

FAQ

How do I reset the Extender?

To reset the extender, press the WPS button for 10-15 seconds to restore factory settings. The WiFi SSID of the wifi extender will be “Wi-Fi Extender” after restoring successfully. Then set up again from the beginning.

Does the Extender work with 5G?

No, the Extender only operates in the 2.4GHz band.

I can't see Wi-Fi Extender in my network list.

Please press the RESET button (big button on the top of the device) for 15 seconds, and wait 30 seconds. Then check the network list one more time.

I tried to open your IP address, but it says no internet or page error.

Please open your Wi-Fi settings and check your network. You need to be connected to the Extender network, not to the main router or mobile internet network!

You will have a “no internet” connection near the network “Wi-Fi Extender”, but it's correct! Until you finish setup, the network will be without internet.

NOTE: You can't connect to the IP or site, when you have an internet connection because this is not an internet page, but the setting page of your Extender. **REMEMBER!** If you open a site and, after a few steps, someone asks for credit card information, please close this site and contact our support using phone, online chat, or email! We do not offer any additional payment service!

When I'm connected to Wi-Fi Extender, it says no internet.

This issue you have is because of the wrong password. Even if you are sure about the correct password, please reset your device and set it up again.

NOTE: Check your password a few times! **It's CASE-SENSITIVE!** Many phones use a first capital letter as a default, so please check if all letters are the same as your main router password!

I installed the Extender, but it not accepting my password.

Please reset your Extender and try to set up it one more time. If you have the same issue, please call to us, or send a message via online chat or via email

I install the Extender, which area will be the best to have it?

The Extender should be halfway between the Wi-Fi Router and the area with poor signal coverage. The Extender must receive a good signal from the Wi-Fi Router.