

# A GUIDE TO YOUR YOUFIBRE HUB PRO

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 Pro
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 Pro troubleshooting
20	Disabling IPV6
21	Wi-Fi signal tips
22	How to look after the 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

### Wi-Fi

Press to enable/disable Wi-Fi  
No light = No Wi-Fi  
White = Wi-Fi on

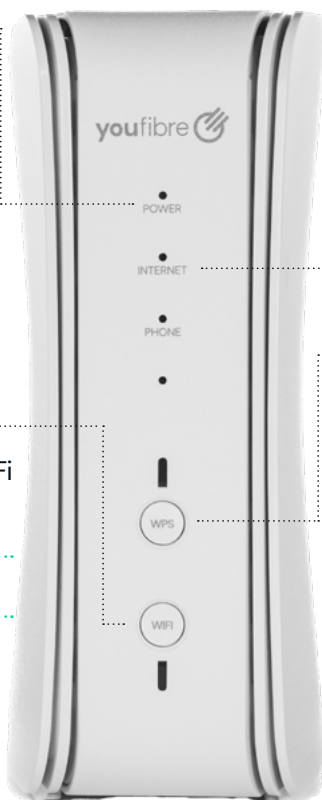
### Internet

White = Internet on  
White blink = No DNS  
(Your internet is working, but website browsing might not work)

### 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



## The Tech Spec

### YouFibre Hub Pro with Wi-Fi 7

Tri-Band for more capacity:



Reaches further,  
through walls



Faster, in a  
small area



Even faster, less  
interference

4 x 1 Gb and 1 x 10 Gb Ethernet LAN for low-latency hardwiring

#### Power

On/off button

#### Phone port

Used for YouPhone

#### 10 Gb Ethernet WAN Port

This connects the Hub  
to the internet

#### Power cable socket

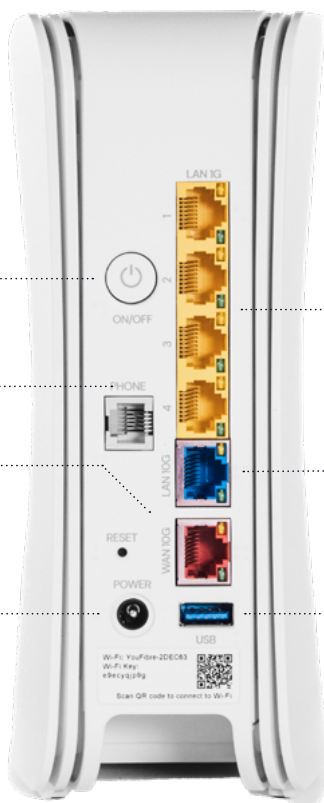
#### 4x 1 Gb Ethernet LAN Ports

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

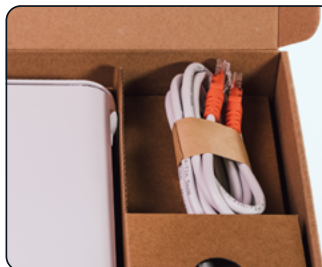
#### 10 Gb Ethernet LAN port

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

#### USB socket



# CONNECT THE HUB PRO 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.

If the light flashes white, it's connected to the internet, but website browsing might not work.

# INTRODUCING WI-FI 7

Your Hub Pro 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.

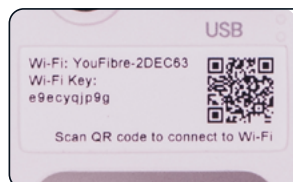
If you have older phones, tablets, TVs, or smart gadgets, they're still compatible with your Hub Pro, but they won't use the Wi-Fi 7 signal.

## 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.

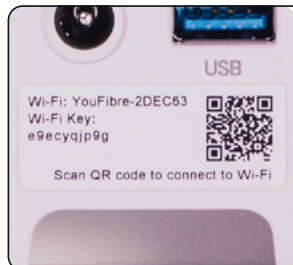


Go to your device's Wi-Fi settings menu and select the network that includes '\_legacy' in the name to connect to.



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 Pro.

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 PRO

1

Open a web browser,  
enter the address:

**http://192.168.1.1**

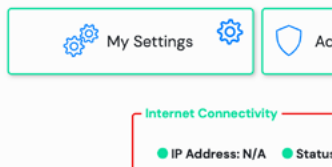
2

Enter the default  
username:

**admin**

3

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

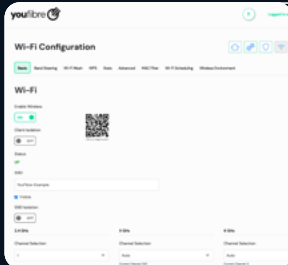


On the home screen, select:  
**My Settings.**

# 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.

A screenshot of a mobile interface showing a 'Go to Wi-Fi' dialog box. The dialog box has a title bar with a back arrow and a plus icon. Below the title bar, there are two buttons: 'Private' and 'Guest'. The 'Guest' button is highlighted with a green border. The background of the dialog box is white, and it is overlaid on a grey background that shows a partial view of a 'My Me' profile card.

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

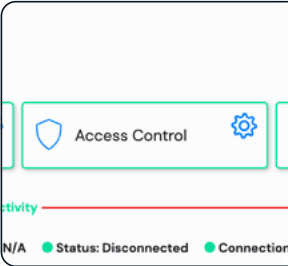
Edit the name of your guest Wi-Fi network in the **SSID** box.

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 categories: Allowed (green), Denied (red), and Mixed (orange). Below the legend, there are horizontal bars for "Sunday" and "Monday" with green segments indicating allowed time slots.

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.

The screenshot shows a time restriction interface. At the top, there are two buttons: "Deny all" (red) and "Allow all" (green). Below these are two radio buttons: "Denied" (red dot) and "Mixed" (orange dot). The main area is a timeline from 12h to 24h. The timeline is divided into 1-hour slots. The first 12 slots (from 12h to 1h) are green, indicating "Allowed". The remaining 12 slots (from 2h to 11h) are red, indicating "Denied". To the right of the timeline, there are two columns of buttons: "Deny" (red) and "Allow" (green). Each button is aligned with a 1-hour slot. At the bottom of the timeline, there is a "Reset a full day" link. At the very bottom, there are two buttons: "Cancel" (red) and "Apply" (green).

Click **Apply** to save your choices.

# SPLIT THE SSID

Your Hub Pro broadcasts three signals:



Long range,  
slower speed



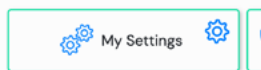
Shorter range,  
faster speed



Short range, less  
crowded, faster,  
stable 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, 5 GHz and 6 GHz frequencies (e.g., "MyWiFi-2.4" and "MyWiFi-5") so you can **manually choose** which network to connect your devices to, based on your needs. Older devices might not be compatible with 6 GHz.

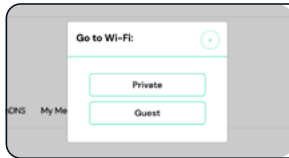


To split SSID click on **My Settings**

Internet Connectivity



Click the **Wi-Fi** button



Select **Private**

## Wi-Fi Configuration

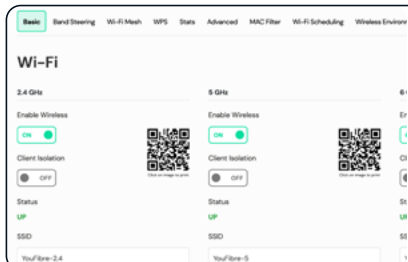
Basic **Band Steering** Wi-Fi Mesh WPS Stats Advanced

### Band Steering

Enable



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



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



You can now select from 2.4 GHz, 5 GHz and 6 GHz

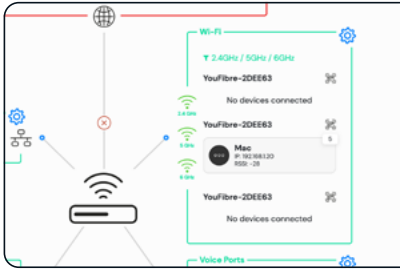
# PORT FORWARDING

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 Pro 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**





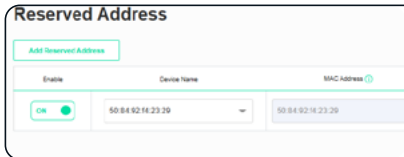
**Reserved Address**

Add Reserved Address

Enable	Device Name	MAC Address ⓘ
--------	-------------	---------------

There are no reserved addresses

Click on **Add Reserved Address**

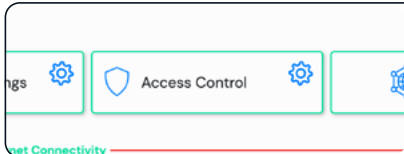


**Reserved Address**

Add Reserved Address

Enable	Device Name	MAC Address ⓘ
ON	50:84:92:14:23:29	50:84:92:14:23:29

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



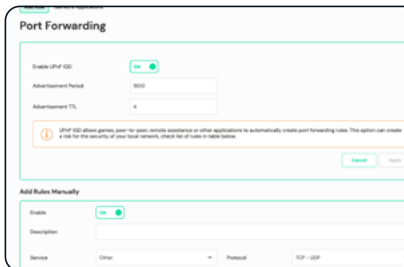
**Access Control**

Add Rule

Enable	Device Name	MAC Address ⓘ
--------	-------------	---------------

There are no reserved addresses

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



**Port Forwarding**

Add Rule

Enable	Device Name	MAC Address ⓘ
--------	-------------	---------------

There are no reserved addresses

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](http://www.portforward.com) you can look up the required TCP & UDP Ports

⚠️ UDP 3074 allows games (and other applications) to automatically connect to the required ports. 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			0.0.0.0	*	*	*	

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	0.0.0.0	27015	192.168.1.20	27015	

Cancel Apply

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

# HUB PRO TROUBLESHOOTING

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



Check the power cable and Ethernet cable are both firmly connected




Check the network status in the online portal



Restart your Hub Pro – 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 Pro'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 Pro. If you've got an older house or a new extension, position your Hub Pro 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 PRO

Here's some general Hub Pro 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](https://youfibre.com/myaccount)**



LET'S GO 

[youfibre.com/getstarted](https://youfibre.com/getstarted)

