

# QUICK INSTALLATION GUIDE

## WiFi Hub

Powered by Vodafone

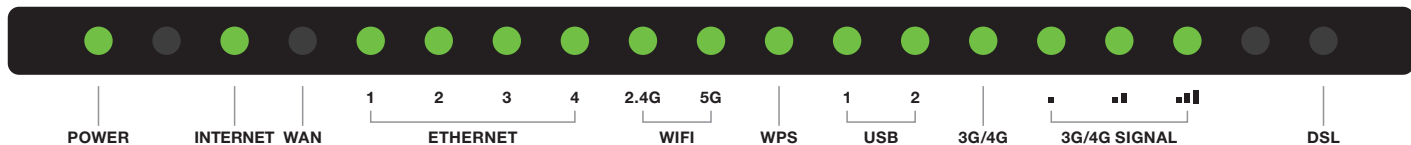


## Before you get started

1. Make sure you have an email or SMS from us advising you to plug in your new Hub.
2. Unplug your old broadband modem - this will ensure that all your devices are connected to your new Hub.

# Get to know your Hub's lights

Light	State	Meaning
POWER	On	Hub has power and is turned on.
	Off	Hub has no power.
INTERNET	On	Hub is connected to the internet.
	Off	Hub is not connected to the Internet.
ETHERNET 1-4	On	A device is connected to the Ethernet port.
	Off	No device connected to the Ethernet port.
2.4G/5G	On	2.4GHz/5GHz WiFi network is enabled.
	Off	2.4GHz/5GHz WiFi network is disabled.
WPS	On	Turns on when a WiFi Protected Setup connection is established and automatically turns off after a few minutes.
3G/4G SIGNAL	On	Hub is connected to the 4G mobile network. Bars indicate signal strength. (3 bars = Strong; 2 bars = OK; 1 bar = Low)
	Off	Hub is not connected to the 4G mobile network.



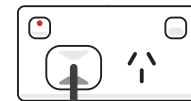
# Set up Home Wireless



Attach both antennae to the Hub as shown in this example.



Hub plugged into wall socket

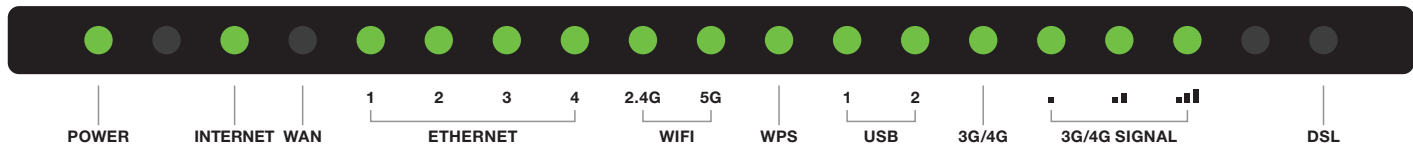
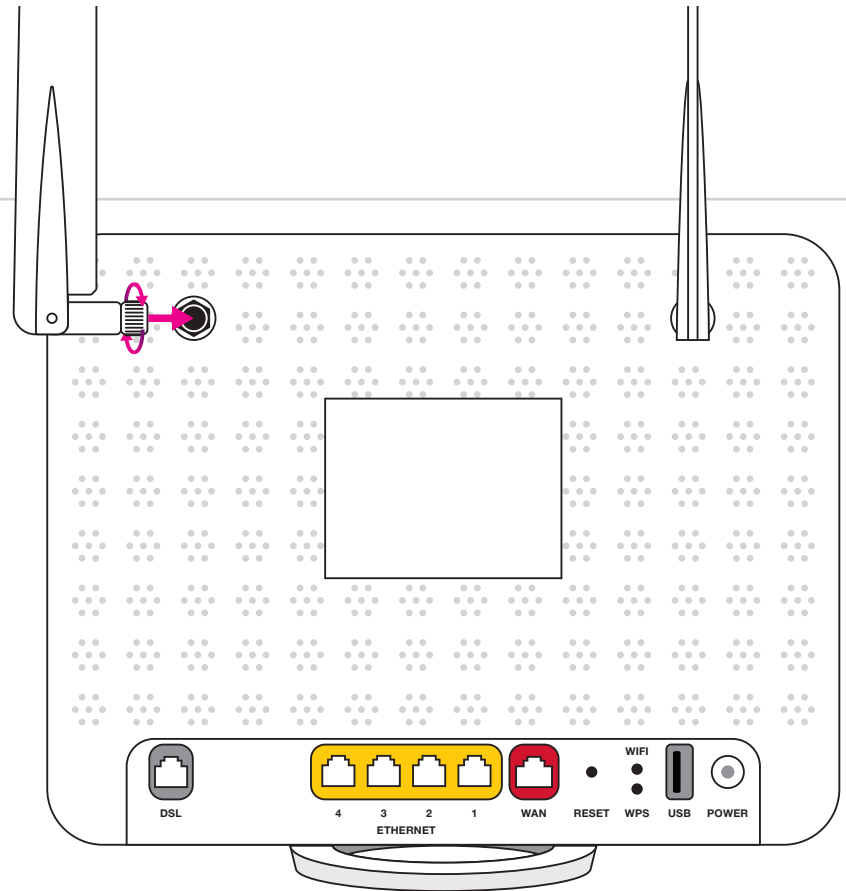


Do not plug anything into the DSL or WAN ports while using Home Wireless Broadband as it will stop your service from working properly.

**Please note:** The Home Wireless SIM card will not work in any other device and must not be removed from the Hub.

# Set up Home Wireless

1. Your TPG SIM card has already been inserted and activated for your convenience. Please do not remove it from the Hub.
2. Place the modem in a clear space near a window, avoiding direct sunlight. Placing the modem on the floor or in a cupboard may cause a weak signal.
3. Screw each antenna into the antenna sockets, then bend them into an upright position.
4. Use the supplied power cable to connect the Hub's **POWER** port to an available power outlet, then turn the Hub on using the **ON/OFF** button.
5. Wait for the Hub's **POWER**, **INTERNET**, **2.4GHz/5GHz WiFi** and **3G/4G SIGNAL** lights to turn on and settle.
6. If the **3G/4G SIGNAL** is low, move your Hub to another location, ideally near a window, away from direct sunlight.
7. You can use an additional Ethernet cable to connect a computer to any of the 4 **ETHERNET** ports. Alternatively, follow the steps on the next page to connect devices via WiFi.



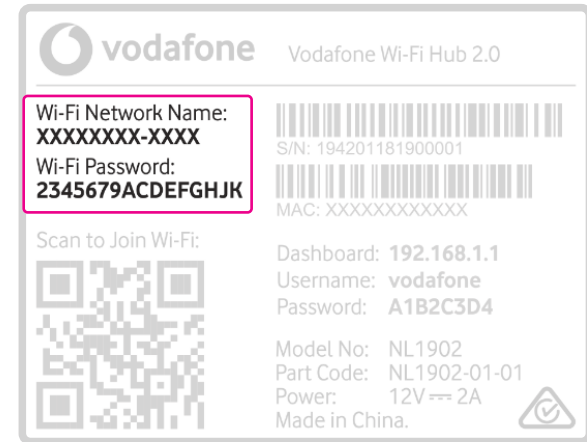
# Connecting to WiFi

It's easiest to connect your devices using your Hub's default WiFi network name and password – once connected, your devices will remember the WiFi password for you.

**You'll find the default WiFi network name and password on the barcode sticker located on the base of your Hub.**

To connect using WiFi Protected Setup (WPS), hold down the Hub's WPS button, then select the WiFi network name or push the WPS button on your device.

Your Hub will automatically connect your devices to the best WiFi network possible (i.e. 5GHz). Older devices may only be able to connect to the 2.4GHz WiFi.

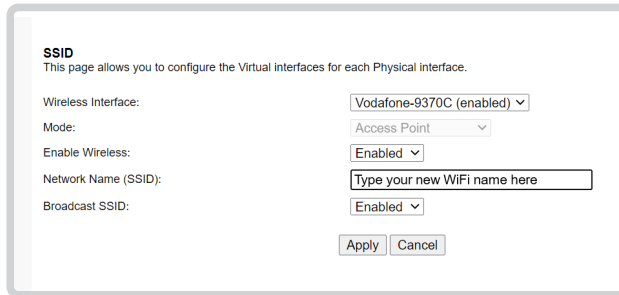


# Customise your WiFi settings

1. If you'd prefer to customise your WiFi network settings, you can do so using a device connected to your Hub via WiFi or Ethernet cable.

Important: Make sure the SSID and password are identical for both the 2.4GHz and 5GHz networks, as this will allow your devices to automatically connect to the best WiFi network available.

2. Open your web browser and log in at <http://192.168.1.1> with the default dashboard username and password found on your Hub's barcode sticker.
3. Select **Wi-Fi**.
4. Enter the desired name of your WiFi network in the **Network Name (SSID)** field, then hit **Apply**.



**SSID**  
This page allows you to configure the Virtual interfaces for each Physical interface.

Wireless Interface: Vodafone-9370C (enabled) ▾

Mode: Access Point ▾

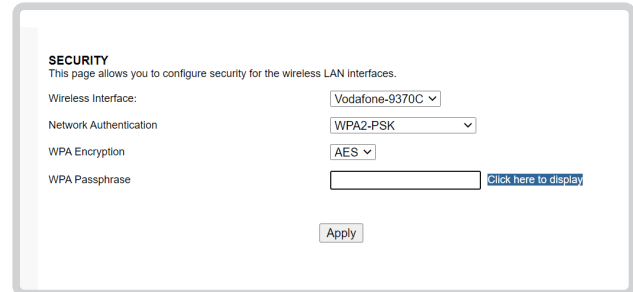
Enable Wireless: Enabled ▾

Network Name (SSID): Type your new WiFi name here

Broadcast SSID: Enabled ▾

Apply Cancel

5. Next, select **5GHz > SSID** and enter the same **Network Name (SSID)** again, then hit **Apply**.
6. To change your WiFi password, select **2.4GHz**, then select **Security**. Replace the **WPA passphrase** with your desired password, then hit **Apply**.
7. Next, select **5GHz > Security** and enter the same **WPA passphrase** again, then hit **Apply**.



**SECURITY**  
This page allows you to configure security for the wireless LAN interfaces.

Wireless Interface: Vodafone-9370C ▾

Network Authentication: WPA2-PSK ▾

WPA Encryption: AES ▾

WPA Passphrase:  [Click here to display](#)

Apply

8. Connect your devices using your new WiFi network name and password.

Always set a WiFi password and only share it with people you trust.

# Health & Safety

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## Location

The Hub is designed for indoor use only. Place the Hub in a central location for the best WiFi performance.

## Airflow

Do not restrict airflow around the Hub. The Hub is air cooled and may overheat where airflow has been restricted.

Always allow minimum clearance of 5cm around all sides and the top of the Hub. The Hub may become warm during normal use. Do not cover, do not put in an enclosed space, do not put under or behind large items of furniture.

## Power supply

Always use only the power supply unit that came with the Hub. You should immediately stop using the power supply unit if the cable or power supply unit is damaged.

## Service

There are no user-serviceable components in the Hub. Do not attempt to disassemble, repair, or modify the Hub.

## Environment

Do not place the Hub in direct sunlight or any hot areas. Safe operating temperature of the Hub is between 0° and 40°C. Do not allow the Hub to come in contact with any liquid or moisture. Do not place the Hub in any wet or humid areas such as kitchen, bathroom or laundry rooms.

Follow rules and regulations set forth prior to turning on the Hub in certain areas or environments (e.g. airports, hospitals, areas with flammables and explosives).

Care must be taken when using the Hub in close proximity to personal medical devices, such as pacemakers and hearing aids.

## RF Exposure

The Hub contains a transmitter and a receiver. When it is on, it receives and transmits RF energy. The Hub conforms with the radio frequency (RF) exposure limits adopted by the Australian Communications and Media Authority Radio communications (Electromagnetic Radiation - Human Exposure) Standard 2014, when used at a distance of not less than 20 cm from the body.



# Health & Safety

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## Product Handling

- Always treat the Hub and its accessories with care and keep it in a clean and dust-free place.
- Do not expose the Hub or its accessories to open flames.
- Do not drop, throw or try to bend the Hub or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the Hub or its accessories.
- Do not paint the Hub or its accessories.
- Please check local regulations for disposal of electronic products.
- Arrange power and ethernet cables in a manner such that they are not likely to be stepped on or have items placed on them.

## Small children

Do not leave the Hub and its accessories within the reach of small children or allow them to play with it. The Hub contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

# Warranty Information

## 1. How to claim under the warranty and your rights

- 1.1** In order to claim under the warranty, you should contact us to advise that you wish to claim under the warranty and answer any questions we have. We will assess whether you are eligible to claim under the warranty and determine, at our option and in accordance with any specific terms that apply to the relevant equipment, whether to repair or replace your equipment, or provide a credit.

### TPG:

- **Phone: 13 14 23**
  - **Email: [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)**
- 1.2** If we determine that your equipment needs to be returned, you will be sent replacement equipment and a return freight bag in which to return the faulty equipment.
- 1.3** If the faulty equipment is not returned to us, with all cables, accessories and components, within 21 days of you receiving the replacement equipment and return freight bag, you will be charged the full price for the purchase of the equipment that we sent to you, plus any shipping costs relating to the prepaid satchel that was sent to you. You will also still be charged for the original equipment and if the original equipment has already been paid for, you will not be entitled to a refund.

- 1.4** The warranty does not apply to faults caused by any of the following (Non Covered Events):

- a)** any equipment not supplied by us;
- b)** any interference with or modification to the equipment or a failure to use it in accordance with instructions; or
- c)** damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or
- d)** an external event (for example a fire or flood).

- 1.5** If on inspection of the returned equipment we determine that the fault was caused by a Non Covered Event, you will be charged for the original equipment (or if the original equipment has already been paid for, you will not be entitled to a refund) and the replacement equipment, unless:

- a)** you have not used the replacement equipment; and
- b)** you return it to us in its unopened packaging, in which case, you will not be charged for the replacement equipment.

- 1.6** The repair or replacement of equipment may result in loss of data (such as loss of custom settings).

# Warranty Information

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- 1.7** Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If your equipment is replaced with refurbished equipment, the warranty applies in relation to that refurbished equipment from the remainder of the original Warranty Period or thirty days, whichever is longer.
- 1.8** The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.
- 1.9** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 1.10** This warranty is given by TPG Internet Pty Ltd (ABN 15 068 383 737). You can contact us on 13 14 23 or via email to [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au) if you have any questions regarding this warranty.

## **2. Warranty Period (24 months)**

- 2.1** You must notify us of the fault with your equipment within the applicable Warranty Period (beginning from the date you purchased or ordered the equipment).
- 2.2** We will repair, replace or provide credit for faulty equipment provided by us at no cost to you, if you notify us of the fault within the applicable Warranty Period.
- 2.3** However, we will charge you for the repair or replacement of faulty equipment, if the fault was caused by a Non Covered Event.
- 2.4** If we decide to repair the equipment, you must give us sufficient information to assess the fault, including allowing us to test your personal computer.



## For More Information

TPG Community: <https://community.tpg.com.au>

Technical Support: [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)

Customer Service: [customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)

Online: [www.tpg.com.au/support](http://www.tpg.com.au/support)

Call: 1300 994 533

## Moving House?

Don't leave your broadband behind!

Call our Moving Home team on **1300 865 124**