Troubleshooting Guide

1. What can I do if no WiFi signal can be detected?

(1) Check if the WiFi function of the nearby router work properly when connected to the cell phone directly.

(2) Reduce distance between the USB WiFi adapter and the router for a try, and avoid the obstacles such as thick walls, metals or large-area mirrors.

(3) Check whether the wireless router and wireless AP have settings to hide the wireless network name.

2. What can I do if the WiFi signal can be detected, but cannot be connected successfully?

(1) Check the signal strength of the router. Try to connect the WiFi in a place that has a stronger signal.

(2) Ensure you have entered the correct password.

(3) Check if the DHCP function of the router has been enabled. If not, the WiFi adapter won't be able to obtain the IP address and connect the internet.

(4) Check if you have set the binding of your Mac address and the router. If yes, you need to set the binding of Mac address and the WiFi adapter.

(5) Ensure encryption type of your router is one of the WPA-PSK, WPA2-PSK, and 64/128-bit WEP.

3. How can we troubleshoot if the internet speed is slower than we expected?

(1) Connect the Wifi adapter to the USB 3.0 port of your computer.

(2) Try to use the WiFi adapter in a place that has a stronger signal.

(3) Manually adjust different channels for the router, and find out the optimal channel so that the interference is minimal.

(4) Set the router to 2.4Ghz from 5Ghz for a try.

(5) Check if the internet speed is normal if you connect the phone to the router's WiFi in the same circumstance.