

Troubleshooting Guide



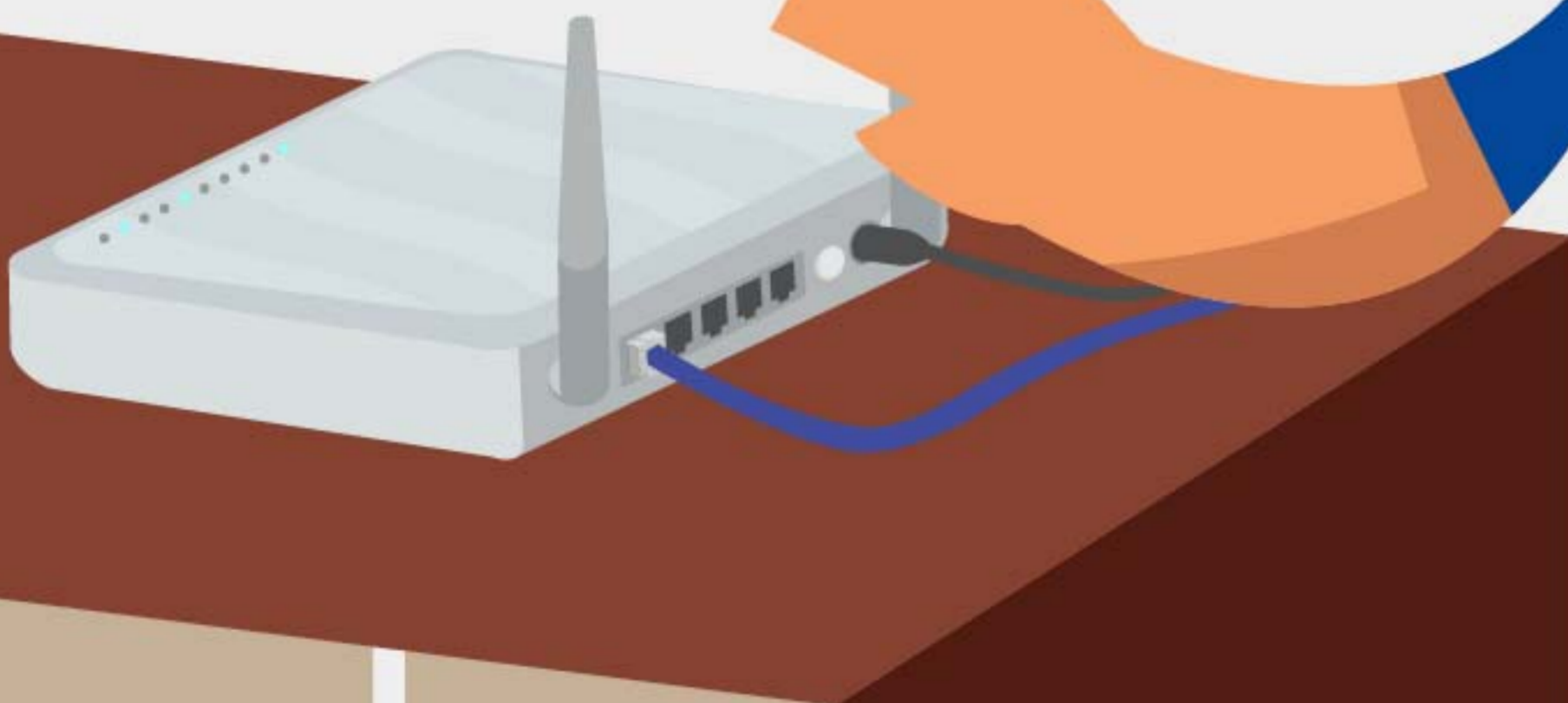
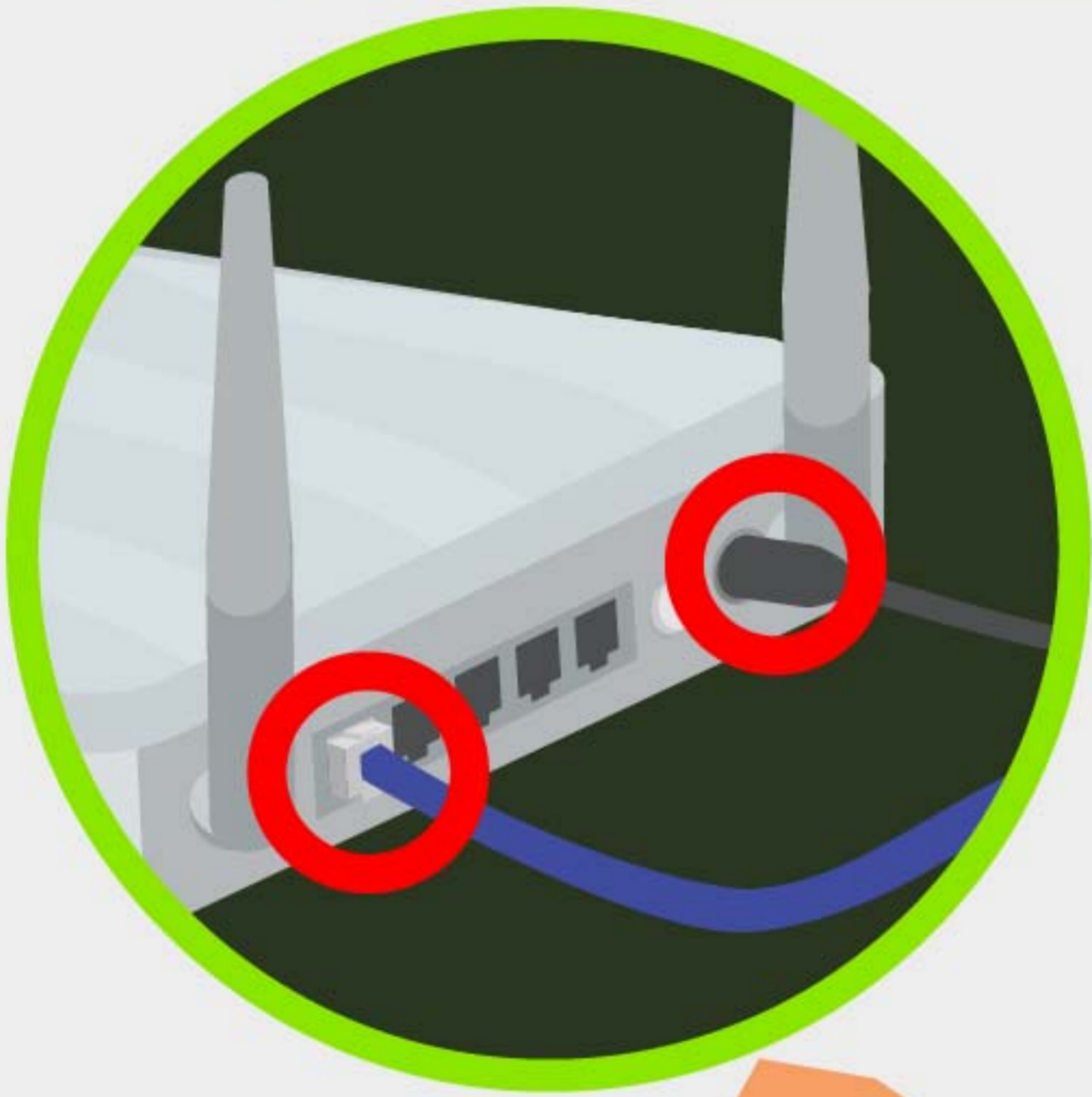
STEP

1

Check the physical connection



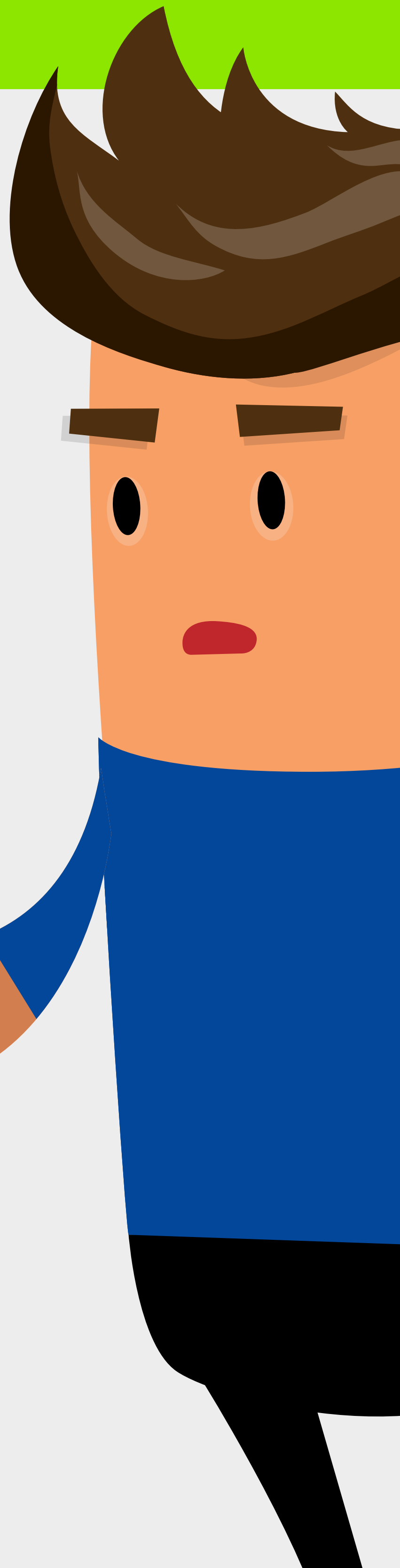
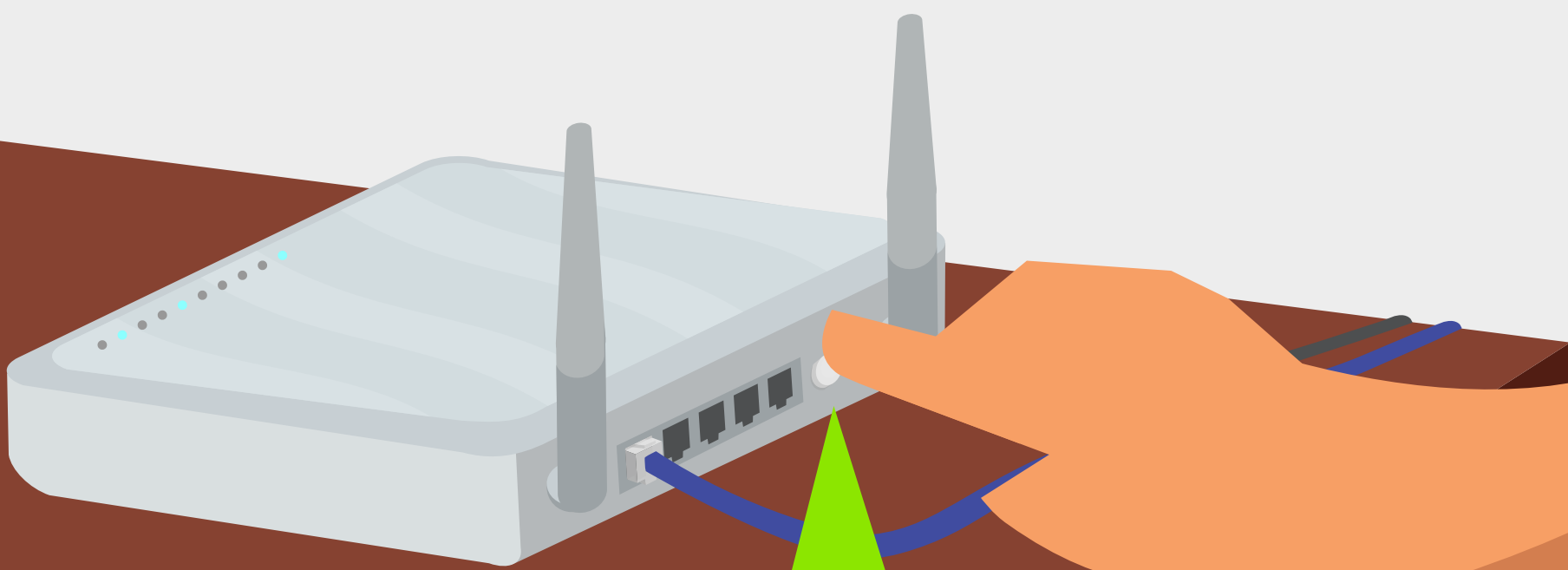
Ensure that all cables are plugged in correctly



STEP 2 Power cycle



Switch your wireless router off and on again to refresh the connection.

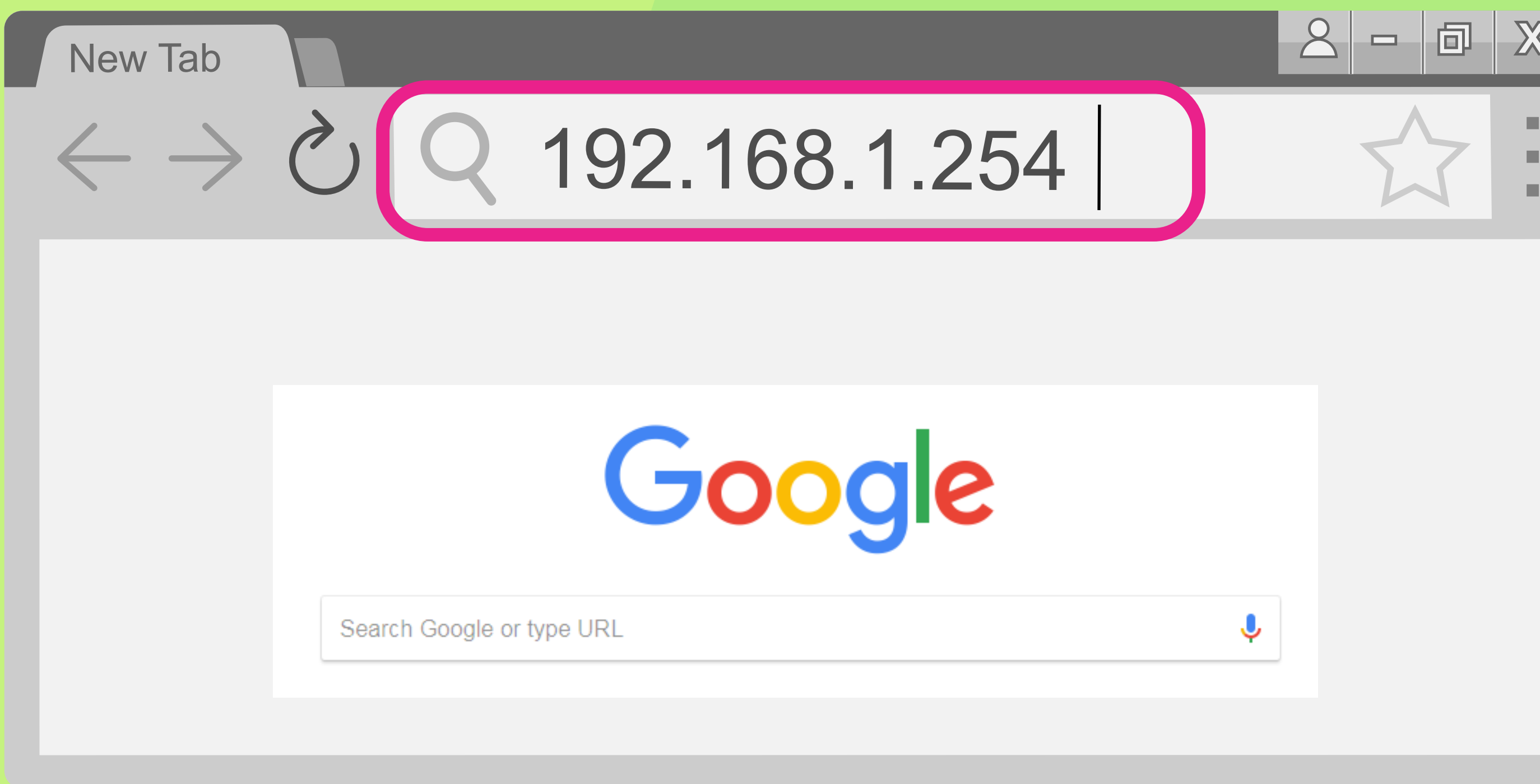


STEP

3

**Open your
web
browser**

**Enter 192.168.1.254 in the
browser address bar**



**Configurations are
router dependent.
Check the back
of your router**

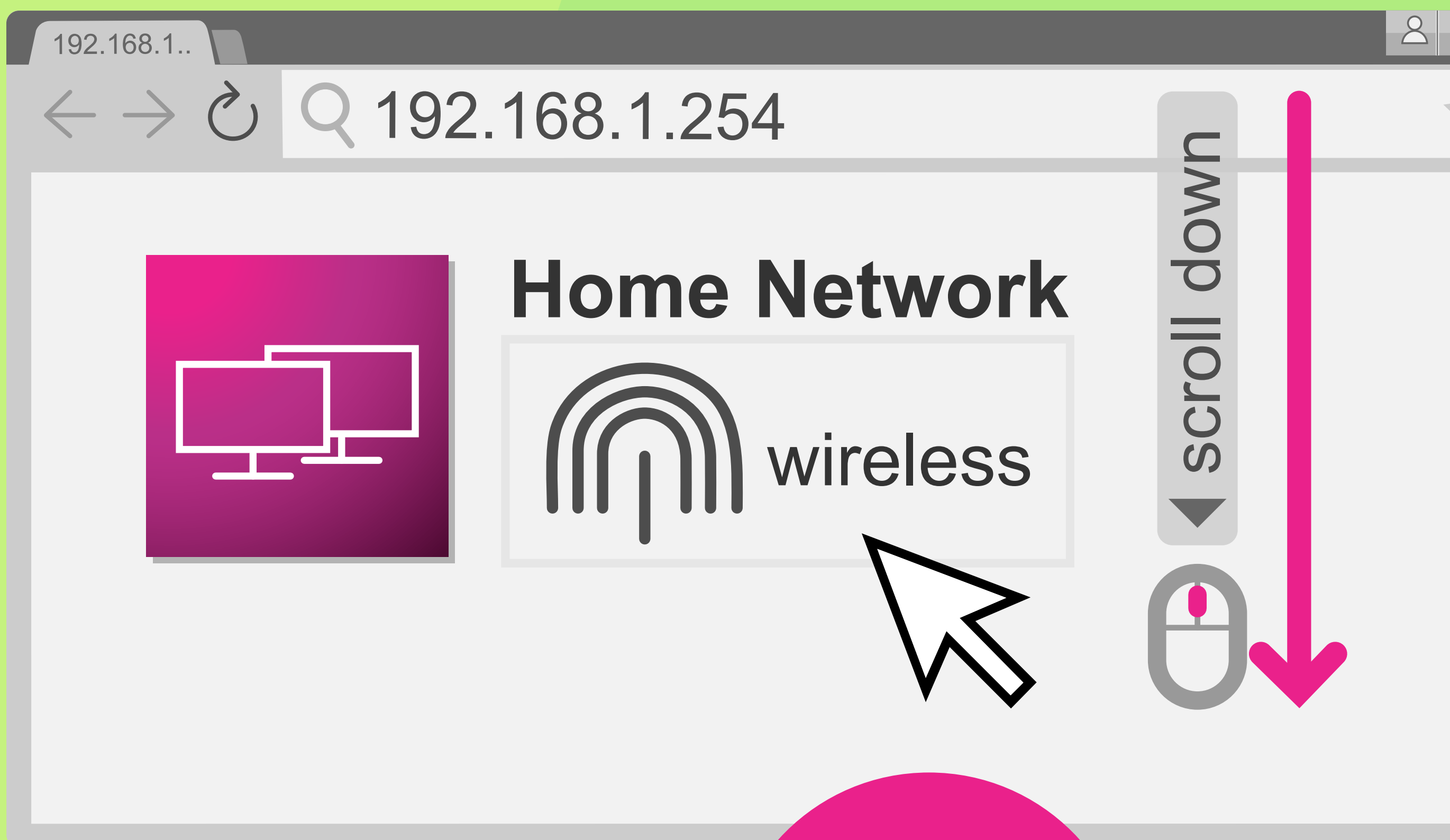


STEP 4

Scroll down

on the configuration page until you find the **Home Network**

Home Network



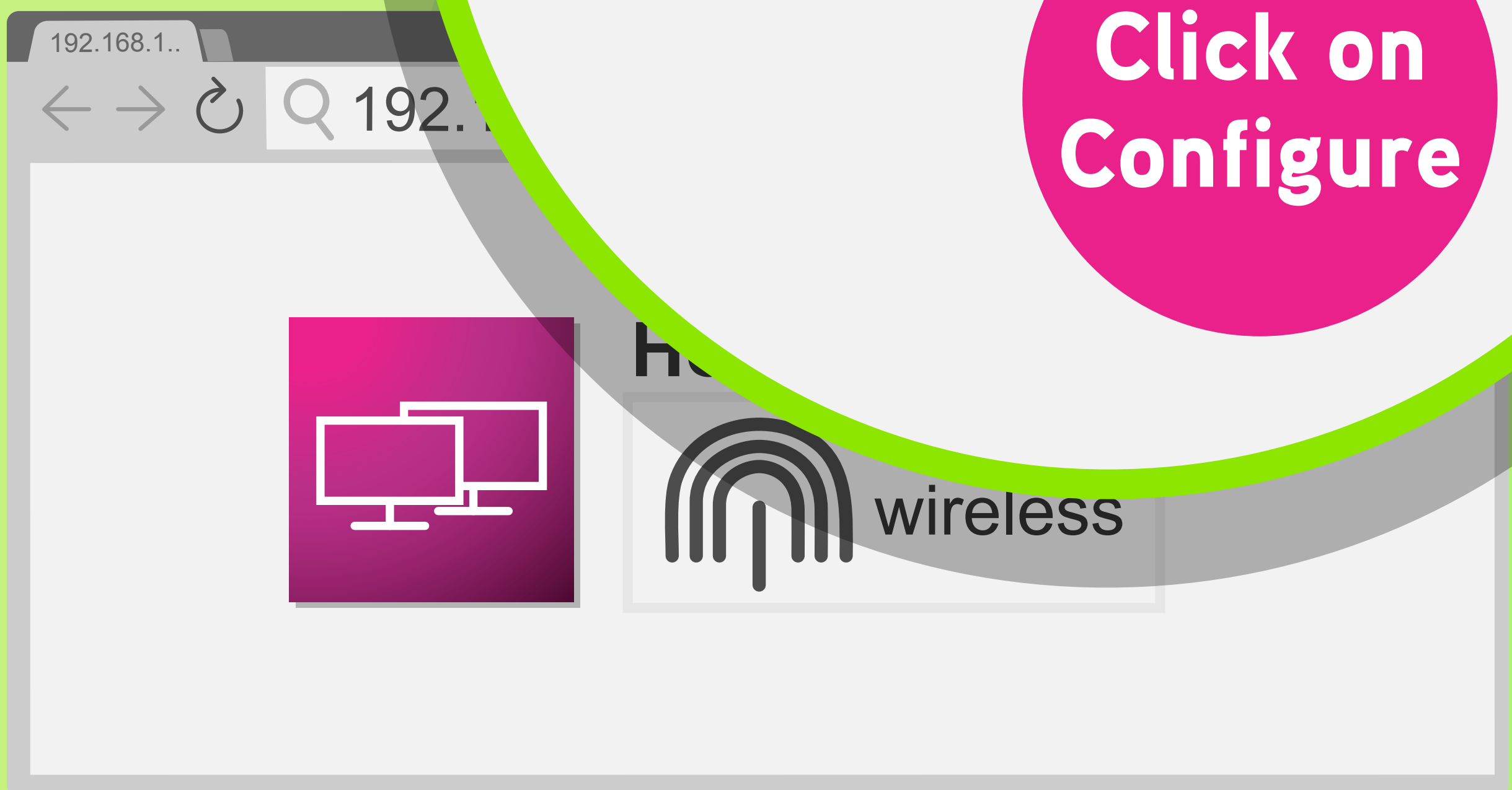
**Click on
Wireless**

STEP 5

Click on **Configure**
at the top right corner
of the page

Overview | Details | **Configure**

Click on
Configure



STEP

6

Scroll down the page and look for

Channel Selection

**Change
status to
Manual**

192.168.1..

← → ↻ 🔍 192.168.1.254

Configure:

Channel Selection:	Automatic
Region :	Automatic
Channel :	Manual
Allow multicast from Broadband Networks :	Yes
Security WPS Enabled :	-
Broadcast Network Name :	OfficeStaff
Allow New Devices :	N

STEP

7

Change the WiFi

Channel

to any other available channel
and click **Apply**

Change to
any other
channel

192.168.1..

← → ↻ 🔍 192.168.1.254

Configure:

Channel Selection: Manual

Region : Malaysia

Channel : 1

Allow multicast from Broadband Networks : 1

Security 2

WPS Enabled : 3

Broadcast Network Name : 4

Allow New Devices : 5

No

STEP

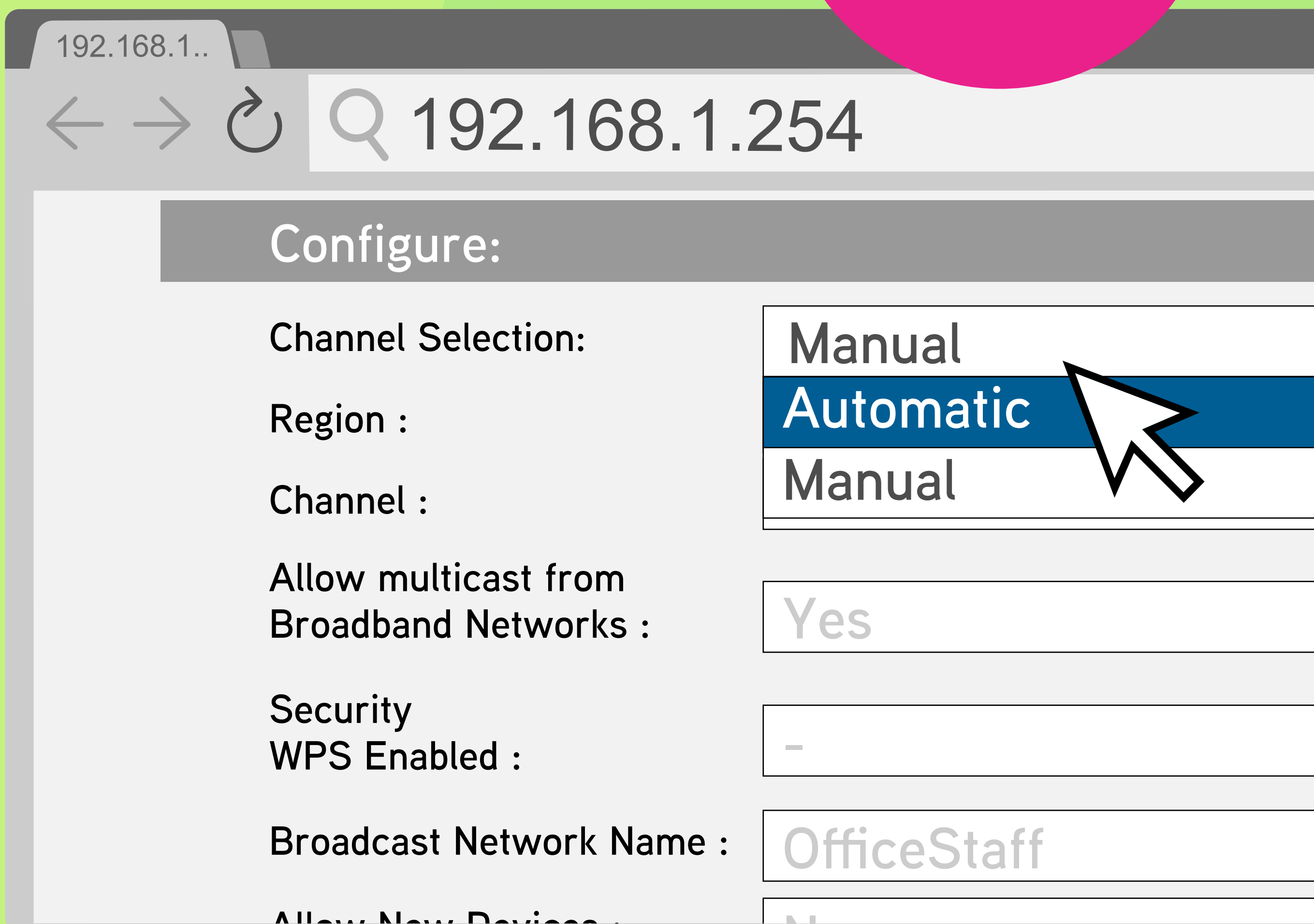
8

Go back to

Channel Selection

**and change status to
Automatic again**

**Change
status back to
Automatic**



192.168.1..

← → ↻ 🔍 192.168.1.254

Configure:

Channel Selection: **Manual**
Automatic
Manual

Region :

Channel :

Allow multicast from
Broadband Networks : Yes

Security
WPS Enabled : -

Broadcast Network Name : OfficeStaff

Allow New Devices :

If your problem still
persists contact our
customer service team
at **1 800 82 1123**

