



# ioGiant AX1800 Wi-Fi Router Smart Wireless Router Installation Guide

[Home](#) » [ioGiant](#) » ioGiant AX1800 Wi-Fi Router Smart Wireless Router Installation Guide 

## Contents

- [1 ioGiant AX1800 Wi-Fi Router Smart Wireless Router Installation](#)
- [2 Quick Installation Guide](#)
- [3 Troubleshooting](#)
- [4 Documents / Resources](#)
  - [4.1 References](#)
- [5 Related Posts](#)

# ioGiant™

**ioGiant AX1800 Wi-Fi Router Smart Wireless Router Installation**

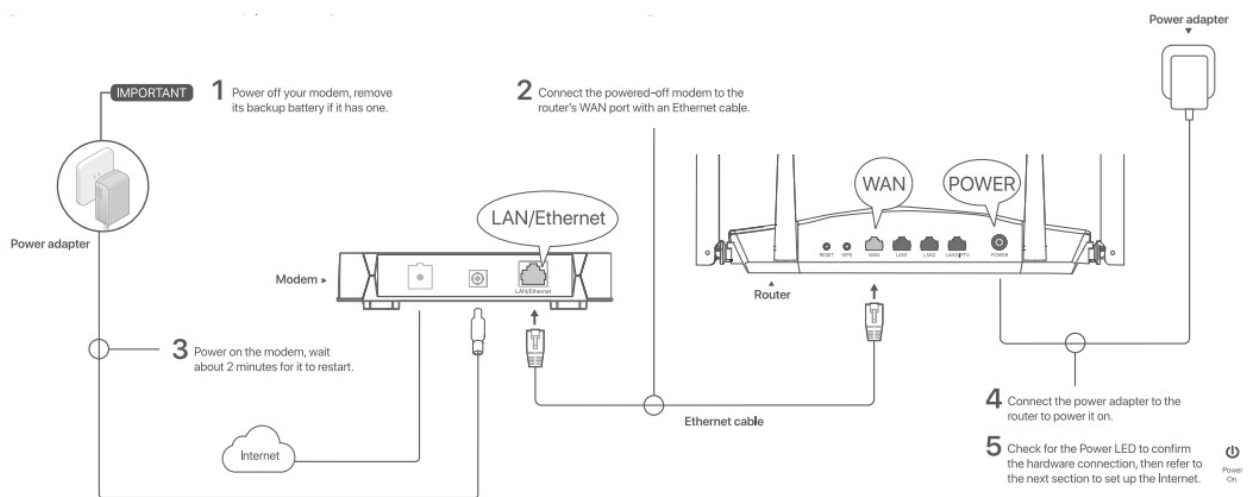


## Quick Installation Guide

- Dual Band Wi-Fi 6 Router
- 24/7 Technical Support
- Email: [support@iogiant.com](mailto:support@iogiant.com)

### Connect your Hardware

- If your Internet connection comes from an Ethernet outlet, connect the router's WAN port to it, then follow Step 4 and Step 5.
- If you want to configure this new router as a wireless access point to extend your network, refer to the Access Point Mode section.



### Set up your Network

#### • Method 1: Via “ioGiant WiFi” App


Download the “ioGiant WiFi” App to Start Installation

1. Download the “ioGiant WiFi” app 



Or

you can also visit [iogiant.vip/app](http://iogiant.vip/app) to download the app.

Follow the instructions on app to install 

2. Finished! Start enjoying your Internet.

Do more with your app, you can also:

- View the list of devices which are connected to your router;
- Change your WiFi network name and password.



Installation finished!

- If you're still unable to install your router using the app, please manually install it via web browser and refer to Method 2.

### Method 2: Via a Web Browser

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

- **Wired**

Switch off the Wi-Fi on your computer and connect it to the router using an Ethernet cable.

- **Wireless**

- a Find the SSID (WiFi network name) and WiFi Password printed on the label at the bottom of the router
- b Click the network icon of your computer or go to Wi-Fi settings of your smart device, and then select the SSID to join the network.

### Connect the router to the internet.

- a Launch your web browser, and enter <http://iogiantwifi.com> or http://1192.168.0.1 in the address bar.

**Note:** If the login window does not appear, please refer to Q4 of Troubleshooting in this guide.



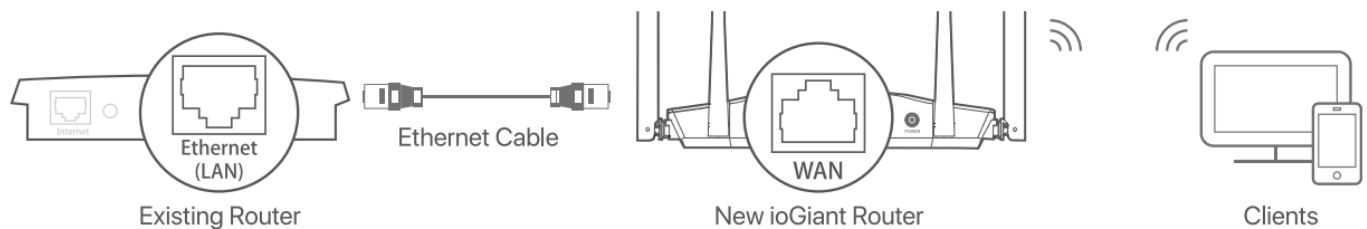
- b Follow the step-by-step instructions to configure your Internet connection.



Installation finished!

### Access Point Mode

If you already have a router, you can switch this new router to Wireless Access Point mode to extend your existing network. Follow the steps below:



1. Power on the router.
2. Connect your new router's WAN port to your existing router's Ethernet(LAN) port via an Ethernet cable as shown above.
3. Connect a computer to the router via an Ethernet cable or wirelessly by using the SSID (network name) and WiFi Password printed on the label at the bottom of the router.
4. Launch a web browser, and enter <http://iogiantwifi.com> in the address bar. Follow the on-screen instructions to set up your router under router mode first.
5. Go to WiFi Settings > AP Mode and switch to AP Mode.
6. Wait for the router to reboot, then log in and follow the Quick Setup to complete the AP Mode setup.



Installation finished!

## LED Introduction

LED Indicator	Status	Description
LED Indicator	Solid on	The system is starting up, or the router is already connected to the Internet.
	Blinks slowly	The router fails to connect to the Internet.
	Blinks fast for 3 Seconds	A device is connected to or disconnected from an Ethernet port of the router.
	Blinks fast for 2 Seconds	The router is pending for or performing WPS pairing.
	Off	The system is faulty, or the router is not powered on properly.

Jack/Port/Button	Description
POWER	Power jack. Please use the included power adapter to connect this jack to a power source for power supply.
Reset	Used to restore the router back to factory default setting. Method: When the router is working normally, use a needle-like object to hold and press it for 8 seconds, release it when the LED blinks fast. The router is reset.
WPS	Used to start the WPS pairing of the router. Method: Press the button, the LED indicator will blink fast. Within 2 minutes, enable the WPS function of the other WPS-supported device to establish a WPS connection.
WAN	Gigabit WAN port; Use an Ethernet cable to connect it to the Ethernet port of an uplinked modem or an Ethernet outlet with Internet enabled.
LAN1 LAN2	Gigabit LAN ports; Connect your wired device to it for Internet connection, such as your desktop, laptop, smart TV, blu-ray player, game console, Ethernet switches, etc.
LAN3/IPTV	Gigabit LAN port or Gigabit IPTV port; By default it works as a LAN port; When the IPTV function is enabled, it works only as an IPTV port to connect to a setup box.

## Troubleshooting

### 1. Q1. How to change my SSID (network name) and WiFi password?

- If you are using the “ioGiant WiFi” app, please go to Tools > Routing Settings > WiFi Name & Password
- If you are using a web browser, please go to WiFi Settings > WiFi Name & Password

### 2. Q2. What should I do if I cannot find my Wi-Fi network?

- Make sure your router is powered on.
- Try with another Wi-Fi device to double-check.
- Please make sure you have not selected to “Hide” your SSID (wireless network name). In this case, please use an Ethernet cable to connect a computer to LAN port of router, go to WiFi Settings > WiFi Name & Password > Uncheck the “Hide” box for your specified WiFi Name.

### 3. Q3. What should I do if I cannot find my 5GHz Wi-Fi network?

- Your Wi-Fi device or network adapter being used need to support 5GHz connection.

### 4. Q4. What should I do if I cannot access the web management page?

- In case you are accessing via your smartphone, please turn the cellular data off.
- Reboot your router and try again.
- If the computer is set to a static IP address, change its settings to obtain an IP address automatically.
- Verify that <http://iogiantwifi.com> is correctly entered in the address bar of web browser. Alternatively, enter http://192.168.0.1 in the web browser and press Enter. Please do not input them by mistake in the search bar of your search engine.
- Use another web browser a try again.
- Disable and enable the network adapter being used.

### 5. What should I do if I cannot access the Internet?

- Reboot your modem and router, then try again.

- Check if your Internet is working normally by connecting a computer directly to the modem by using an Ethernet cable. If it is not, contact your Internet service provider.
- Log in to the web management page of the router, and go to the “Internet Status” map to follow the on-screen guide to fix your connection failure.
- For cable modem users, log in to the web management page of the router. Go to System Settings > WAN Settings > MAC Address > Select “Clone Local MAC Address” > and click Save. Then reboot both the modem and the router.

**6. Q6. How do I restore my router back to its factory default settings?**

- When the router is fully powered on, use a pin to press and hold the RESET button on the back for 8 seconds until the Power LED blinks.
- Alternatively, log in to the web management page of the router, go to System Settings > Reboot and Reset > Click Reset. The router will restore back to factory default settings automatically.

**7. Q7. What should I do if I forget my web management page password?**

Please refer to Q6 to reset your router back to factory default setting, then use “ioGiant WiFi” app or launch your web browser to visit <http://iogiantwifi.com> to create a new login password.

**8. Q8. What should I do if I forget my WiFi network password?**

- If you have not changed the default wireless password, it can be found on the label at the bottom of the router.
- Connect a computer directly to the router using an Ethernet cable. Log in to the router’s web management page at <http://iogiantwifi.com>, and go to WiFi Settings > WiFi Name & Password to retrieve or reset your wireless password.
- For more troubleshooting information or a more detailed user manual, please visit [iogiant.vip/router-faq](http://iogiant.vip/router-faq)

- If you want to ask for help from our technical support team, please send an email at [SUPport@iogiant.COM](mailto:SUPport@iogiant.COM)
- We will reply to you within 24 hours

## **Safety Information**

- Keep the device away from water, fire, humidity or hot environments.
- Do not attempt to disassemble, repair, or modify the device.
- Do not use a damaged charger to charge the device.
- Do not use any other chargers than those recommended.
- Do not use the device where wireless devices are not allowed.
- Adapter shall be installed near the equipment and shall be easily accessible.

## **Regulatory and Legal**

- For regulatory compliance information including the FCC and EU Declaration of Conformity, visit [iogiant.vip/regulatory](http://iogiant.vip/regulatory) See the regulatory compliance document before connecting the power supply.

## **Manufacturer:**


- Shenzhen ioGiant Technology Co., Limited
- Website: [www.iogiant.com](http://www.iogiant.com)

- Address: The 5th Floor, Hua Mei Building, No. 35,
- HuaQiangBei Street, Fu Tian District, Shenzhen City, Guangdong,
- China, ZIP Code 518031
- Email address: [support@iogiant.com](mailto:support@iogiant.com)

## European Authorized Representative Information

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	LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK



## Documents / Resources

	<a href="#">ioGiant AX1800 Wi-Fi Router Smart Wireless Router [pdf] Installation Guide</a> AX1800 Wi-Fi Router Smart Wireless Router, AX1800, Wi-Fi Router Smart Wireless Router, Router Smart Wireless Router, Smart Wireless Router, Wireless Router, Router
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## References

- [User Manual](#)