

MyHitronLite

User's Guide

Version 1.0 - 02/2023



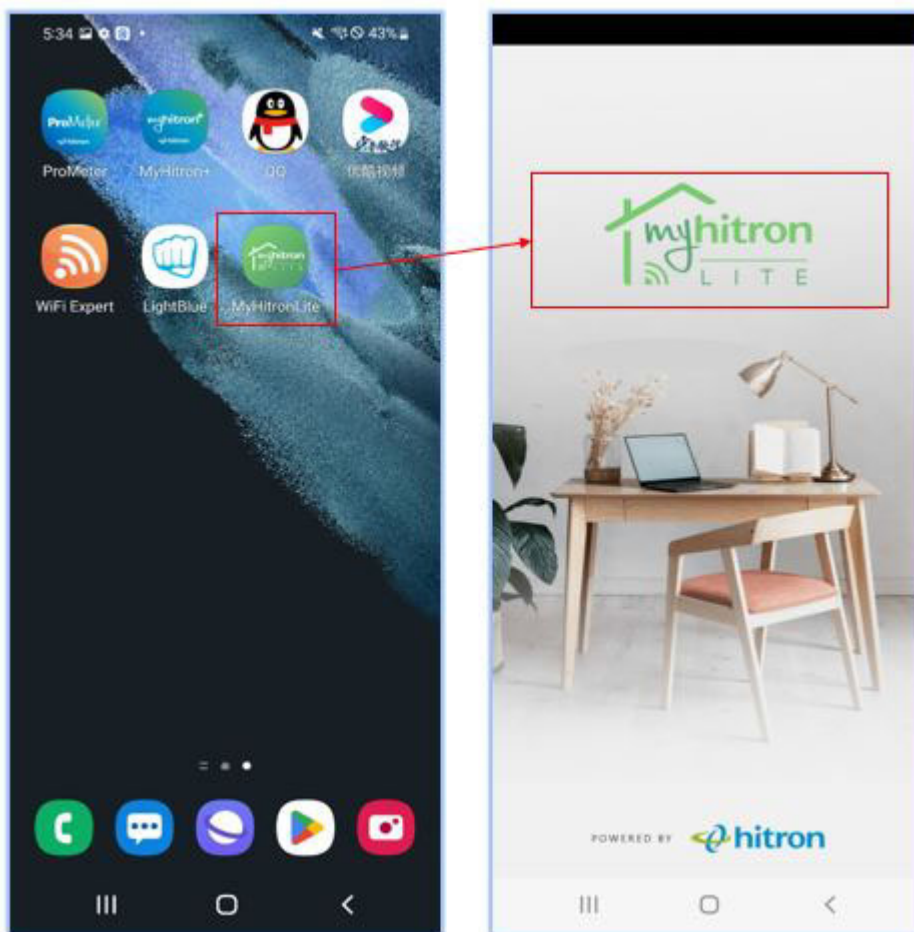
MyHitronLite Overview

Intended Audience

This manual provides a brief introduction to MyHitronLite app and regulatory information.

MyHitronLite provides user a convenient way to check the data of device and WiFi equipment; It also helps users to implement parental control to their home network quickly and remotely.

Figure 1: [Overview](#)



How to Use this User's Guide

This manual contains information on each the MyHitronLite's GUI screens, and describes how to use its various features.

- ▶ Use the [MyHitronLite Overview](#) on page 2 to see an overview of the topics covered in this manual.
- ▶ Use the [Table of Contents](#) (page 4), and [List of Figures](#) (page 7) to quickly find information about a particular GUI screen or topic.
- ▶ Use the [Index](#) (page 83) to find information on a specific keyword.
- ▶ Use the rest of this User's Guide to see in-depth descriptions of the MyHitronLite's features.

Customer Support

For technical assistance or other customer support issues, please consult your Hitron representative.

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1

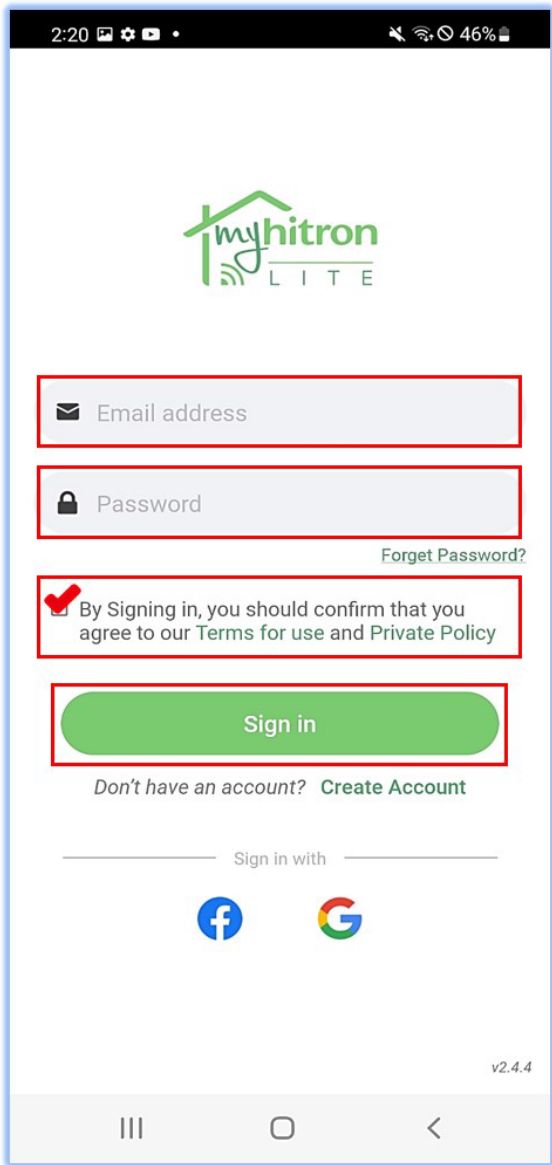
Login & Register

- ▶ [For Registered User](#) on page 10
- ▶ [Forget Password](#) on page 11
- ▶ [New User](#) on page 12
- ▶ [Verification Code](#) on page 13
- ▶ [Sign In](#) on page 14

1.1 For Registered User

- ▶ Registered user can log in MyHitronLite directly with their **Email address** and **Password**;
- ▶ **Check the box** before the term and click **Sign in**, user can enter the application and start to use the service;
- ▶ MyHitronLite also supports sign in with **Facebook** and **Google account**.

Figure 2: For Registered User



2:20 46%

myhitron
LITE

Email address

Password

[Forget Password?](#)

☒ By Signing in, you should confirm that you agree to our Terms for use and Private Policy

Sign in

[Don't have an account? Create Account](#)

Sign in with

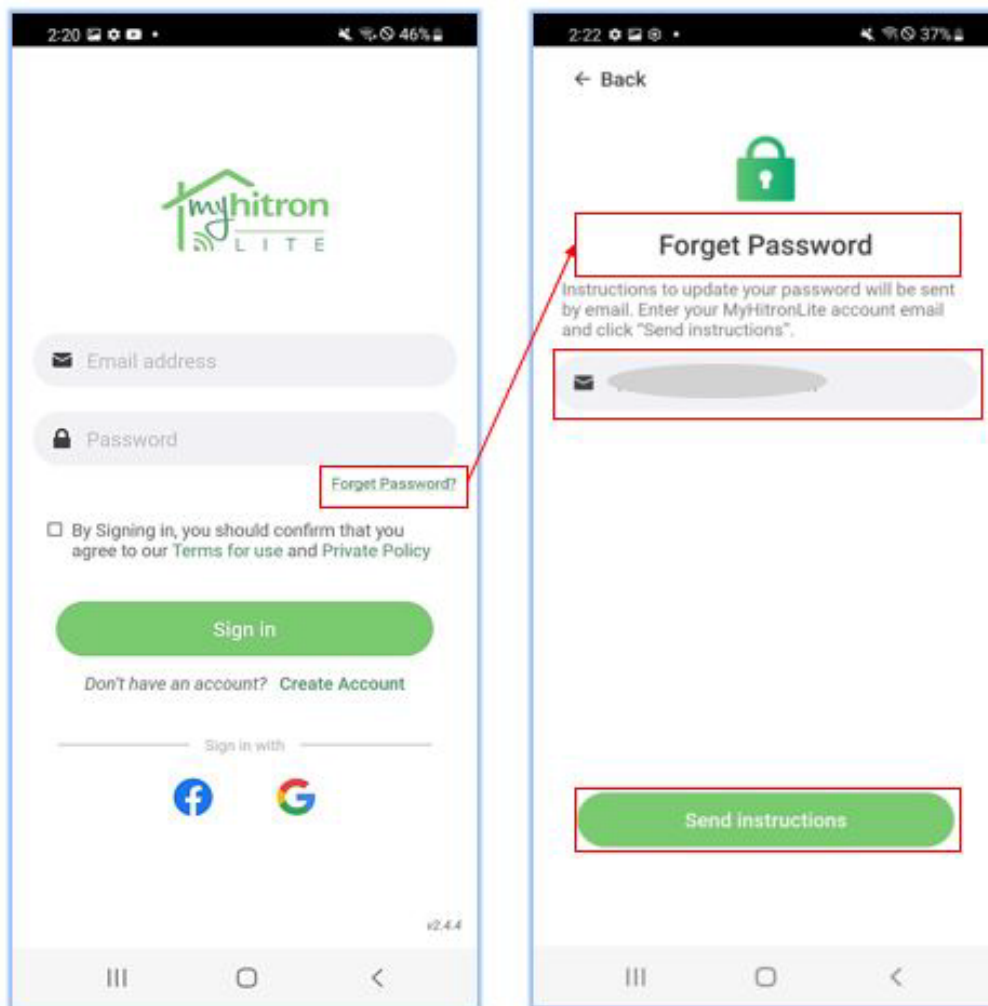
 

v2.4.4

1.2 Forget Password

- ▶ If the user forgets his password, click **Forget Password**;
- ▶ Enter the **Email address** in the box;
- ▶ Click **Send instruction**, and the user account will receive an **instruction email** to update password.

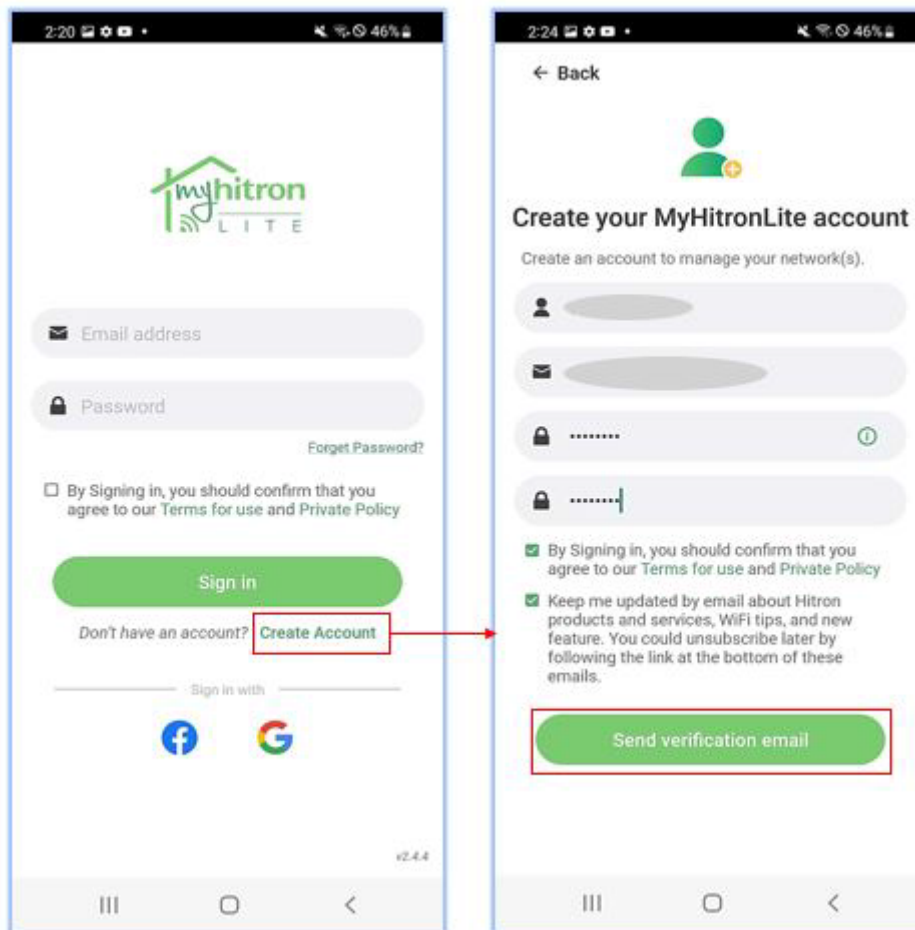
Figure 3: Forget Password



1.3 New User

- ▶ New user can click **Create Account** to create a new MyHitronLite account;
- ▶ Enter the **Name**, **Email address**, **Password** and **Confirm password** in the corresponding box;
- ▶ **Check the box** before the two terms and click **Send verification email**, user's mailbox will receive an email which contains **the verification code** from **HitronCloud**.

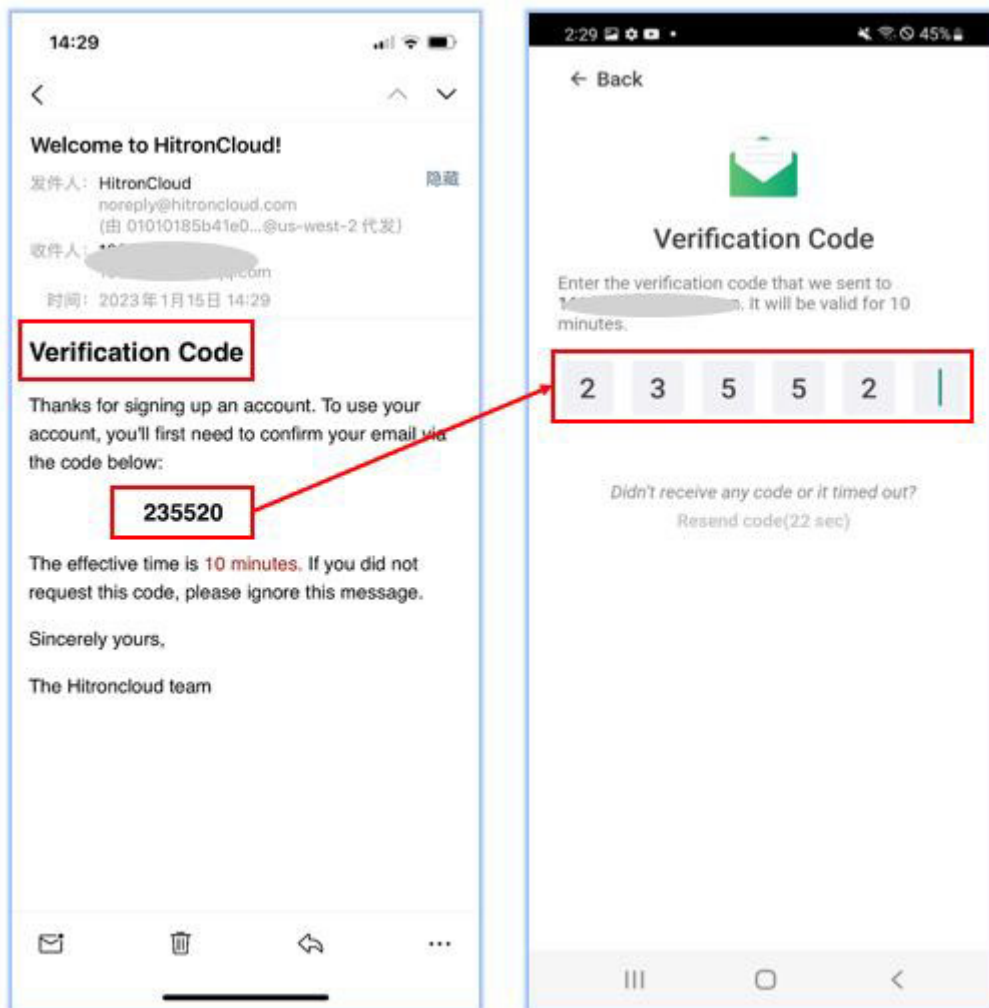
Figure 4: New User



1.4 Verification Code

- ▶ After the email is sent, user need to check the mailbox and enter the verification code **within 10 minutes**;
- ▶ If the user did not receive any code or it timed out, **wait one minute** and click the **Resend code**.

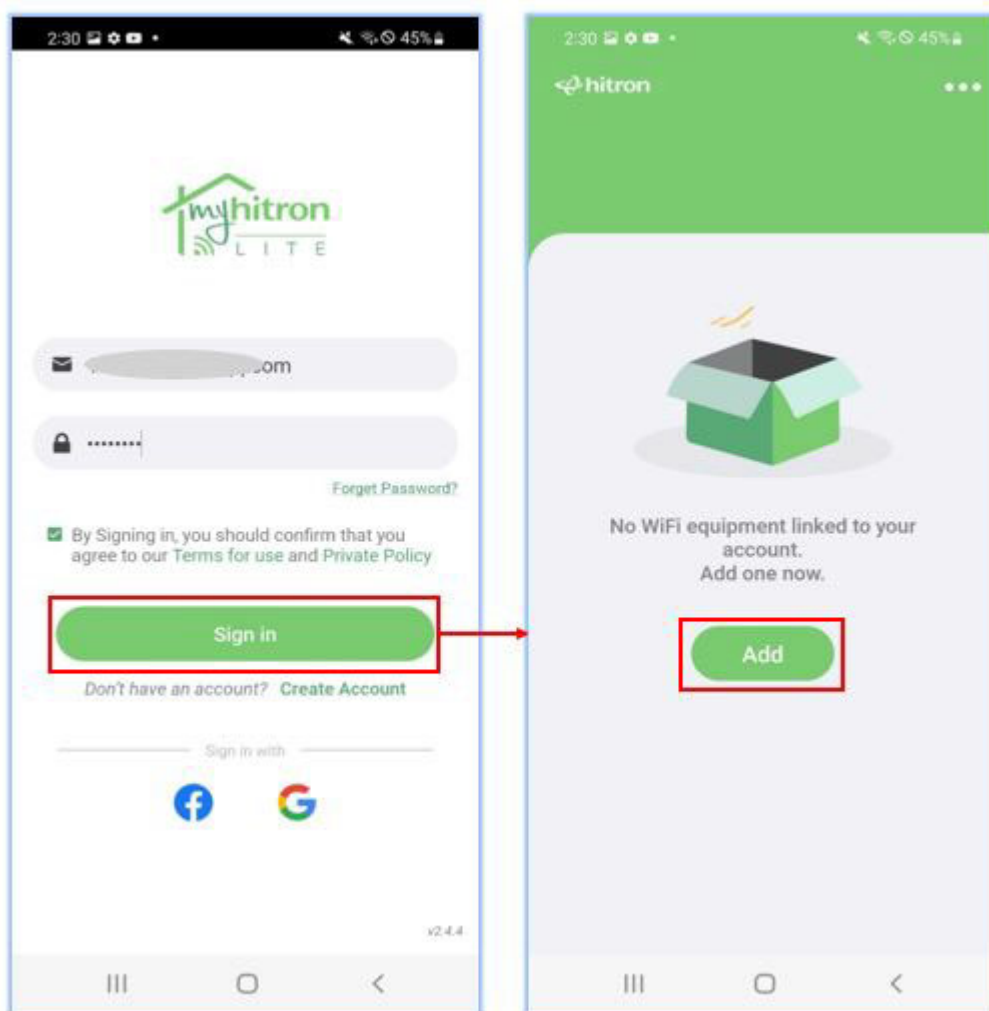
Figure 5: Verification Code



1.5 Sign In

- ▶ After the verification code is entered, the page will automatically jump back to the **login page**;
- ▶ User can **login** with the registered **email address** and **password**;
- ▶ Click **Sign in**, user can start to **Add WiFi equipment**.

Figure 6: Sign In



2

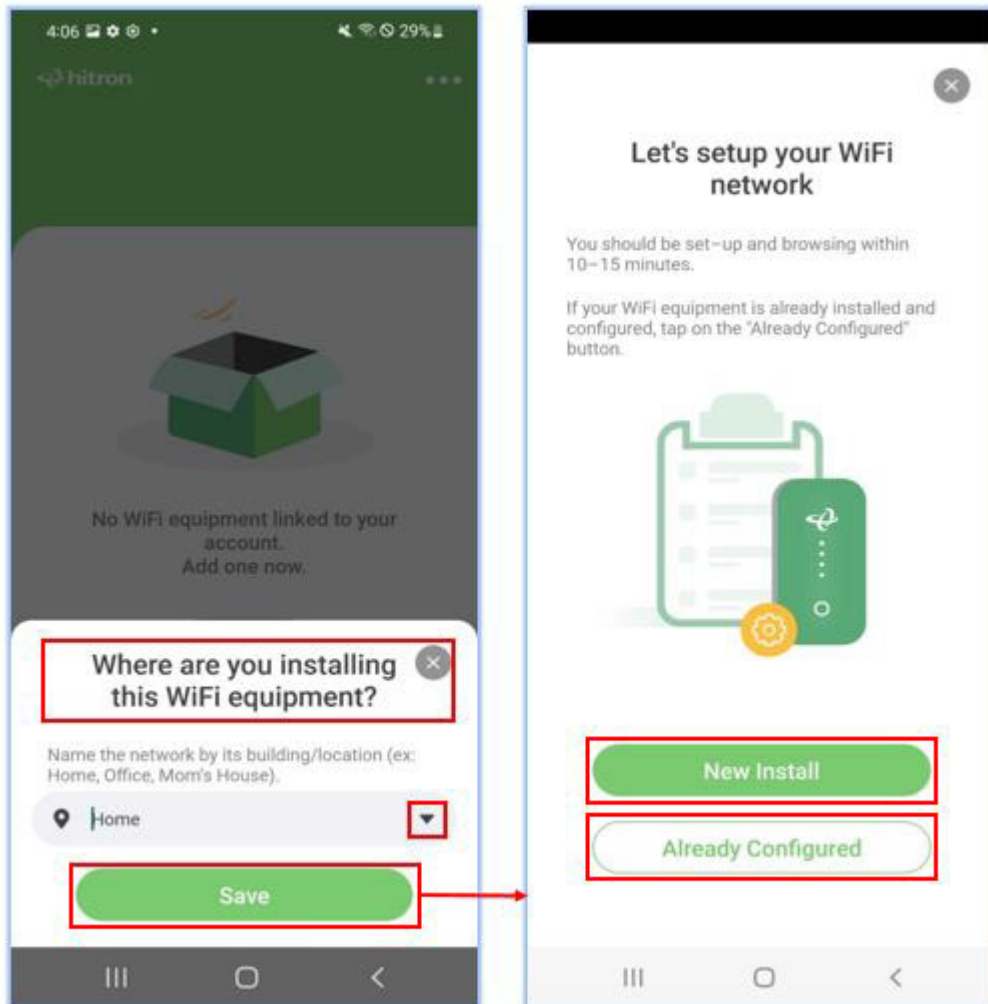
Add Equipment

- ▶ [Add WiFi Equipment](#) on page 16
- ▶ [New Install](#) on page 17
- ▶ [Already Assigned](#) on page 25
- ▶ [New User](#) on page 26

2.1 Add WiFi Equipment

- ▶ After click **Add**, the page will pop up a dialog box that asks user the **location** of installing the WiFi equipment;
- ▶ Click the ▼ icon to **select Home, Office** or user can **selfdefine** a location name;
- ▶ Click **Save**, user can start to **setup the WiFi network**;
- ▶ For equipment that has already installed and configured, user can click on **Already Configured**; otherwise, click on **New Install**.

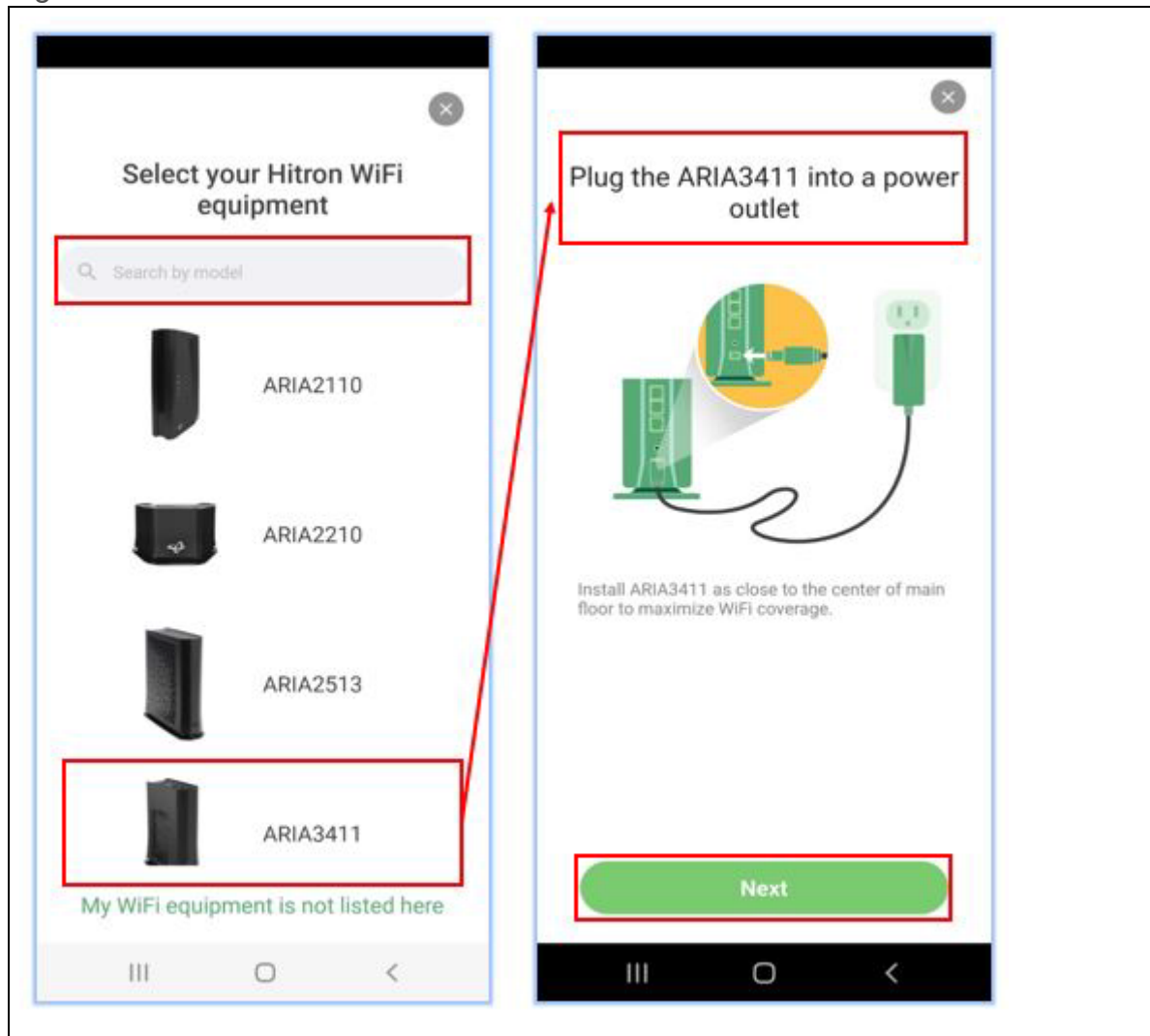
Figure 7: Add WiFi Equipment



2.2 New Install

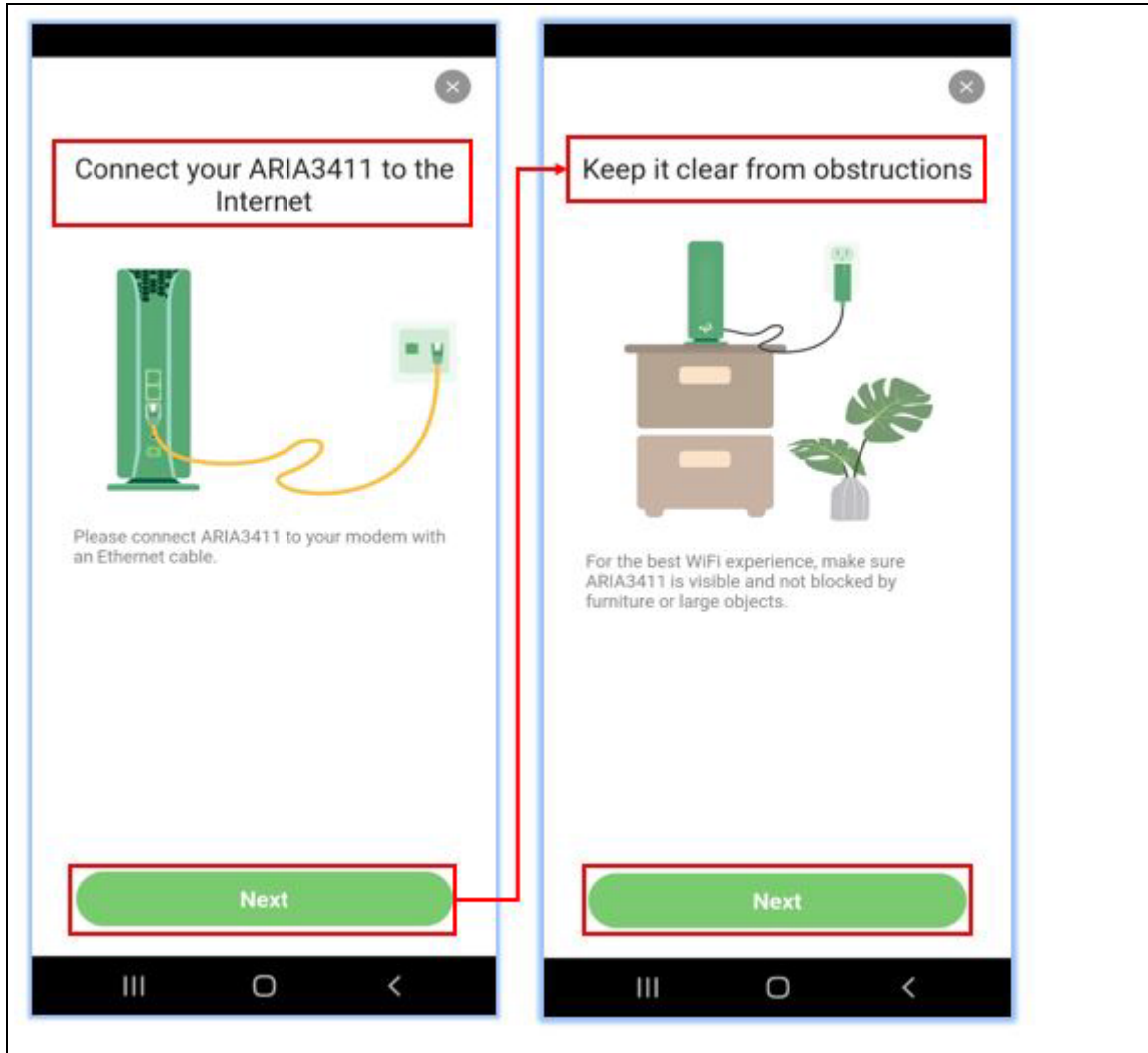
- ▶ Click **New Install**, user can select the Hitron WiFi equipment in the list below;
- ▶ User can enter the **equipment name** in the search box to find the desired device (**Fuzzy search is supported**);
- ▶ Select an equipment, the page will **notice** the user to **Plug the equipment into a power outlet**;
- ▶ To **maximize WiFi coverage**, it is recommended to install the equipment close to the **center of main floor**.

Figure 8: New Install-1

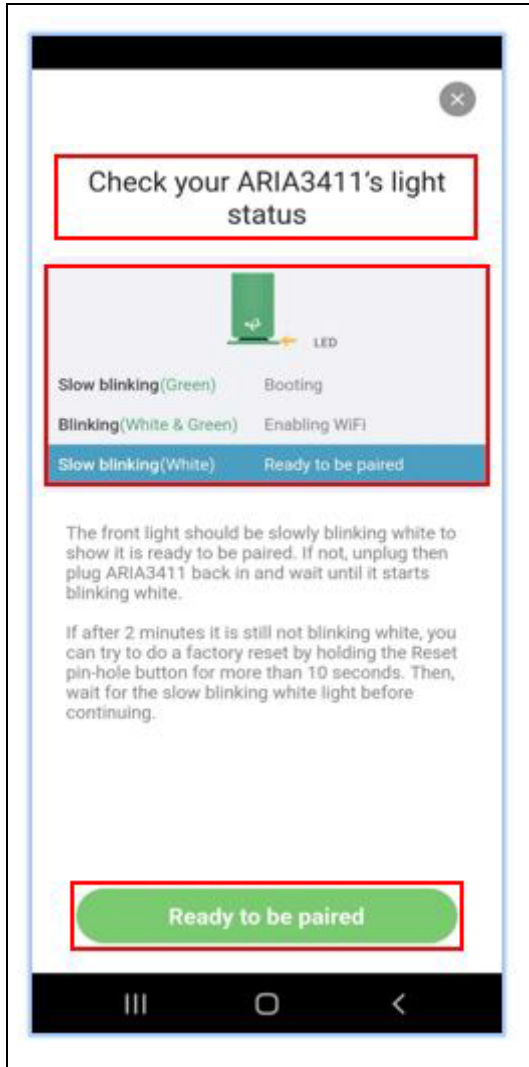


- ▶ Click **Next**, the page will notice the user to **Connect the WiFi equipment to the Internet**;
- ▶ Click **Next** again, the page will notice the user to **Keep the equipment clear from obstructions** and not blocked by large objects.

Figure 9: [New Install-2](#)

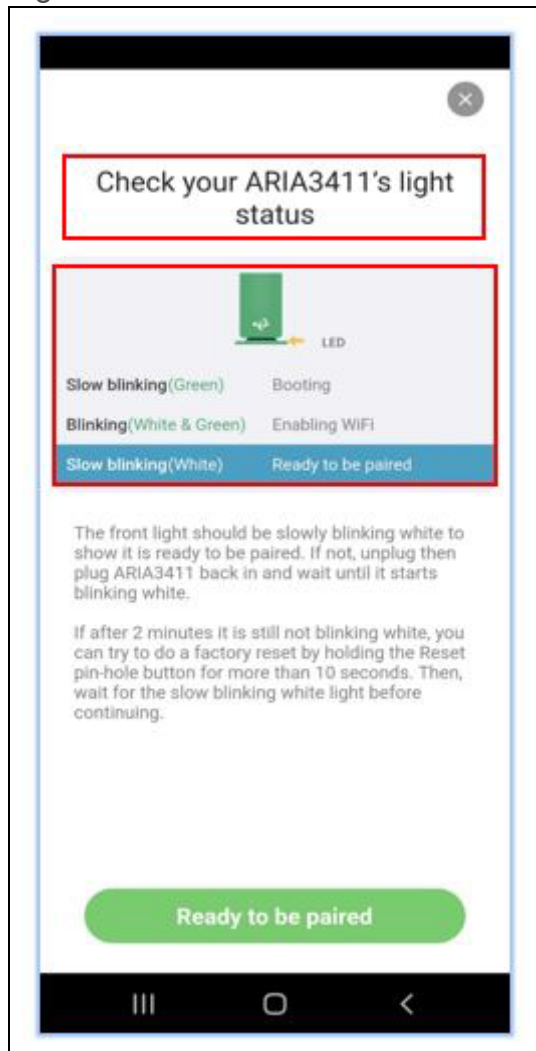


- ▶ After click **Next**, the page will notice the user to **Check the light status** of the equipment;
- ▶ **Green light slow blinking** indicates that the equipment is **booting**;
- ▶ **White & Green light blinking** indicates that the equipment is **enabling WiFi**.

Figure 10: [New Install-3](#)

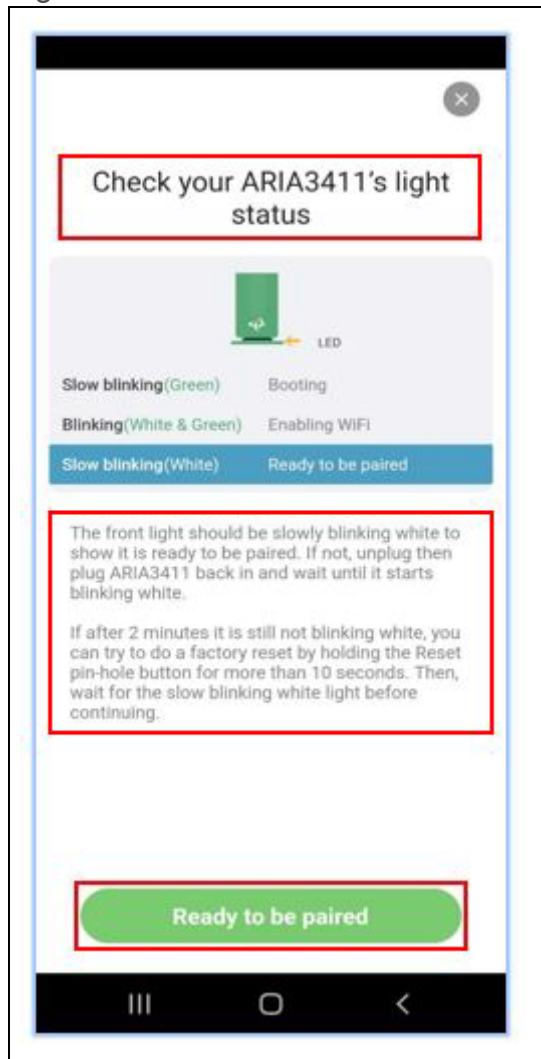
- ▶ **White light slow blinking** indicates that the equipment is **ready to be paired**;
- ▶ **Blue light blinking** indicates that the **bluetooth is pairing**;
- ▶ **Red & White light blinking** indicates that there is an **error**.

Figure 11: New Install-4



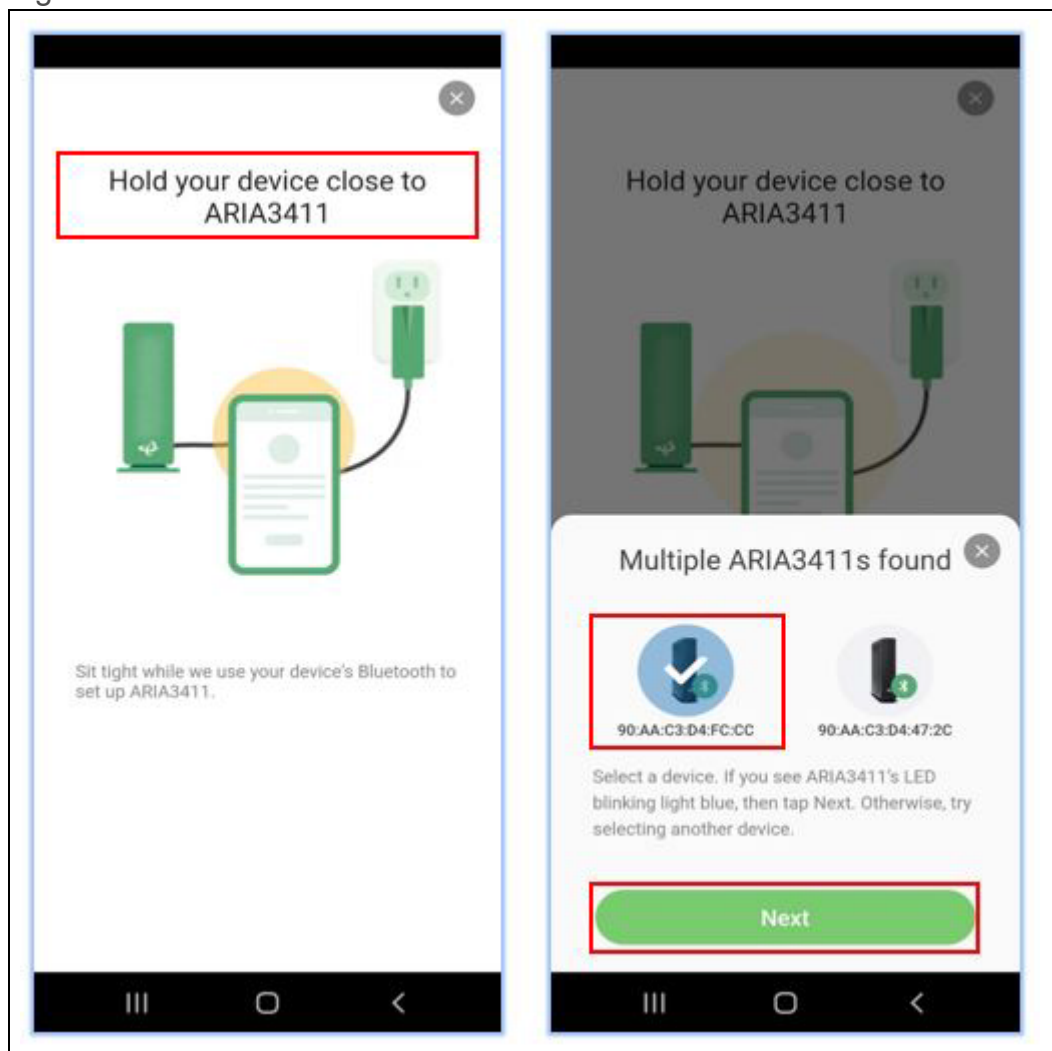
- ▶ If the front light is not blinking white, **unplug** the equipment and **plug back again**. Then wait for **2 minutes** until the light blinking white;
- ▶ If after 2 minutes, the equipment still doesn't blink white, user can try to do a **factory reset** by holding the **Reset pin-hole button** for more than **10 seconds**. Then wait for the light to **blink white**;
- ▶ After this step is completed, click **Ready to be paired**.

Figure 12: New Install-5



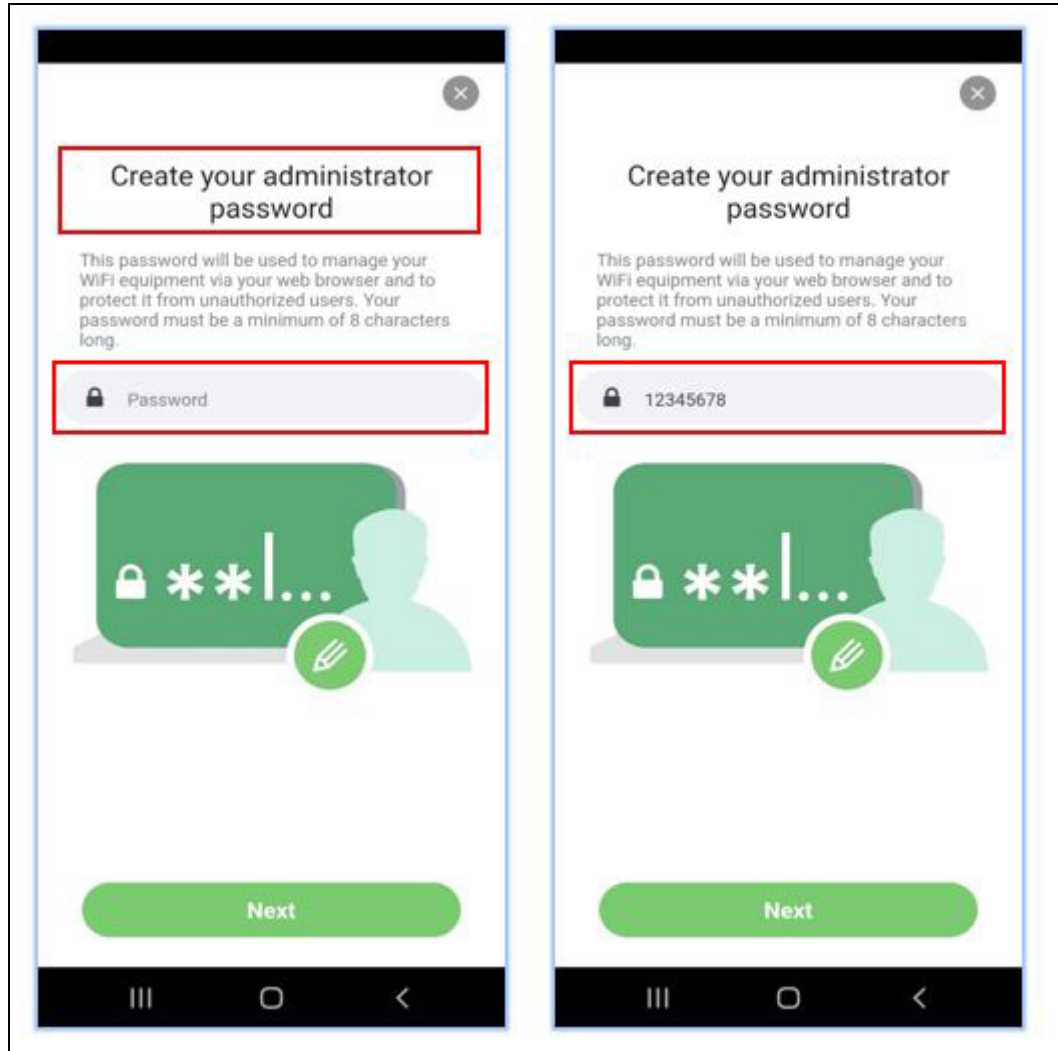
- ▶ User need to **hold the device close to the equipment**;
- ▶ User can enter the equipment name in the search box to find the desired device (Fuzzy search is supported);
- ▶ After equipment nearby is **recognized**, user need to **select** one equipment if there is multiple equipment;
- ▶ If equipment is **not recognized**, check whether it is **powered on and blinking white**, or device is **within 30cm** from equipment;
- ▶ Click **Next** after the equipment light **blinking blue**; otherwise try another one.

Figure 13: New Install-6



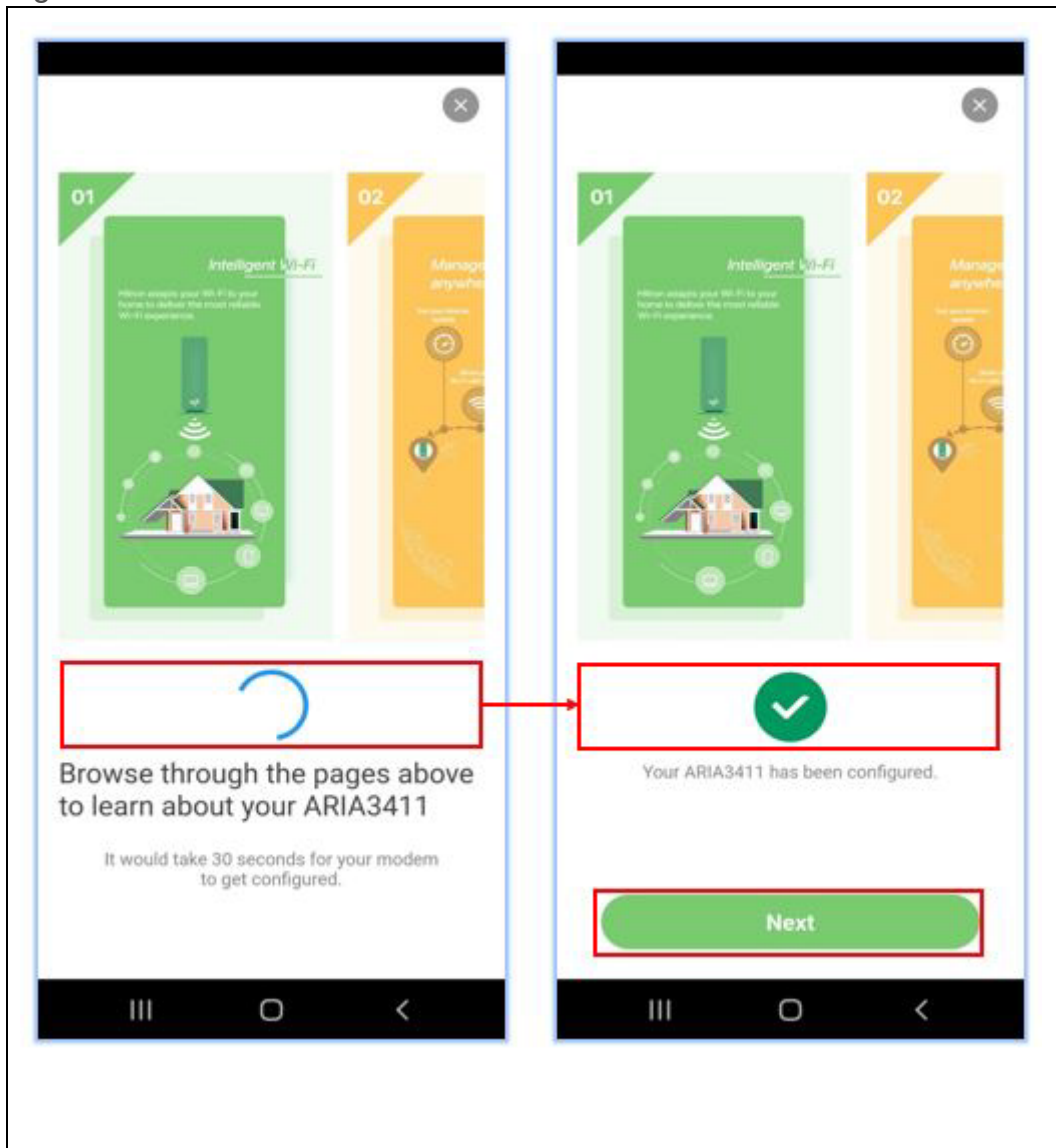
- ▶ User need to **create the administrator password** in the new page;
- ▶ The **password** must be **at least 8 characters**;
- ▶ It will be used to **manage** WiFi equipment via Web browser and **protect** it from unauthorized user.

Figure 14: [New Install-7](#)



- ▶ After click **Next**, the equipment will start to **configure**;
- ▶ It would take **30 seconds** for the modem to get configured;
- ▶ Click **Next** if the device has been configured successfully.

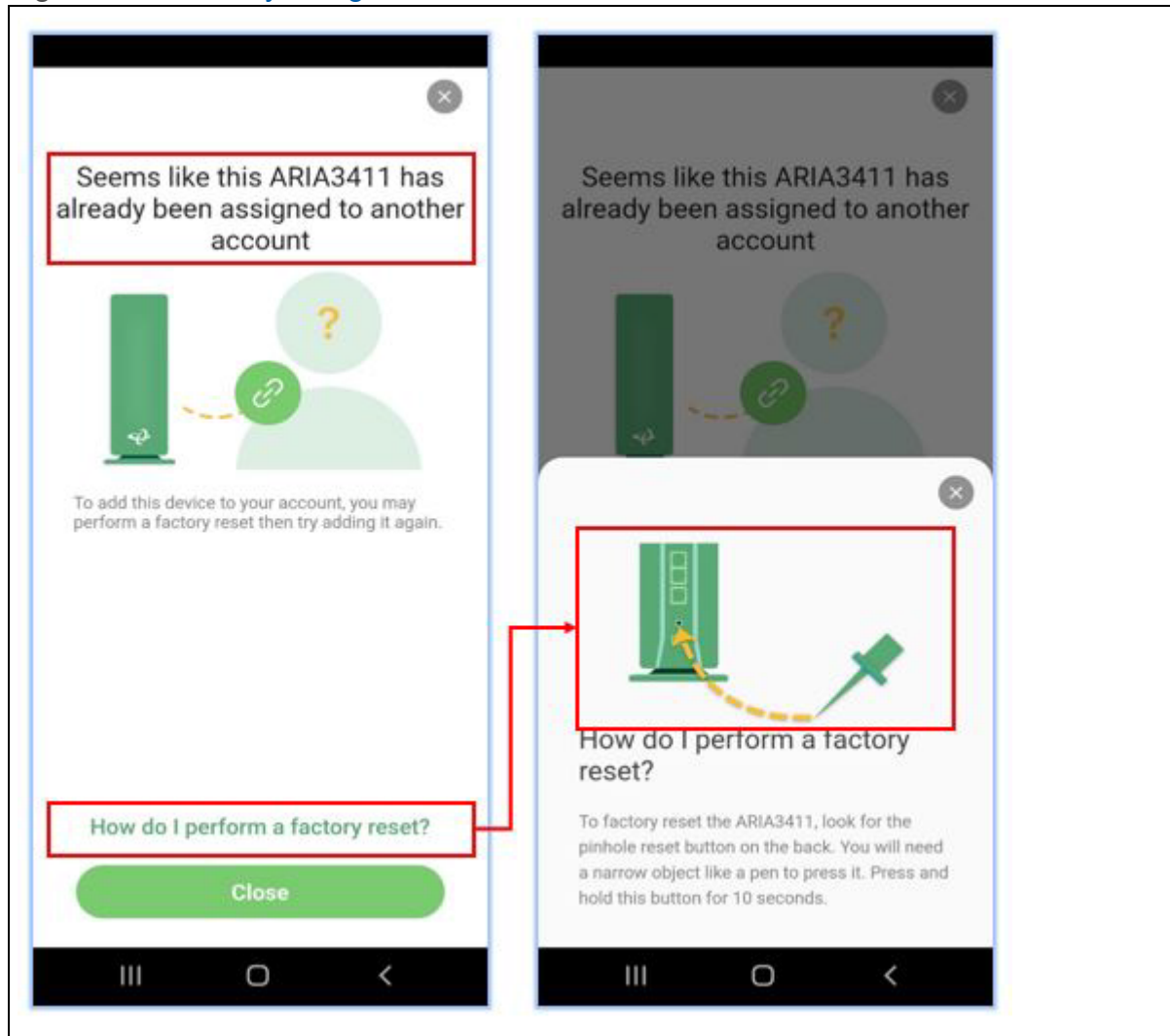
Figure 15: New Install-8



2.3 Already Assigned

- ▶ If the page notice: **Seems like the equipment has already been assigned to another account;**
- ▶ User can perform a **factory reset** to try again, or **unbind** the previously bound device;
- ▶ User can use a **narrow object** to press into the **pinhole** button on the equipment and hold for **10 seconds** to complete factory reset.

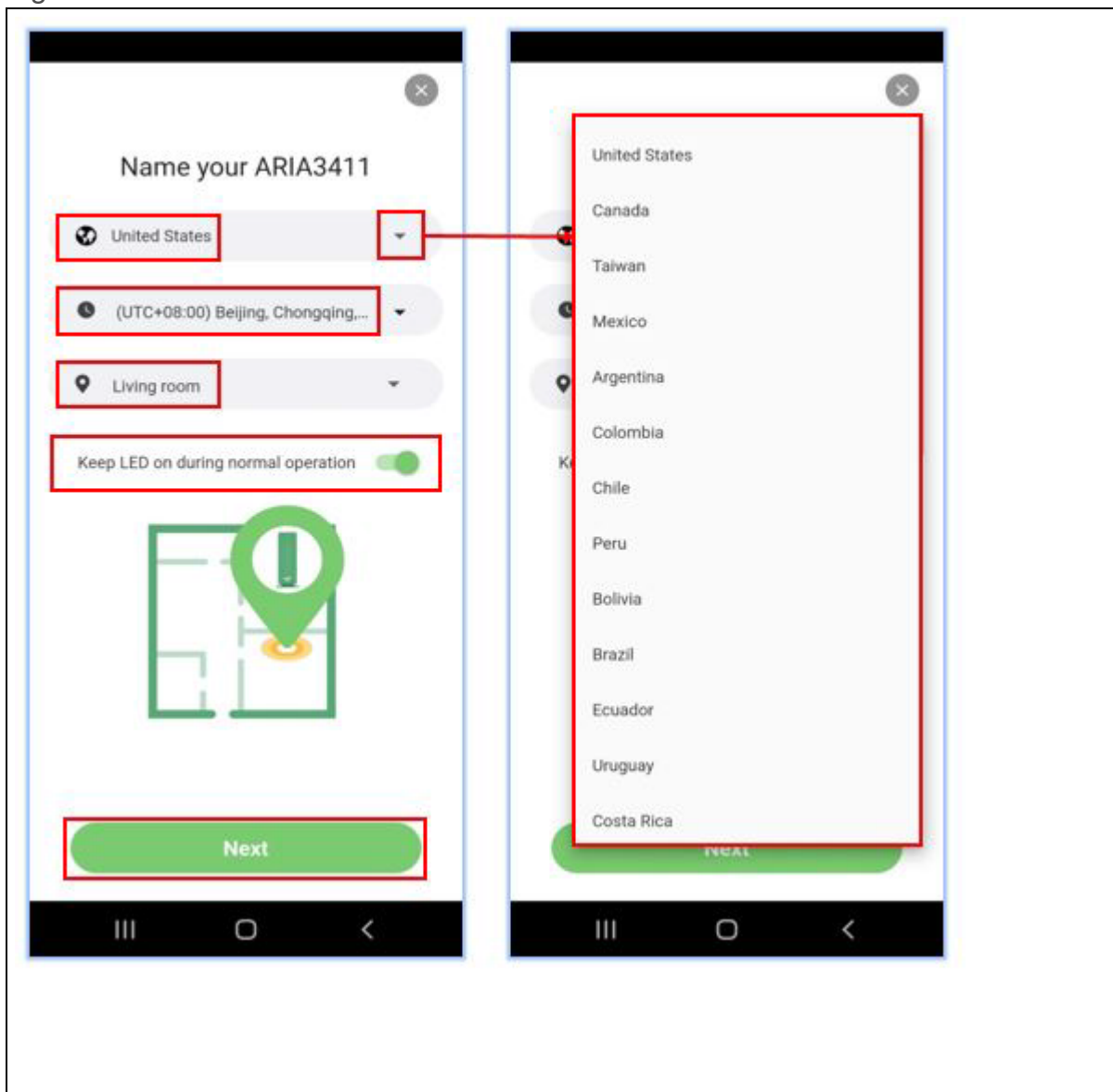
Figure 16: [Already Assigned](#)



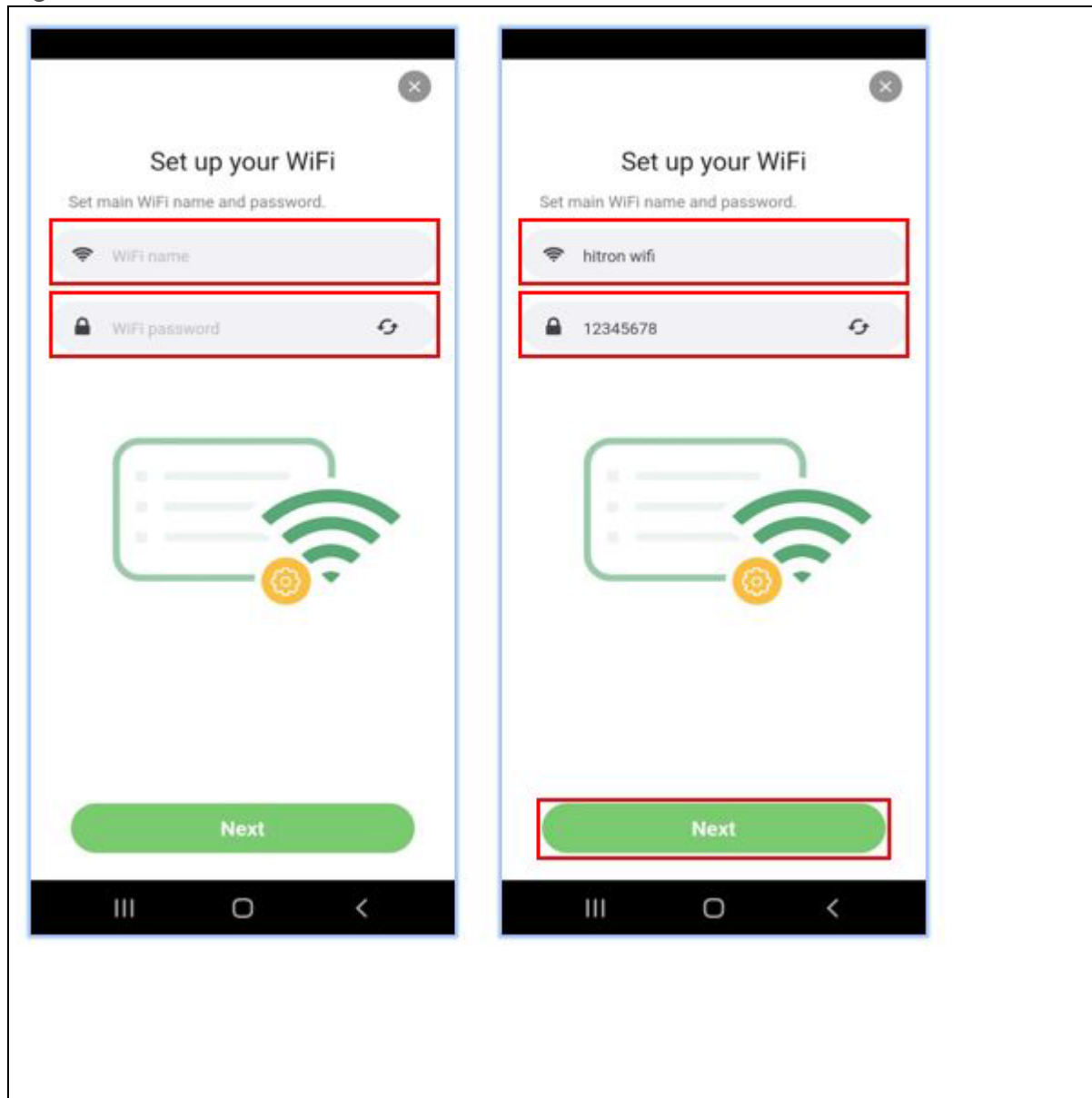
2.4 New User

- ▶ User need to select the **country**, **time zone** and **home location** in drop-down box by clicking the ▼ icon;
- ▶ User can select to turn on or turn off the function of **Keep LED on during normal operation**;
- ▶ Click **Next** to go to the next page

Figure 17: New User-1

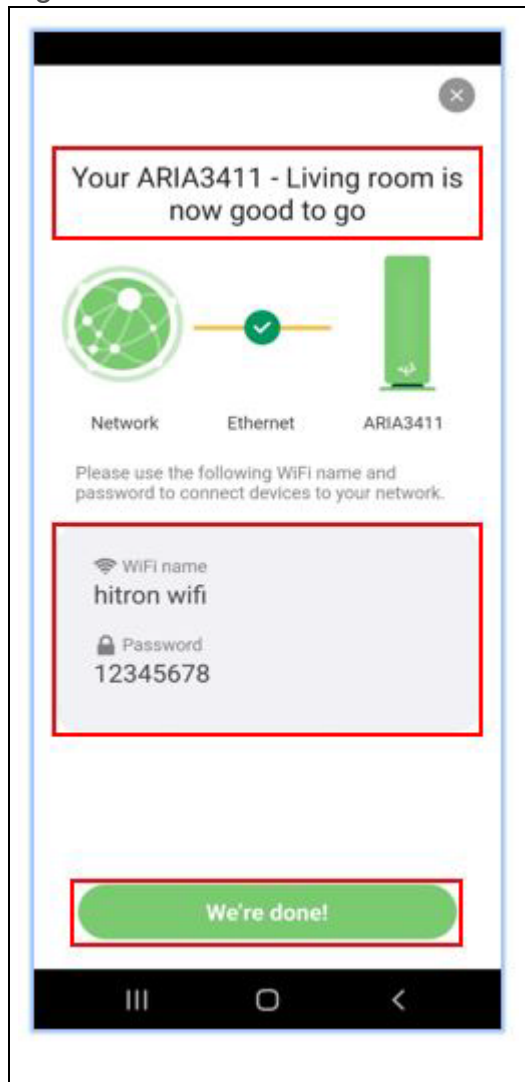


- ▶ User need to enter the **main WiFi name** and **WiFi password** in the box;
- ▶ The SSID does **not allow** start or end with a **space**;
- ▶ Click the  icon, the system will **automatically recommend** a password to the user, and the user can select a password to set in this way;
- ▶ Click **Next** to go to the next page.

Figure 18: [New User-2](#)

- ▶ This page means the network is configured successfully and ready to be connected with;
- ▶ User can use the **WiFi name** and **Password** in the box to **connect** devices to network;
- ▶ Click **We're done** to go to the **Overview** page.

Figure 19: [New User-3](#)



3

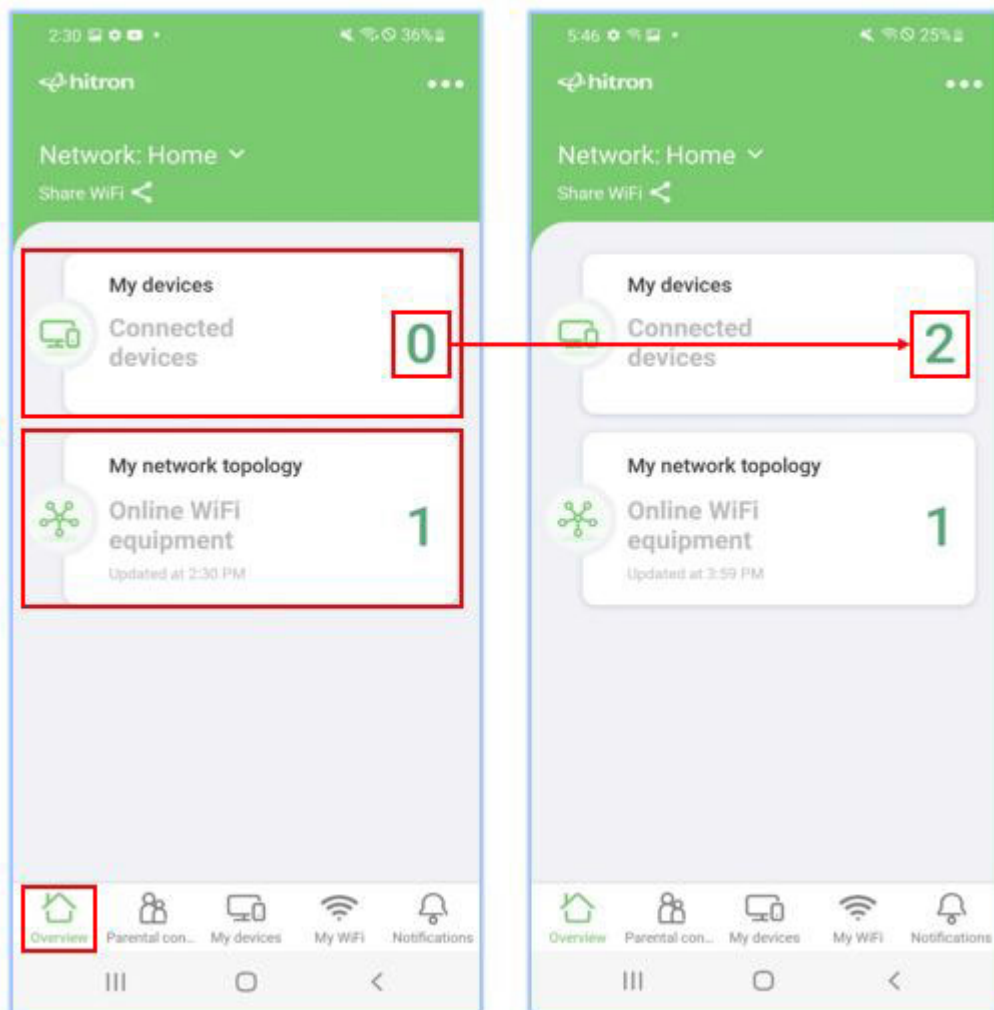
Overview

- ▶ [My Devices and My Network Topology](#) on page 30
- ▶ [My Devices](#) on page 31
- ▶ [My Network Topology](#) on page 32
- ▶ [Switch Network & Share WiFi](#) on page 33
- ▶ [Share WiFi](#) on page 34

3.1 My Devices and My Network Topology

- ▶ User can see **My devices** and **My network topology** in the **Overview** page;
- ▶ After devices are connected to the network successfully, the page will show the **number of Connected device**.

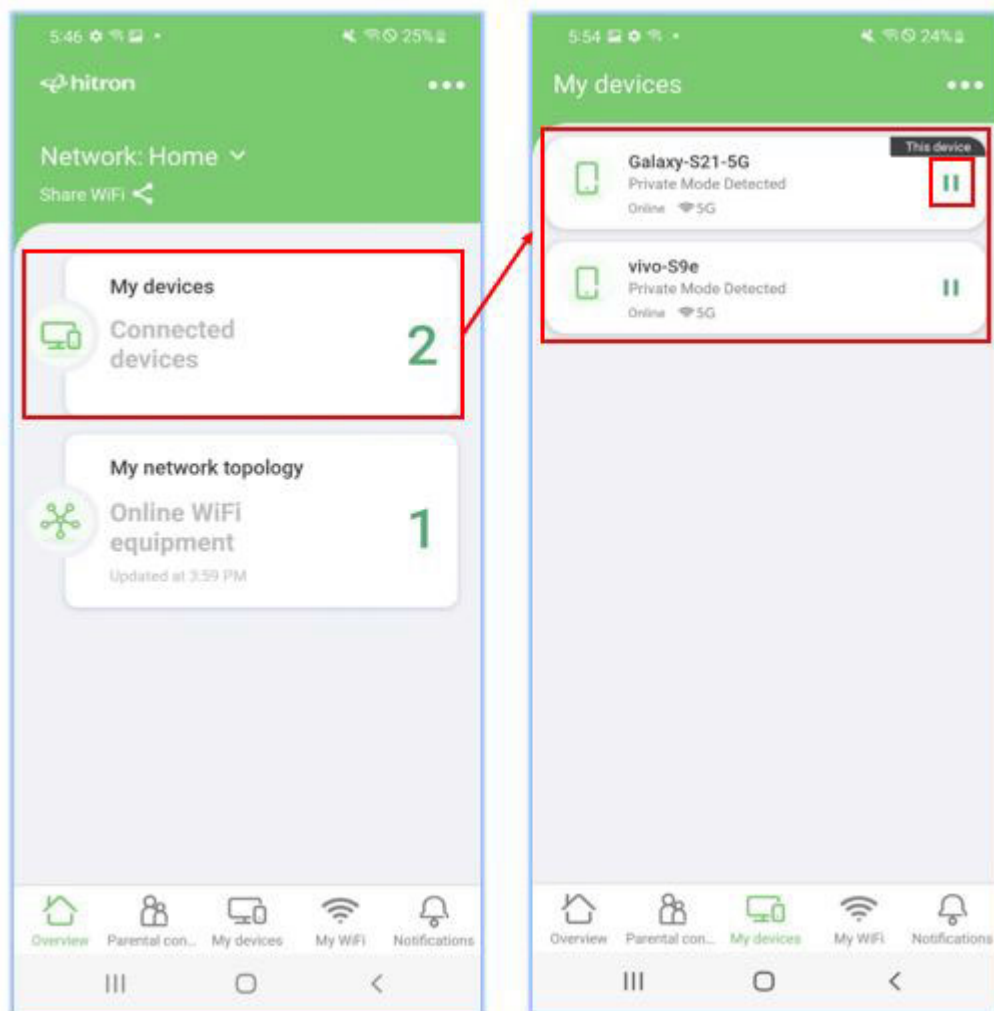
Figure 20: My Devices and My Network Topology



3.2 My Devices

- ▶ Click **My device**, user can check the detailed **device information**;
- ▶ User can check the **device model**, **mode** and **status**;
- ▶ Click the  icon, user can **Pause this device** which will pause the **Internet access** for the device

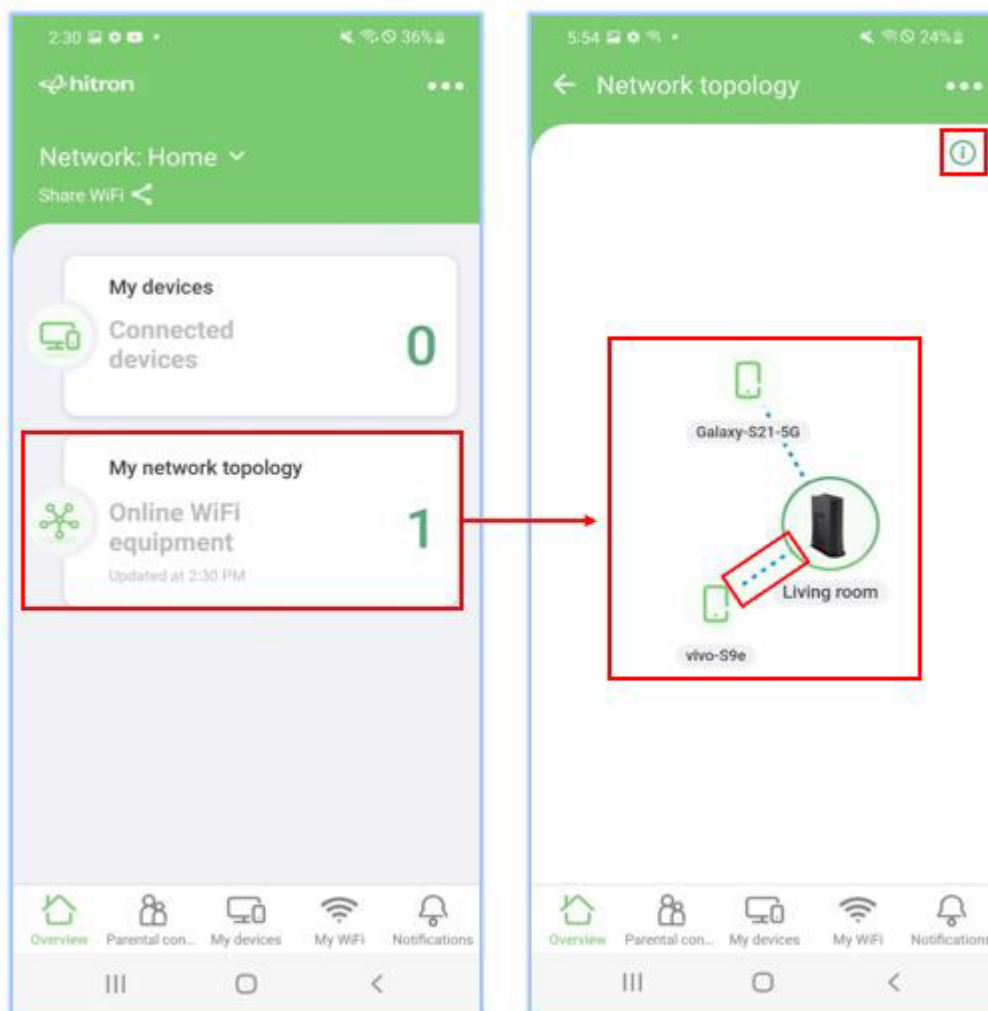
Figure 21: My Devices



3.3 My Network Topology

- ▶ Click **My network topology**, user can check the **online WiFi equipment** and **connected devices**;
- ▶ Click the  icon, user can learn the **detailed meaning** of different types of **lines**, for example:
- ▶ The **solid blue line** represents **Ethernet**;
- ▶ The **dashed blue line** represents **High speed WiFi (5G/6G)**;
- ▶ ...

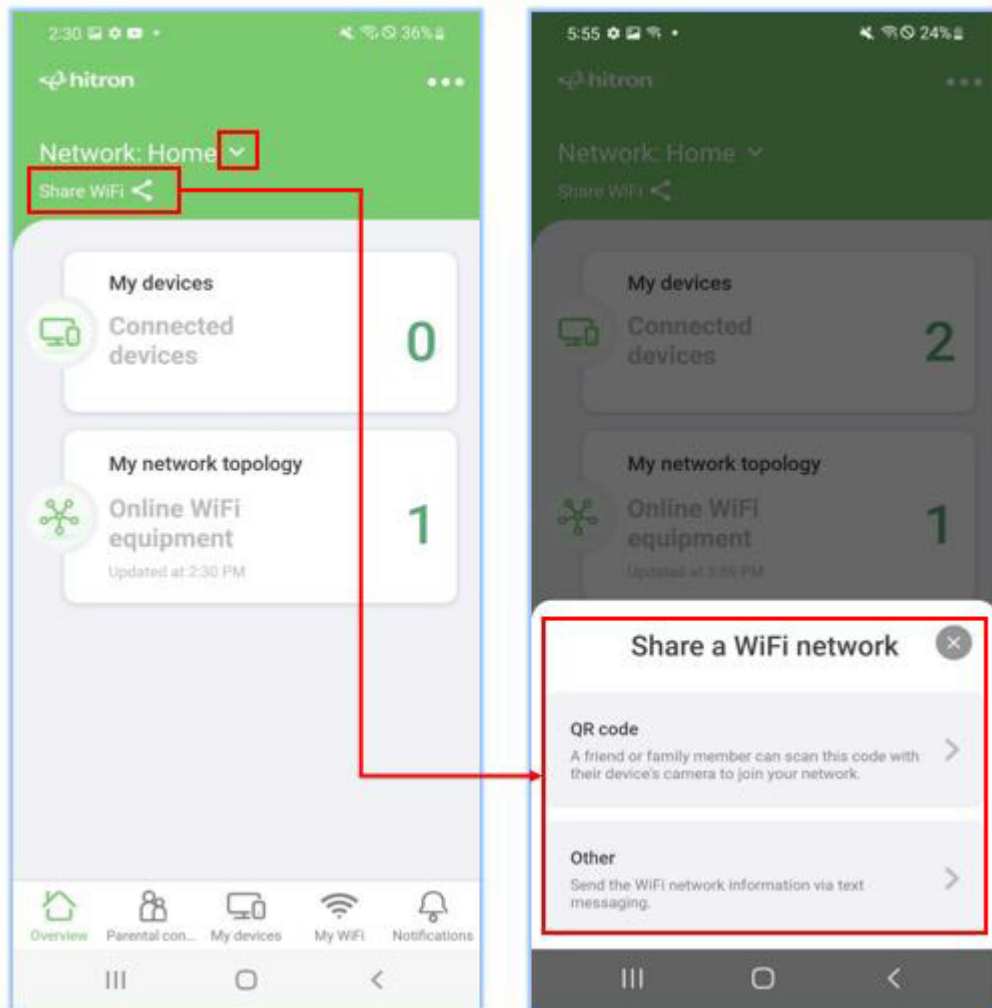
Figure 22: My Devices



3.4 Switch Network & Share WiFi

- ▶ If there is several networks, user can click the  icon to **switch network**;
- ▶ Click **Share WiFi**, user can share WiFi network with other people through **QR code**, **text message** or other **applications**.

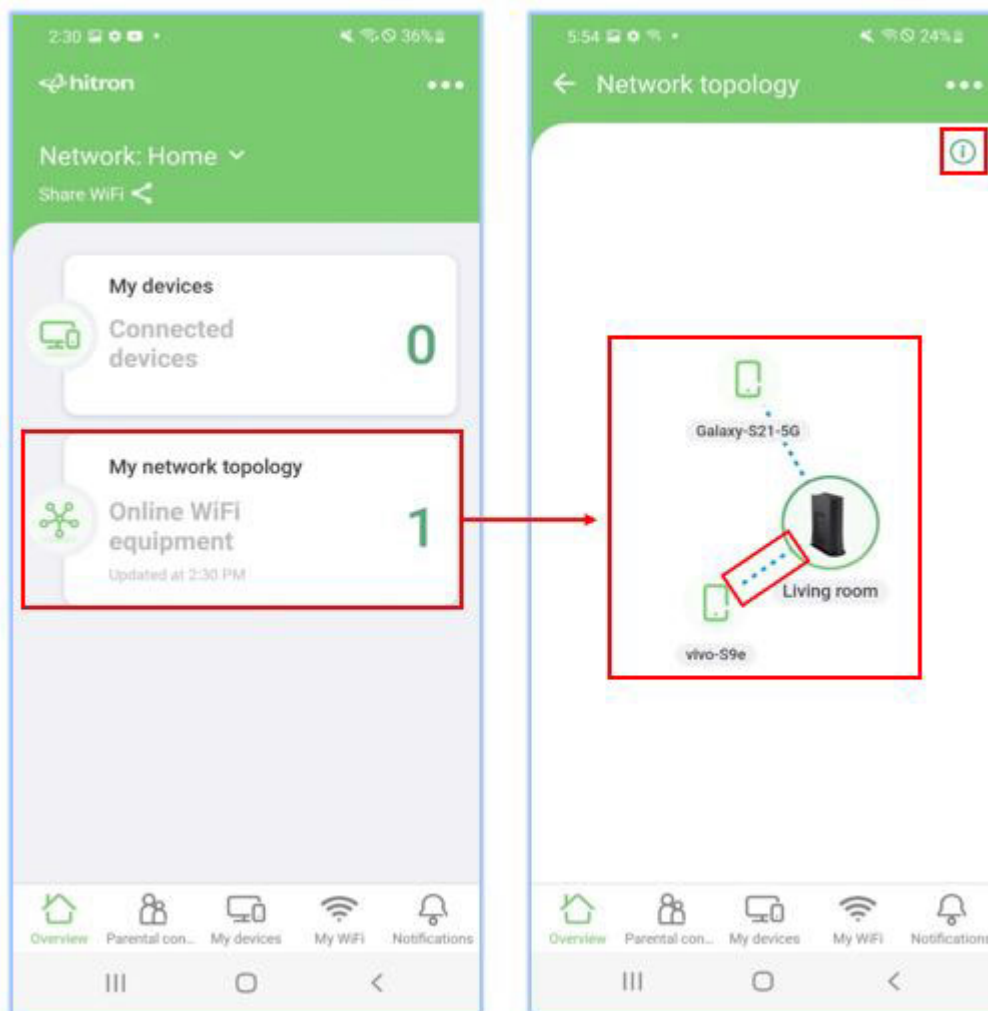
Figure 23: Switch Network & Share WiFi



3.5 Share WiFi

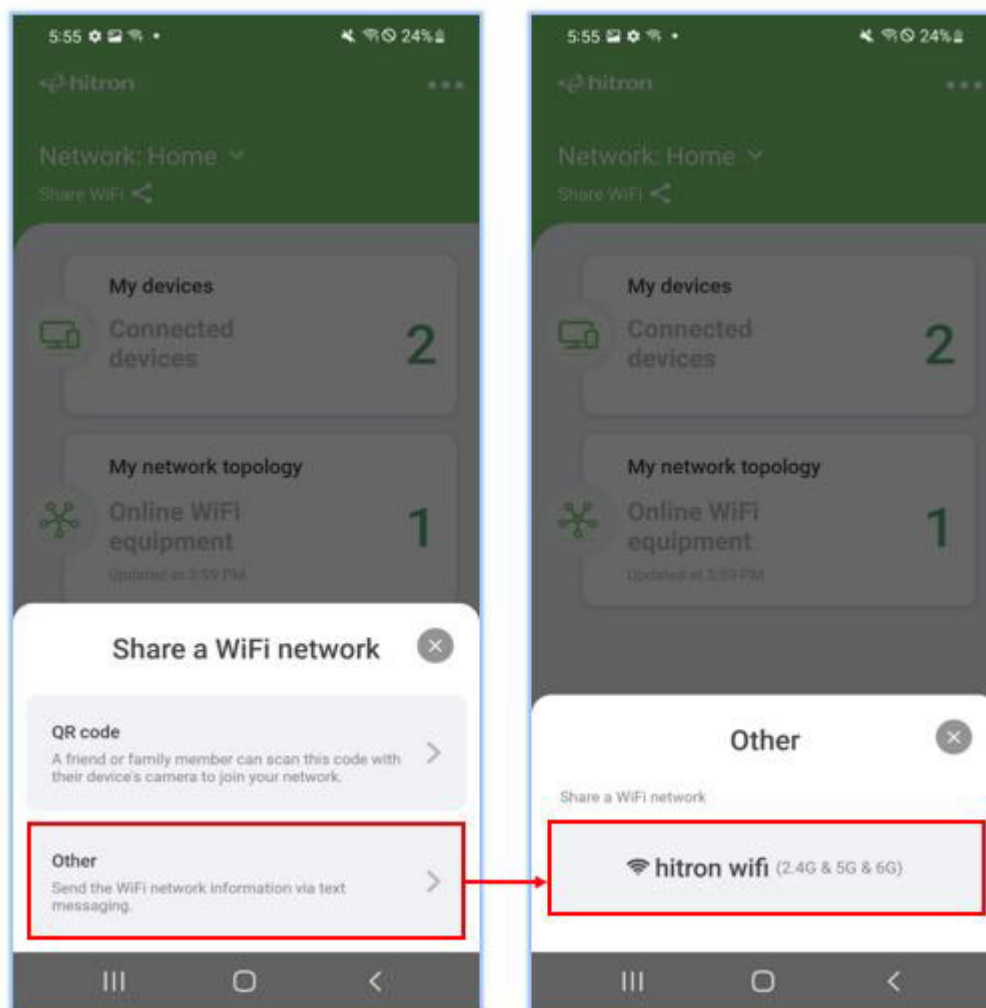
- ▶ Click **QR code**, the page will pop up a QR code image;
- ▶ Other users can **connect** to the network by **scanning the QR code**.

Figure 24: Share WiFi-1



- ▶ Click **Other**, the page will pop up a dialogue box that shows the **WiFi name**;
- ▶ Click on the WiFi name, user can **copy the WiFi name** and **Password** to other people, or **share it through other applications**.

Figure 25: Share WiFi-2



4

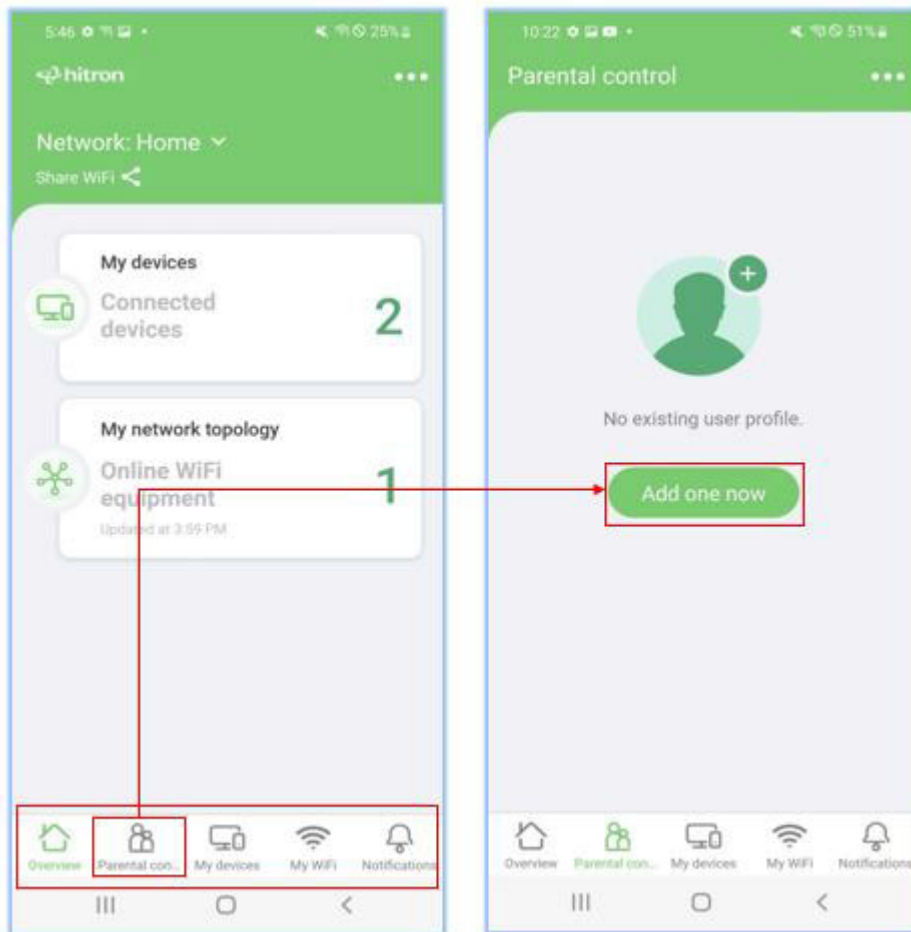
Parental Control

- ▶ [Add New User](#) on page 37
- ▶ [User Information](#) on page 38
- ▶ [Pause Schedule](#) on page 39
- ▶ [Add Device](#) on page 41
- ▶ [Device User Information](#) on page 42
- ▶ [Pause & Resume](#) on page 43
- ▶ [Device Information](#) on page 44

4.1 Add New User

- ▶ There is a **navigation bar** at the bottom of the page;
- ▶ Click **Parental control**, the page will forward to **Parental control** page;
- ▶ **Parental control** allows parents to realize **real-time** and **remote** control to their home network through **mobile APP**;
- ▶ New user can click **Add one now** to create a user profile.

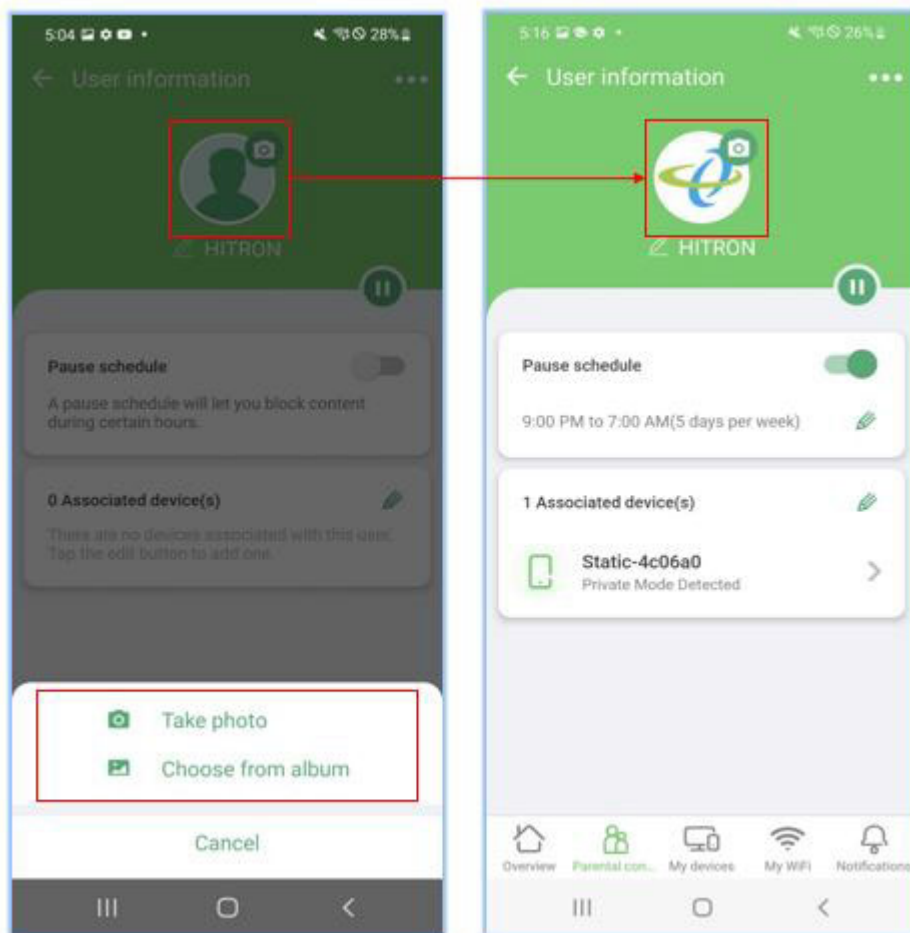
Figure 26: Add New User



4.2 User Information

- ▶ After click Add one now, user will enter the **User information** page;
- ▶ Click on the avatar area, user can **edit the user avatar**;
- ▶ User can select a picture through **Take photo** or **Choose from album**;
- ▶ Click **Save**, and the avatar will be displayed on the page.

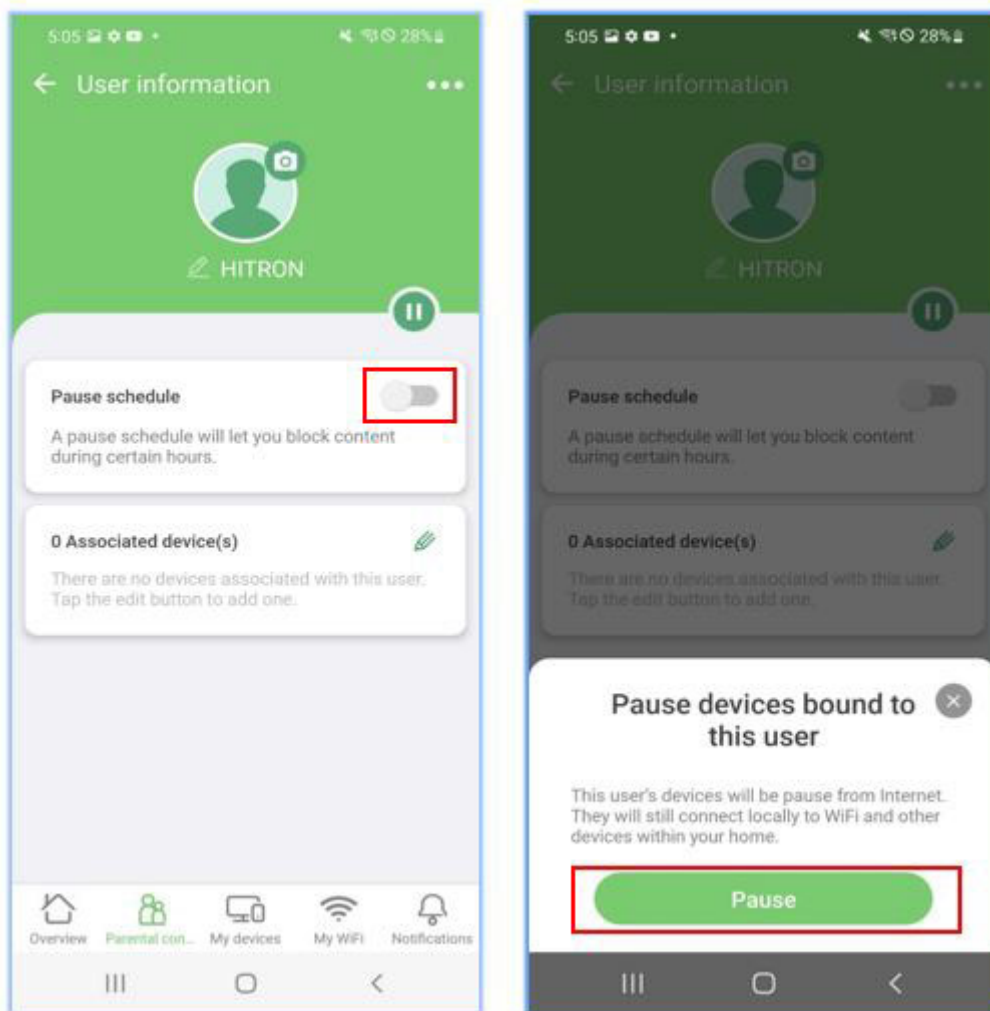
Figure 27: User Information



4.3 Pause Schedule

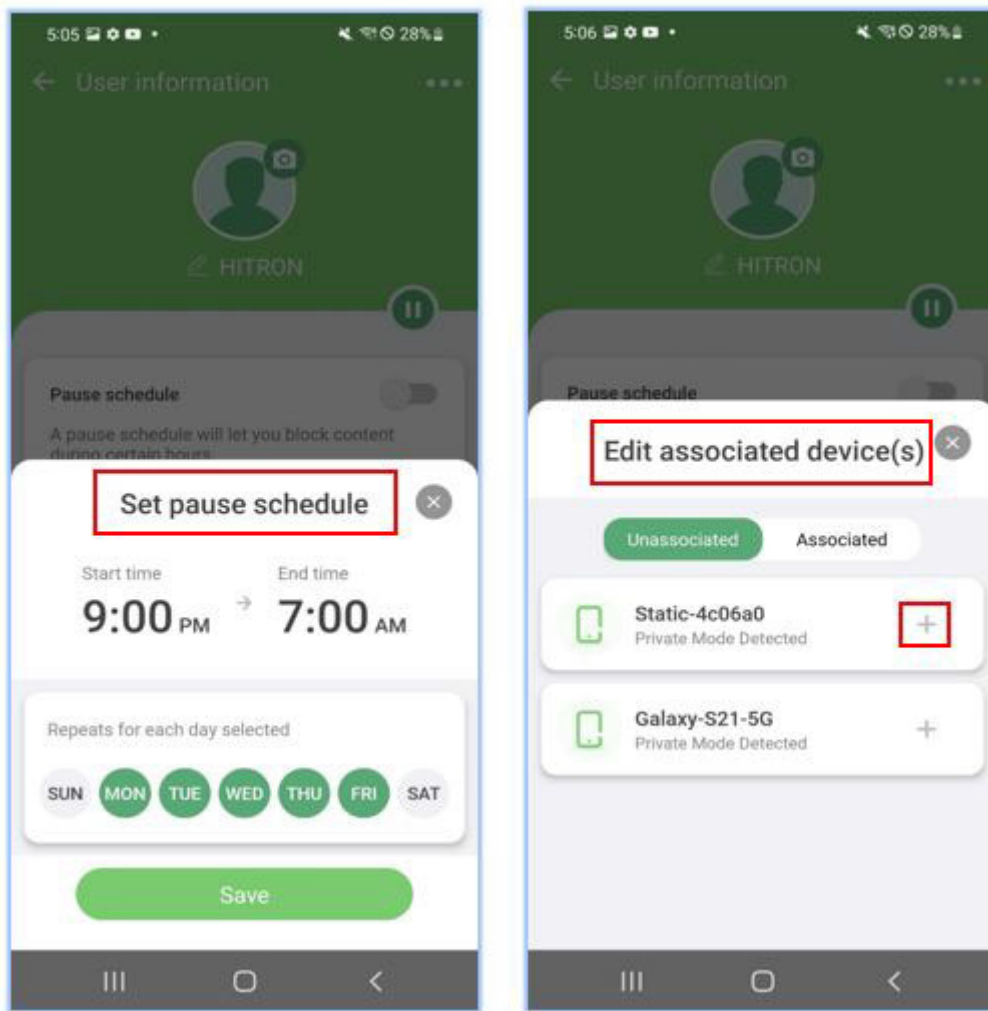
- ▶ Click the  button, user can **pause devices bound to this user**;
- ▶ After click **Pause**, the user device will still connect to the WiFi but it is **blocked from the Internet**;
- ▶ Click **Pause** in the pop-up box to **confirm** the action.

Figure 28: Pause Schedule



- ▶ User can select the **Start time** and **End time** to determine the pause duration;
- ▶ User can **check** any day from **Sunday** to **Saturday** to determine the repeat day;
- ▶ Click **Save**, the page will notice user to **Edit associated device(s)**;
- ▶ User can click the **+** icon to **add** associated device.

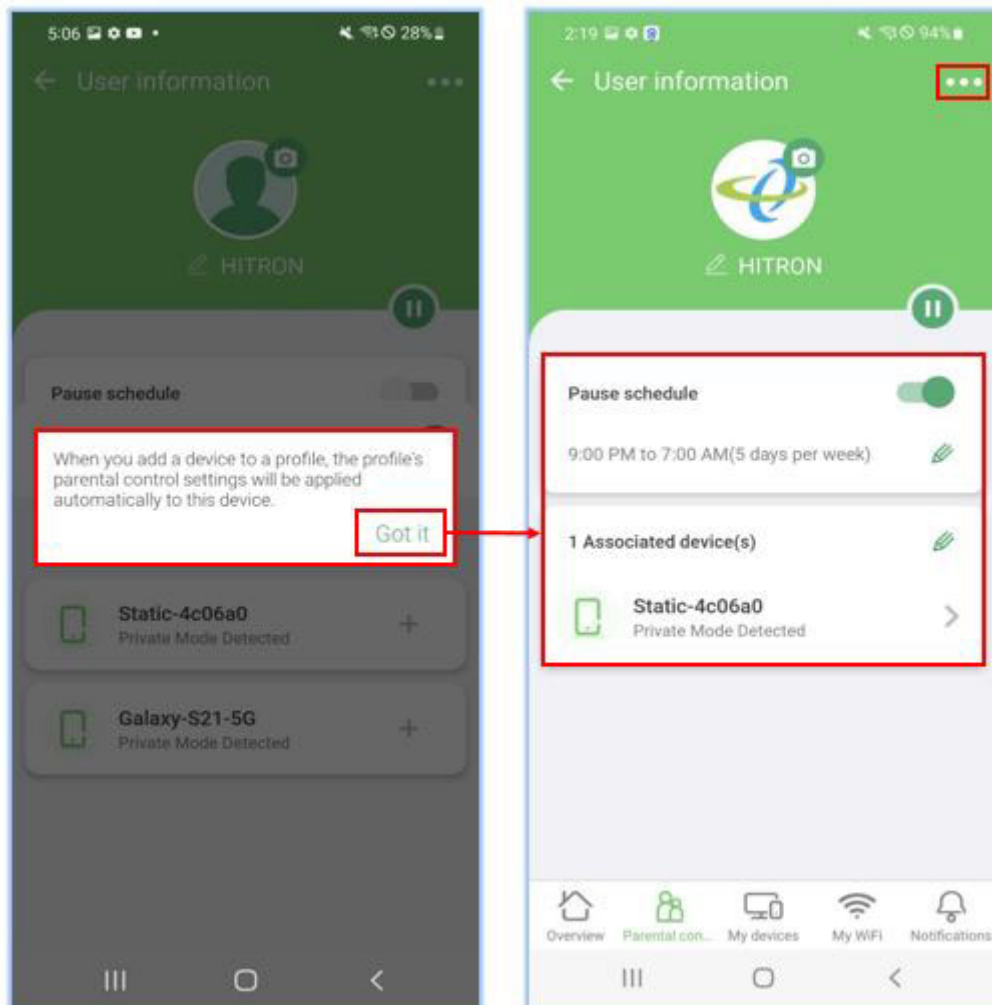
Figure 29: Pause Schedule-2



4.4 Add Device

- ▶ The page will pop up a dialogue box to **notice** user that the parental control settings will be applied to the associated device;
- ▶ Click **Got it**, and refresh the page;
- ▶ User can see the **detailed pause schedule** and **associated device** in the page;
- ▶ Click the  icon, user can click **Delete** button to delete the user profile.

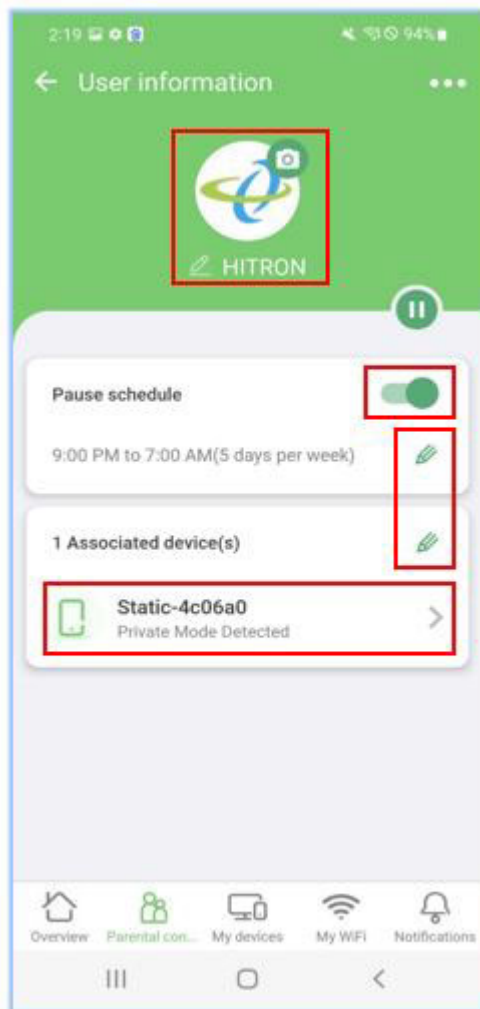
Figure 30: Add Device



4.5 Device User Information

- ▶ User can **edit** the **user avatar** and **name** by clicking on the corresponding area;
- ▶ Click the  button, user can **suspend** the **Pause Schedule**;
- ▶ Click the  icon, user can **edit** the **Pause schedule** and **associated device** separately;
- ▶ Click on the associated device, the page will jump to **Device information** page ([Device Information](#) on page 44).

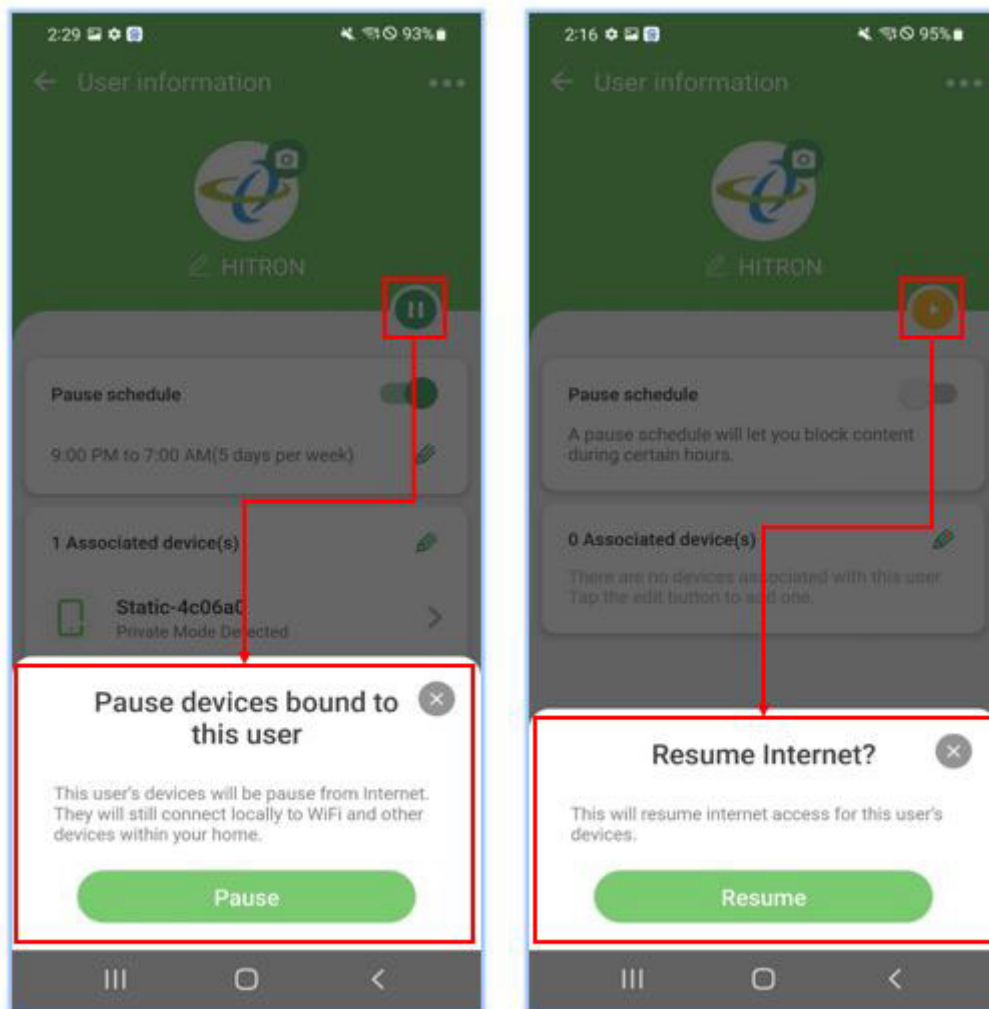
Figure 31: Device User Information



4.6 Pause & Resume

- ▶ Click the  icon, user can **Pause devices** bound to this user;
- ▶ Click the  icon, user can **Resume Internet access** for the device.

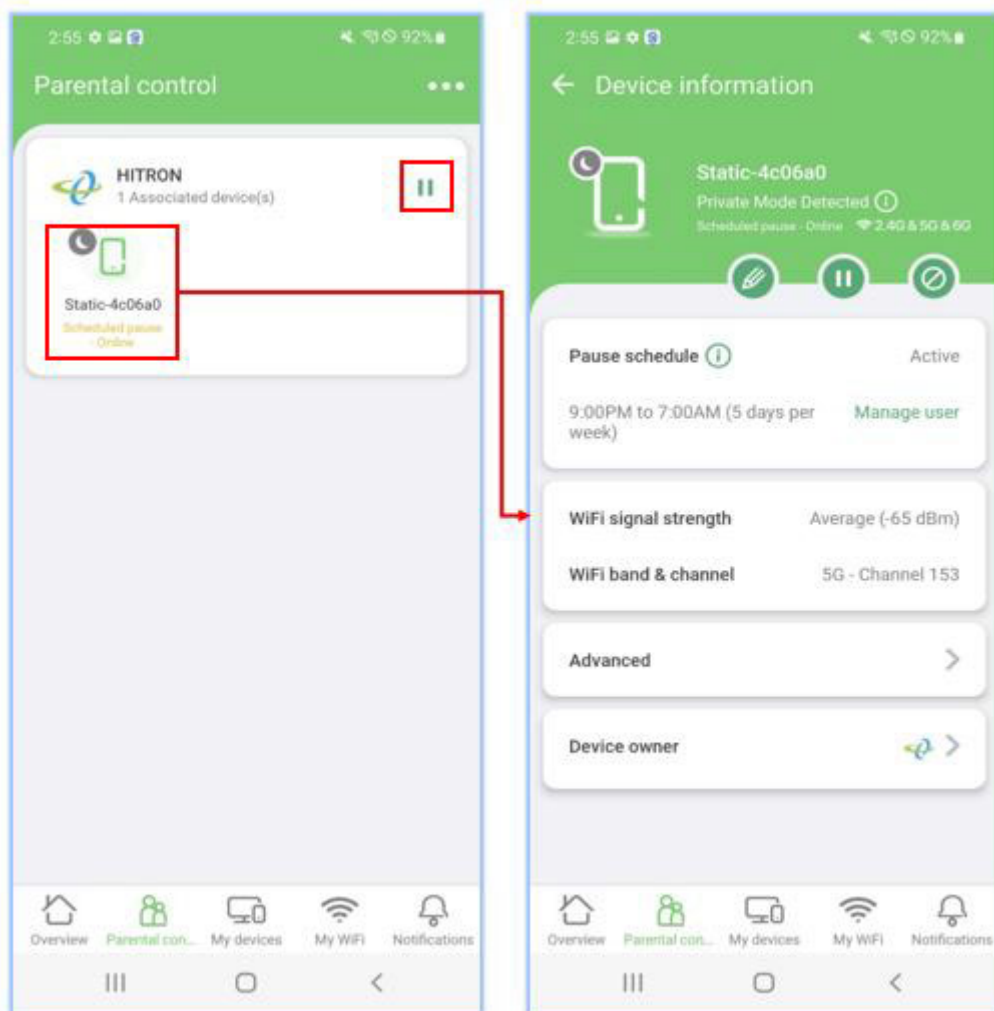
Figure 32: Pause & Resume



4.7 Device Information

- ▶ After the device is bound, user can see the associated device in the **Parental control** page;
- ▶ Click on the device, user can enter the **Device information** page;
- ▶ Click the  icon, user can **pause** devices bound to the user.

Figure 33: Device information



5

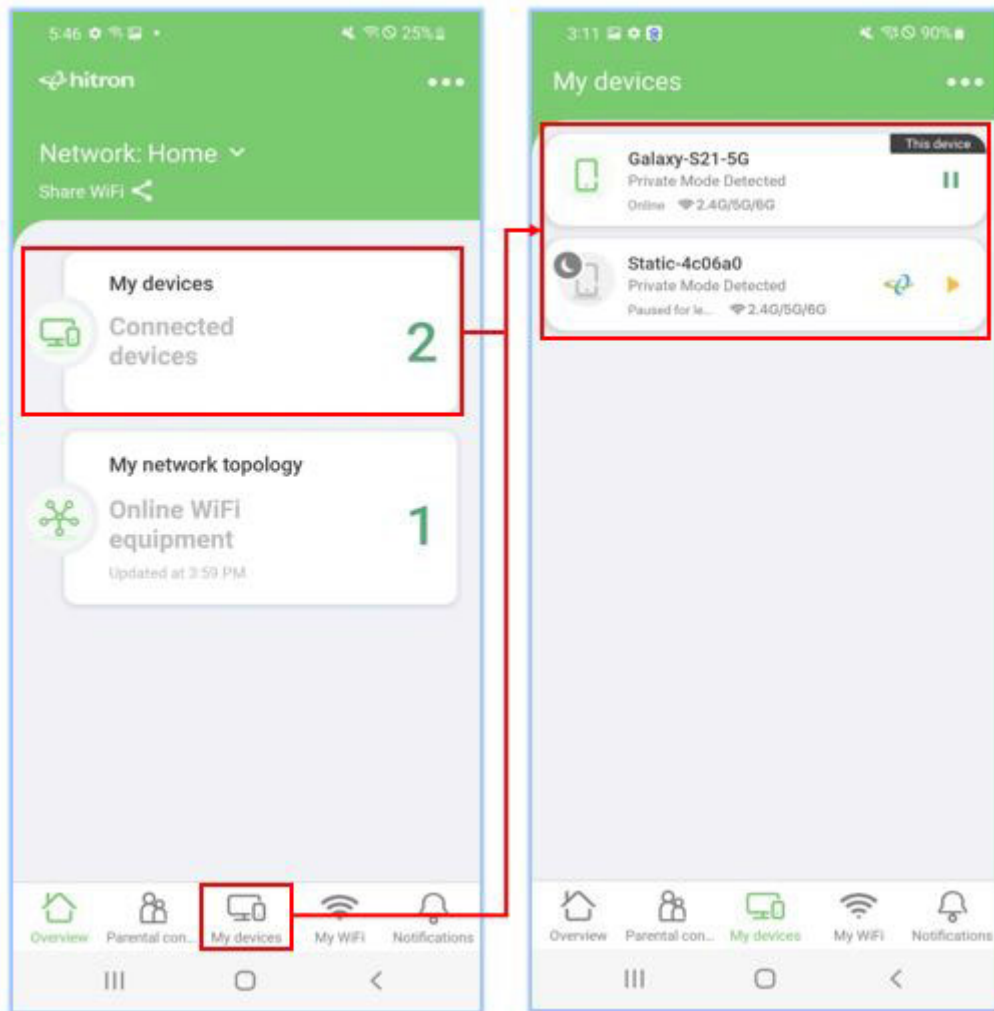
My Devices

- ▶ [My Devices](#) on page 46
- ▶ [Pause & Resume](#) on page 47
- ▶ [Device Information](#) on page 48
- ▶ [New User](#) on page 51

5.1 My Devices

- ▶ Click **My devices**, user can check devices connected to the network.

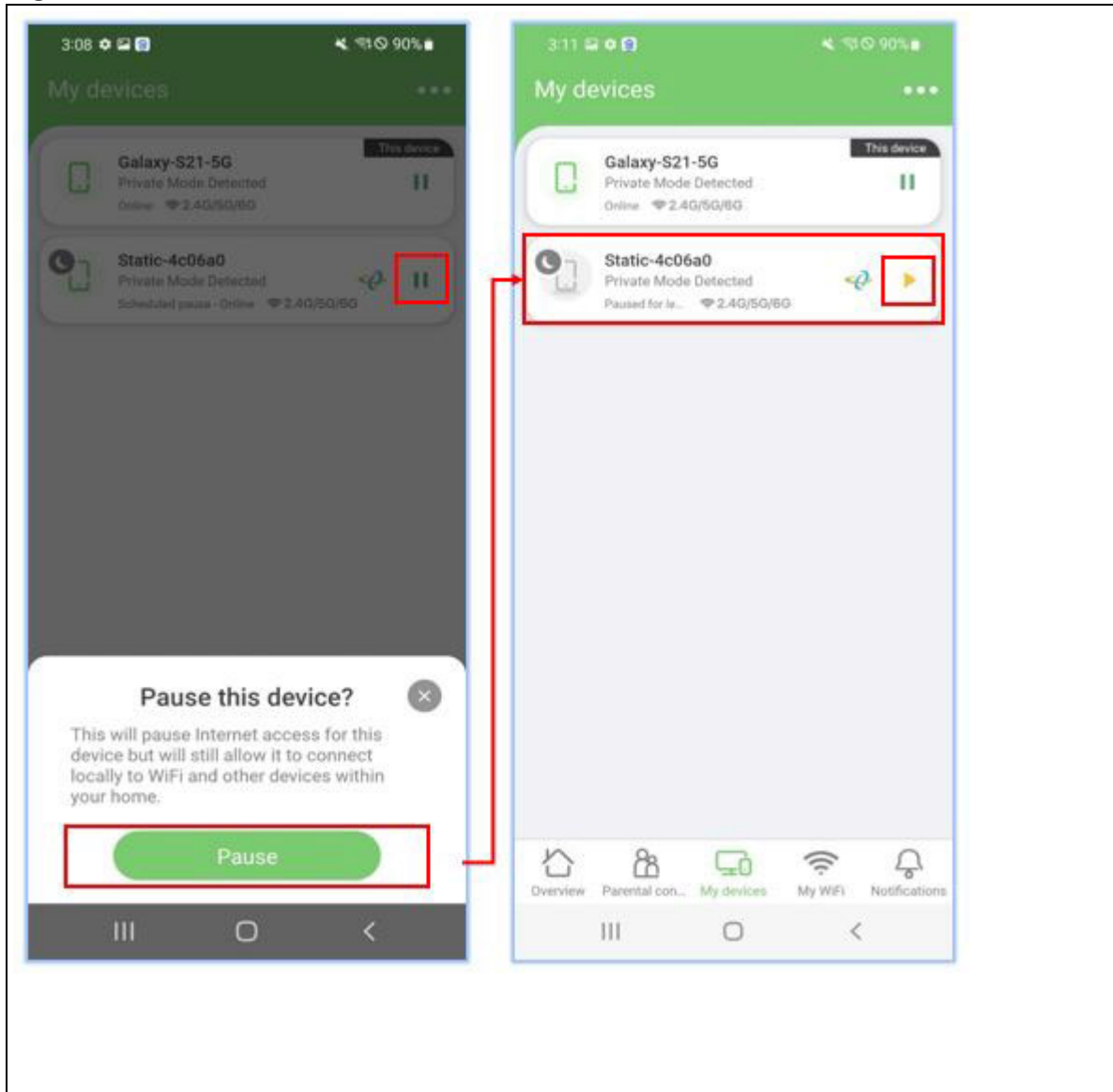
Figure 34: My Devices



5.2 Pause & Resume

- ▶ Click the  icon, user can **Pause Internet Access** for the device;
- ▶ Click the  icon, user can **Resume Internet Access** for the device.

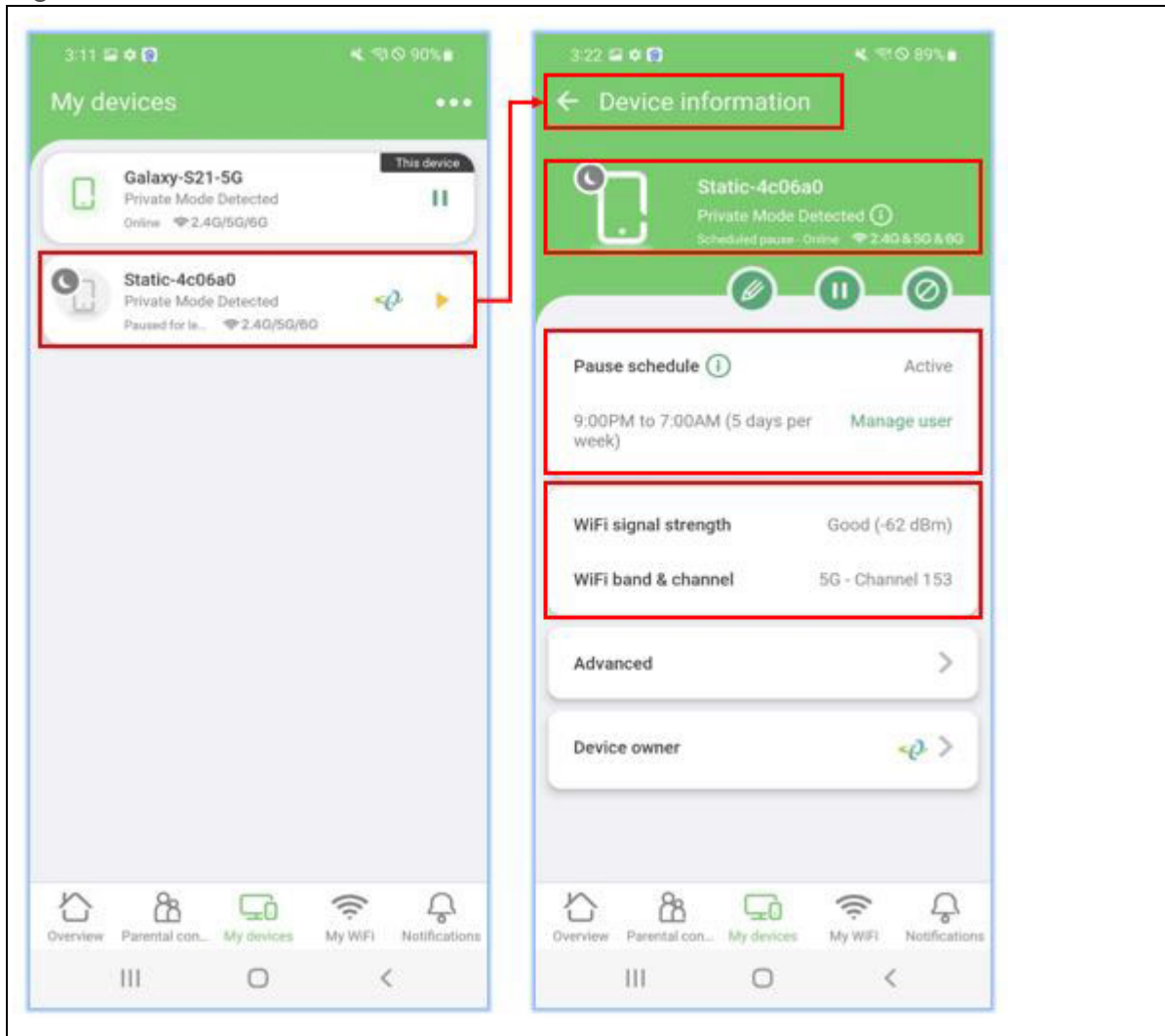
Figure 35: Pause & Resume



5.3 Device Information

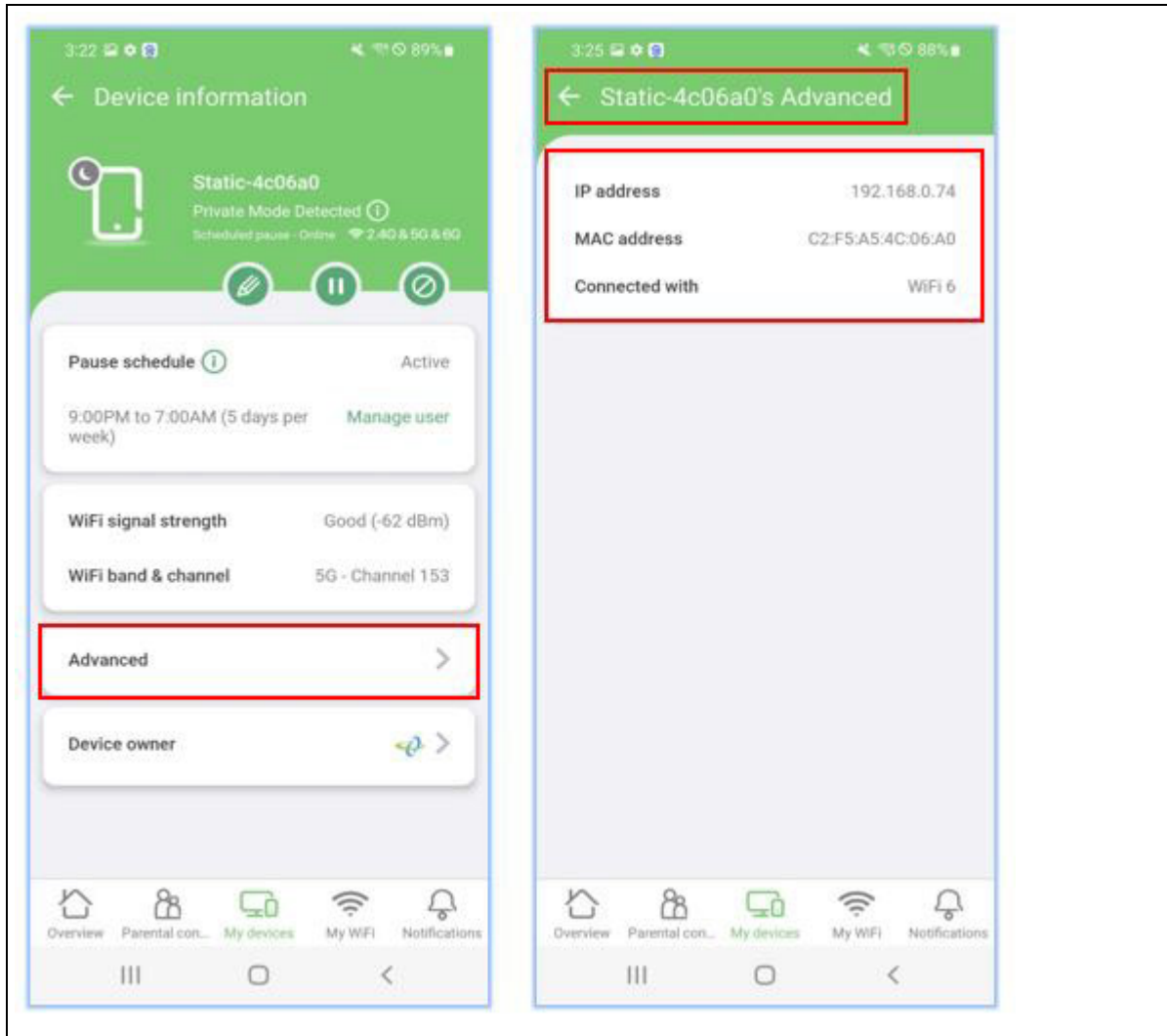
- ▶ Click on the device, the page will jump to **Device information** page;
- ▶ User can check the **device information**, **Pause schedule settings**, **WiFi signal strength** and **WiFi band & channel** in this page.

Figure 36: Device Information-1



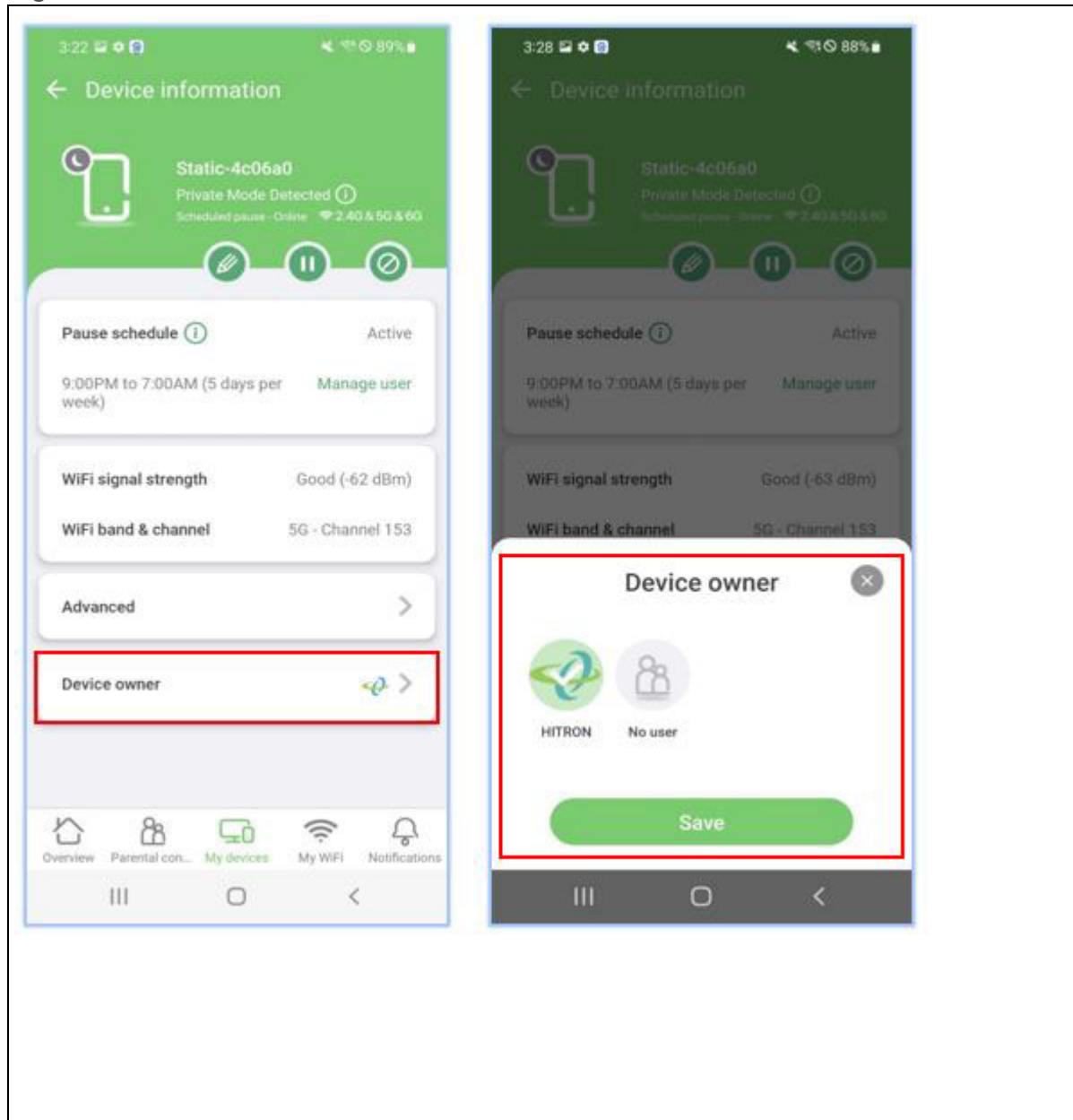
- ▶ Click **Advanced**, user can check the data of **IP address**, **MAC address** and **Connected WiFi**.

Figure 37: Device Information-2



- ▶ Click **Device owner**, user can **check** and **change** the device owner;
- ▶ Click **Save**, the modification will take effect..

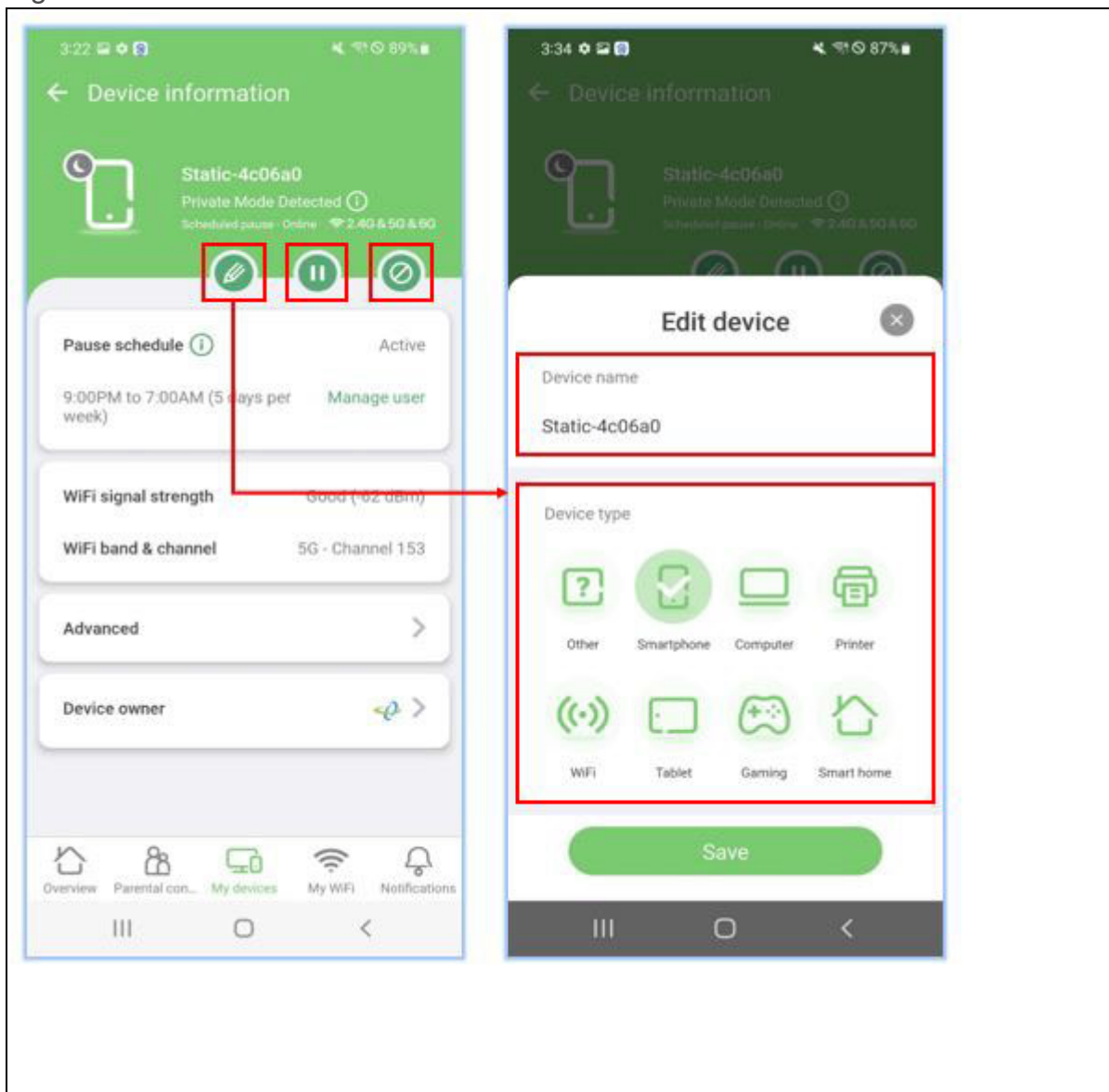
Figure 38: Device Information-3



5.4 New User

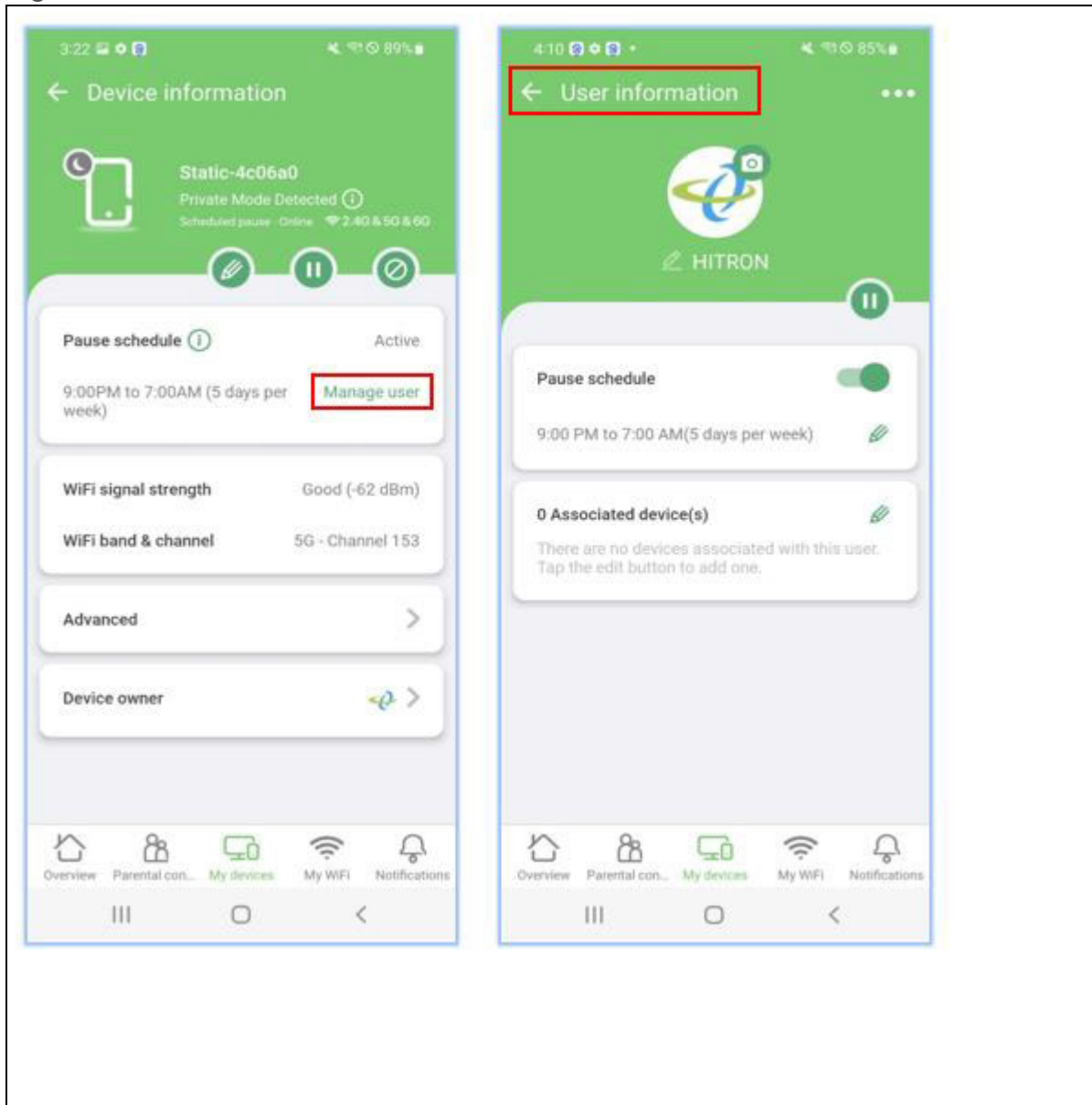
- ▶ Click the  icon, user can **edit** the **Device name** and **Device type** in this page;
- ▶ Click the  icon, user can **pause Internet access** for the device;
- ▶ Click the  icon, user can **block** both **Internet access** and **WiFi connection** of the device.

Figure 39: New User-1



- ▶ Click **Manager user**, the page will jump to the User information page;
- ▶ User can **pause schedule**, **edit schedule** and **associated device** in this page.

Figure 40: New User-2



6

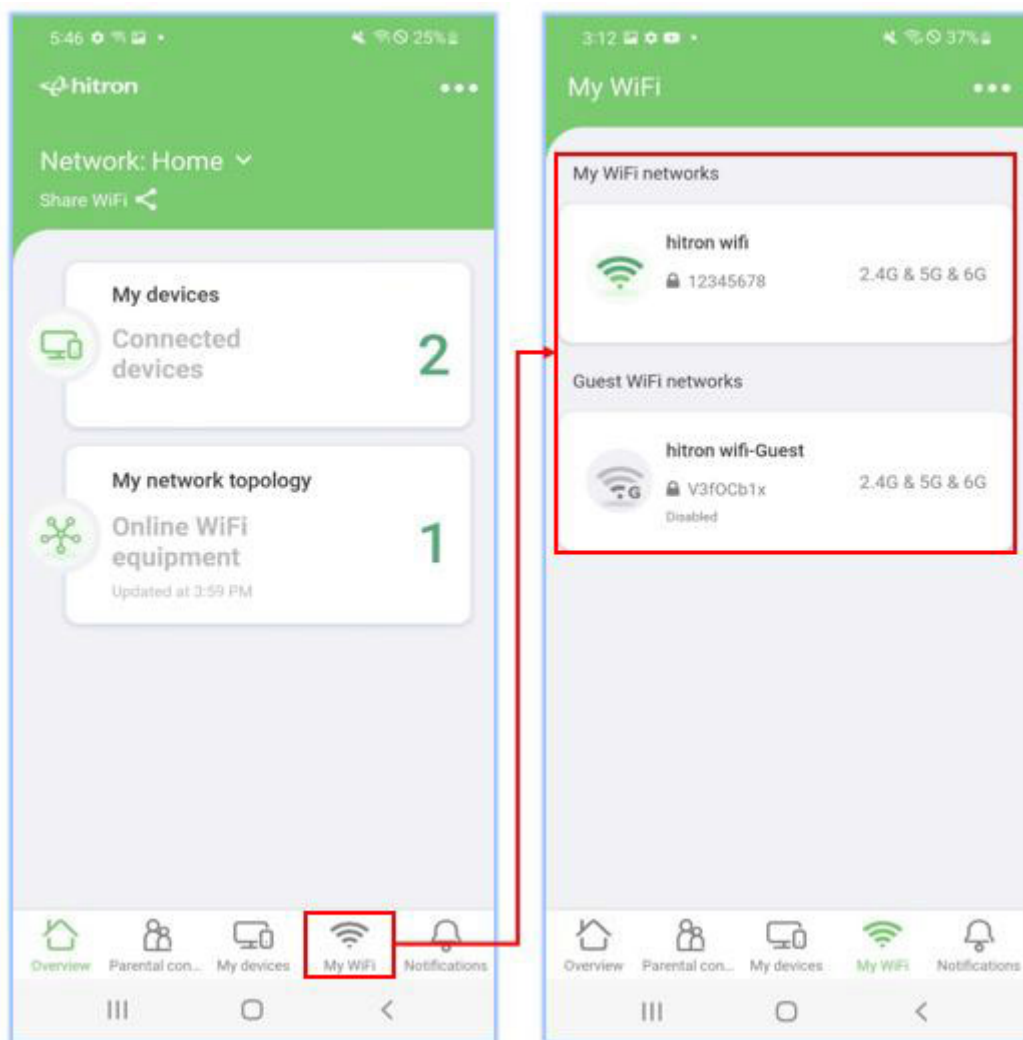
My WiFi

- ▶ [My WiFi](#) on page [54](#)
- ▶ [WiFi Details](#) on page [55](#)

6.1 My WiFi

- ▶ Click **My WiFi**, the page will forward to My WiFi page;
- ▶ User can see **My WiFi networks** and **Guest WiFi networks**.

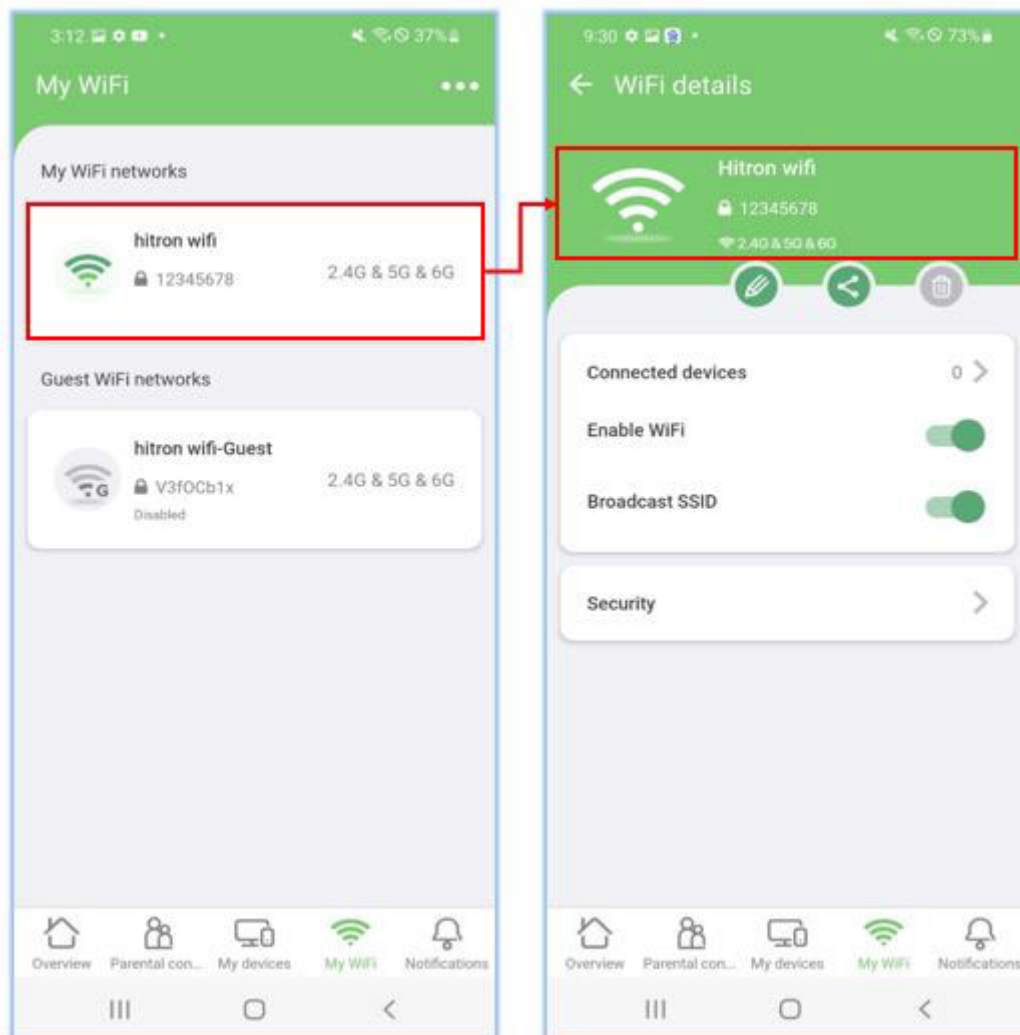
Figure 41: My WiFi



6.2 WiFi Details

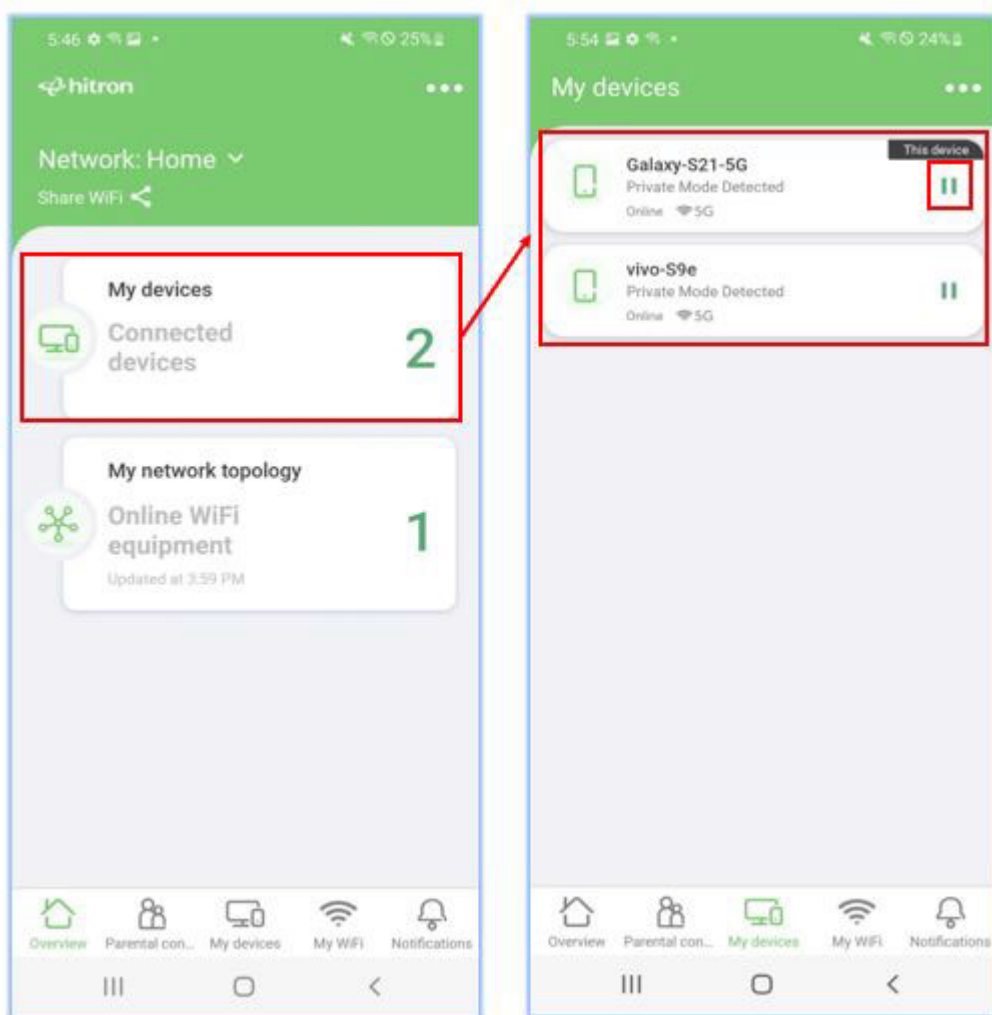
- ▶ User can select **My WiFi networks** to check the WiFi details;
- ▶ Click the  icon, user can **edit** WiFi including the **WiFi network name (SSID)** and **WiFi password**;
- ▶ Click the  icon, user can **share** WiFi network with others through **QR code** or **text message**.

Figure 42: WiFi Details-1



- ▶ Click **Connected devices**, user can check devices that have connected to the network;
- ▶ User can **turn on** or **turn off** **Enable WiFi** and **Broadcast SSID** by clicking the  button;
- ▶ Click **Security**, user can **edit** the **WiFi type**, **password** in this page.

Figure 43: WiFi Details-2



7

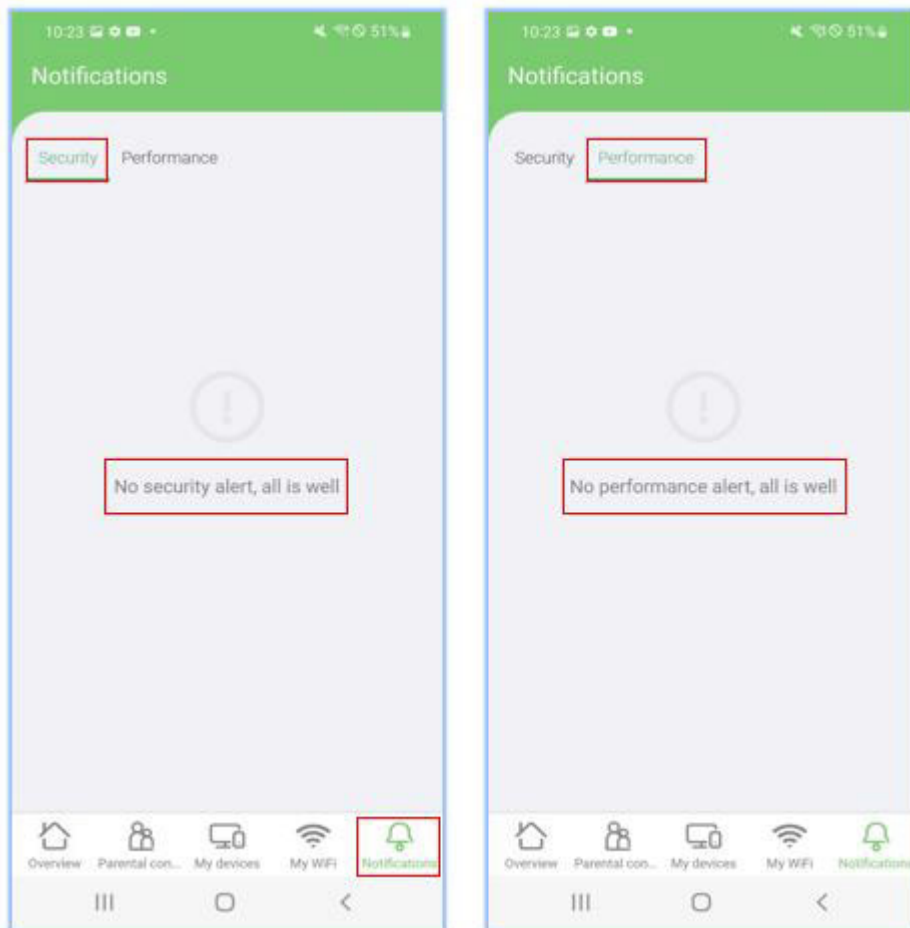
Notifications

▶ [Security & Performance](#) on page 58

7.1 Security & Performance

- ▶ Click **Notifications**, the page will forward to Notification page;
- ▶ User can check the **Security** and **Performance** notifications in this page;
- ▶ Normally, the page will notice user **No security/performance alert, all is well**.

Figure 44: Security & Performance



8

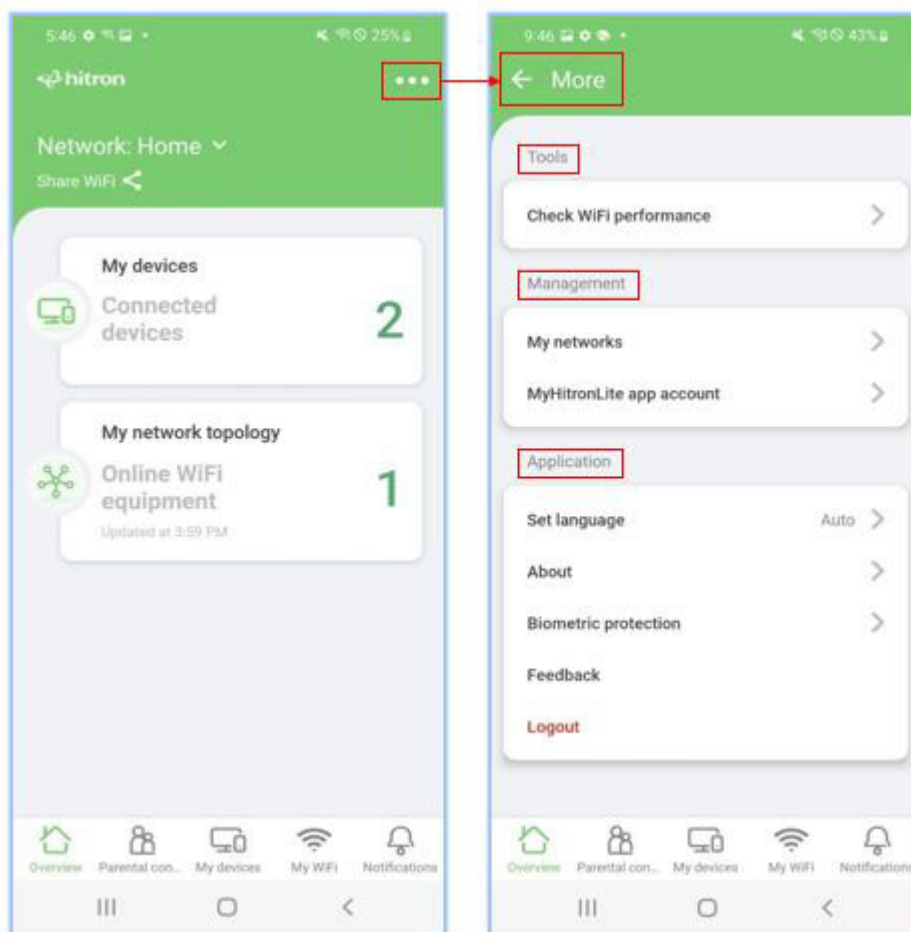
More

- ▶ [Tools & Management & Application](#) on page 60
- ▶ [Check WiFi Performance](#) on page 61
- ▶ [My Networks](#) on page 63
- ▶ [Edit Network Name](#) on page 64
- ▶ [Transfer to Another Account](#) on page 65
- ▶ [Delete Network](#) on page 66
- ▶ [Add A New Network](#) on page 67
- ▶ [Add An Extender](#) on page 68
- ▶ [MyHitronLite App Account](#) on page 69
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- ▶ [Set Language](#) on page 73
- ▶ [About](#) on page 74
- ▶ [Biometric Protection](#) on page 75
- ▶ [Feedback](#) on page 76
- ▶ [Logout](#) on page 77

8.1 Tools & Management & Application

- ▶ Click the  icon, the page will forward to the **More** page;
- ▶ User can see three sections of **Tools**, **Management** and **Application** in the page.

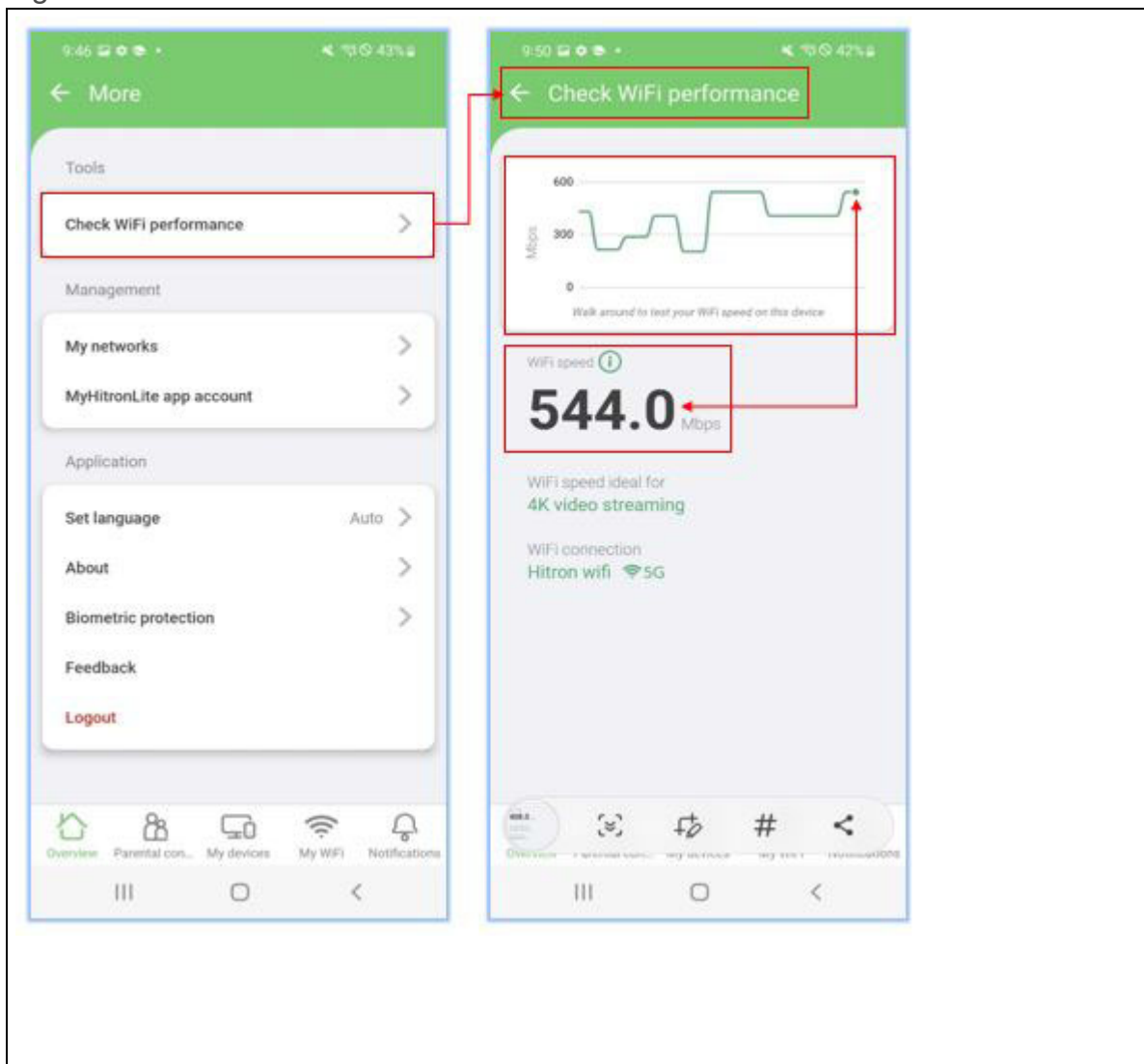
Figure 45: Tools & Management & Application



8.2 Check WiFi Performance

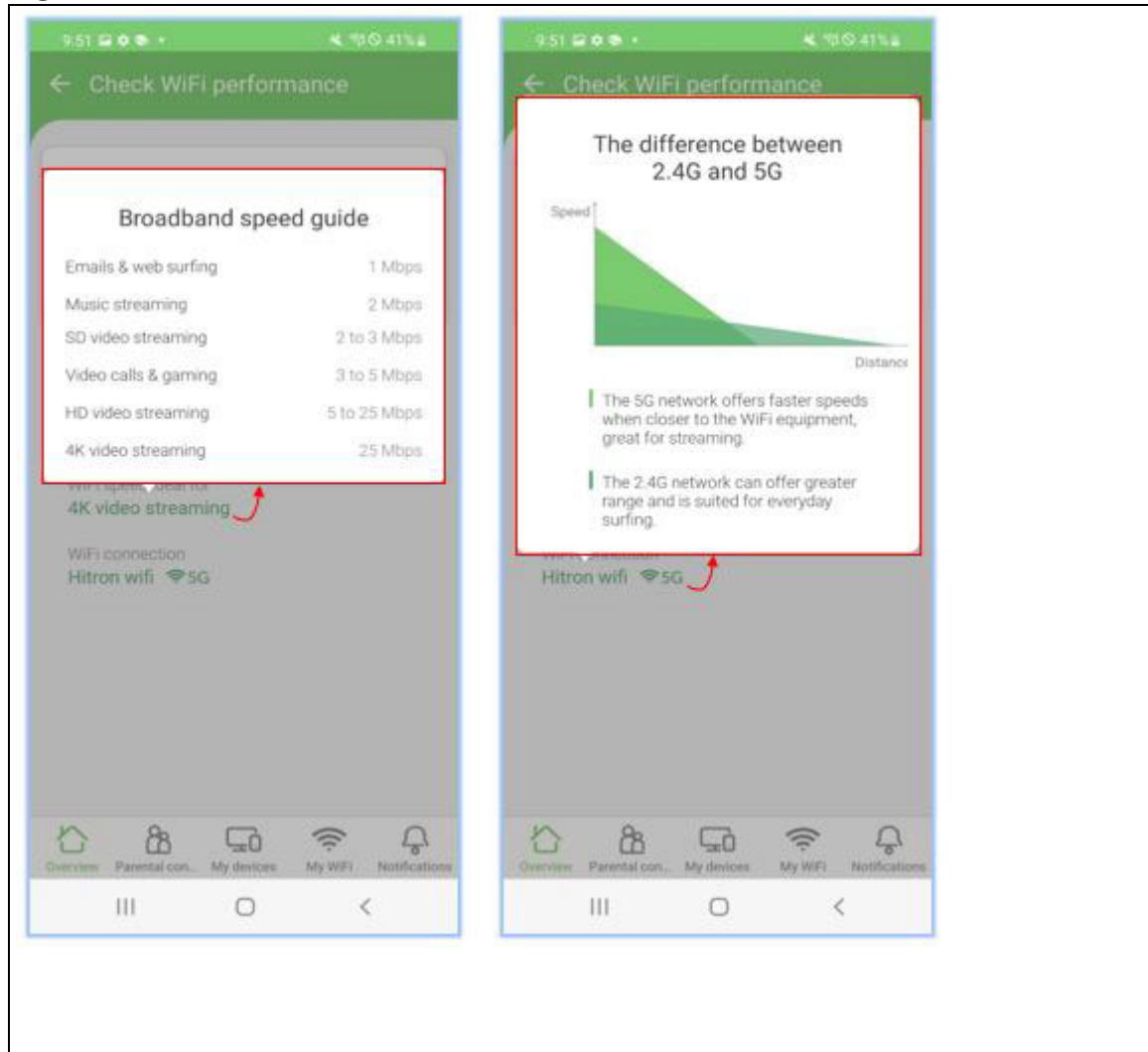
- ▶ Click **Check WiFi performance**;
- ▶ User can **walk around** to check the **WiFi speed** in the form of **line chart & number**;
- ▶ The **WiFi speed** is the speed between **the current device** and the **WiFi equipment**;
- ▶ User can also see the **WiFi guide** below.

Figure 46: Check WiFi Performance



- ▶ **WiFi speed ideal for 4K video streaming** indicates the **best** network condition;
- ▶ User can click the first green line to check the detailed **Broadband speed guide**;
- ▶ User can click the second green line to check **The difference between 2.4G and 5G**.

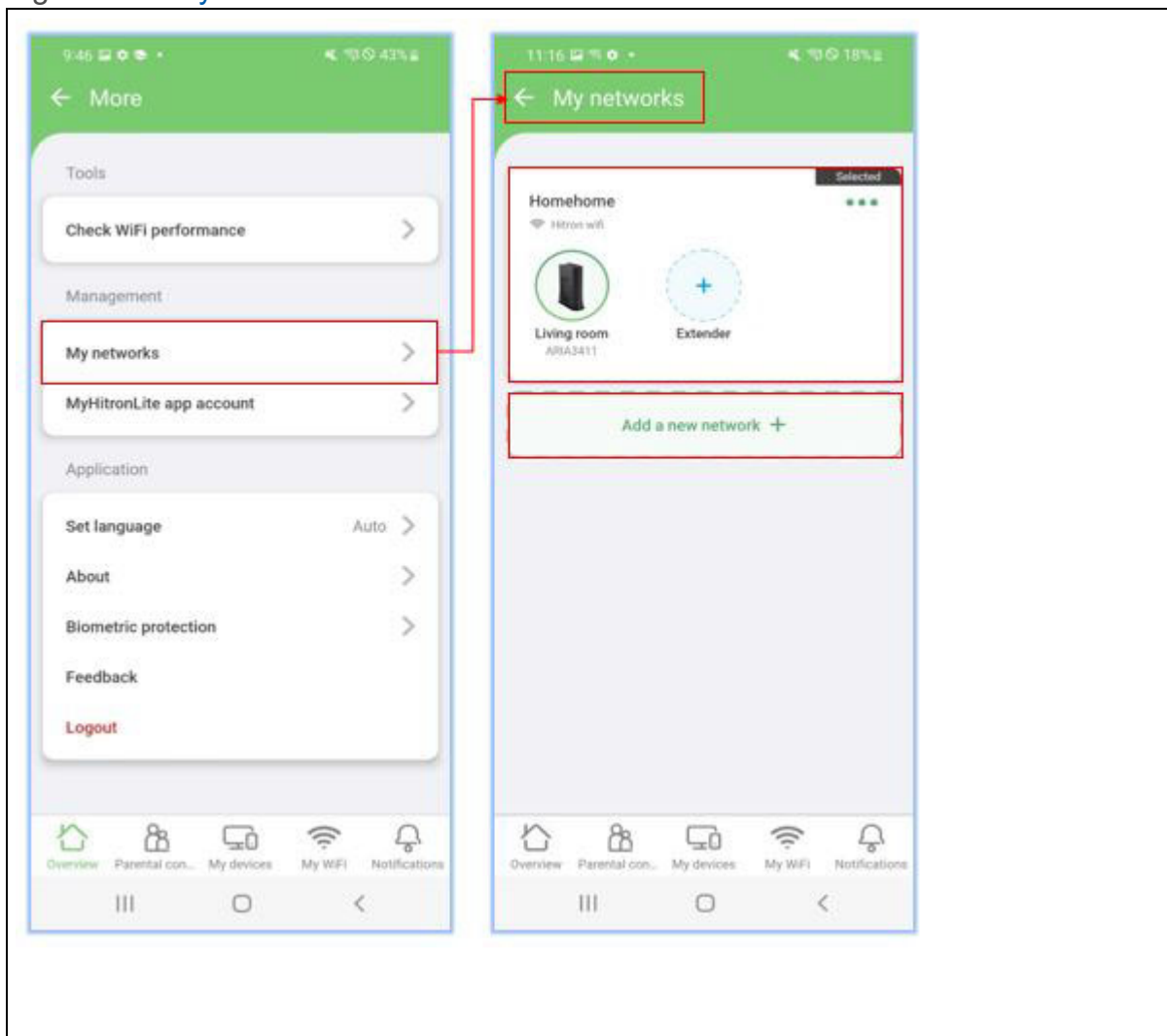
Figure 47: Check WiFi Performance-2



8.3 My Networks

- ▶ Click **My networks**;
- ▶ User can **check** the WiFi equipment data including **WiFi name**, **location** and **equipment model**;
- ▶ User can **add** an **Extender** or a **new network** in this section.

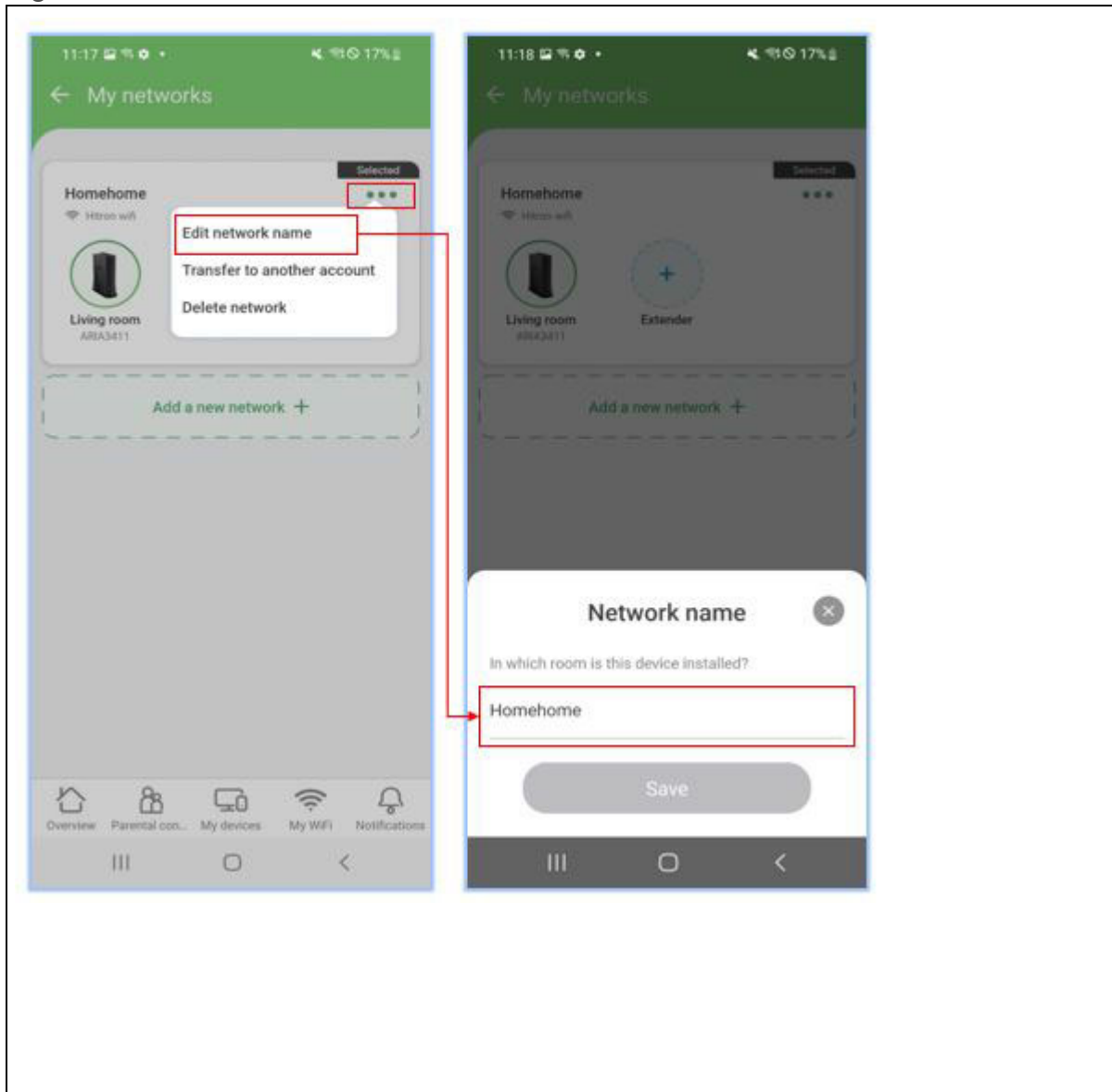
Figure 48: My Networks



8.4 Edit Network Name

- ▶ Click the  icon and select **Edit network name**;
- ▶ User can **enter a new name** on the line, and click **Save** the name will be edited successfully.

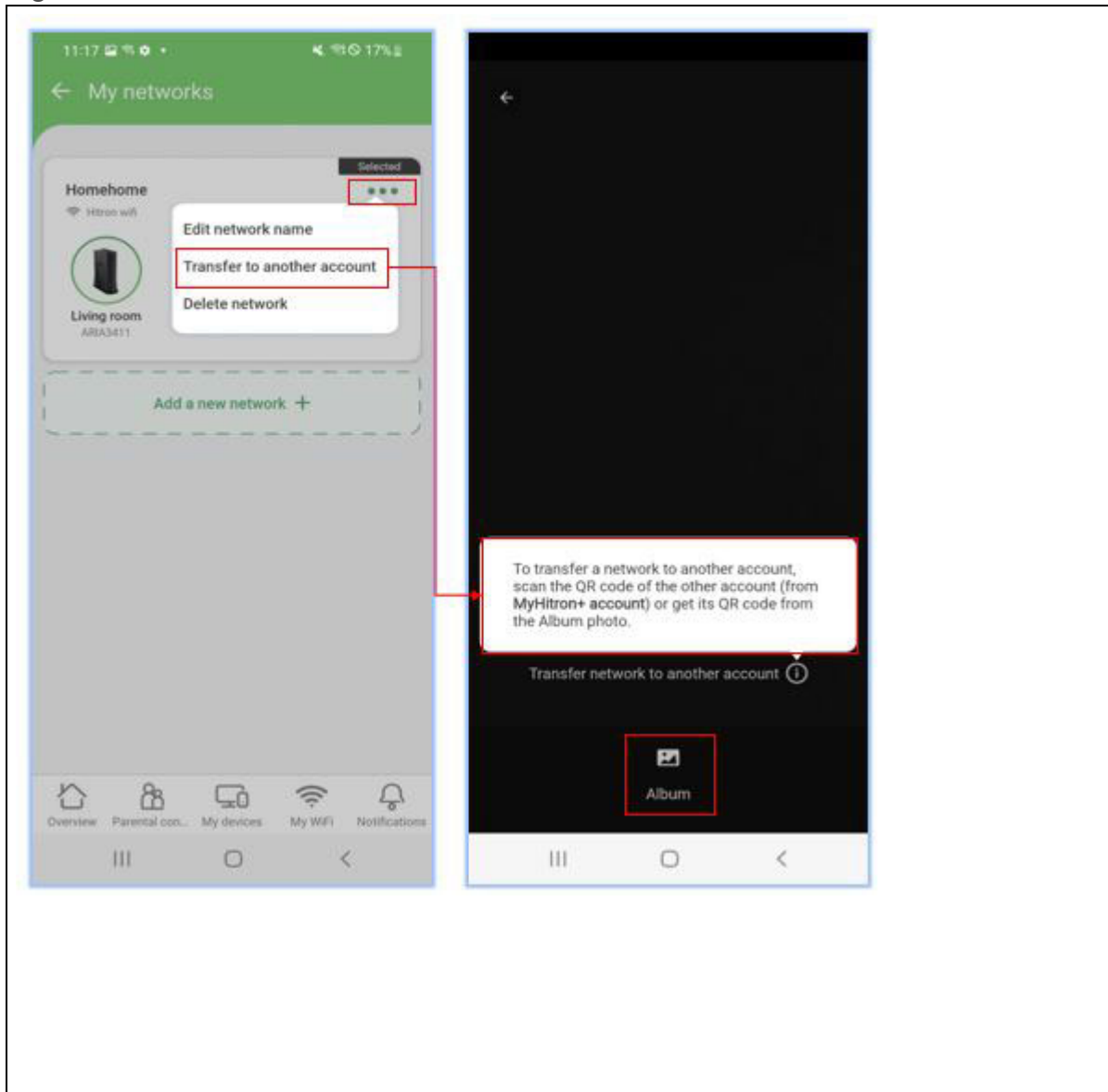
Figure 49: Edit Network Name



8.5 Transfer to Another Account

- ▶ Click the  icon and select **Transfer to another account**;
- ▶ User need to **scan** the **QR code** of the other account, or get the QR code from the **Album** to transfer the account.

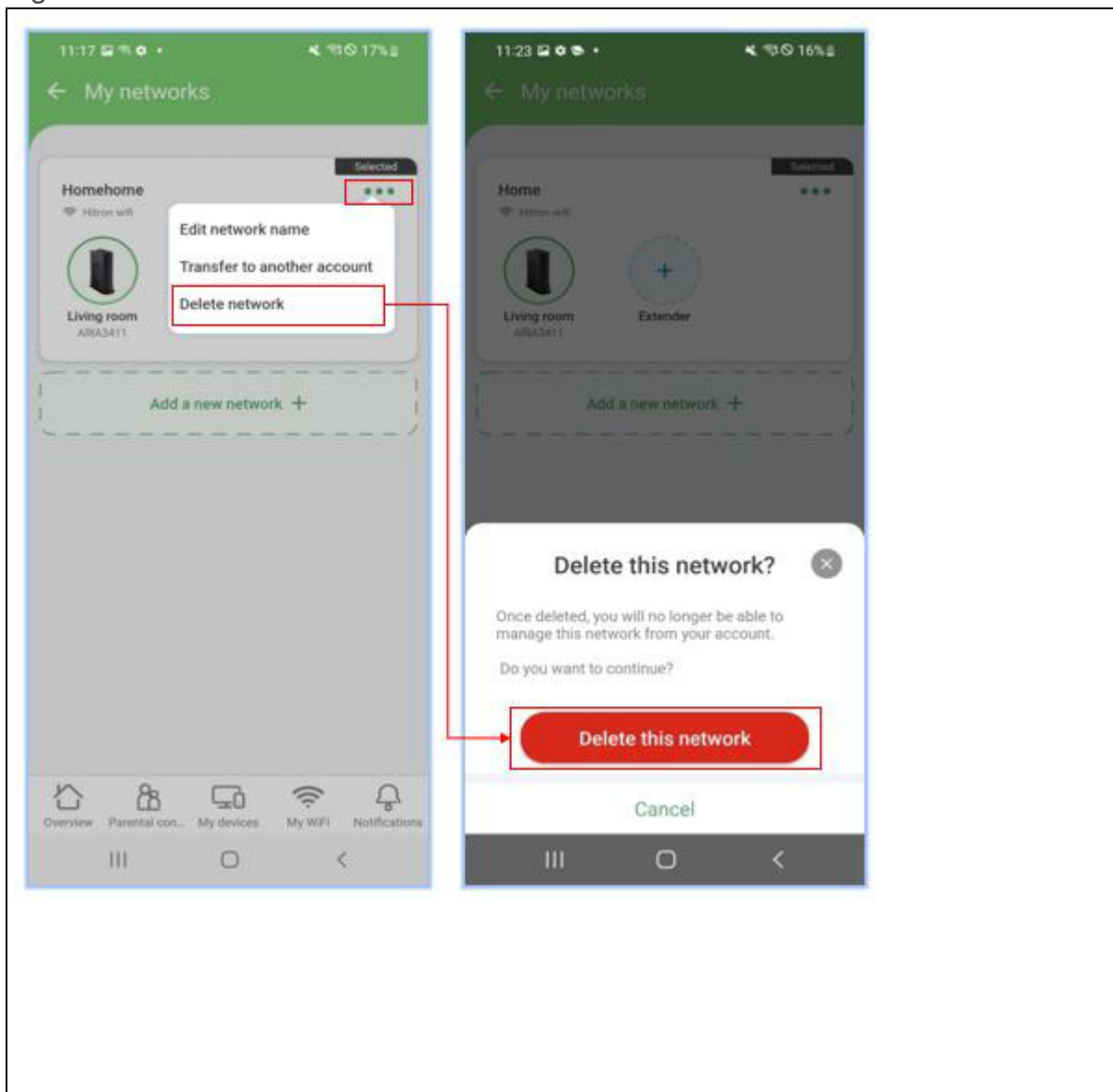
Figure 50: Transfer to Another Account



8.6 Delete Network

- ▶ Click the  icon and select **Delete network**;
- ▶ User can delete the network by clicking the **Delete this network** button to confirm the action;
- ▶ Once deleted, user will no longer be able to manage the network from his account.

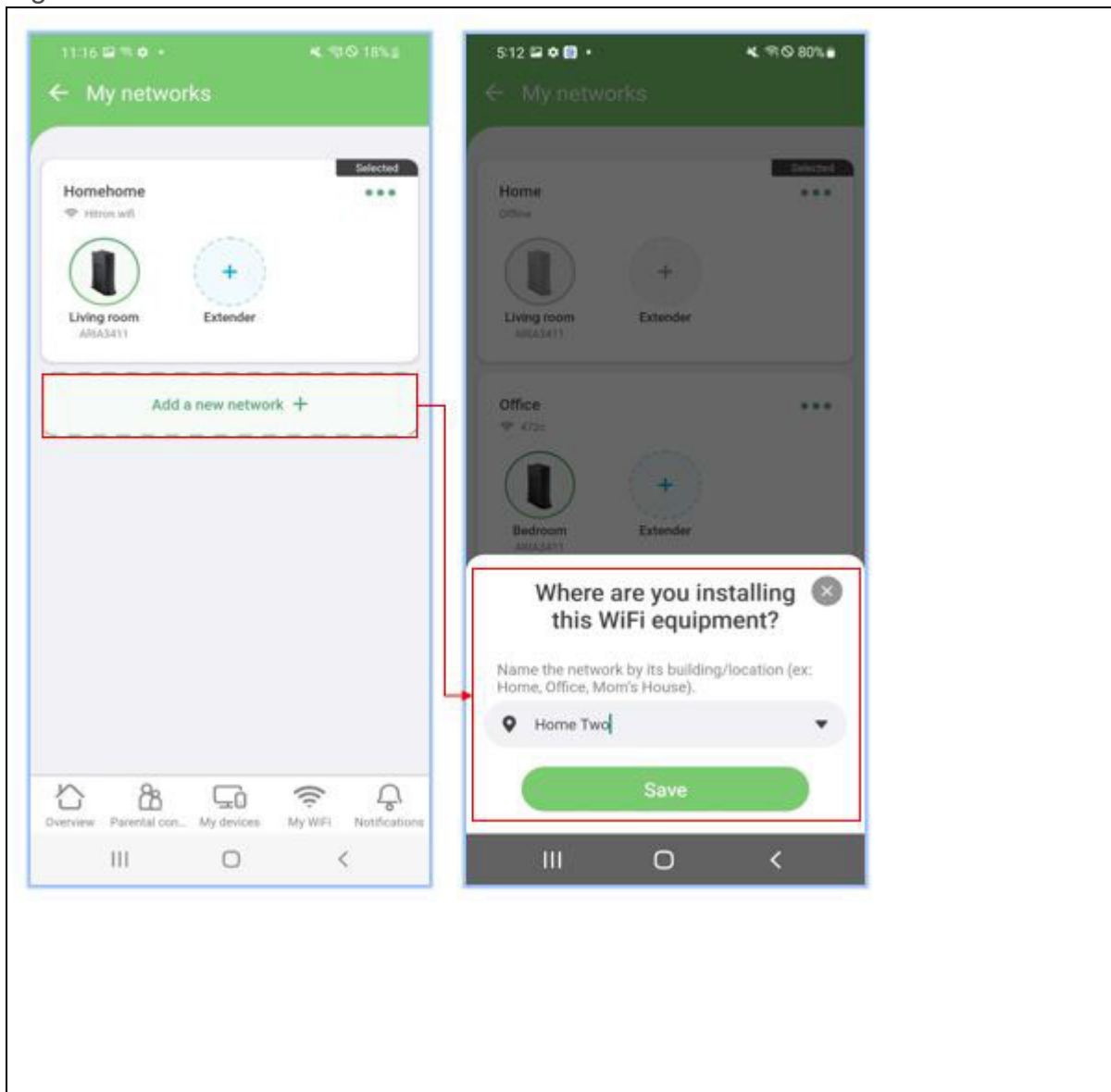
Figure 51: Delete network



8.7 Add A New Network

- ▶ Click **Add a new network**;
- ▶ User can **repeat the same step as Add Equipment** to set up a new WiFi network (Back to [Add Equipment](#) on page 15)

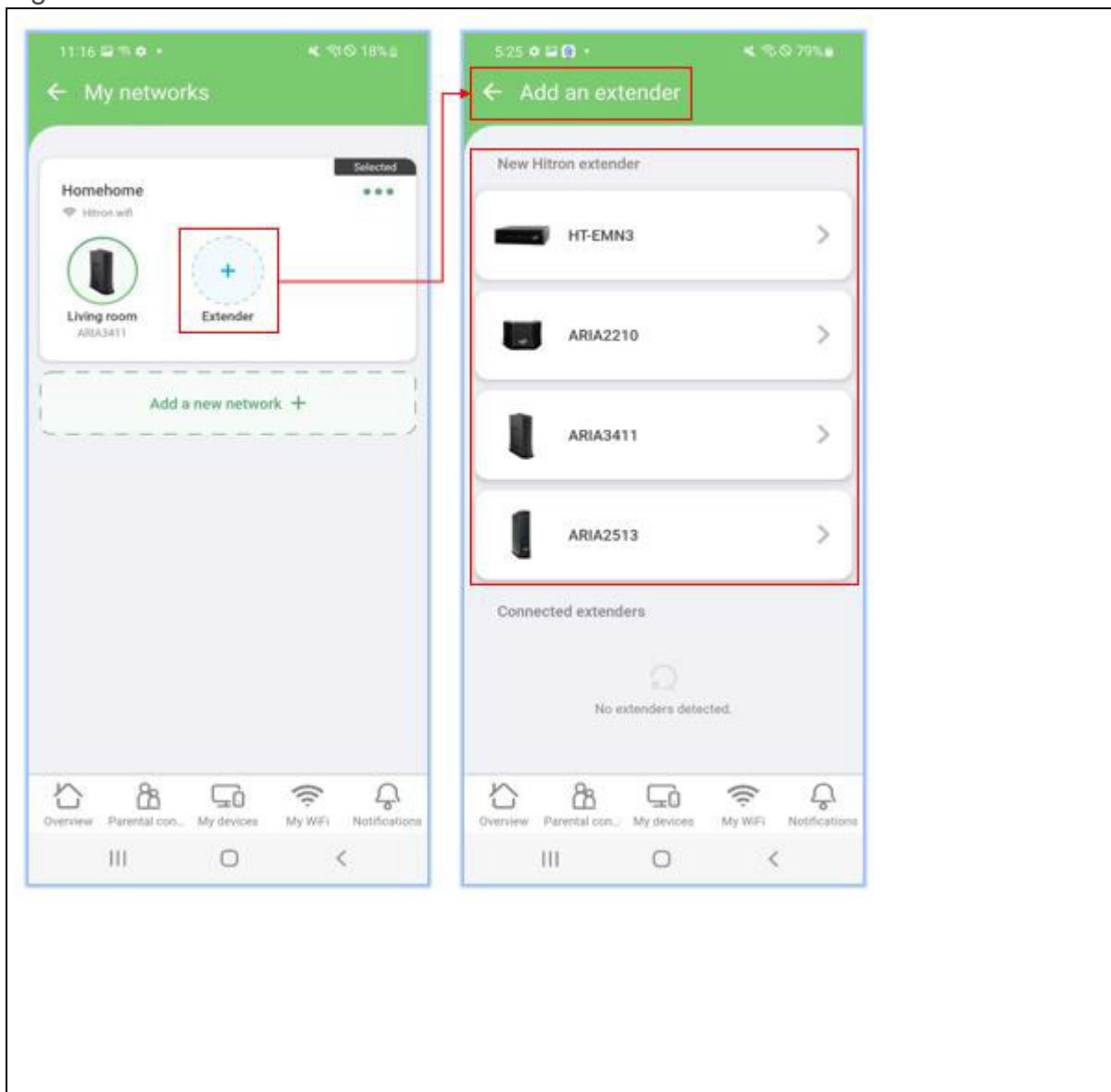
Figure 52: Add A New Network



8.8 Add An Extender

- ▶ Click **Extender**;
- ▶ User can **select a new Hitron extender** in the list;
- ▶ After user selecting the equipment, **repeat the same step as Add Equipment** to set up a new WiFi network (Back to [Add Equipment](#) on page 15)

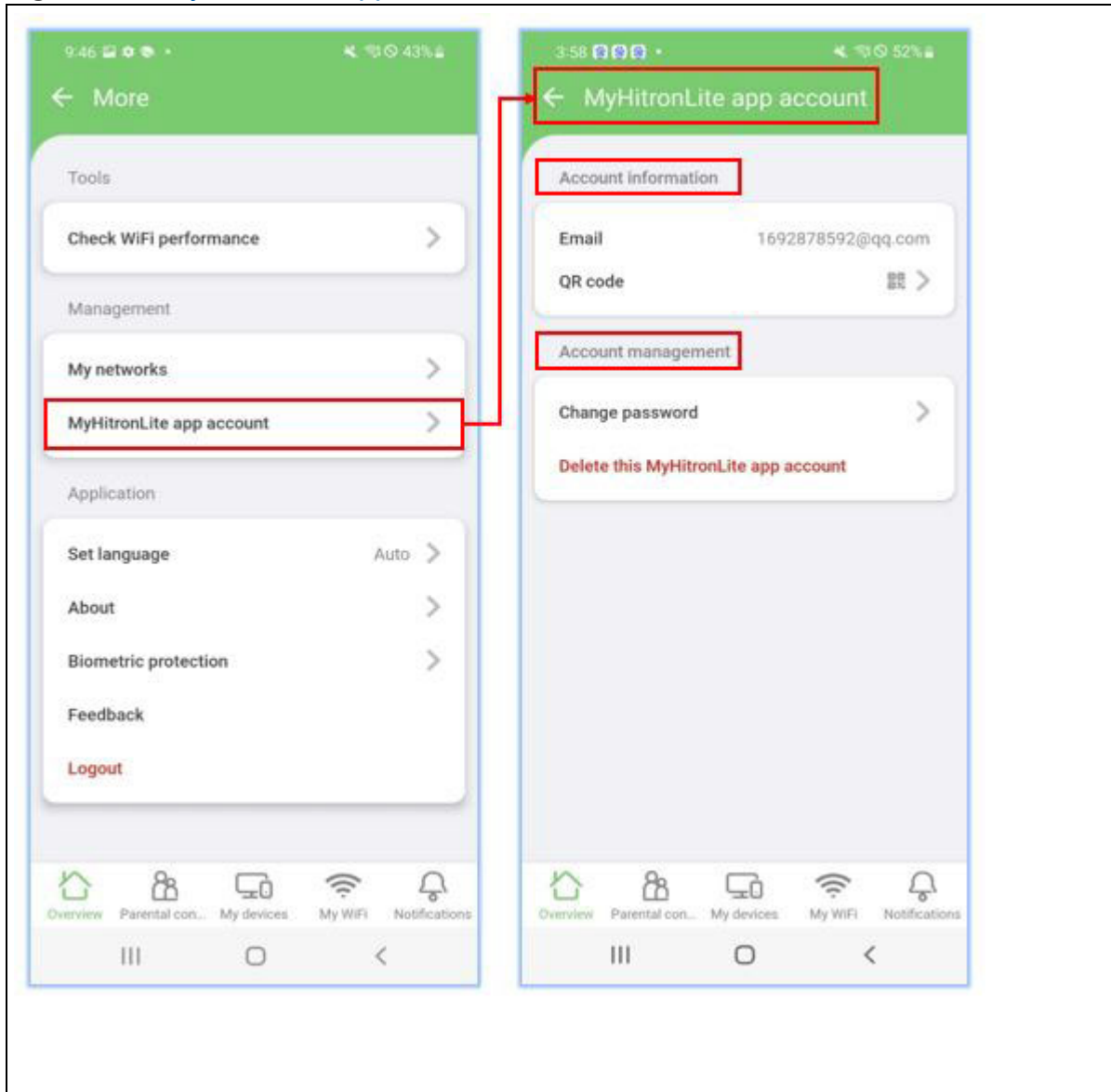
Figure 53: Add An Extender



8.9 MyHitronLite App Account

- ▶ Click **MyHitronLite App Account**;
- ▶ User can check **Account information** and implement **Account management**.

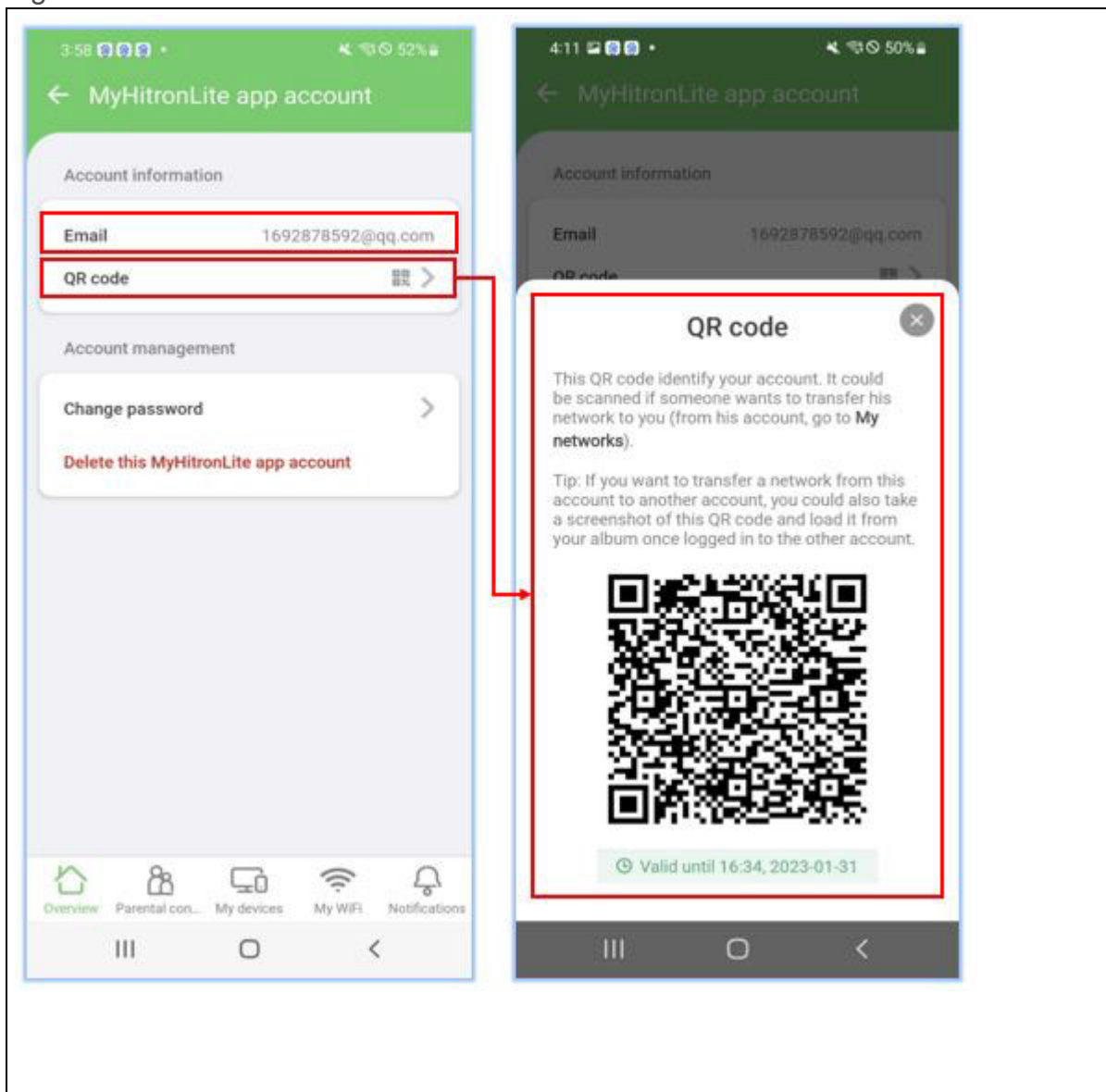
Figure 54: MyHitronLite App Account



8.10 Account Information

- ▶ User can check the Email address of this account;
- ▶ Click **QR code**, user can check the QR code which **identifies user account**;
- ▶ User can **transfer** the network by having someone else **scan the QR code**;
- ▶ The QR code is **valid for 30 minutes**.

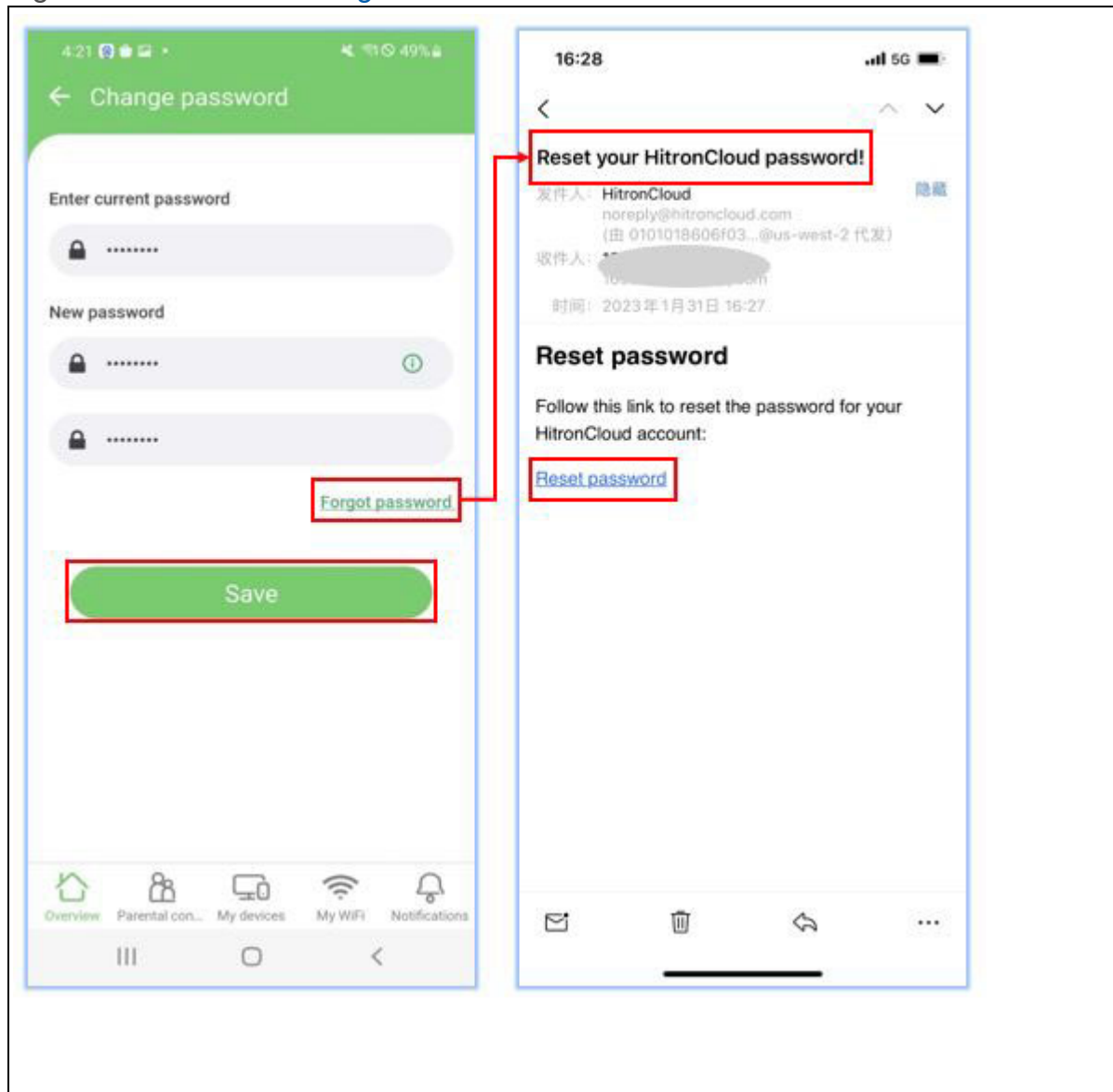
Figure 55: Account Information



8.11 Account Management

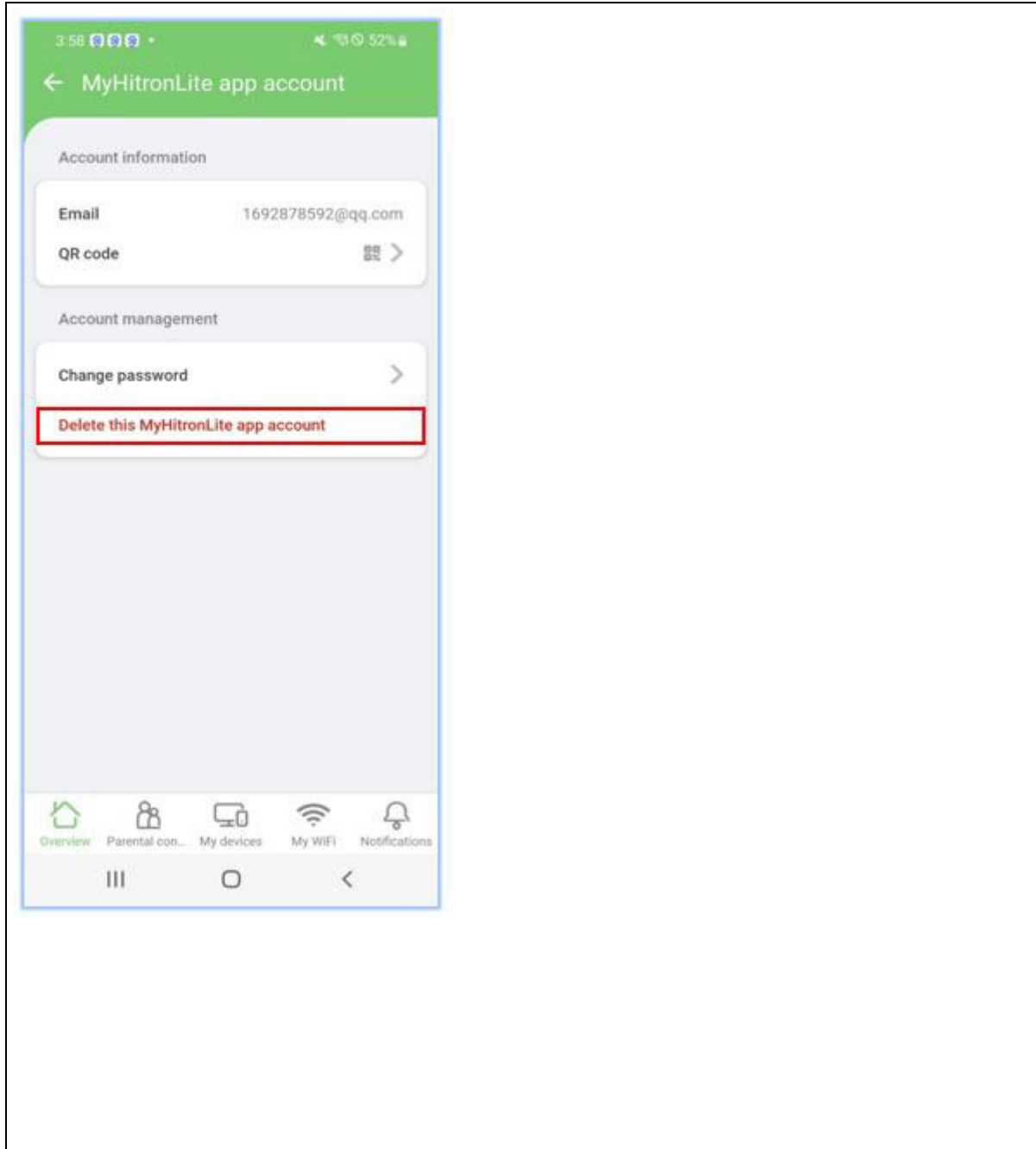
- ▶ Click **Change password**, user can **edit** the **password** for the account;
- ▶ User need to enter both the **current password** and **new password** in the box;
- ▶ Click **Save**, the new password will be saved;
- ▶ If the user forgets the password, click **Forgot password** and HitronCloud will send an **email** that contains a link to help user **Reset password**.

Figure 56: Account Management



- ▶ Click **Delete this MyHitronLite app account**, user can delete this user account.

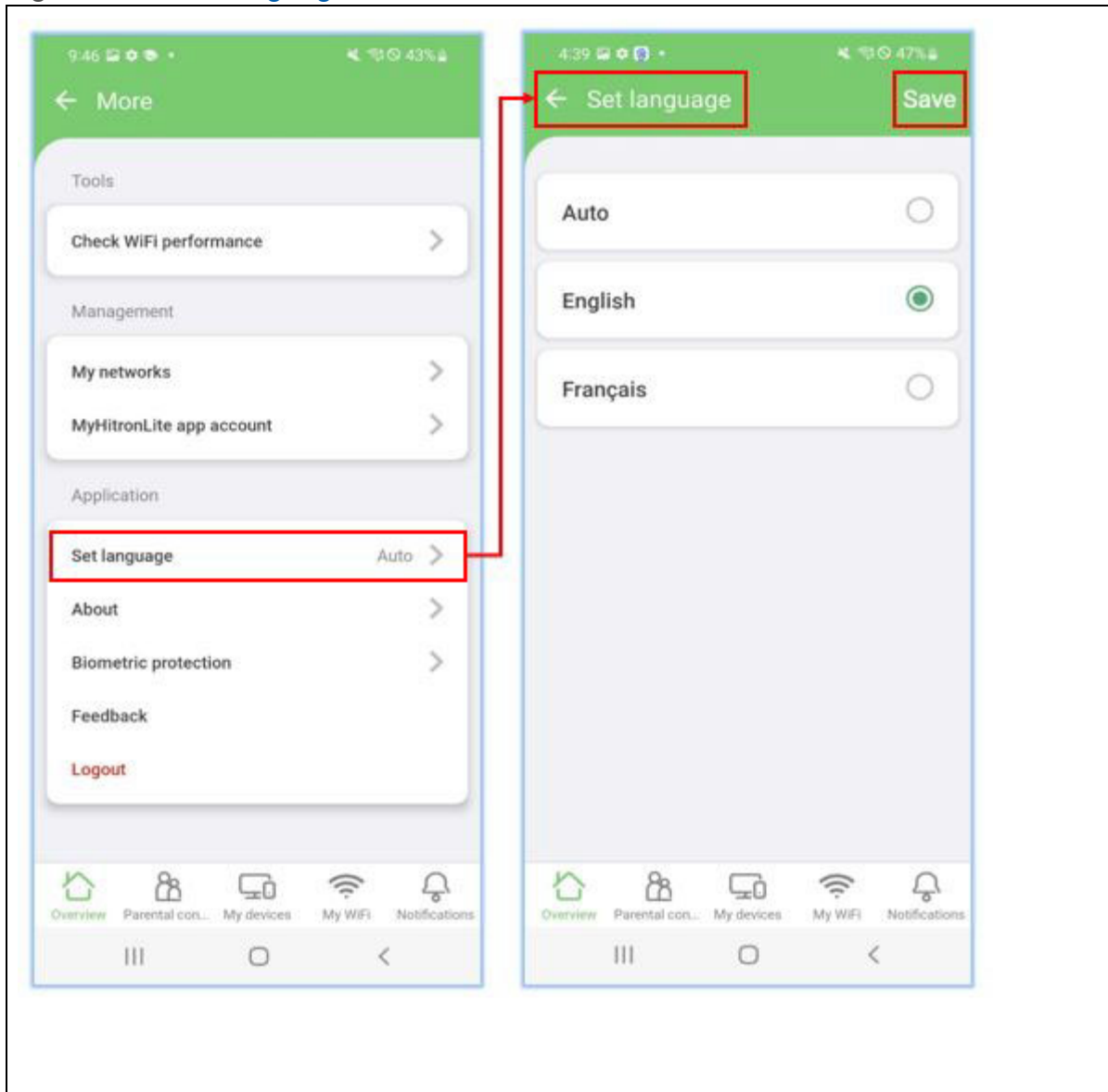
Figure 57: Account Management-2



8.12 Set Language

- ▶ Click **Set language**, user can select language among **Auto**, **English** and **Français**;
- ▶ Click **Save** to save the new language setting.

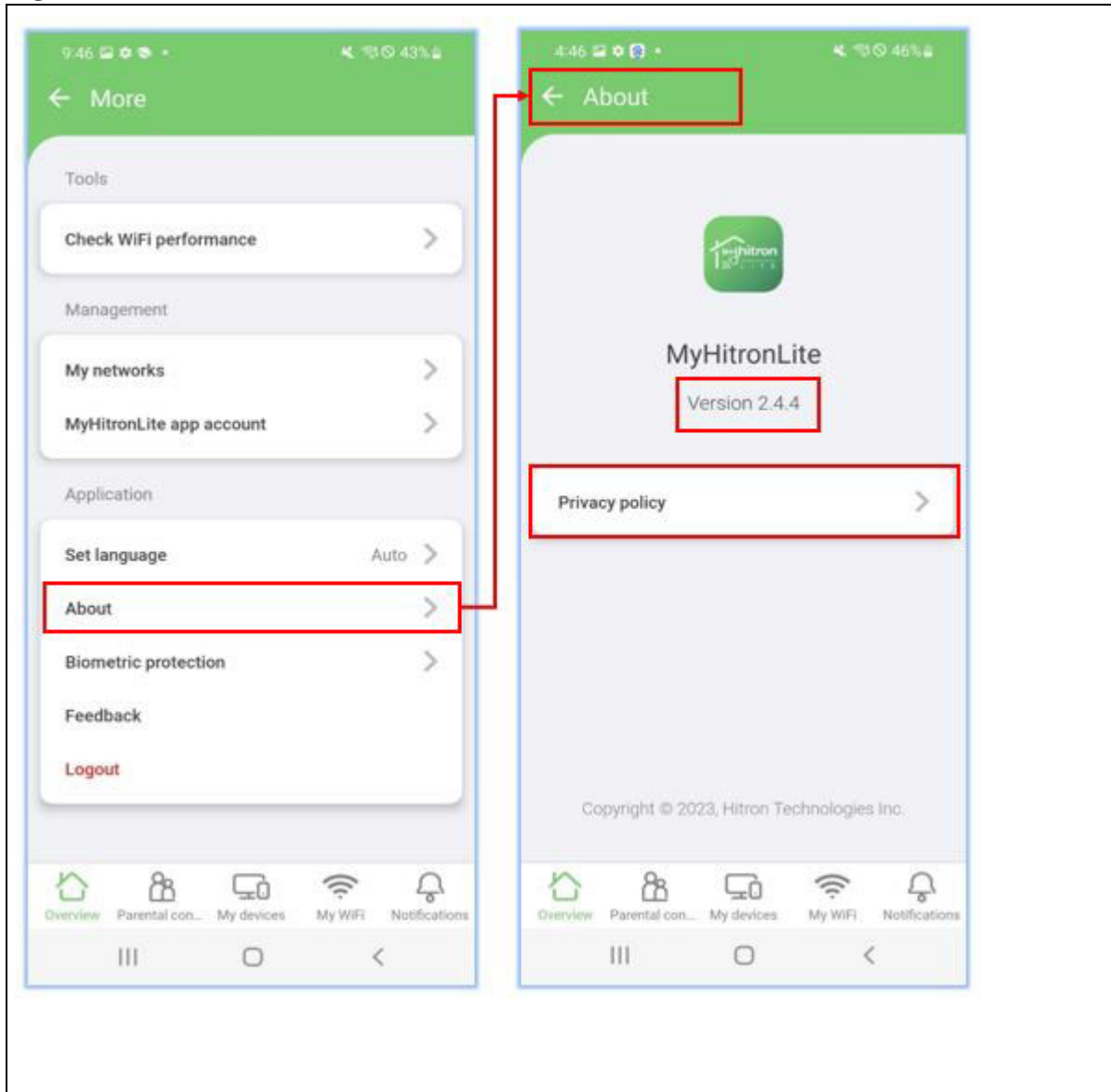
Figure 58: Set Language



8.13 About

- ▶ Click **About**, user can check the **current version** of **MyHitronLite**;
- ▶ Click **Privacy policy**, user can check the detailed privacy terms.

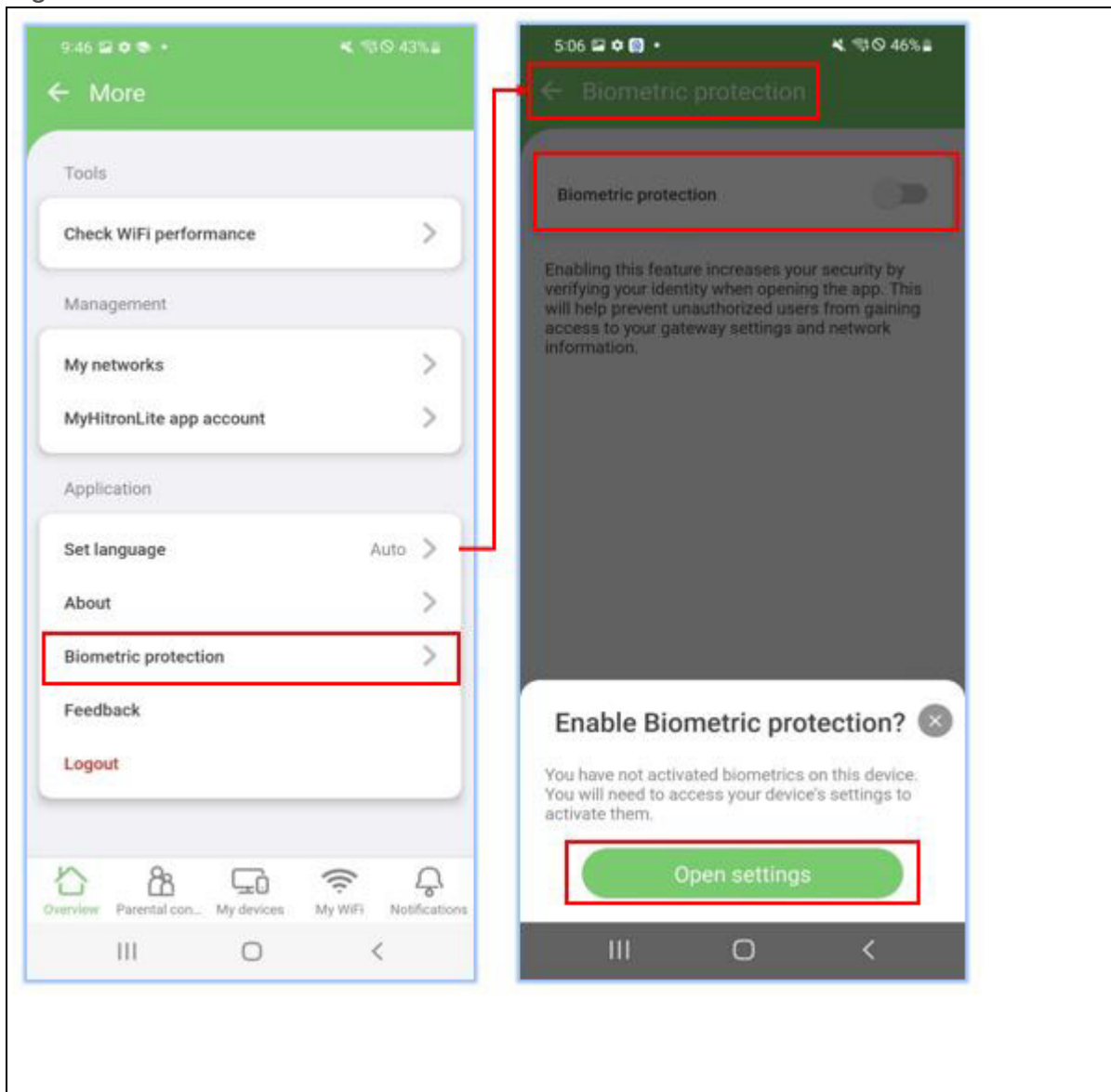
Figure 59: About



8.14 Biometric Protection

- ▶ Click **Biometric protection**, user can enable this feature to increase the **account security** by clicking the  button;
- ▶ Click **Open settings**, user can **activate** this **biometric protection** in the device settings section.

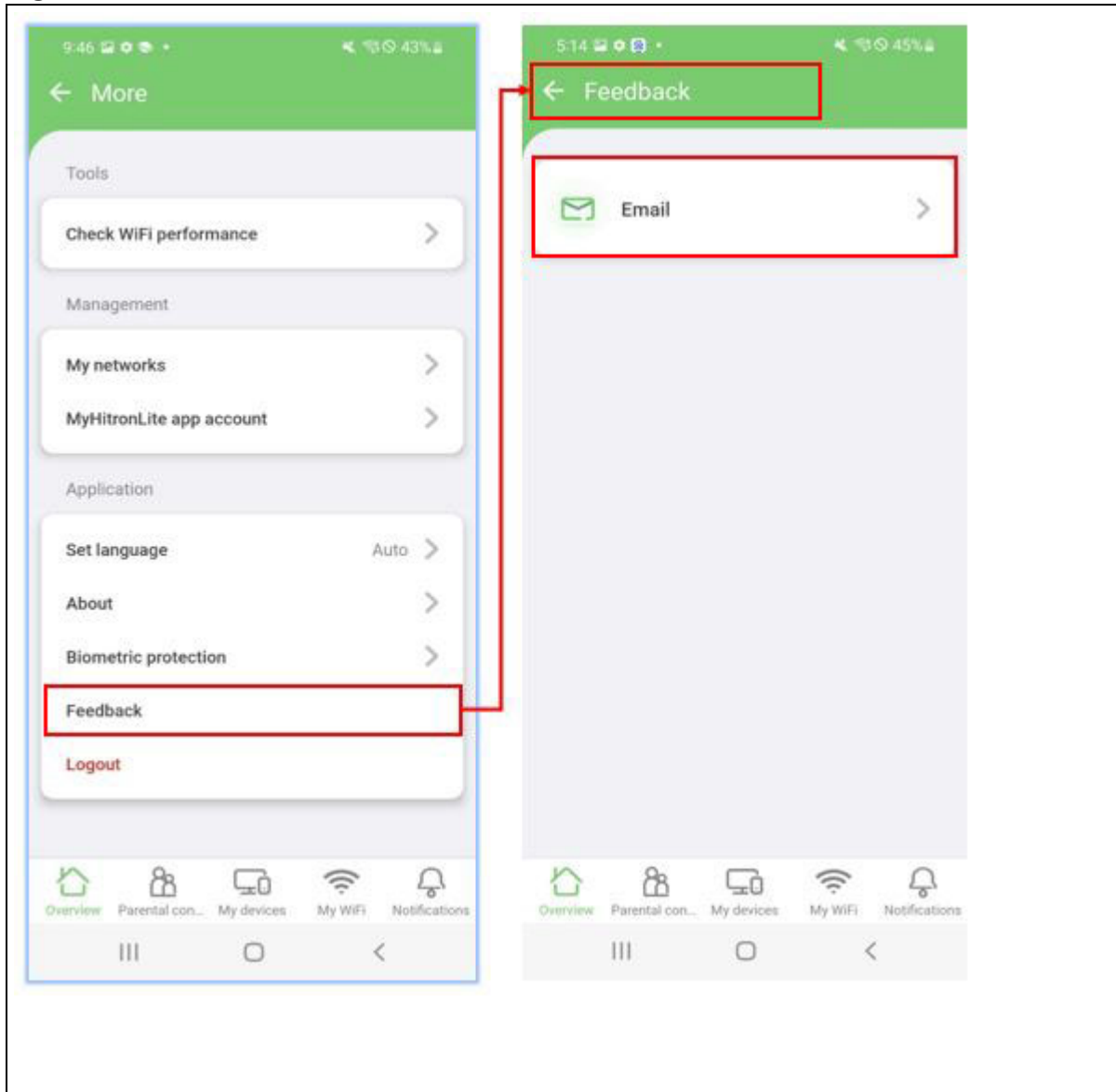
Figure 60: Biometric Protection



8.15 Feedback

- ▶ Click **Feedback**, user can send an **email** to **HitronCloud** to share **feedback** or suggestion on **MyHitronLite** to improve the service.

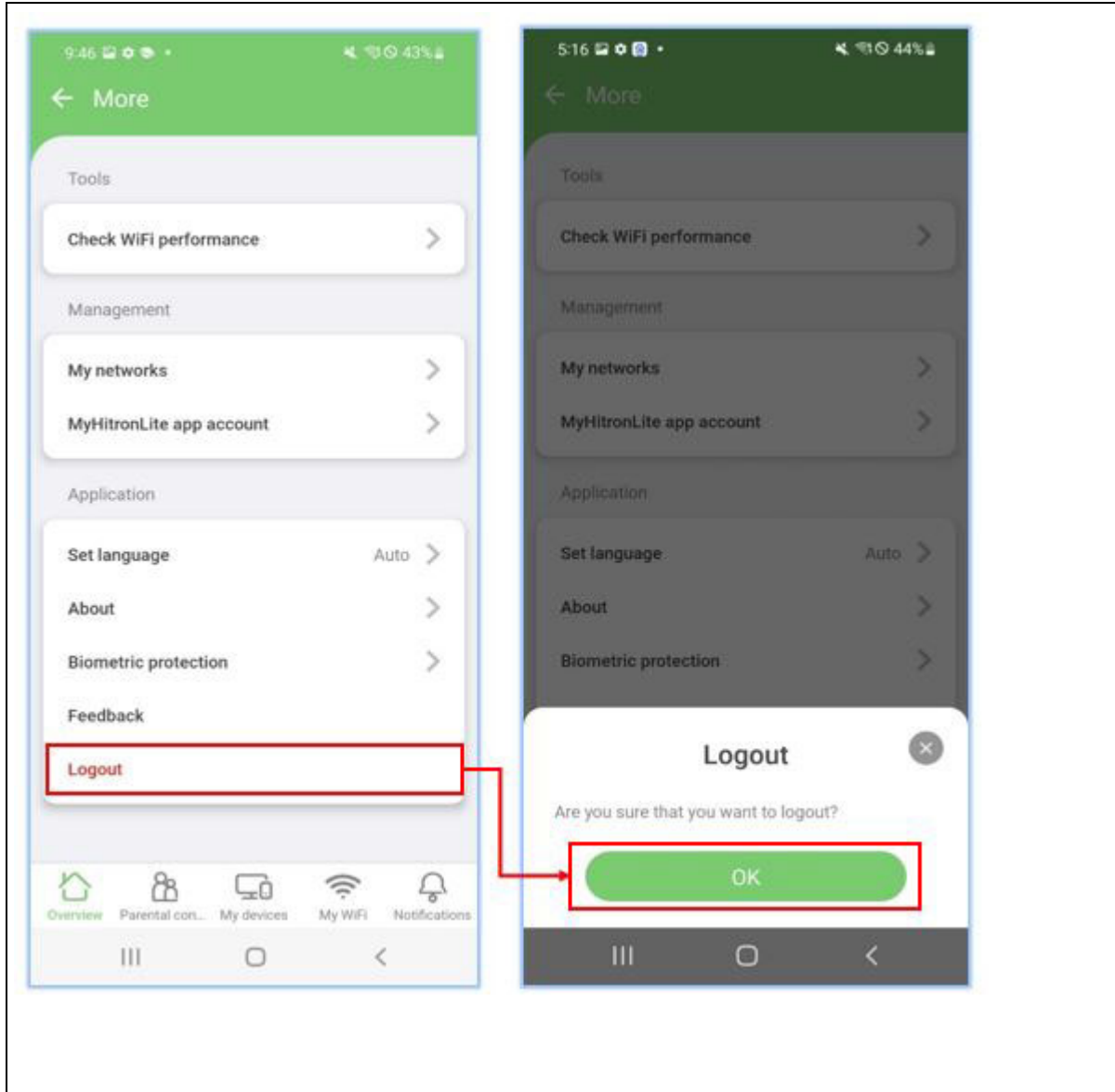
Figure 61: Feedback



8.16 Logout

- ▶ Click **Logout**, user can logout the current account by clicking **OK** to confirm the action.

Figure 62: Logout



9

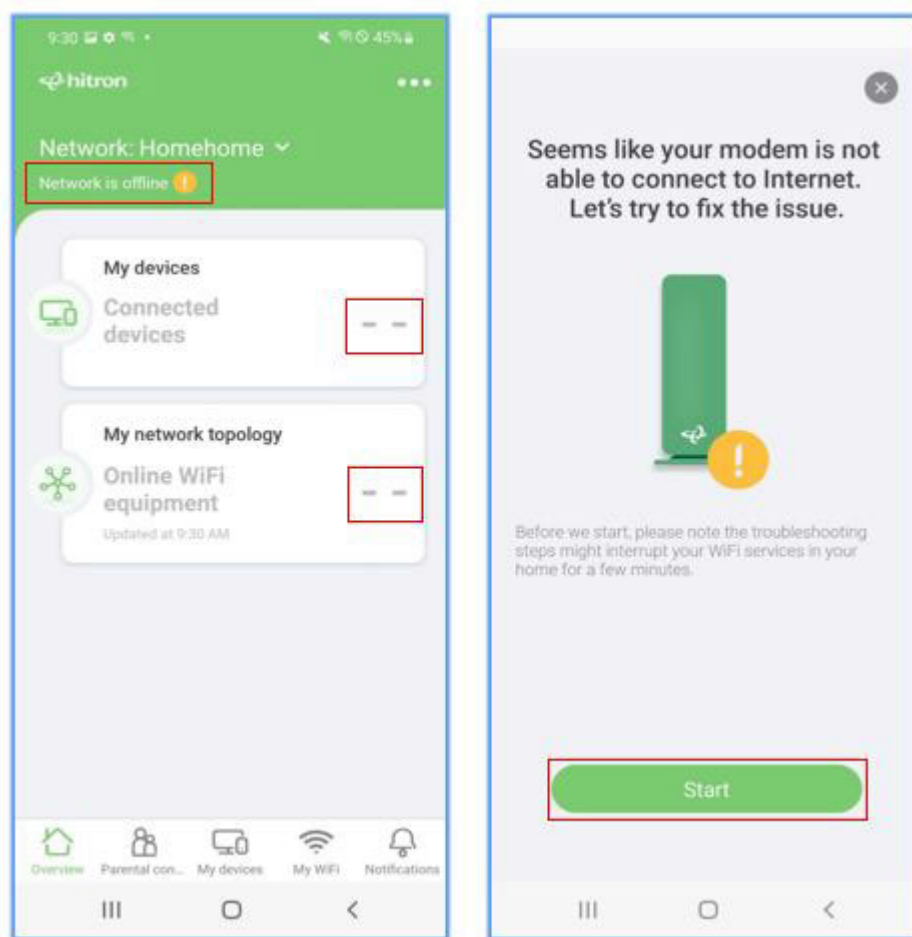
Network Offline

▶ [Reconnect](#) on page [79](#)

9.1 Reconnect

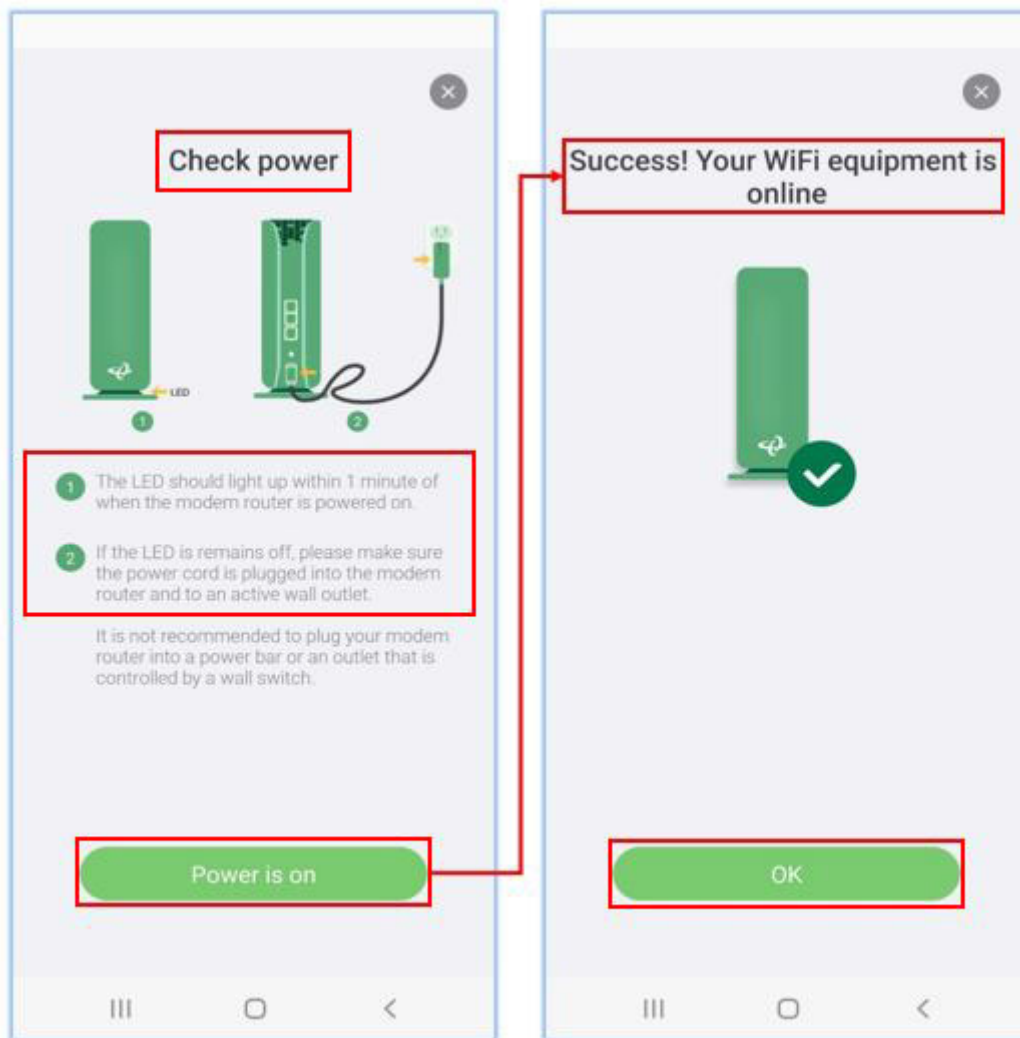
- ▶ If the network is **offline**, user will not be able to get the device data on the **Overview** page;
- ▶ User can click the  icon to try to **reconnect** to the network;
- ▶ Click **Start**, the device will start **troubleshooting**, during which the **WiFi** may **be interrupted for a few minutes**.

Figure 63: Reconnect-1



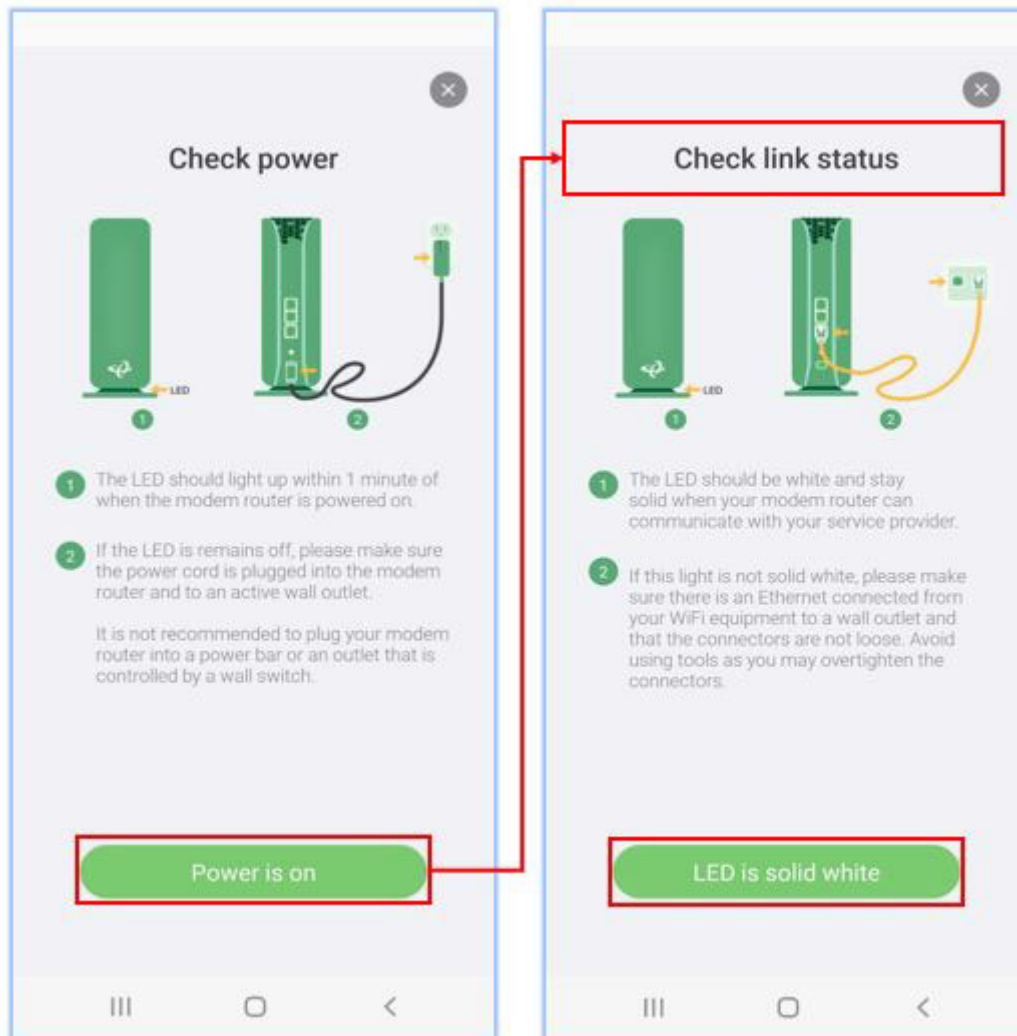
- ▶ Before troubleshooting, user need to **make sure**:
 1. The **modem router** is **powered** on to an active wall outlet;
 2. The **LED light up** within one minute;
- ▶ Click **Power is on**, if the page jump to **Success** page;
- ▶ Click **OK** and **refresh** the **Overview** page, the network will be **online**.

Figure 64: Reconnect-2



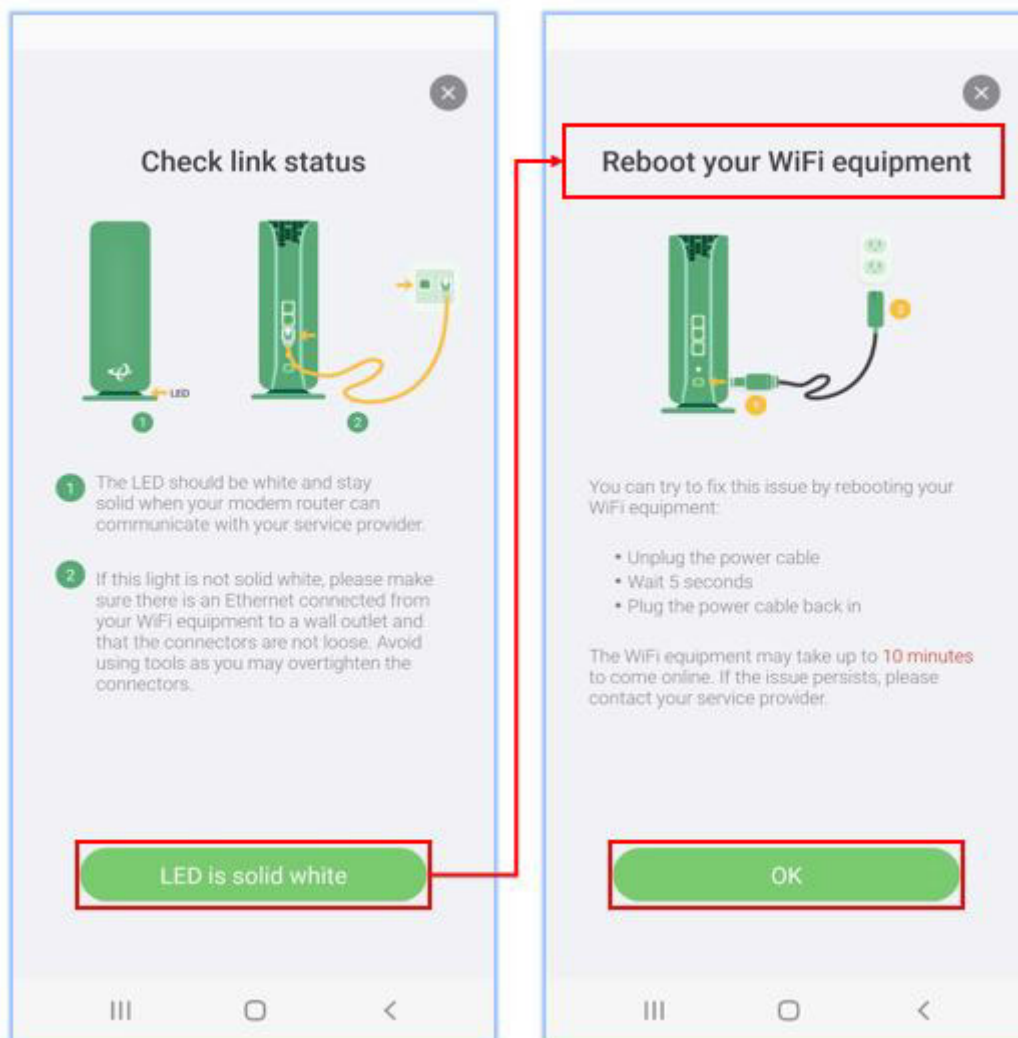
- ▶ Click **Power is on**, if the page jump to **Check link status** page;
- ▶ Make sure **the LED is white and stay solid**, otherwise check the **Ethernet connection** between the WiFi equipment and wall outlet is appropriate;
- ▶ Click **LED is solid white**, the **Overview** page will refresh automatically and show **Network is online** if the problem is fixed.

Figure 65: Reconnect-3



- ▶ Click **LED is solid white**, if the problem is not fixed, the page will notice the user to **Reboot WiFi equipment** which may take **10 minutes** to fix the problem;
- ▶ User can **unplug** the power cable and **plug back** again after **5 seconds**;
- ▶ After rebooting, the Overview page will show **Network is online** for a short time;
- ▶ If the **issue persists**, please **contact the service provider**.

Figure 66: Reconnect-4



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