

KE 2M

N300 Smart Wireless Router

User Guide

PHICOMM

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Notification of Compliance



CE Mark Warning

This is a class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

Operating Frequency

2.4G: 2402 - 2482 MHz

Maximum Transmit Power

2.4G: 20 dBm

This device may be operated in all EU countries (and other countries following the EU directive RED 2014/53/EU) for home and office use.

RF Exposure Information

This device meets the EU requirements (RED 2014/53/EU) on the limitation of exposure of the general electromagnetic fields by way of health protection.

The device complies with RF specifications when the device used at 20 cm from your body.

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DISCLAIMER

Any pre-installed software or data provided as a bundle to this device is subject to the applicable law under the responsibility of the issuing software / service provider. The hardware manufacturer cannot be held liable for any breach, malfunction or other

occurrence raised by using this third-party software. Only the issuing providers can lawfully be held responsible. Phicomm (Shanghai) Co., Ltd. does not own the intellectual property of the third-party software and applications that are delivered with this product. Therefore, Phicomm (Shanghai) Co., Ltd. will not provide any warranty of any kind for these third-party software and applications. Neither will Phicomm (Shanghai) Co., Ltd. provide support to customers who use these third-party software and applications nor be responsible or liable for the functions of these third-party software and applications. Third-party software and applications services may be interrupted or terminated at any time. Phicomm (Shanghai) Co., Ltd. does not guarantee that any content or service would be maintained for any period during its availability. Third-party service providers provide content and services through network or transmission tools outside of the control of Phicomm (Shanghai) Co., Ltd. to the greatest extent permitted by applicable law, it is explicitly stated that Phicomm (Shanghai) Co., Ltd. shall not compensate or be liable for services provided by third-party service providers or the interruption or termination of third-party contents or services. Phicomm (Shanghai) Co., Ltd. shall be not responsible for the legality, quality or any other aspects of any software installed on this product, or for any uploaded or downloaded third-party works, such as texts, images, videos or software. Customers shall bear the risk for any and all effects including incompatibility between the software and this product, which result from installing software or uploading or downloading the third-party works.

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To the maximum extent permitted by applicable law, in no event shall Phicomm (Shanghai) Co., Ltd. be liable for any special incidental, indirect or consequential damages or lost profits, business, revenue, data, goodwill or anticipated savings. The maximum liability (this limitation shall not apply to liability for personal injury to the extent applicable law prohibits such a limitation) of Phicomm (Shanghai) Co., Ltd. arising from the use of the product described in this document shall be limited to the amount paid by customers for the purchase of this product.

IMPORTANT HEALTH INFORMATION AND SAFETY PRECAUTIONS

When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product.

To reduce the risk of bodily injury, electric shock, fire and damage to the equipment, observe the following precautions.

SAFETY PRECAUTIONS FOR PROPER INSTALLATION

CAUTION: Connecting to an inappropriate charger can result in an electric shock to your device.

SAFETY PRECAUTIONS FOR PROPER SUPPLY UNIT

Use the correct power source!

This product can only be charged with matching standard external power source appointed by Phicomm (Shanghai) Co., Ltd.

Phicomm (Shanghai) Co., Ltd. is not liable for any device breakdown or safety accident arising from the use of unauthorized external power source.

SAFETY PRECAUTION FOR DIRECT SUNLIGHT

Keep this product away from excessive moisture and extreme temperatures. The device is designed to be operated in temperatures between 0°C and 40°C. Low- or high-temperature conditions might cause the device to temporarily stop working properly. Do not leave the product in a vehicle or in places where the temperature may exceed 70°C (window sill or behind glass). Avoid dramatic changes in temperature or humidity when using the device as condensation may form on or within the device.

When you are using the device, it is normal for the device to get warm. The exterior of the device functions as a cooling surface that transfers heat from inside the unit to the cooler air outside.

ENVIRONMENT RESTRICTIONS

Do not use this product in gas stations, fuel depots, chemical plants or where blasting operations are in process, or in potentially explosive atmospheres such as below deck on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust or metal powders. Please be aware that sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

EXPLOSIVE ATMOSPHERES

In any area with a potentially explosive atmosphere or where flammable materials exist, the product should be turned off and the user should obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Users are advised not to use the equipment at refueling areas such as service or gas stations, and are reminded of the need to observe restrictions on the use of radio equipment in fuel depots, chemical plants or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. These include fueling areas, below deck on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as dust or metal powders.

SAFETY PRECAUTIONS FOR RADIO FREQUENCY EXPOSURE

- Avoid using your device near metal structures (e. g. the steel frame of a building).

- Avoid using the device near strong electromagnetic sources, such as microwave ovens, sound speakers, TV and radio.
- Use only original manufacturer-approved accessories.
- Use of non-original manufacturer-approved accessories may violate your local RF exposure guidelines and should be avoided.

INTERFERENCES WITH MEDICAL EQUIPMENT FUNCTIONS

This product may cause medical equipment to malfunction. The use of this device is forbidden in most hospitals and medical clinics.

If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy.

HEARING AID DEVICES

Some devices may interfere with some hearing aid devices. In the event of such interference, you may want to consult your service provider, or call customer service line to discuss alternatives.

NON-IONIZING RADIATION

Your device has external antennas. This product should be operated in its normal-use position to ensure the radiative performance and safety of the interference. Users are advised that for satisfactory operation of the equipment and for the safety of personnel, it is recommended that no part of the human body be allowed to come too close to the antenna during operation of the equipment.

Use only the supplied antennas. Use of unauthorized or modified antennas may impair transfer quality and damage the device, causing loss of performance and SAR levels exceeding the recommended limits as well as result in noncompliance with local regulatory requirements in your country.

To assure optimal device performance and ensure human exposure to RF energy is within the guidelines set forth in the relevant standards, always use your device only its normal-use position. Contact with the antennas may impair quality and cause your device to operate at a higher power level than needed. Avoiding contact with the antenna area when the device is in use optimizes the antenna performance.

GENERAL PRECAUTIONS

AVOID APPLYING EXCESSIVE PRESSURE TO THE DEVICE

Do not apply excessive pressure on the device to prevent damage.

DEVICE IS GETTING WARM AFTER PROLONGED USE

When using your device for prolonged periods the device may become warm. In most cases

this condition is normal and therefore should not be interpreted as a problem with the device.

HEED SERVICE MARKING

Except as explained in the user manual, do not repair any product yourself. Service needed on components inside the device should be done by an authorized service outlet or provider.

Phicomm (Shanghai) Co., Ltd. is entitled to use new or reconditioned replacements parts or boards for repairs under warranty, provided they have the same functionality as the parts to be replaced.

DAMAGE REQUIRING SERVICE

Unplug the device from the electrical outlet and refer servicing to an authorized service center or provider under the following conditions:

- Liquid has been spilled or an object has fallen onto the product.
- The product has to been exposed to rain or water.
- There are noticeable signs of overheating.
- The product does not operate normally when you follow the operating instructions.

AVOID HOT AREAS

The product should be placed away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that products heat.

AVOID WET AREAS

Never use the product in a wet location.

AVOID USING YOUR DEVICE AFTER A DRAMATIC CHANGE IN TEMPERATURE

When you move your device between environments with very different temperature and/or humidity ranges, condensation may form on or within the device. To avoid damaging the device, allow sufficient time for the moisture to evaporate before using the device.

NOTICE: When taking the device from low-temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the device to acclimate to room temperature before turning on power.

AVOID PUSHING OBJECTS INTO THE DEVICE

Never push objects of any kind into cabinet slots or other openings in the product. Slots and openings are provided for ventilation. These openings must not be blocked or covered.

MOUNTING ACCESSORIES

Do not use the product on an unstable table, cart, tripod or bracket. Any mounting of the

product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.

AVOID UNSTABLE MOUNTING

Do not place the product with an unstable base.

USE PRODUCT WITH APPROVED EQUIPMENT

This product should be used only with personal computers and options identified as suitable for use with your equipment.

CLEANING

Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning, but NEVER use water to clean the device. The device has been provided with special treatments featuring that it could dispose dirt and sweat on its surface. The device itself does not have a stain-resistant function. In case of smudginess and dyeing, please wipe it with clean damp sponge immediately. Please keep the device dry when necessary.

PACEMAKER



The device may cause disturbance to pacemakers. Please keep the device a proper distance of least 5 centimeters away from pacemakers.

If you need detailed information about other active implantable medical devices, please consult your doctor to ensure the magnetic interference of such active implantable medical devices.

CAUTION

Update your operating system with caution

- Improper operation or unforeseen external factors may cause an operating system update fails; the device will not work properly. If such a situation occurs, you need to send the unit in for repair.
- An unofficial operating system can cause security risks. Please install only official updates provided by Phicomm (Shanghai) Co., Ltd., if not you will void the warranty and a repair is chargeable.

1 About this guide

This user guide includes a complete overview of the configuration and functions of PHICOMM KE 2M router on Web Management interface.



Note

- It is suggested to use Firefox, Google Chrome, IE 9.0 or above to login in Web Management. Software interface might vary by browsers.
- Software interface and functions might vary by firmware versions.

1.1 Structure of this guide

This guide is structured as follows:

Chapter	Title	Subject
1	About this guide	Basic description of document content, definition of symbols and conventions
2	Introduction	Description of basic functions
3	Hardware connections	Description of the way connecting the router to your devices
4	Get started	Description of the way to set up your router for the first time
5	General configurations	Description of router's general functions
6	Advanced configurations	Description of router's advanced functions
7	Administration	Description of router's administration features
	Appendix	FAQs and technical support information

1.2 Symbols and conventions

The following symbols are used in the user guide:



WARNING!

May result in severe damage to your device or database.



Note

Useful additional information

The following editorial conventions are used in the guide:

Convention	Explanation
Bold	Field names / button names are written in bold Example: click menu View
<i>Italic</i>	Commands, screen output, file names and paths are written in <i>Italic</i> . Example: Input <i>192.168.0.1</i> in IP address text box.
<...>	<...> keyboard or actual names are represented in angle brackets Example: Click <Ctrl> + <Alt> + <Delete> to open the task manager.
>	Used for menu sequence Example: Click File > Print to print.

2 Introduction

Phicomm KE 2M N300 smart wireless router is all-in-one router for home and SOHO users to share broadband internet connection over a wired or a wireless network.

Up to 300Mbps wireless speed provides users with extraordinary smooth internet surfing, internet phone calling and online gaming.

Phicomm KE 2M router support the following features:

- 3 intelligent high-gain omni-directional antennas guarantee wider coverage
- 32MB RAM and optimised software prevent network congestion, assuring smooth and fast internet surfing
- Boosts your existing WiFi-coverage to deliver fast and reliable wireless connectivity
- 2x2 MIMO technology enhances the network by increasing wireless speeds up to 300 Mbps
- Manage router through dedicated mobile application
- Customise bandwidth allocation for each device of speed optimization
- Create separate network for guest users to enhance network security
- You can access internet in only three steps

3 Hardware connections

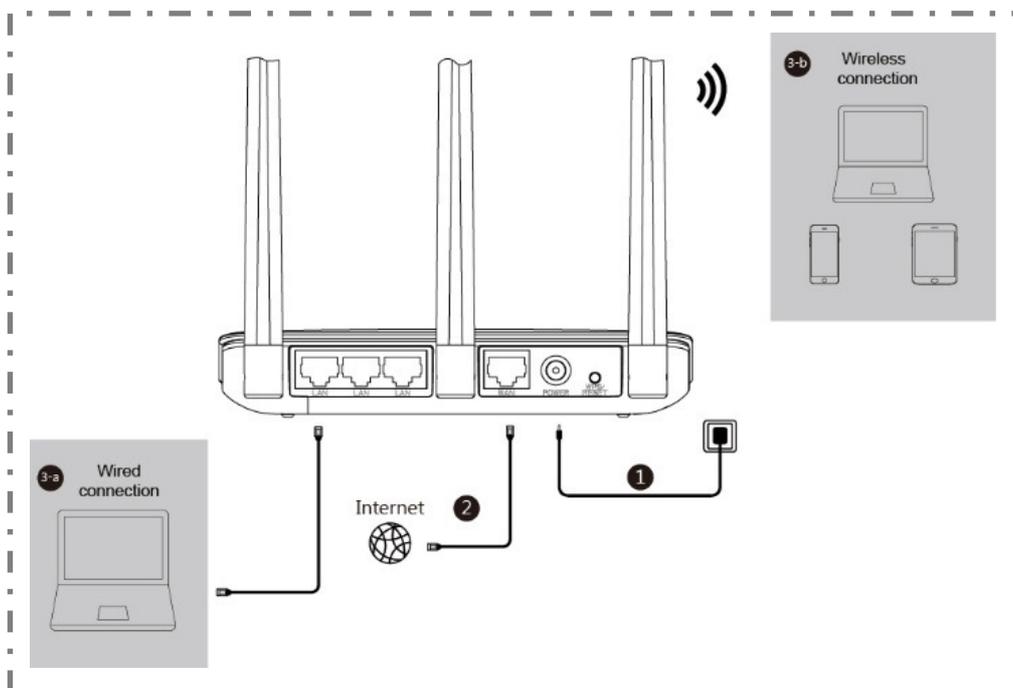
3.1 Package contents

Please check the package content before the installation of the router:

- 1 x N300 Smart Wireless Router KE 2M
- 1 x power adapter
- 1 x RJ-45 cable
- 1 x Quick Installation Guide
- GPL license

3.2 Connect your devices

Follow these steps below to connect your devices.



1. Connect the power adapter into an electrical outlet, connect the other end to the router, and turn on the router.
2. Connect your modem to the WAN port on the router using a RJ-45 cable.



Note

- Make sure your modem have properly internet connection.
- If you have a wired Ethernet connection to internet instead of a modem, connect the RJ-45 cable directly to the WAN port on the router, then continue with the following instructions to complete the router setup.

3. Connect your device to the router (wired or wireless):

3-a. Wired connection: Connect your PC to the LAN port on the router with a RJ-45 cable.

3-b. Wireless connection: Turn on WLAN on your wireless device and connect to **@PHICOMM_XX**.

XX represents the last two digits of the router's MAC address that can be found on the label at the bottom of the router.



4 Get started

This section gives instructions of the procedures that must be performed to enable the wireless router.

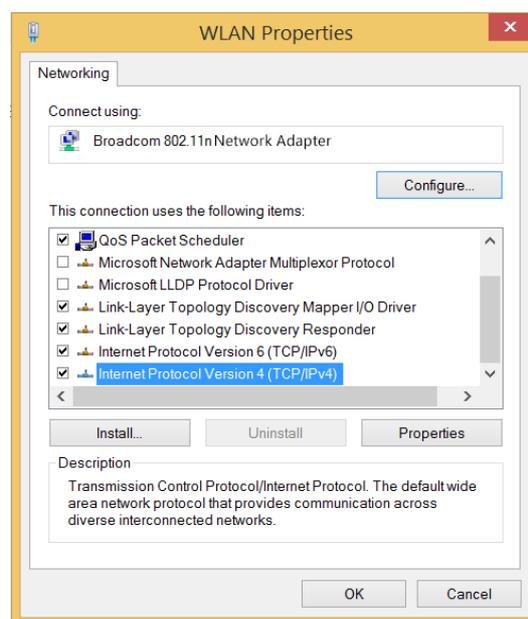
4.1 TCP/IP settings

The IP address has to be obtained automatically before starting the configuration of the router. Please follow these steps:

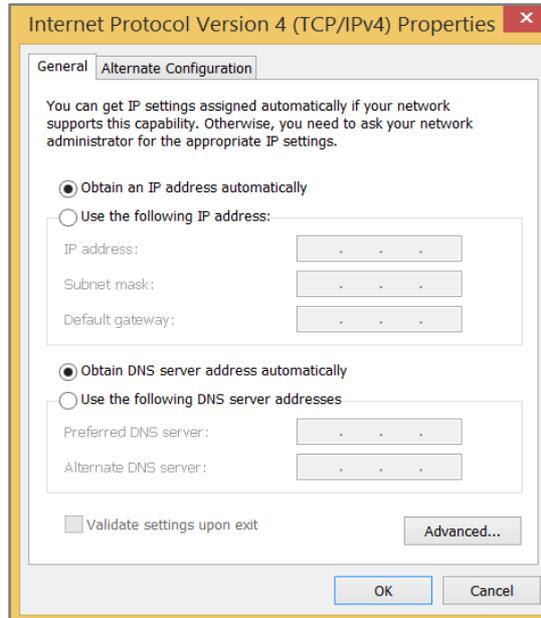
1. With the right mouse button please click on the right bottom corner. Click **Open Network and Sharing Center** and select **Change adapter settings** on the upper left of the screen.



2. Right-click network connection type and select **Properties**. In the **Properties** window double click **Internet Protocol Version 4 (TCP/IPv4)**.



3. Select both **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Click **OK** to confirm the configuration.



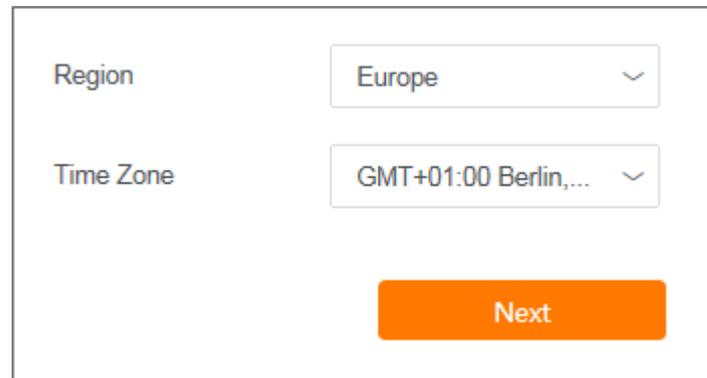
4.2 Set up router via web browser

1. On your web browser, enter **p.to** or **192.168.2.1** in address bar and click **Start Setup** to run the setup wizard.



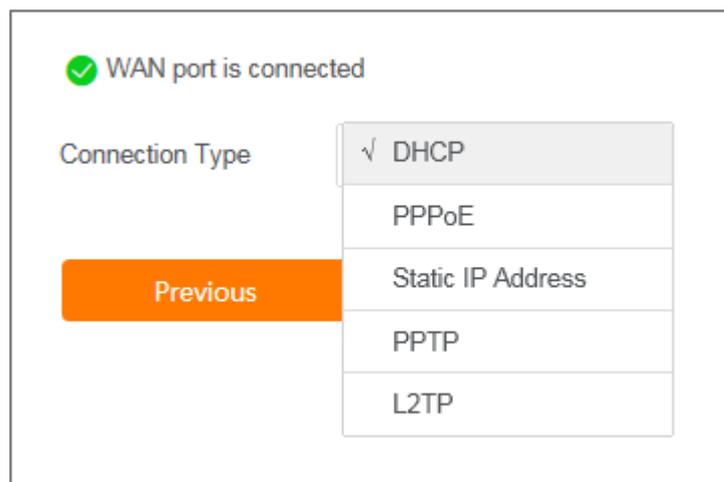
2. Create a login password for your router and click **Next**.

3. Select your local time zone and click **Next**.



The screenshot shows a configuration window with two dropdown menus. The first is labeled 'Region' and is set to 'Europe'. The second is labeled 'Time Zone' and is set to 'GMT+01:00 Berlin,...'. Below these menus is an orange button labeled 'Next'.

4. Specify your internet connection type, enter the relevant account information as required and click **Next**.



The screenshot shows a configuration window. At the top, there is a green checkmark icon followed by the text 'WAN port is connected'. Below this, there is a 'Connection Type' dropdown menu with a list of options: 'DHCP' (selected), 'PPPoE', 'Static IP Address', 'PPTP', and 'L2TP'. To the left of the dropdown menu is an orange button labeled 'Previous'.

- | | |
|--------------------------|---|
| DHCP | DHCP is commonly used if internet service provider does not provide any IP to use. Router will obtain IP address information automatically. |
| PPPoE | PPPoE is typically used for DSL services. Enter the username and password provided by your internet service provider. |
| Static IP address | Select Static IP if internet service provider provides the static IP address, subnet mask, default gateway and DNS server address. |
| PPTP/L2TP | Select PPTP or L2TP if ISP provides the username, password, and VPN server IP. |



Note

Contact your ISP if you are not sure about your internet connection type.

5. Set SSID and password (no less than 8 characters) for your wireless network or use the default settings. Click **Save** to complete the setup.

Wireless Network

SSID @PHICOMM_XX

Password

Previous Save

6. Now Wi-Fi has been successfully set up on your router. If your device does not automatically connect to the wireless network, please connect manually. You can also click **More Settings** for further advanced configuration.

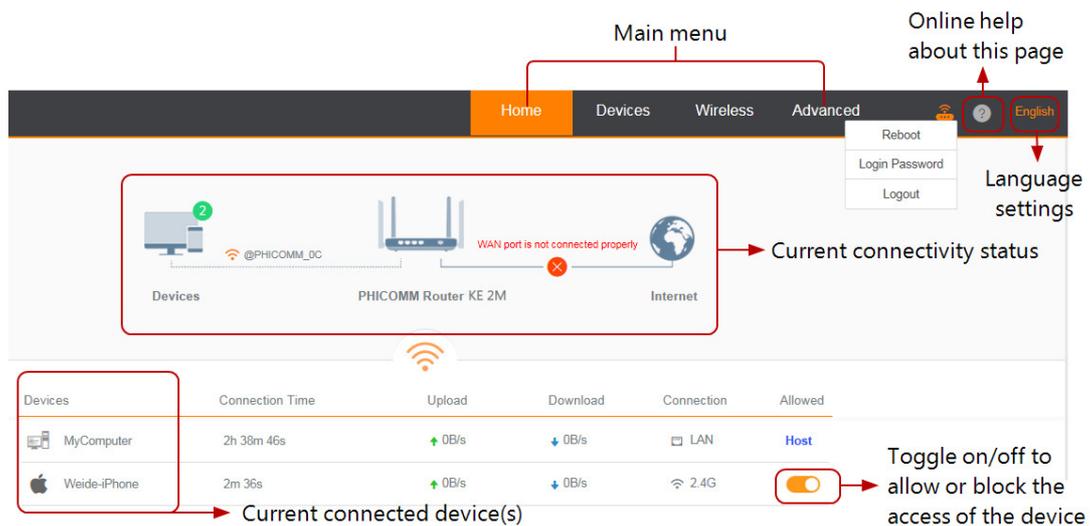


4.3 Log into Web Management

On your web browser, enter **p.to** or **192.168.2.1** in address bar, and enter the login password that is set when you set up the router for the first time.



You can now use the Web Management for further configurations on the router.



4.4 Configuring router via Phicomm app

To install and set up your router via Phicomm app, follow these steps:

1. Scan the barcode below, download and install PhiWiFi from Apple App Store or Google Play.



Note

Alternatively, you can search "PhiWiFi" on Apple App Store or Google Play.

2. Make sure your router is powered on and connected to internet properly. Turn on WLAN on your smartphone and connect to Phicomm's wireless network **@PHICOMM_XX** or **@PHICOMM_XX_5G**.
3. Launch PhiWiFi and follow the step-by-step instructions to complete the setup.

5 General configurations

5.1 Manage devices

To manage the devices on your local network, go to **Main menu > Devices** on Web Management, all devices connected to your local network will be listed on this screen.

Devices	IP/MAC Address	Current Speed	Limited	Connection	Allowed
 MyComputer 9h 22m 43s	IP: [REDACTED] MAC: [REDACTED]	↑ 36B/s ↓ 32B/s	↑ _____ ↓ _____	LAN	Host
 MyPhone 1h 58m 44s	IP: [REDACTED] MAC: [REDACTED]	↑ 0B/s ↓ 0B/s	↑ 200KB/s ↓ 200KB/s	5G	<input checked="" type="checkbox"/>
 MyComputer2 4m 11s	IP: [REDACTED] MAC: [REDACTED]	↑ 2KB/s ↓ 0B/s	↑ _____ ↓ _____	5G	<input checked="" type="checkbox"/>

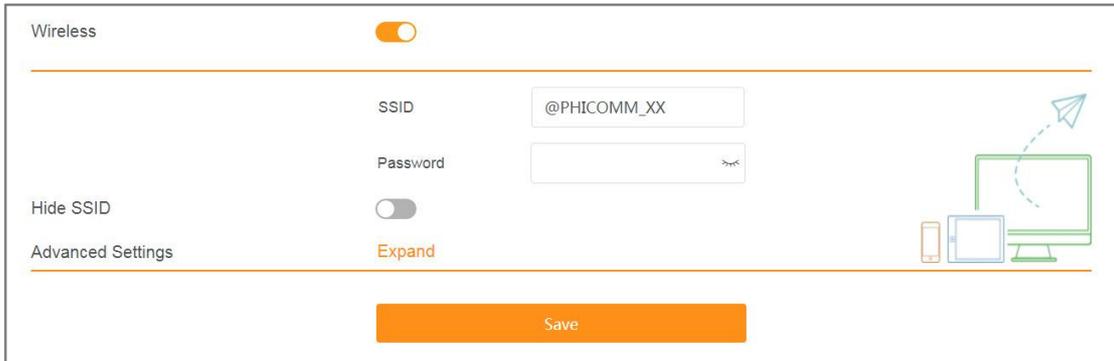
To block a computer or device from connecting to your home network, toggle off the **Allowed** switch. To allow the computer or device to continue access the network, toggle on the **Allowed** switch.

You can specify the maximum upload/download bandwidth in the **Limited** field.

The device can be renamed by clicking **Devices** field and entering the new name.

5.2 Wireless settings

To configure the basic wireless settings, go to **Main menu > Wireless** on Web Management.



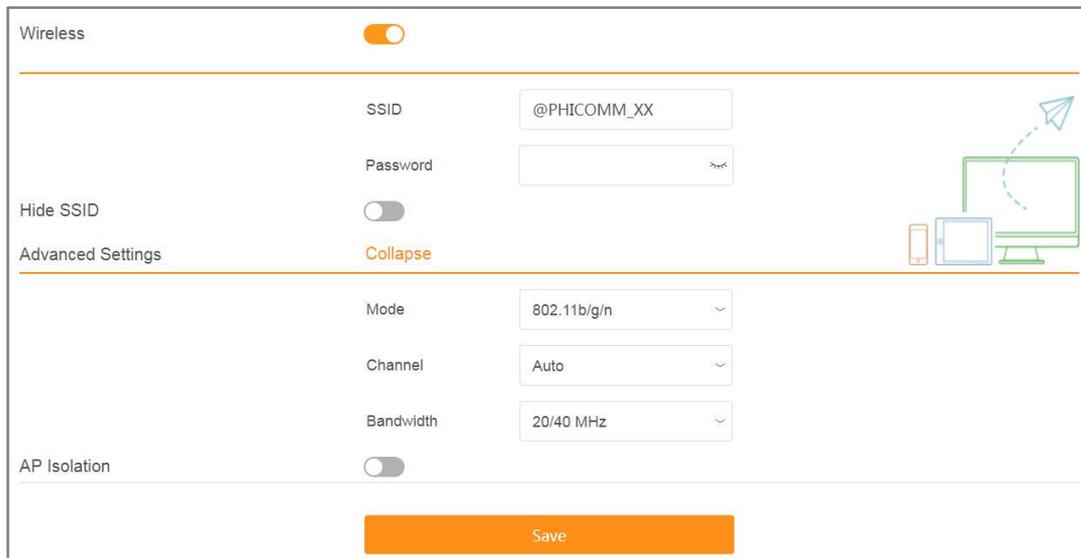
The screenshot shows the 'Wireless' settings page. At the top, there is a 'Wireless' toggle switch that is turned on. Below it, there are input fields for 'SSID' (containing '@PHICOMM_XX') and 'Password'. A 'Hide SSID' toggle switch is turned off. Underneath, there is an 'Advanced Settings' section with an 'Expand' button. At the bottom, there is a large orange 'Save' button. An illustration of a smartphone, tablet, and computer with a signal arrow is on the right side.

You can switch on/off wireless network, or modify the SSID/password.

Hide SSID

If **Hide SSID** is enabled, the wireless network with this SSID will not be discovered by other Wi-Fi devices.

Click **Expand** to have more advanced settings displayed.



This screenshot shows the 'Wireless' settings page with the 'Advanced Settings' section expanded. The 'Expand' button has been replaced by a 'Collapse' button. The advanced settings include: 'Mode' set to '802.11b/g/n', 'Channel' set to 'Auto', and 'Bandwidth' set to '20/40 MHz'. There is also an 'AP Isolation' toggle switch that is turned off. The 'Save' button remains at the bottom.

Mode

Select the Wi-Fi mode you want to use. For more information about IEEE802.11, please refer to <http://www.ieee.org>.

Channel

Channel determines which operating frequency will be used. If you notice a severe interference problems with another nearby access point, you may try to manually select a fixed channel. Otherwise you

can leave it as *Auto*.

- Bandwidth** Different Wi-Fi mode has different bandwidth. Normally a higher bandwidth provides faster network speed, but it will be much easier interfered by other radio signal. The default value is recommended.
- AP Isolation** If enabled, the devices under this SSID can only access internet and it cannot communicate with other devices in the same Wi-Fi network.

Click **Save** to save the settings.

5.3 WAN settings

To configure WAN settings, go to **Main menu > Advanced > Internet Settings** on Web Management.

< Internet Settings

✓ DHCP service is normal

Connection Type: DHCP

Advanced Settings

Collapse

MTU: 1500

MAC-clone:

User-defined DNS:

Save

For **Connection Type**, refer to Section 4.2.

Click **Expand** to have more advanced settings displayed.

- MTU** MTU defines the maximum length of your data packet.
- *DHCP*: The range of maximum length is between 576 and 1500. 1500 is the default value.
 - *PPPoE*: The range of maximum length is between 576 and 1492. 1480 is the default value.
 - *Static IP Address*: The range of maximum length is between 576 and 1500. 1500 is the default value.
 - *PPTP*: The range of maximum length is between 576 and 1420. 1420 is the default value.

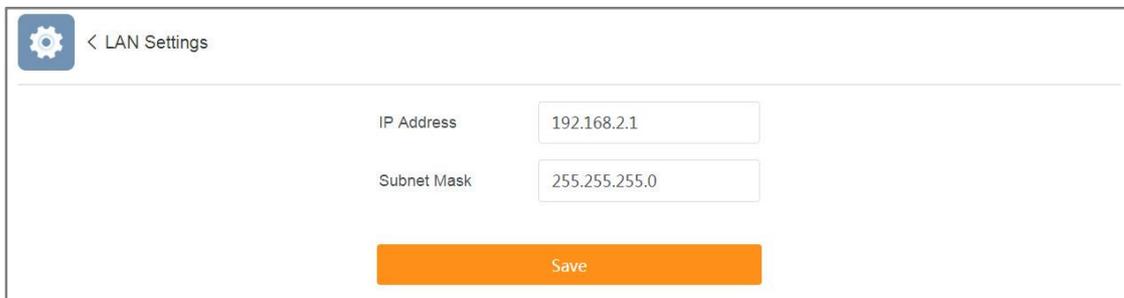
- *L2TP*: The range of maximum length is between 576 and 1460. 1460 is the default value.

User-defined DNS If any specific server is required, toggle on this switch and enter the IP address of primary DNS server and secondary DNS server (if available).

Click **Save** to save the settings.

5.4 LAN settings

To configure LAN settings, go to **Main menu > Advanced > LAN Settings** on Web Management. Current LAN IP address and subnet mask are displayed.



The screenshot shows the LAN Settings configuration page. At the top left, there is a gear icon and a back arrow followed by the text '< LAN Settings'. Below this, there are two input fields: 'IP Address' containing '192.168.2.1' and 'Subnet Mask' containing '255.255.255.0'. At the bottom center, there is a prominent orange button labeled 'Save'.

IP address Enter LAN IP address of the router.

Subnet Mask Enter the subnet mask associated with the LAN IP address.



Note

If you change the LAN IP address of the router, log in the web management page with the new IP address.

6 Advanced settings

6.1 DHCP service

By default, the router acts as a Dynamic Host Configuration Protocol (DHCP) server. The router assigns IP, DNS server, and default gateway addresses to all computers connected to the LAN and WLAN.

To enable DHCP server, follow these steps below:

1. On Web Management, go to **Main menu > Advanced > DHCP** and toggle on **DHCP** switch.

Devices	IP Address	MAC Address	Action
PHI-20170111DMF ▼	<input type="text"/>	<input type="text"/>	Bind Cancel

2. Specify the **IP Address Pool** for the clients on your network.
3. Click **Save** to save the settings

You can also specify a reserved IP address for a computer on the LAN, and bind the **IP Address** and **MAC Address** into a pair, so that the computer always receives the same IP address each time it accesses the router's DHCP server.

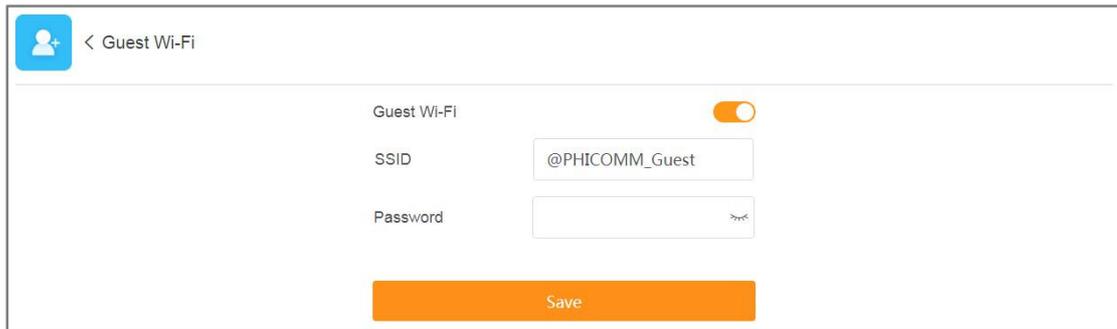
6.2 Guest Wi-Fi

Guest Wi-Fi is a type of small local network designed for temporary visitors. You can give the guest access to your internet connection without sharing your Wi-Fi password and

the devices connected to the guest network will not be able to access the share files inside your home network.

To set up a guest network, follow these steps below:

1. On Web Management, go to **Main menu > Advanced > Guest Wi-Fi** and toggle on **Guest Wi-Fi** switch.



The screenshot shows the 'Guest Wi-Fi' configuration interface. At the top left, there is a back arrow and a user icon. The title is '< Guest Wi-Fi'. Below this, there is a 'Guest Wi-Fi' toggle switch which is turned on. Underneath, there are two input fields: 'SSID' with the value '@PHICOMM_Guest' and 'Password' which is empty. At the bottom, there is an orange 'Save' button.

2. Enter the SSID and password for the guest network and click **Save** to save the settings.
3. Click **Save** to save the settings.



Note

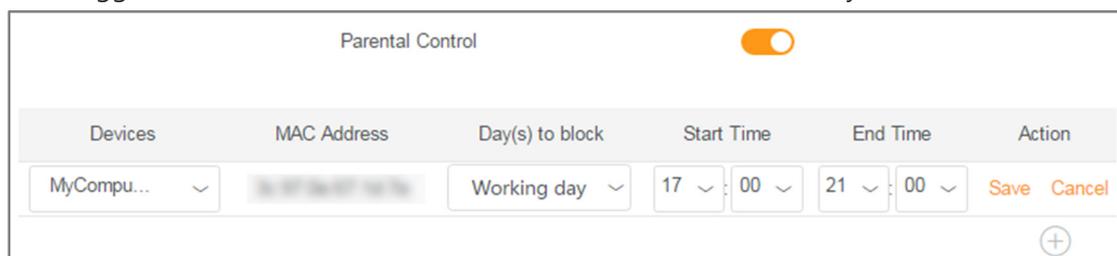
By default, the guest network SSID is @PHICOMM_Guest.

6.3 Parental Control

Parental control allows you to set access restriction rules on individual devices on your home network. You can restrict internet access at times of the day and days of the week when your children's devices are not allowed to be online.

To set up a restriction rule, follow these steps below:

1. On Web Management, go to **Main menu > Advanced > Parental Control**.
1. Toggle on **Parental Control** switch, select the device on which you want to set the



The screenshot shows the 'Parental Control' configuration interface. At the top, there is a 'Parental Control' toggle switch which is turned on. Below this is a table with columns: 'Devices', 'MAC Address', 'Day(s) to block', 'Start Time', 'End Time', and 'Action'. The first row contains: 'MyCompu...' (with a dropdown arrow), a blurred MAC address, 'Working day' (with a dropdown arrow), '17' (with a dropdown arrow) and '00' (with a dropdown arrow), '21' (with a dropdown arrow) and '00' (with a dropdown arrow), and 'Save' and 'Cancel' buttons. At the bottom right, there is a plus sign icon in a circle.

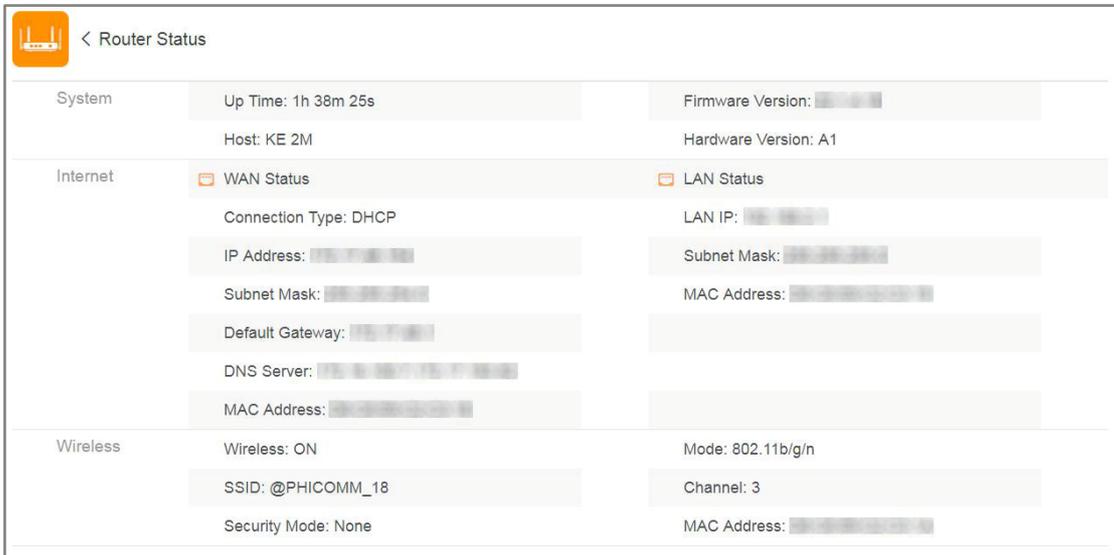
restriction rule, and specify day(s) and time(s) the device will be blocked from internet.

2. Click **Save** to save this rule. You can click  to continue to add another rule.

7 Administration

7.1 Router status

You can view the router status from **Main menu > Advanced > Router Status** on Web Management. General system information, WAN and LAN status, Wi-Fi status, and external USB storage status will be shown on this screen.

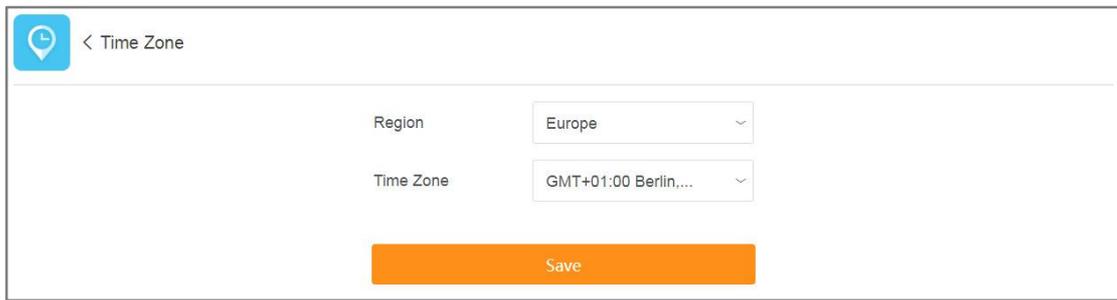


The screenshot displays the 'Router Status' page with the following information:

System	Up Time: 1h 38m 25s	Firmware Version: [REDACTED]
	Host: KE 2M	Hardware Version: A1
Internet	WAN Status	LAN Status
	Connection Type: DHCP	LAN IP: [REDACTED]
	IP Address: [REDACTED]	Subnet Mask: [REDACTED]
	Subnet Mask: [REDACTED]	MAC Address: [REDACTED]
	Default Gateway: [REDACTED]	
	DNS Server: [REDACTED]	
	MAC Address: [REDACTED]	
Wireless	Wireless: ON	Mode: 802.11b/g/n
	SSID: @PHICOMM_18	Channel: 3
	Security Mode: None	MAC Address: [REDACTED]

7.2 Time zone

You will be asked to specify your local time zone during the setup wizard when you set up the router for the first time. The time zone can also be modified from **Main menu > Advanced > Time Zone** on Web Management.



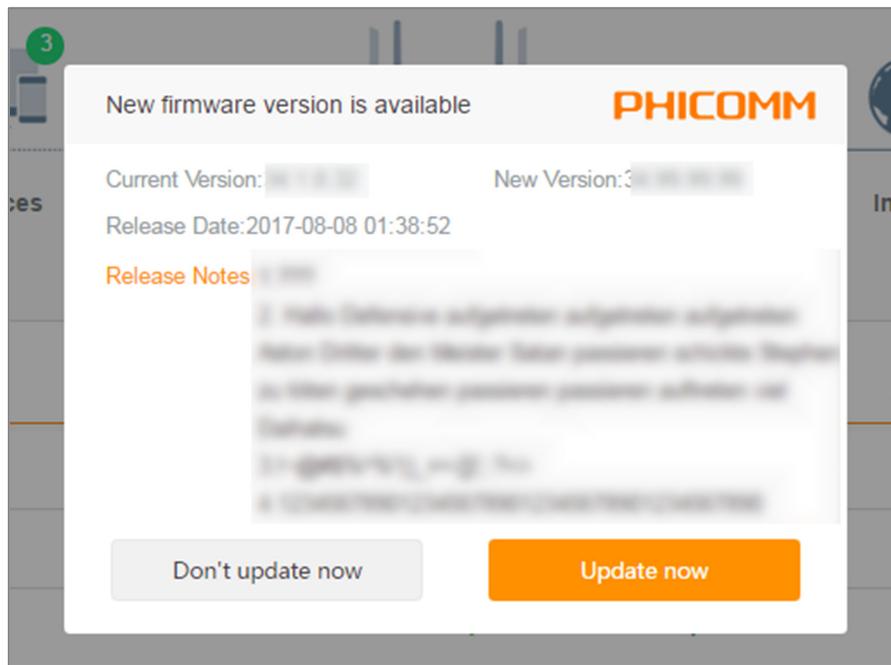
7.3 Firmware update



Note

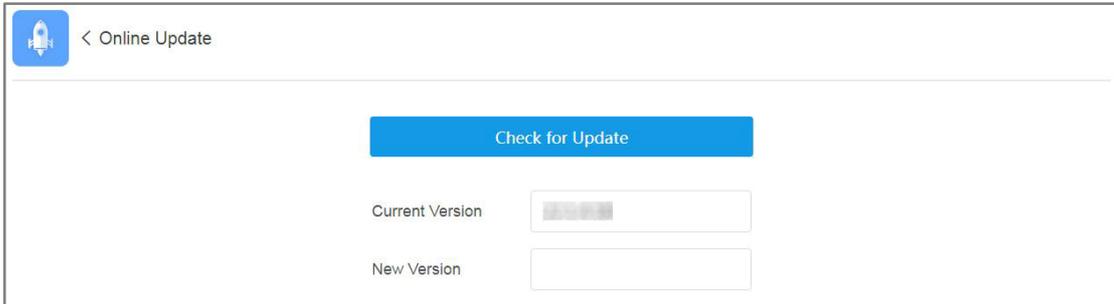
It is recommend to install the latest firmware to improve your router's overall performance.

You will be asked whether to update the firmware if the latest available update is detected when you log on Web Management.

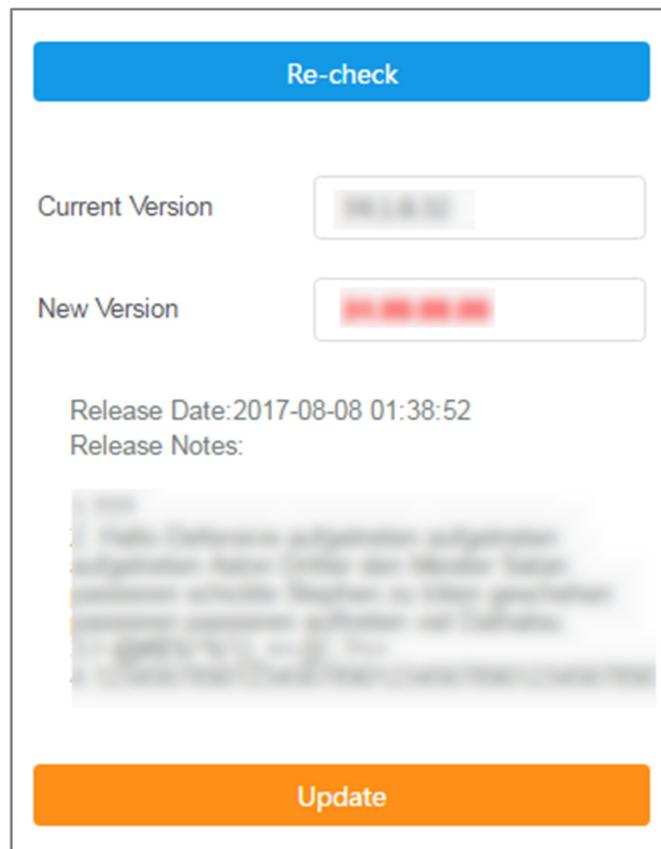


Click **Update now** to update the firmware now, or you can click **Don't update now** to postpone the update.

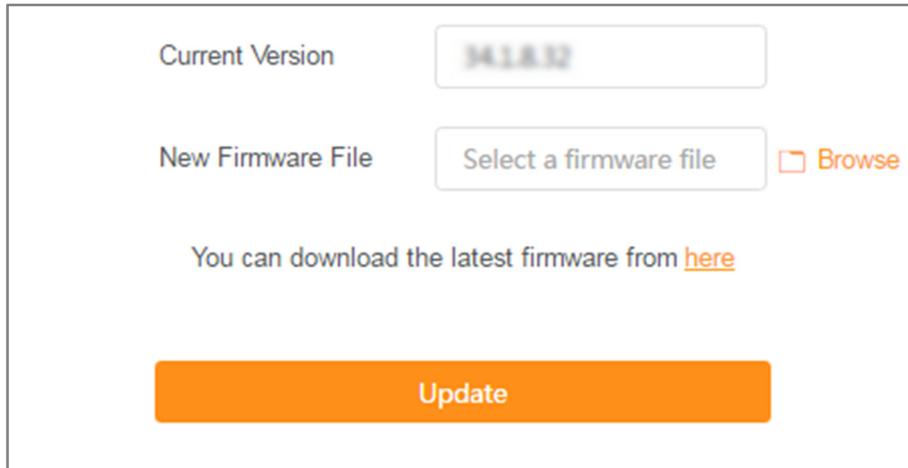
To check whether a new update is available, and update your router online, go to **Main menu > Advanced > Online Update** on Web Management:



Click **Check for Update** to detect new updates online. If a new update is found, click Update to update your router with the newest firmware.



Alternatively, you can go to **Main menu > Advanced > Update** to download the firmware to your local drive, and update the router any time appropriate to your needs:



Current Version

New Firmware File [Browse](#)

You can download the latest firmware from [here](#)

Click **Browse** to locate the new firmware file in your local drive, and click **Update** to start updating your router.

You can also click the link as instructed to download the latest firmware.

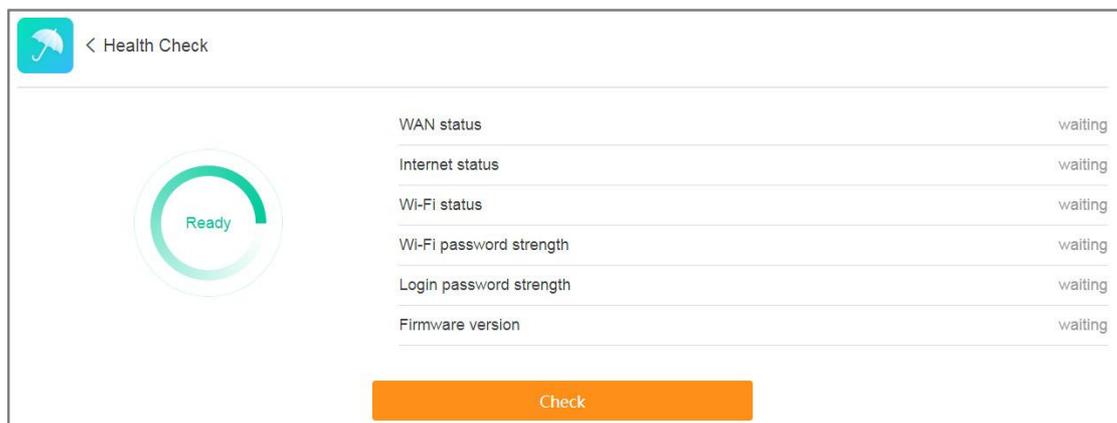


WARNING!

Do not interrupt a firmware upgrade that is in progress to avoid potential damage to your router.

7.4 Diagnostics

To troubleshoot router's connectivity problems or check the router's overall conditions such as password strength and firmware updates, go to **Main menu > Advanced > Health Check** on Web Management.



 < Health Check

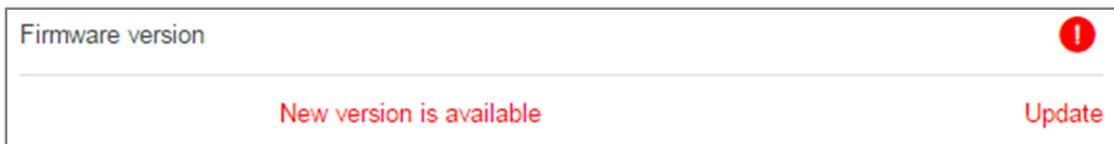
WAN status	waiting
Internet status	waiting
Wi-Fi status	waiting
Wi-Fi password strength	waiting
Login password strength	waiting
Firmware version	waiting

Click **Check** to start diagnostics on your router.

If your password strength is categorized as *Weak*, click **Modify** to modify the password to a more complex one to improve the security.



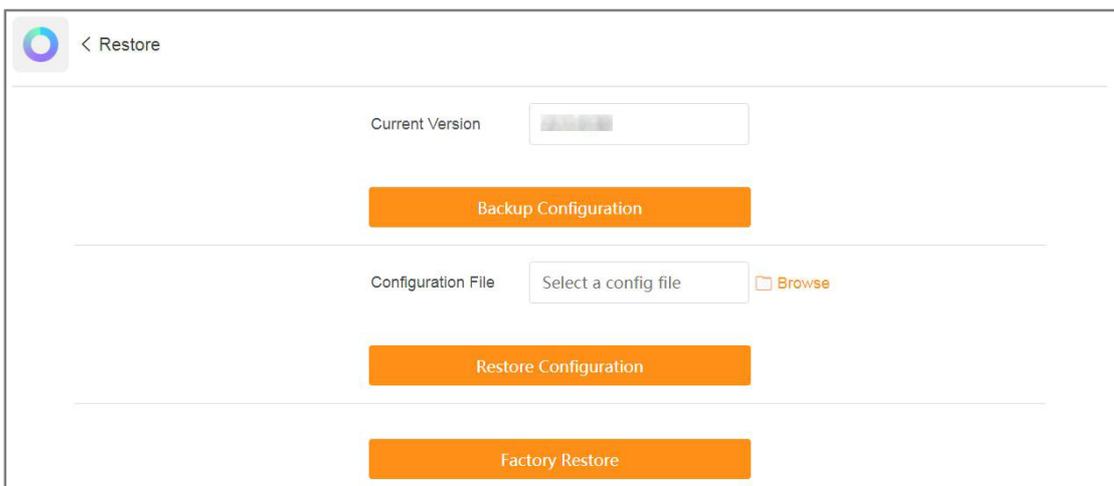
You can click **Update** to update your router with the latest firmware if a new update is detected.



7.5 Restore/Reset

You can backup router's current settings in a file and restore these settings for any unexpected change.

To make a configuration backup, go to **Main menu > Advanced > Restore** on Web Management.



Backup Configuration

Click to save the current router settings in a backup file

on your local drive.

Restore Configuration

Locate a backup file on your local drive, and click this button to restore your router with these settings.

Factory Restore

Click to reset your router to factory defaults.



WARNING!

If you click **Factory Restore** to reset the router to the factory default settings, all your personal configurations will be erased.

Appendix

Troubleshooting

Why I cannot open the management page?

- Turn off browser's proxy settings.
- Make sure that your network card has been set to obtaining an IP automatically.
- Make sure that your LAN and wireless LED is on and all cables are connected correctly.

I forgot my network name or encryption keys!

- Try to set up a wired connection and configure the wireless encryption again.
- Click  beside the password textbox to reveal the bulleted password.
- Press the Reset button of the router longer than 5 seconds or go to **Main menu > Advanced > Restore** to reset the router to factory defaults.

Why I cannot access the internet via LAN adapter?

- Move the router closer to the wireless client.
- Check whether the wireless adapter is connected to the correct wireless router.
- Check whether the wireless channel conforms to the channels available in your country / area.
- Retry using another Ethernet cable.
- Check if all cables are connected correctly.

Technical support – contact us

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