WI-FI HUB+
TROUBLESHOOTING GUIDE

Overview

This guide is here to provide some answers to some commonly asked questions about your Wi-Fi Hub+.

Tip: you can connect to your Wi-Fi Hub+ using an Ethernet cable if you are experiencing issues with your wireless connection. Plug the yellow Ethernet cable from your device to one of the yellow LAN ports on your Wi-Fi Hub+.

Yellow Ethernet Cable

Recovering your Wi-Fi Hub+ Modem wireless key (password)

If you have not changed your Wi-Fi password, you can find your SSID and Password on:

1. The magnetic Wi-Fi card that came with your modem
2. On the sticker underneath your modem

If you have changed the wireless settings manually and you do not remember your password, try one of the following:

1. Use a computer that is already connected to your network
2. If none of your computers are connected to the wireless network, connect via the Ethernet cable to one of your available Ethernet ports
3. Type **192.168.1.1** into your web browser
4. Enter the username and password (admin, admin), then select **Sign in**

5. Click on the **wireless card**. The **wireless** page appears.
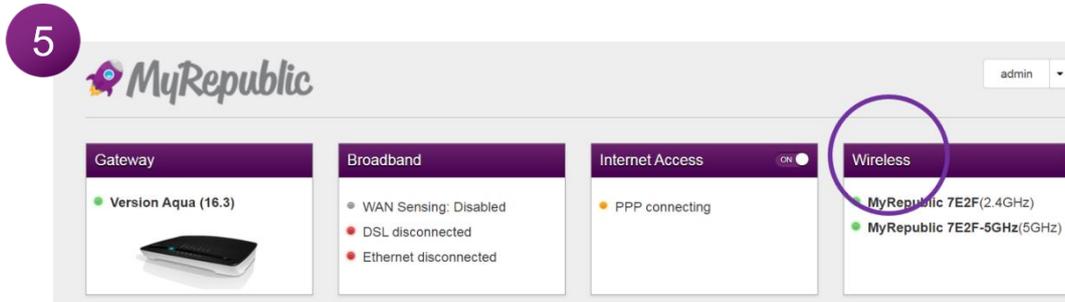
6. On the left menu, select the access point that you want to view.
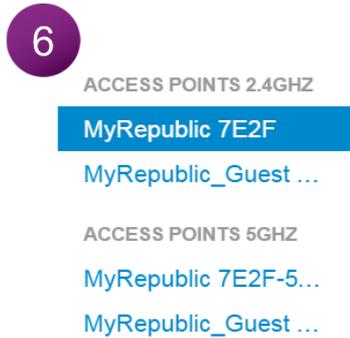
7. Under **Access Point**, you can find the network name (SSID) and wireless key (**password**).
8. You can now update the Wi-Fi SSID and password
9. When you have finished, click save
10. A **changes saved successfully** (at the top of the page) notification indicates your settings have been updated
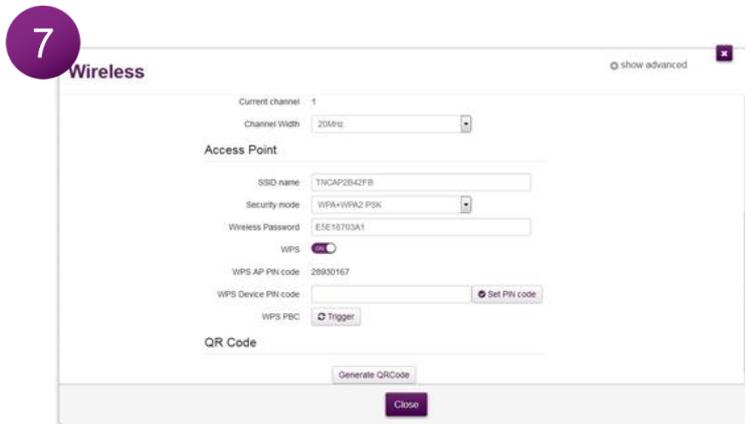

Your Wi-Fi Hub+ Modem does not appear in the wireless devices list on your computer or smartphone

1. Make sure the wireless capability on your computer or smart device is turned on
2. Make sure that the Wi-Fi Hub+ wireless interface is enabled (it is turned on by default).

a. You can use the Wi-Fi On/Off button ⊙ (press and hold for 5 seconds) to switch your Modems Wi-Fi capability on and off. This button is physically located on the top of your Wi-Fi Hub+.

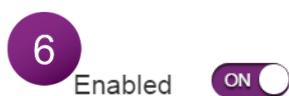If none of the above works, please do the following (recommended to connect via Ethernet)

3. Enter **192.168.1.1** into your web browser
4. Enter the username and password (admin, admin), then select **Sign in**
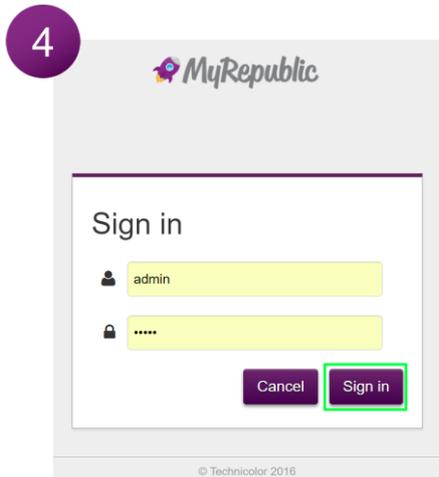
5. Click on the **Wireless Card**. The **Wireless** page appears.
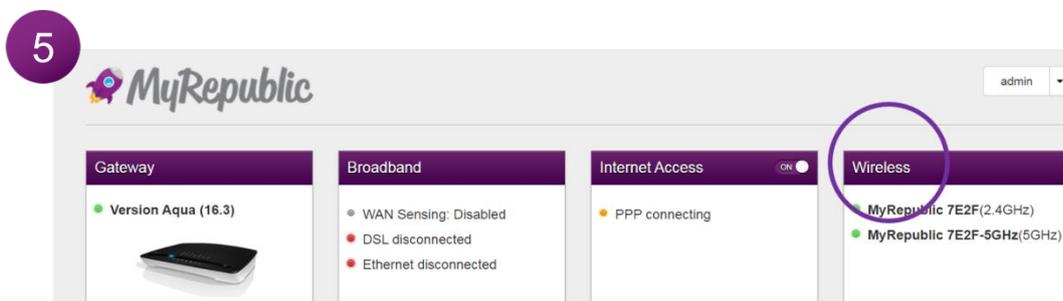
6. In the **Wireless** settings, make sure that the **enabled** switch is set to **on**

7. If the signal is low or not available, try to reposition the Wi-Fi Hub+ closer to your wireless device
8. If none of the above options work, try changing the wireless channel (see below)

The Wi-Fi Hub+ has "disappeared" from your wireless device list

If you could connect previously, but can't connect anymore:

1. Make sure that the wireless device you are trying to connect to has its Wi-Fi signal activated (for example, sometimes laptops have a physical switch on the device that lets you turn its wireless capability on and off)

2. Make sure that the wireless client is still using the correct wireless settings (network name (SSID), security settings)

Poor Wireless Connectivity or Range

1. If the signal is low or not available, try to reposition the Wi-Fi Hub+ closer to your wireless device

2. Try changing the wireless channel (see below)

3. Use WPA(2)-PSK for your devices encryption
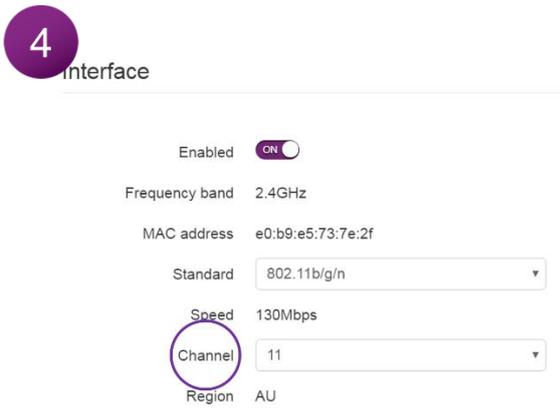
Change the wireless channel

1. Type **192.168.1.1** into your web browser

2. Enter the username and password (admin, admin), then select **Sign in**
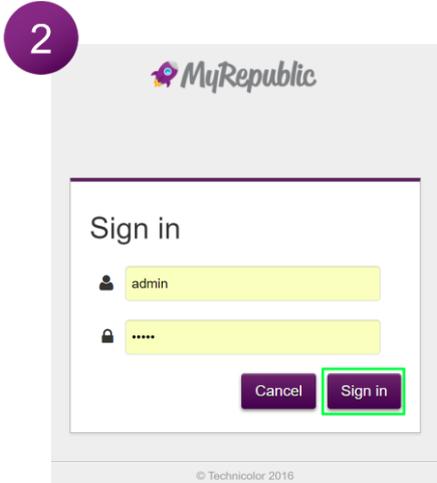
3. Click **Wireless**. The **Wireless** page appears
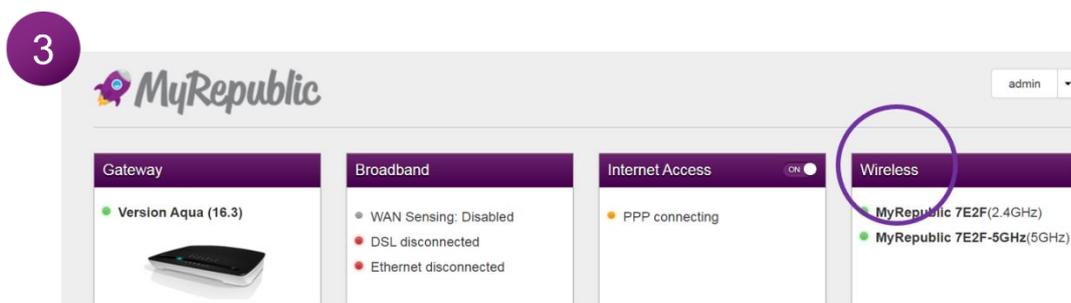
4. In the **Channel** list under **Interface**, click a channel other than displayed in **Current channel.** Be sure to click **Save** so the channel settings take effect.

Cannot connect via WPS

The WPS button allows you to connect to another Wi-Fi device in range without the password. To do so, press the WPS button which can be found on the side of the Wi-Fi Hub+ next to the USB port and connect to your Wi-Fi device, please note, this only opens the Wi-Fi connection for 2 minutes.


WPS Button
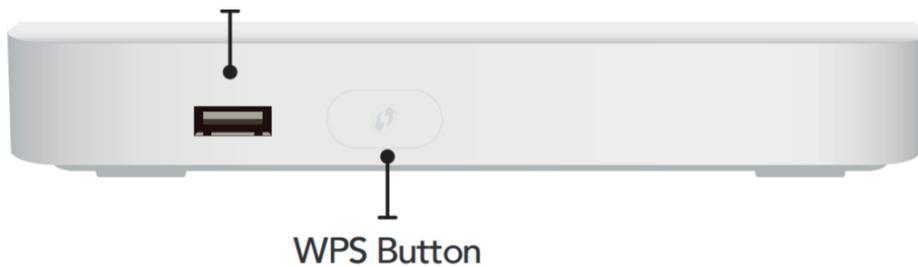
If you have trouble connecting your wireless client via WPS, try one of the following:

1. Wait until the WPS LEDs of the Wi-Fi Hub+ and other devices are off and then try again

2. Move the devices closer to each other to ensure they are within wireless range

3. Make sure that WPS is enabled on the Wi-Fi Hub+:

   a. Type **192.168.1.1** into your web browser

   b. Enter the username and password (admin, admin), then select **Sign in**

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c. Click **Wireless**. The **Wireless** page appears
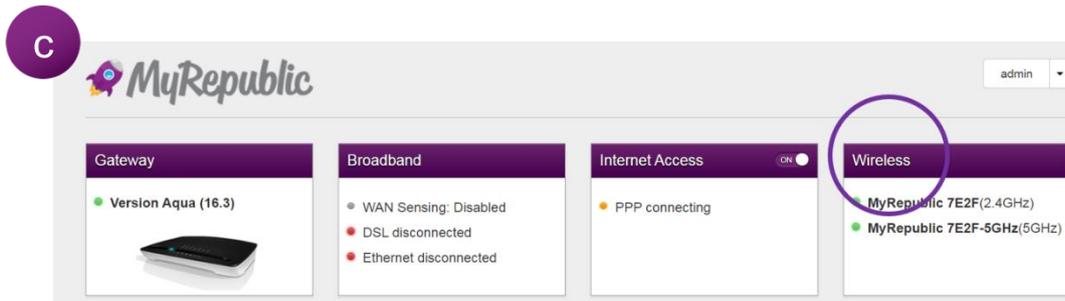
d. On the left menu, select the access point to which you want to connect using WPS

e. Under **Access Point**, make sure that:

    i. **Broadcast SSID** is switched to **on**

    ii. **WPS** is switched to **on**

    iii. **Security** mode *is not* WEP (only applicable when using a 2.4Ghz radio mode)

    iv. If you made changes, click **Save**.

Customer Support Contact

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