the house, ideally 1 metre or more above floor level.
2. Don't hide your Ultra Hub away. Each wall or obstacle the signal has to pass through can reduce your Wi-Fi signal.
3. Using extension cables from your phone jack to the Ultra Hub can impact performance.
4. Keep your Ultra Hub at least 1 metre away from kitchen appliances and devices such as baby monitors, hair dryers and cordless phones.
5. If your devices support it, connect to the 5GHz Wi-Fi band as a preference over the 2.4Ghz Wi-Fi band.
6. If you have multiple devices using your internet connection, consider upgrading your internet access type to VDSL, Fibre or HFC. This will ensure your home is receiving the fastest speeds. You may also need to upgrade your laptops and smartphones to those with the latest Wi-Fi technology.