

T1. What can I do if I don' t know or forget my password?

(1) For default wireless password: Please refer to the Wireless Password/PIN labeled on the bottom of the modem router.

(2) For the web management page password: Reset the modem router first and then use the default username and password: admin/admin.

T2. How do I restore my modem router' s configuration to its factory default settings?

(1)Method one: With the modem router powered on, press and hold down the WPS/RESET button for about 8 seconds until all LEDs turn off momentarily, then release the button.

(2)Method two: Restore the default setting from Maintenance → SysRestart of the modem router' s web management page.

Note:

Once the modem router is reset, the current configuration settings will be lost and you will need to re-configure the router.

T3. What can I do if I cannot access the web management page?

(1)Make sure the modem router connects to the computer correctly and the corresponding LED indicator(s) light up.

(2)Make sure the IP address of your computer is configured to obtain an IP address automatically and obtain DNS server address automatically.

(3)Make sure the default access you input is right.

(4)Check your computer' s settings:

Go to Start → Control Panel → Network and Internet, and click View network status and tasks;

(1) Click Internet Options on the bottom left;

(2) Click Connections, and select Never dial a connection;



(3) Click LAN settings, deselect the following three options and click OK;



(4) Go to Advanced → Restore advanced settings, and click OK to save the settings.



Change a web browser or computer and log in again.
Reset the modem router to factory default settings.

Note:

You' ll need to reconfigure the modem router to surf the Internet once the modem router is reset.

Open a web browser and log in again. If login fails, please contact the technical support.

T4. What can I do if I cannot access the Internet?

(1) Check to see if all the connectors are connected well, including the telephone line, Ethernet cables and power adapter.

(2) Check to see if you can log on to the web management page of the modem router. If you can, try the following steps. If you cannot, please set your computer referring to T3 then try to see if you can access the Internet. If the problem persists, please go to the next step.

(3) Consult your ISP and make sure all the VPI/VCI, Connection Type, account username and password are correct. If there are any mistakes, please correct the settings and try again.

(4) If you still cannot access the Internet, please restore your modem router to its factory default settings and reconfigure your modem router by following the instructions in Chapter 3 Quick Start.

(5) Please feel free to contact our Technical Support if the problem still exists.

Note:

For more details about Troubleshooting and Technical Support