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# FAQs Why my power indicator light flash? User Manual

**Why my power indicator light flash?**
**User Manual**

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## Troubleshooting

**Why my power indicator light flash?**

1. Only product indicator was damaged, but it does not affect the normal use.
2. Product inner structure was damaged. We suggest a new replacement or full refund.

**Can not search the signal of wifi extender:**

1. Make sure the repeater switch has been turned on.
2. note: you can only find wifi signal after the extender complete configuring itself process. Usually 60s after plug in.
3. Program error, please reset the device. Reset method are in troubleshooting point 3.

**Can not login admin UI through IP "192.168.10.1":**
You should confirm these operations first:

1. Confirm whether the repeater indicator lights up normally.
2. Before logging into the IP address, you need to connect the signal of wifi extender.
3. Make sure the IP address is "192.168.10.1"
4. Clears the cookies of the browser, it is best to switch the device/browser and try again.
5. Reset the wifi extender, because it may be a program error.

**Reset method:** plug in and turn on the extender (the switch paddle on the left side), wait about 1 minute (necessary steps) and then reset it (press the  button for 10s till indicator light off and on) , then wait about another 1 minute till extender wifi signal appears on your wifi list. Now connect it and begin  to set up again.

**Pop-up prompt: error password when login**

1. The default password is what you entered the first time when login. Usually, we enter "admin" as the default password.
2. You need to reset it if you forget the login password. The reset method is in troubleshooting point 3.

**Can not scan the wifi signal you need to extended**

1. Make sure that the repeater is within the acceptable wifi range of the router. It is recommended that within 5 meters from the router.
2. Please confirm whether your router wifi name contains special characters, ifso, please first change your wifi name to simple word, and then search again.
3. Be sure of that already turn on wireless broadcast of home wifi instead of in hidden status.
4. Try to change the browser or device. Some browsers may have firewall settings, resulting in incompatibility and the inability to complete the settings.
   Usually the above points can solve such problems.

**After set up successfully, displaying "wrong password" when connect the extended wifi**
We recommend you that setting by a laptop since some phone will enter ""space bar"" automatically.

1. Make sure that the password has the same number of characters and that there are no space.
2. Please check if the wireless password has special characters. If there are special characters, you need to change the password to simple characters. Then  set it again.
3. Restore the factory settings of the repeater, and then set it again.
4. When entering the password during the setup process, it is best to copy and paste the password to ensure the password is correct.
   Usually the above points can solve such problems.

**After set up successfully, can not access the internet when connect the extendeed wifi:**
Usually, there are 3 reasons:
a. unsuccessful setup
b. wrong wifi password entered during setup
c. repeater and router are not compatible

We recommend you that setting by a laptop since some phone will enter "space bar" automatically.

1. Check whether the status of the IP homepage is set successfully, if it displays other, it means that the setting is unsuccessful and needs to be set again.
2. If it shows that the relay is successful, and the status page has obtained the IP assigned by the superior route, there may be a problem with the superior router settings.
3. When setting the Repeater mode, connecting the wrong superior signal or entering the wrong wireless password will cause the relay to be unsuccessful.  It is recommended to copy the correct wifi password first, and then paste it during setup to ensure the password is correct. Please make sure your  password has no special characters or spaces. Please use a computer to set up.

If above solutions still don't work, it should be program error. Please reset it and the reset method
is in troubleshooting point 3.

**WiFi speed is bad after set up**
There is a certain loss in the wireless transmission, which is exists objectively in the nature. It usually reduce 30%-60% original wifi speed that depends on  the walls, distance, electronic equipment and other obstacle in your home.

**The best set way In a good wifi signal environment, extend "5G band" and connect "2.4G band" with your devices which will maximize the extender's performance.**

Other possible causes: the distance between the repeater and the router, obstacles such as walls, and other electronic interference.

1. Confirm the distance between the repeater and the router. If it is too far, it will be difficult for the repeater to receive and extend to better wifi.
2. Confirm whether there are obstacles between the repeater and the router, such as the door and the wall, especially the wall with filler material, the WiFi speed will be greatly reduced after transmission.
3. Place the antennas of the repeater perpendicular to the ground.
4. It is recommended to place the repeater closer to the router to ensure that there are no obstacles in the middle. After successful setting, move it to the  middle of the weak wifi signal  position and the router.
5. Confirm whether there is Bluetooth and other devices beside the repeater that affect the operation of the repeater.

**After the setting is successful, disconnection problem occurs:**
Possible causes: IP conflict or the distance between the repeater and the router, obstacles such as walls, and other electronic interference.

**How to solve:**

1. Move your extender within 20 inches from the router.
2. Restore the factory settings of the repeater, and then set it again.
3. Update the firmware.
4. Turn off DHCP and set IP address manually.

**The printer cannot work with repeater**
When using a printer, you must ensure that your computer and printer network are under the same network segment. However, after the network relayed,  the network segment changed. At this moment, the "bridge mode"

can solve the problem, because the network segment of the "bridge mode" is the same as the original router. How to set "bridge mode": find it in the right upper setting icon as below photos shows. The setting steps are the same with "repeater mode".



**How to change the password of the repeater:**
Login the setting webpage: 192.168.10.1, and then click the settings button in the upper right corner, select the "Wireless Settings", and then modify the WiFi Password, then click the Apply. After the setting is completed, you can reconnect to the extender wifi with new WiFi password.
**Note:** We suggest you change password for both 2.4G and 5.8G wireless band at the same time.
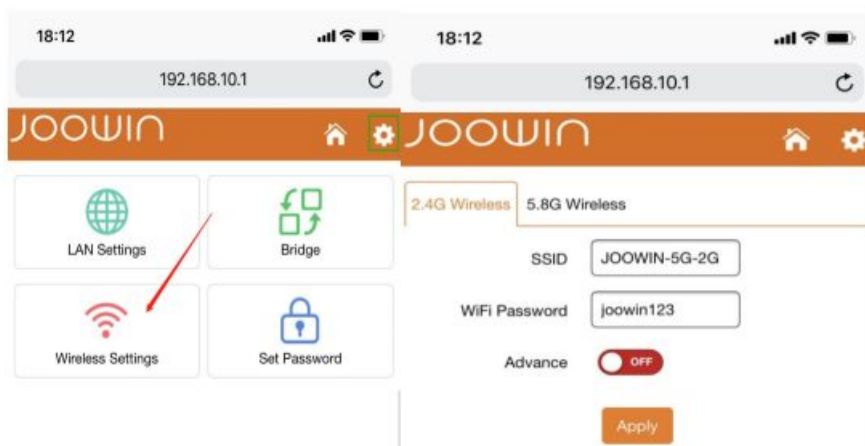


**The repeater is disconnected at a fixed time every day**
Please modify the time zone as follow:

1. Enter the web page: 192.168.10.1

2. Click the settings button in the upper right corner, select "time settings", change "time zones" to the region of your country, and then click "apply".
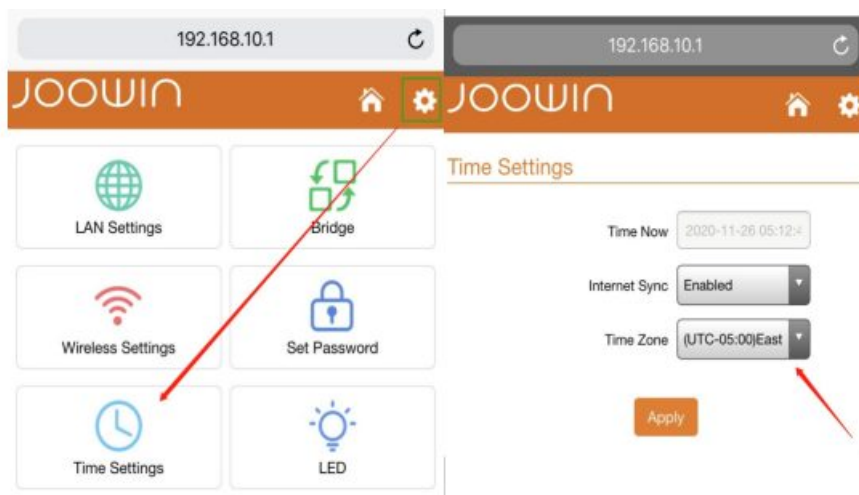
**How to confirm that reset successfully:**
I recommend that reset steps below

1. Plug in and wait about 2 minute (wifi extender configure itself process). Wait 2 minute is a necessary step.

2. Then reset it as the video did.(press the button 10s till light off and on)

3. Wait another 2 minute, then you will find JOOWIN wifi signal on WiFi list.

**Can not find JOOWIN wifi during set up:**
Please within 1 meter from the wifi extender during setup when you met such situation.

**No worries, JOOWIN take all responsibility for it if it's a quality or customer experience problem. Please contact us via aftersales card anytime. JOOWIN always here to provide you a satisfied tech support and customer service.**

## Documents / Resources

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