

A GUIDE TO YOUR YOUFIBRE HUB

Customer edition



CONTENTS

4	Take a tour
6	Connect the Hub to the internet
7	Introducing Wi-Fi 7
8	Connect devices to your Wi-Fi
9	Log in to your Hub
10	Change your Wi-Fi name and password
11	Set up guest Wi-Fi
12	Parental controls
14	Split the SSID
16	Port forwarding
19	Hub troubleshooting
20	Disabling IPV6
21	Wi-Fi signal tips
22	Look after your Hub Pro

TAKE A TOUR

Get to grips with all the lights and buttons and where things should be plugged in. It'll help you if you need to unplug and set it all up again, or to troubleshoot.

The lights, buttons and ports

Power

No light = No power

White = Power is on

Red blink = Firmware is upgrading

WPS

(Wi-Fi Protected Set-up)

Press for more than 1 second to quickly connect your compatible devices to the Wi-Fi

White = WPS off

White blink = WPS ready to connect devices

Internet

White = Internet on

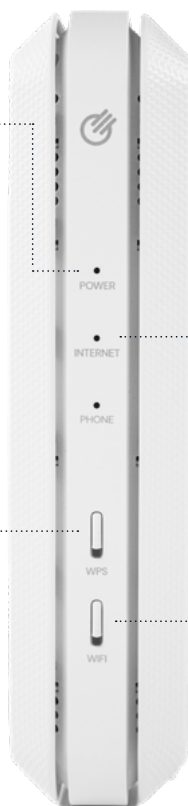
White blink = No DNS (Your internet is working, but website browsing might now work)

Wi-Fi

Press to enable/disable Wi-Fi

No light = No Wi-Fi

White = Wi-Fi on



The Tech Spec

YouFibre Hub with Wi-Fi 7

Dual Band for balanced performance:



Reaches further, through walls



Faster, in a small area

3 x 1 Gb and 1 x 2.5 Gb Ethernet LAN for fast hardwiring

Power

On/off button

Phone port

Used with YouPhone

2.5 Gb Ethernet WAN Port

This connects the Hub to the internet

Power cable socket

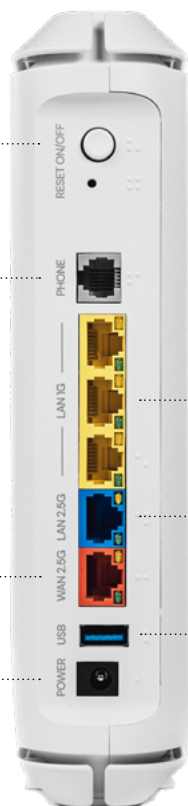
3x 1 Gb Ethernet LAN Ports

Use this to hard-wire devices to your home broadband network

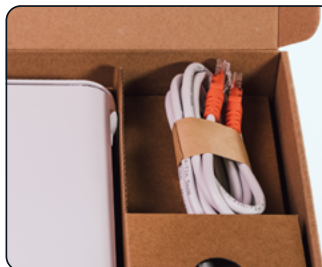
2.5 Gb Ethernet LAN port

Use this to hard-wire devices to your home broadband network

USB socket



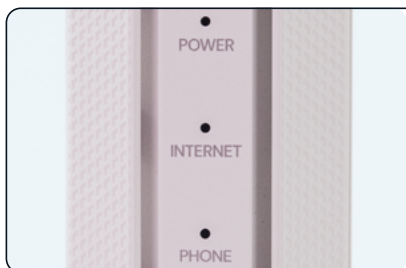
CONNECT THE HUB TO THE INTERNET



The Hub should always be connected to our fibre connection box (ONT) with the Ethernet cable that came with it.



Plug one end into the WAN port on the Hub and the other end into the fibre connection box (ONT).



The Hub will come online, and the internet light will be white.

INTRODUCING WI-FI 7

Your Hub includes the seventh generation of Wi-Fi tech – an improvement on Wi-Fi 6 and 6E.

Wi-Fi 7 provides a faster connection with lower latency, and the ability to manage more connected devices more securely.

Will my devices work with Wi-Fi 7?

The latest devices (2023 onwards) are built to work on Wi-Fi 7, so you'll feel the benefits immediately. See page 9 to connect your devices to Wi-Fi 7.

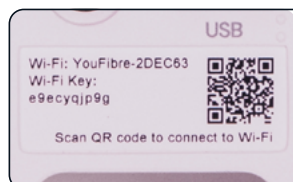
If you have older phones, tablets, TVs, or smart gadgets, they're still compatible with your Hub, but they won't use the Wi-Fi 7 signal.

Connect older devices to your Wi-Fi

When you plug in your Hub Pro, it will receive a software update to enable the '_legacy' Wi-Fi network (SSID), which will support your older devices.



Go to your device's Wi-Fi settings menu and select the network that includes '_legacy' in the name to connect to.



Enter the password (Wi-Fi Key) found on the back of your Hub Pro.

CONNECT DEVICES TO YOUR WI-FI



To connect a mobile device to your Wi-Fi, scan the QR code on the back of the Hub.

You can also connect devices via their Settings menu.

Find your Wi-Fi network name and enter the password (Wi-Fi Key).

Manage your Wi-Fi settings

You can log in to your Hub to:



Change your Wi-Fi name and password



Set up parental controls



Set up a guest Wi-Fi network



Check or change your settings

LOG IN TO YOUR HUB

1

Open a web browser,
enter the address:

http://192.168.1.1

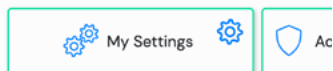
2

Enter the default
username:

admin

3

Enter the GUI password
to log in (it's on the
bottom of the Hub)

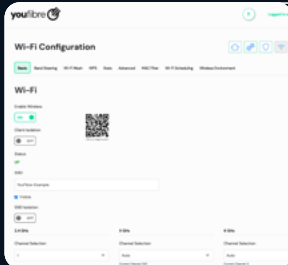


On the home screen, select:
My Settings.

CHANGE YOUR WI-FI NAME AND PASSWORD



Select Wi-Fi icon > Private



Edit the name of your Wi-Fi network in the **SSID** box.

You can change your password from here too.

Click **Apply** to save the changes.

SET UP GUEST WI-FI

You can set up a separate Wi-Fi name and password for your guests.



Select **Wi-Fi** > **Guest**

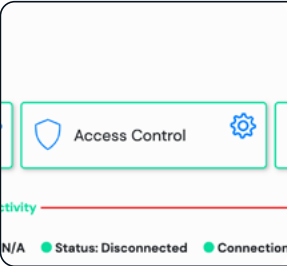
Edit the name of your guest Wi-Fi network in the **SSID** box.

Click **Apply** to save the changes.

PARENTAL CONTROLS

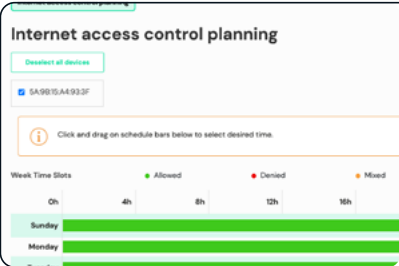
You can manage your devices Wi-Fi access, set time limits, and block certain websites.

Set time limits

A screenshot of a user interface showing a menu item labeled "Access Control" with a shield icon and a gear icon. Below it, there is a status bar with "N/A" and two colored dots: a red dot for "Status: Disconnected" and a green dot for "Connection".

You can define days and time slots for when your devices can be online.

Select **Access control** > **Parental Control** > **Internet Access Control Planning**.

A screenshot of the "Internet access control planning" dashboard. It shows a "Deselect all devices" button, a selected device "SA9B5A4933F", and a legend for "Week Time Slots" with "Allowed" (green), "Denied" (red), and "Mixed" (orange). Below the legend, there are horizontal bars for "Sunday" and "Monday" showing time slots from 0h to 16h.

In the dashboard, you can select each device and set time slots to pause and resume the Wi-Fi for each day of the week.

If you select All devices, the time restriction will apply to all connected devices:



Allow all: Internet access is always allowed.



Deny all: Internet access is not allowed.

Denied Mixed Deny all Allow all

12h 16h 20h 24h Reset a full day

Time Slot	Deny	Allow
12h - 16h	Deny	Allow
16h - 20h	Deny	Allow
20h - 24h	Deny	Allow
24h - 12h	Deny	Allow
12h - 16h	Deny	Allow
16h - 20h	Deny	Allow
20h - 24h	Deny	Allow
24h - 12h	Deny	Allow

Cancel Apply

Click **Apply** to save your choices.

SPLIT THE SSID

Your Hub broadcasts two signals:



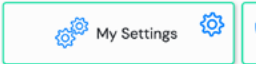
Long range, slower speed



Shorter range, faster speed

It combines both signals under one **Wi-Fi name (SSID)**, and devices automatically pick the best option. Sometimes, devices don't switch properly, which can cause them to go slow or drop their connection.

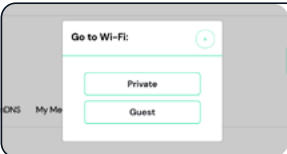
Splitting the SSID means creating **separate names** for the 2.4 GHz and 5 GHz networks (e.g., "MyWiFi-2.4" and "MyWiFi-5"). This lets you **manually choose** which network to connect to based on your needs.



To split SSID click on **My Settings**



Click the **Wi-Fi** button



Select **Private**

Wi-Fi Configuration

Basic **Band Steering** Wi-Fi Mesh WPS Stats Advanced

Band Steering

Enable ☐ OFF

Select **Band Steering** and turn band steering **OFF**

Basic Band Steering Wi-Fi Mesh WPS Stats Advanced MAC Filter Wi-Fi Scheduling Wireless Endpoint

Wi-Fi

2.4 GHz

Enable Wireless ☒

Client Isolation ☐

Status **UP**

SSID

5 GHz

Enable Wireless ☒

Client Isolation ☐

Status **UP**

SSID

6 GHz

Enable Wireless ☐

Client Isolation ☐

Status **UP**

SSID

Select **Basic** and give each Wi-Fi SSID a different name

YouFibre-2.4

YouFibre-5

You can now select from 2.4GHz and 5GHz

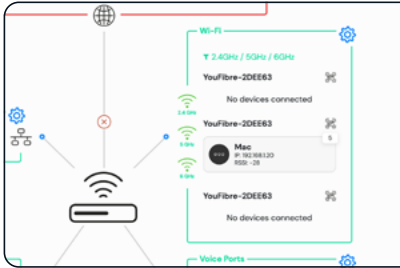
PORT FORWARDING

Your Hub **blocks incoming connections** from the internet to keep your home network safe.

Port forwarding is like opening a side door in your Hub to allow outside devices to connect to a specific device inside your network.

You might set it up to connect remotely to a security camera. Or to improve your online gaming – some multiplayer games require open ports to reduce lag and allow hosting.

Set up port forwarding



First, you need to set a fixed IP address for the device you're port forwarding. You can find the device's IP and MAC address on the home screen.



Now go to **Settings > LAN** to access **Reserved Address**

Reserved Address

Add Reserved Address

Enable

Device Name

MAC Address ⓘ

There are no reserved

Click on **Add Reserved Address**

Reserved Address

Add Reserved Address

Enable

Device Name

MAC Address ⓘ

ON

50:84:92:16:23:29

50:84:92:16:23:29

Select the device **MAC** and click **Apply**.
The IP address will be filled in for you.

ngs   Access Control 

Now go back to the **Home** page and
select **Access Control**.

Get Connectivity

Port Forwarding

Enable UPnP (G)

ON

Advertisement Period

900

Advertisement TTL

4

ⓘ UPnP (G) allows games, peer-to-peer, remote assistance or other applications to automatically create port forwarding rules. This option can create a risk for the security of your local network, check list of rules in table below.

Cancel Apply

Add Rules Manually

Enable

ON

Description

Service

Other

Protocol

TCP / UDP

Select **Port Forwarding** and **Add Rules Manually** at the bottom of the page.

Ports to Forward for Call of Duty: Modern Warfare II

The required incoming ports for Call of Duty: Modern Warfare II are as follows:

Call of Duty: Modern Warfare II - Steam

TCP: 3074, 27015, 27036

UDP: 3074, 27015, 27031-27036

Call of Duty: Modern Warfare II - PC

TCP: 3074, 4000, 6112-6119, 20500, 20510, 27014-27050, 28960

UDP: 3074, 3478, 4379-4380, 6112-6119, 20500, 20510, 27000-27031, 27036, 28960

Call of Duty: Modern Warfare II - Playstation 4

TCP: 3478-3480

Using the website www.portforward.com you can look up the required TCP & UDP Ports

⚠️ UDP ports require access to the game's network interface in order to automatically create ports for forwarding rules. This option can create a risk for the security of your local network, check list of rules in table below.

[Cancel](#) [Apply](#)

Add Rules Manually

Enable ☒

Description

Service Other Protocol TCP / UDP

Local IP Remote IP

Local Port Remote Port

[Clear](#) [Add](#)

Enable	Service	Description	Protocol	Local IP	Local Port	Remote IP	Remote Port	Options
<input checked="" type="checkbox"/>	UDP		UDP		3074		*	

Enter the details and select **Apply**
(Local IP/Remote IP is your device IP)

Add Rules Manually

Enable ☒

Description

Service Other Protocol TCP / UDP

Local IP Remote IP

Local Port Remote Port

[Clear](#) [Add](#)

Enable	Service	Description	Protocol	Local IP	Local Port	Remote IP	Remote Port	Options
<input checked="" type="checkbox"/>	OTHER	UDP	UDP		3074	192.168.1.20	27015	192.168.1.20 27015

[Cancel](#) [Apply](#)

The Rule has now been added and is shown at the bottom of the screen.

HUB TROUBLESHOOTING

Here are some things you can try if you're having issues connecting devices to your Hub:



Check the power cable and Ethernet cable are both firmly connected




Check the network status in the online portal



Restart your Hub – unplug it for 30 seconds, and give it a few seconds to restart

DISABLING IPV6

If your network is working, you don't need to disable it. But if you're having connection problems, turning off IPv6 might help.



Select **Internet Connectivity** (globe)

Select **IPv6**

Toggle the Enable tab to **OFF**

Click **Apply**

WI-FI SIGNAL TIPS

To give your Hub the best chance of Wi-Fi signal success.

Give your Hub space

An open, central location is your Hub's happy place so the signal can reach around your home. Don't banish it behind the TV or shove it in a cupboard.

Don't put your Hub too high

Aim for a mid-level spot on a shelf for nice even Wi-Fi signal distribution. If it's perched high on a bookshelf it's like aiming your showerhead upwards.

Avoid signal stoppers

Thick walls and steel beams can block the Wi-Fi signal from your Hub. If you've got an older house or a new extension, position your Hub away from walls and consider adding a YouMesh booster for more coverage.

Free up the frequency

Position your Hub away from microwaves and cordless phones as they often use the same frequencies as Wi-Fi signals and can cause interference. Even the washing machine could affect it when it's on.

HOW TO LOOK AFTER THE HUB

Here's some general Hub self-care to keep it running at its best.

Keep it switched on

It's better for it and means it'll pick up our remote firmware updates.

Keep it cool and ventilated

Secure your network

Change your Wi-Fi password regularly.

Clean and dust it

If it gets clogged up, then it might overheat.

Restart it now and then

Who doesn't need a little reboot sometimes?

Manage your connected devices

Ditch anything you're not using regularly to free up bandwidth.

Need help?

Log in to My Account to get in touch with the team.

youfibre.com/myaccount



LET'S GO 

youfibre.com/getstarted

