KuWfi

5G SIM Router

User Manual

V1.2.1.0814

Tips:
please read the manual carefully before use.If there are any problems during the use,please contact us in time.
The installation of this device requires some network knowledge.If you can't install it,please let us know or contact support.
Customer Service Email:support@kuwfi.com

Content

1. Overview

KuWFi 5G wireless data terminal is based on the latest 5G wireless technology, and is committed to achieving whole-house coverage, meeting higher WiFi connection requirements, and improving the home WiFi experience. . 5G NR downlink speeds of up to 2.5 Gbps and 4G LTE downlink speeds of up to 1 Gbps. Wide spectrum bandwidth accelerates internet speed and reduces network latency for premium and time-sensitive mobile broadband services.

Key Features

– 5G cellular network access
Provide excellent 5G network access capability. It supports the true 5G standard of all Netcoms, just insert the SIM card to access the gigabit Internet, get rid of the shackles of the cable, and enjoy an extremely fast Internet experience.

– No dead corners to reach all corners
With high-performance antennas and the most efficient design, the signal can go anywhere. At the same time, the new Wi-Fi technology can flexibly utilize Wi-Fi sub-routers to extend the signal range。

– High-speed WiFi6
Multiple working frequency band WiFi, providing wider data channel and reliable and fast WiFi for 4K/8K streaming video or gaming needs.

– Seamless roaming
Never feel interrupted or lag when you're on a phone call or gaming in a different room.

– Plug and Play
It doesn't matter if you're familiar with router products, or you're afraid to set up a new device. In less than 10 minutes, you can get blazing fast WiFi.

After reading this manual, you will know how to:

1. Experience the ultra-fast Internet access with 5G smart routing
2. Install 5G smart routing and adjust placement
3. Set basic functions and advanced options
4. Find solutions to frequently encountered problems.

Start using 5G smart routing system!

2. Appearance

Before installing the 5G smart routing system, be sure to read the "Quick Installation Guide" document to clarify the functional interface of the router.

RM503Q series

Packaging Display

Image: Hardware Interface and Appearance

3. Installation and connection

a.Install your Nano SIM card
into slot 1 and slot 2

DC 12V Power Port

b.Connect the power and
turn on the router


c.After successful startup,
the router lights up blue

Two ways to access the Internet:

1、The operator's 5G data card accesses the Internet

Standard SIM   Mirco SIM   NANO SIM

DC 12V power port

1. Push the SIM card into the card slot in the correct direction (be careful to check the SIM card. The installation direction sign next to the card slot).push it in place to feel the buckle spring feedback.

2. Place the 5G CPE on the on flat surface. Please ensure that the SIM card is activated for 5G service and there is no downtime due to arrears.

3.Turn on the power and wait for the 5G routing to work, then you can enjoy the extremely fast Internet experience.

2、Broadband Internet access

DC 12V power port
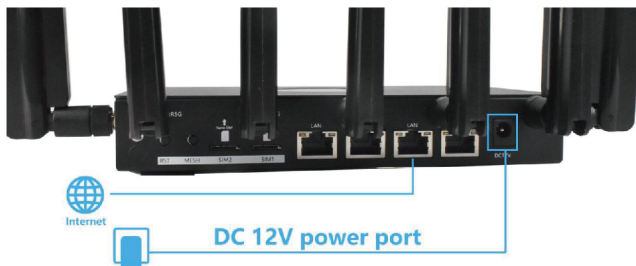
a) Replace the router device currently in use

b) Connect the network cable of the modem to the LAN port of the 5G router, and make sure that the LED light of the network port is flashing.

c) Turn on the power and wait for the 5G routing to work.

*It is best to place the router in a place where there is no obstruction around the desktop.
*The router should be kept away from sources of signal interference such as microwave ovens and refrigerators.
*Please use the standard adapter to power the device to ensure stable and safe operation of the device.
*If the modem has Wi-Fi capability, we recommend that you disable it.

Connect to 5G Smart Routing System

There are two ways: connect to the 5G smart routing system

Wired connection: The computer is connected to the 5G router through a network cable
*Note: The cable must be plugged into the device's LAN port.

WiFi: Connect the mobile device to the 5G smart routing system through a WiFi hotspot (SSID) and password.
*The default SSID and password can be found in the body label of the device.

Log in to the device configuration interface

When you are connected to the network (using a WiFi or Ethernet cable), you can access the 5G router with a web browser to view or change its settings. The first time you access the router, it automatically starts the installation wizard.

1. Start the mobile device (computer or mobile phone) browser and enter the WiFi system configuration page through the link "islogin.com".

*The default admin account can be found on the main tab of the device.
*Safari, Chrome and Firefox browsers are recommended.

1.Follow the steps provided by the configuration wizard to set up the WiFi system.

*If your browser doesn't display the web page, do the following:
a) Make sure the computer is connected to the device LAN port or to the router via WiFi
b) Make sure the router is receiving power and its power light is on.
c) Close and reopen the browser or clear the browser cache.
d) Browse islogin.com.
e) If the computer is set to a static or fixed IP address (this setting is not common),
f) Change it to obtain an IP address automatically from the router.

*If the router is not connected to the Internet, do the following:
a) Check the settings.
b) Make sure the correct option is selected and everything is typed correctly.
c) Contact your ISP to verify that you are using the correct configuration information.
d) Make sure the SIM card is not in arrears
e) Read "Troubleshooting #4 How do I properly configure the router network?".
If the problem persists, please contact the manufacturer and dealer for technical support.

Shenzhen HuaXuFeng technology development co.,LTD   support@kuwfi.com

4. Home Overview

4.1 Operating status

You can get the information about the 5G smart routing system network intuitively, see (Figure 1 - running status)

1. Start the mobile device (computer or mobile phone) browser and enter the WiFi system configuration page through the link "islogin.com".

2. Open the menu "Running Status", you can intuitively see the device information, WAN port status and mobile network connection status.

3. The "Topology Map" area displays the status of the 5G smart routing network. It is used to clearly display the current network connection status.

4. Real-time Internet download and upload data display

4.2 Client Display

In the Client Display page, which displays each connected device, the Display Statistics window will open with the following information:

a) IPv4 address: device IP address

b) MAC address: device MAC address

c)Devicename

Figure 1 - Operational state

5. Network settings

5.1Internet settings

Wired Broadband Configuration

The 5G smart routing system provides a "wizard" to initialize the router's settings, and when setting up for the first time, you can customize the settings yourself. The best way to configure Internet settings is to enable the DHCP function in the "WAN Interface", which allows the router to obtain an Internet IP address from the ISP or upper gateway (usually a modem/router combo).

· There are three ways to access the Internet: DHCP, PPPOE dial-up, static address, see (Figure 2 - Internet Settings)。

· DHCP
·Your ISP uses DHCP to assign you an IP address. Your ISP automatically assigns these addresses. Enter a "hostname" if required by your ISP.
· Static IP
· Enter the IP address, IP subnet mask, and gateway IP address assigned by your ISP. A gateway is the ISP router your router is connected to.
· PPPoE
· When the agreement says "PPPoE", you must manually enter the ISP account to verify. .

· Set up DNS server
· a) Your ISP uses DHCP to assign your DNS server. Your ISP automatically assigns this address.
· b) Select this option if you know your ISP requires a specific server. Enter the IP addresses of your ISP's primary DNS server and secondary DNS (if required).
· Set up MAC address clone
· a) Router Default: Use the default MAC address.
· b) Clone Computer MAC Address: The router captures and uses the MAC address of the computer you are using now. You must use a computer that is allowed by your ISP.
· c) Customized. Customize the MAC address to use.

· Ethernet port mode
· a) You can set the WAN port as a LAN port

Figure 2 - Internet settings

5.2 Wireless Settings

1. Start the browser of the mobile device (computer or mobile phone) and enter the WiFi system configuration page through the link "islogin.cn".

2. Open the Wireless Settings menu. Custom WiFi network name (SSID) and encryption key. You can find the default network name and password from the device label. The network name can be up to 32 characters and is case sensitive.

3. To change the WiFi channel, select a number in the channel list. In some regions, not all channels are available. Don't change channels unless you experience interference (shown as lost connection or slow data transfer). If this happens, experiment with different channels to see which one is the best. When you use multiple access points, it is best if adjacent access points use different channels to reduce interference.

4. Confirm whether the new WiFi settings can be accessed after modification. Otherwise, follow the steps below to check the network:Is your WiFi computer or mobile device connected to another WiFi network in your area? Some WiFi devices automatically connect to the first open unencrypted network discovered Did your computer or WiFi device try to connect to your network using its old settings (before changing the settings)? If yes, update the WiFi network selection in the computer or WiFi device to match the current settings of the network.

5. When the WiFi dual-band integration function is turned on, the 2.4G and 5.8G WiFi names and passwords are combined into one, which is conducive to the mobile phone to automatically determine the optimal frequency band for intelligent access and achieve the effect of automatic roaming. After closing, 2.4 G and 5.8G WiFi will be separated into two names and passwords.

6. Users can also set the maximum number of connected users per WiFi band (the default maximum is 100)

In the WiFi6 mode, there may be compatibility problems with some old models of wireless network cards. You can turn off the WiFi6 mode and switch to the WiFi5 mode.
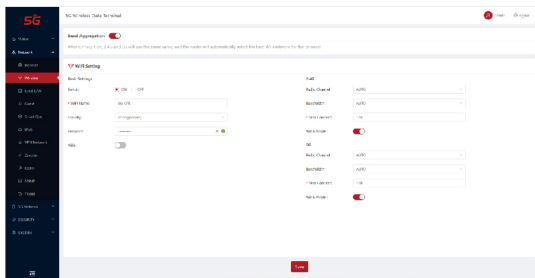
Figure 3 - Wireless Settings

5.3 Guest Network

1. The guest network is a network specially used for guests. It can connect to the Internet, but cannot access the internal LAN; simply put, it is connected to the guest network and can access the Internet, but cannot access internal devices such as NAS and PC, nor can it Access the router, and the host can limit the bandwidth, turn-on time, etc. of the guest network.

The main principle is to separate a separate wireless network through a separate SSID, and isolate it through the internal VLAN, so that all devices connected to the guest SSID only have the basic functions of Internet access, and are logically isolated from the internal LAN.
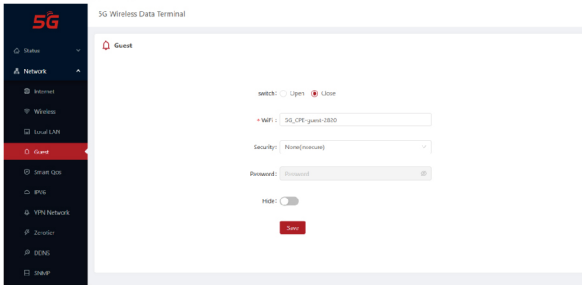
Figure 4 - Guest Network

5.4 Wired network
The router enables 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. The assigned default gateway address is the router's LAN address. These addresses must belong to the same IP address subnet as the router's LAN IP address.

Default parameters:
Address range: 192.168.100.100 -192.168.100.200
Rental time :24h

Router LAN Settings

The address and subnet mask of the route can be set
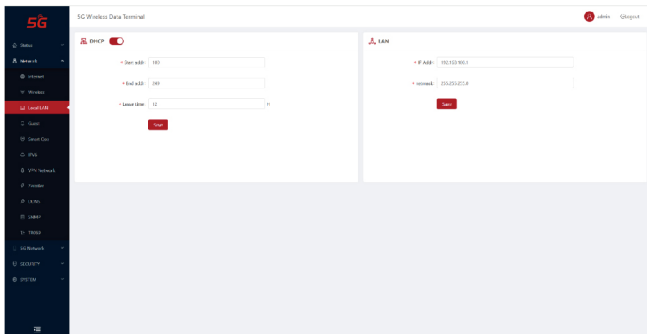
Figure 5 - Wired Configuration

5.5 IPV6

WAN port settings:

After confirming that the line supports IPv6, select the appropriate IPv6 Internet access method according to the router's IPv4 Internet access mode.
1. The router's IPv4 Internet access mode is "broadband dial-up Internet access", and IPv6 selects "broadband dial-up Internet access"。

If the Internet access mode of the router is IPv4 broadband dial-up, and the Internet can be accessed normally after the dial-up is successful, the Internet access setting interface of the router is as shown below:
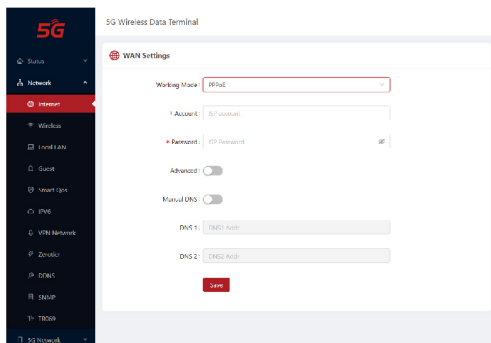
Figure 6 - Internet configuration

In "Router Management Interface → IPv6 Settings", enable the IPv6 function, select the WAN port working type (PPPOEV6 for broadband dial-up), and enable "PPPOE dial-up using IPv4", and then click "Save", as shown below:
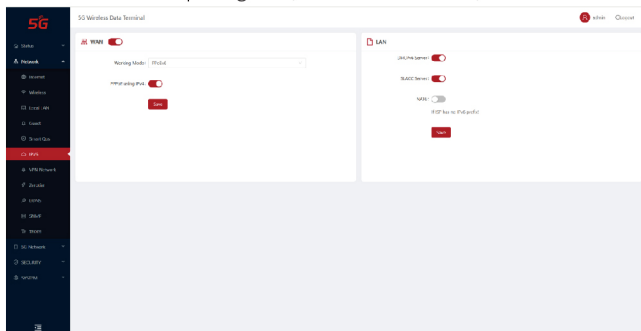
Figure 7-IPV6 WAN port settings

2. The router's IPv4 Internet access mode is "Obtain an IP address automatically", and IPv6 is "6to4"

If the Internet access mode of the router is to obtain an IP address automatically, and the Internet can be accessed normally after obtaining the IP address, the Internet access setting interface of the router is as shown below:
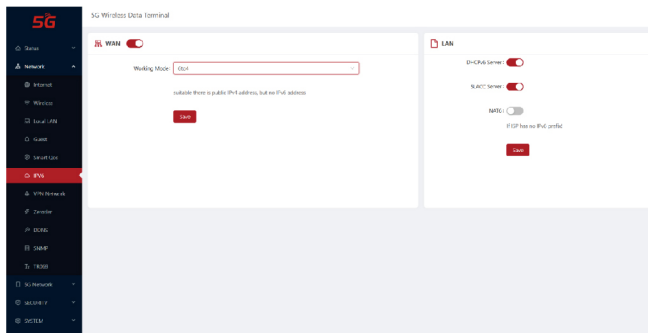
Figure 8-IPV6 WAN port settings

5.6 VPN network

1、The function of a virtual private network (VPN) is to establish a private network on a public network for encrypted communication. It is widely used in enterprise network. The VPN gateway realizes remote access by encrypting the data packets and converting the destination addresses of the data packets.

VPN supports L2TP and PPTP protocols

PPTP - Point-to-Point Tunneling Protocol

L2TP-Layer 2 Tunneling Protocol, a follow-up version of PPTP developed by IETF based on L2F (Cisco's Layer 2 Forwarding Protocol)

2. Support L2TP and PPTP tunneling protocols (global mode)：
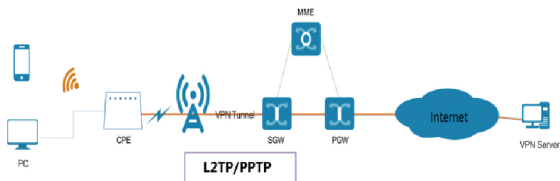
3、Supports L2TP/PPTP VPN transmission of devices on the LAN side. The LAN side device can create a VPN tunnel to the VPN server (local mode)：
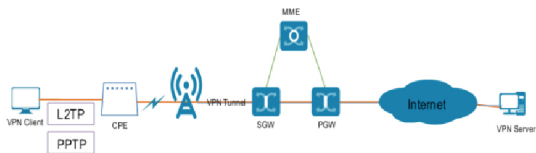
5.7 Smart QOS

1、QoS (Quality of Service) is the quality of service. Under limited bandwidth resources, QoS allocates bandwidth for various services and provides end-to-end service quality assurance for services. For example, voice, video and important data applications can be preferentially served by configuring QoS in network equipment.

2、In order to better experience the effect, please fill in the downlink bandwidth and uplink bandwidth of QOS according to the actual bandwidth, and also support four kinds of flow control in intelligent mode, as shown in the following figure：
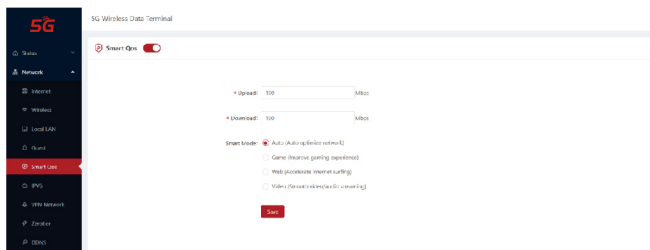
Figure 9 - Smart QOS settings

5.8 DDNS settings

DDNS English full name Dynamic Domain Name Server, Chinese meaning refers to dynamic domain name service.

DDNS maps the user's dynamic IP address to a fixed domain name resolution service. Every time the user connects to the network, the client program will transmit the dynamic IP address of the host to the server program located on the service provider's host through information transfer. , the server program is responsible for providing DNS services and implementing dynamic domain name resolution.

Currently DDNS support: 3322, no-ip, dynDNS service
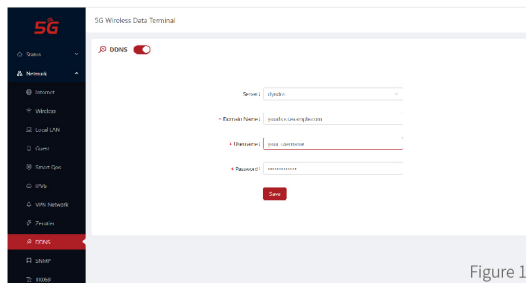
Figure 10 - DDNS settings

5.9 ZEROTIER Virtual LAN

1.After registering with Zerotier and creating a private network, you will receive the following network ID:

2.Enter the obtained ID into the zerotier edit ID in the router and save it

3.Enter the zerotier and agree to the network access of the device. Remember that this IP address is as follows:
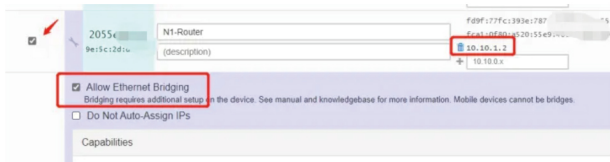
4.Then add your own home IP segment at the top, keeping it consistent with your home's real intranet IP segment

5.Install a zerotier on your computer or phone and join the network. Remember to also agree to connect in the zerotier backend.
6. After setting up, you can access the router through the corresponding IP address

6. TR069

TR069 protocol provides a general framework, message specification, management method and data model for management and configuration of home network devices in the network.
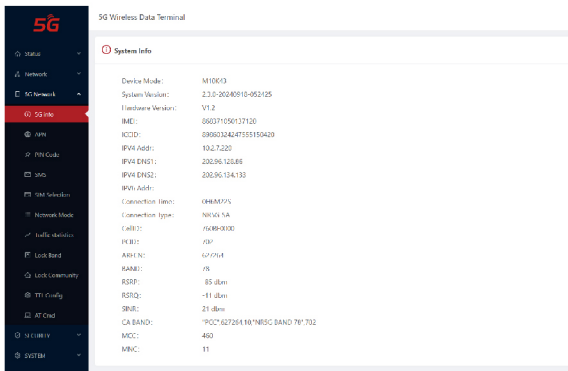1.According to the configuration requirements of TR069 protocol, filling in the corresponding parameters can achieve remote management and operation and maintenance. (The interface can select WAN port and NR5G port)
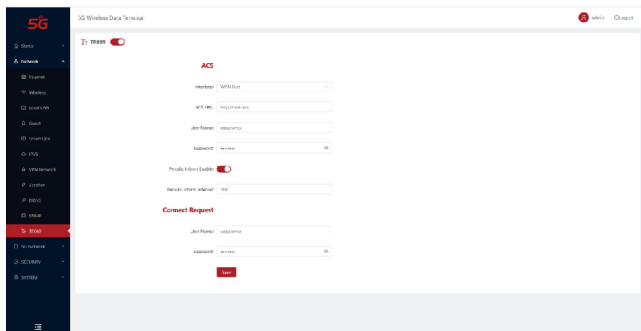
7. 5G NetWork

7.1 5G Connection status

The 5G connection status can clearly display the status of the 5G network connection:

\<Connection type\> LTE and NR5G-SA, NR5G-NSA

\<IMEI\> International Mobile Equipment Identity of the mobile device

\<MCC\> Number format. Mobile Country Code (first part of PLMN code) - Indicates invalid

\<MNC\> Number format. Mobile Network Code (the second part of the PLMN code) - Indicates invalid

\<cellID\> Cell ID. 16-bit (GSM) or 28-bit (UMTS). - means invalid

\<PCID\> Number format. Physical cell ID.

\<RSRP\> LTE mode:

LTE reference signal received power signal. Range: -156 ~ -31; Unit: dBm. The value of this parameter is more Closer to -31, the stronger the signal, and closer to -156, the weaker the signal.

5G NR mode:

5G NR reference signal received power signal. Range: -156 ~ -31 dBm. The closer the parameter value is -31, the stronger the signal, the closer to -156, the weaker the signal.

\<RSRQ\> LTE mode: signal of current LTE reference signal reception quality. Range: -43~20; Unit: dB. The closer the parameter value is to 20, the stronger the signal, and the closer to -43, the weaker the signal.

5G NR mode: The signal of the current 5G NR reference signal reception quality. Range: -43~20; Unit: dB. The closer the parameter value is to 20, the stronger the signal, and the closer to -43, the weaker the signal.

\<SINR\> LTE Mode: LTE Signal to Noise Ratio. Range: -23~40; Unit: dB. 5G NR mode: 5G NR SNR range -23~40; unit: dB.。

7.2 APN settings

The Access Point Name (APN) is the name of the setup information your device reads to set up the connection to the gateway between your carrier's cellular network and the public network. In most cases, your device already has these settings in the system files and can automatically fill in the APN information when connecting. You can change the APN yourself if the automatic APN doesn't work。

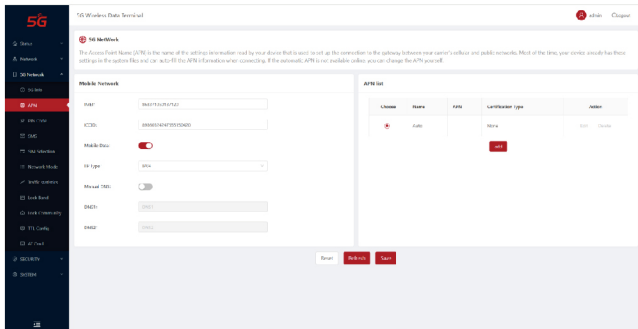1、The APN setting page clearly displays IMEI, ICCID, IP type setting, and APN setting functions。
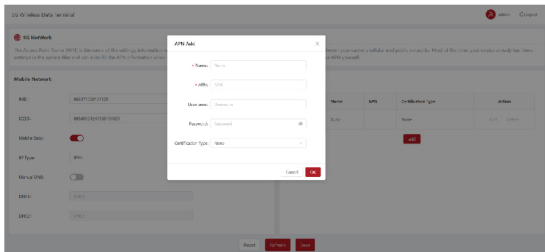

Figure 12 - APN settings

2、New APN settings:
Name: User can customize
APN: Write according to operator recommendation
Username and password: write according to the operator's recommendation, empty if not
Authentication type support: PAP, CHAP, automatic, the default is automatic.

7.3 5G Network Mode Selection

You can set the search mode for 5G connected networks and devices. The 5G network mode supports three modes: 5G-SA, 5G-NSA, and automatic. The network search mode supports three modes: NR5G, LTE, and AUTO (the working mode of the network can be selected separately).
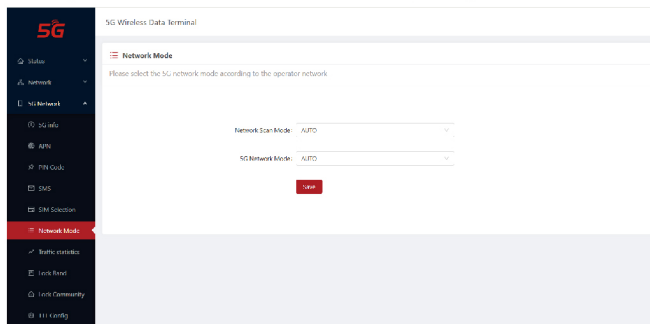

Figure 13-5G network mode

7.4 5G Band selection

It can be selected according to the frequency band supported by the operation. This function is only suitable for professionals. Non-professionals should not set it. If the device cannot access the Internet due to wrong settings, please restore the factory settings.
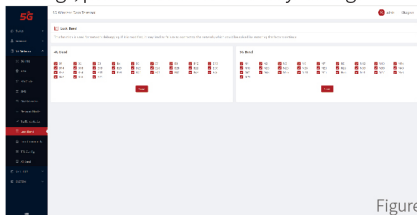

Figure 14-5g frequency band selection

7.5 5G Cell Settings

After entering the cell setting page, the cell neighbor search list will automatically search for the information of the current location neighbor cells, and you can manually select the cell with better signal strength (RSRP), signal quality (RSRQ), and signal-to-noise ratio (SINR).
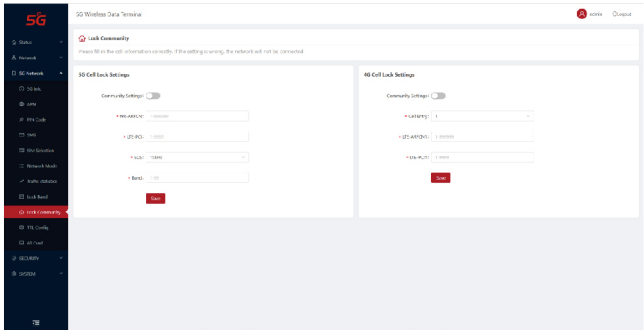

Figure 15-5G cell settings

7.6 TTL settings

1. TTL is the number accompanying the data packet sent by the modem to the ISP. The modem uses the default TTL value, but when you set TTL in the router, this value is overwritten. The TTL decreases by 1 for each hop of the packet reaching its destination. The first hop is to the ISP's network, where TTL is reduced by 1.

ISP checks the TTL value and determines whether SIM is used for phone calls or hotspots. If the SIM card is not in the phone, they can limit the speed. By replacing TTL with something different from the default value, we can deceive ISPs into thinking that the SIM card is in the phone. If the ISP expects the TTL of the phone to be 64, then you set the TTL to 65. Therefore, after the ISP lowers the TTL by 1, the TTL is 64
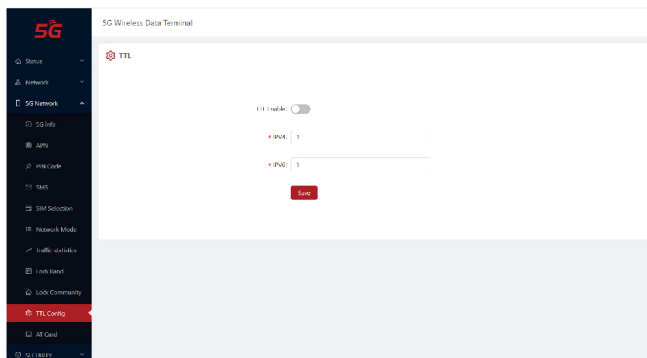
7.7 AT Command

You can view the configuration information and results related to the 5G module through the AT instruction set, and also modify the IMEI number (this function is only available for professional engineers to operate)
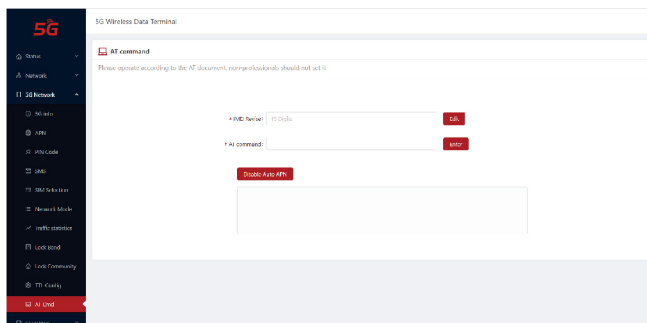
8. Security center

8.1 Parental Controls

The parental control function can set the network connection for the terminal device regularly, and can set the week and time period
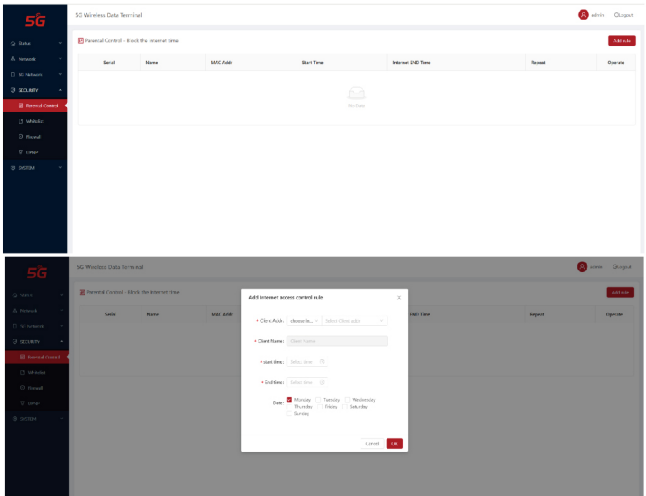

Figure 16 - Parental Controls

8.2 Firewall

1、Port forwarding is a method used by Secure Shell (SSH) for secure communication on the network. SSH can use port forwarding technology to transmit packets of other TCP/IP protocols. When using this method, SSH establishes a secure transmission pipeline between the client and the server for other services.

Edit port forwarding rules

Port forwarding is the function of converting incoming data to a specified internal host and port by specifying an external port.

1. Start the browser of the mobile device (computer or mobile phone) and enter the WiFi system configuration page through the link "islogin.cn".

2. Open Path Security Center -> Port Forwarding".

The page displays the following options:

a) Protocol: "TCP" "UDP", depending on application requirements

b) External port: the communication port outside the router. Range 1-65535

c) Internal port: the service port of the internal host.

d) Internal IP address: a list of hosts recorded in the router, which can be customized for input

Note: When saving and applying the new firewall rules, please add any information to the "Add" option, otherwise an exception will pop up and cannot be saved. "Empty" input cannot be accepted in the configuration page, please follow the illustration.
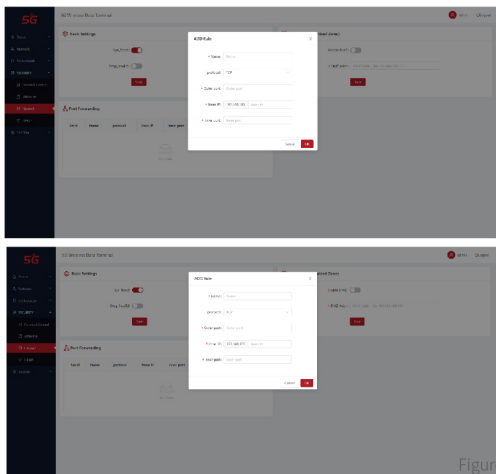

Figure 17 - Port Forwarding

· Protocol selection TCP UDP
· External port 1 (any value 1-65535)
· Internal port 1 (any value 1-65535)
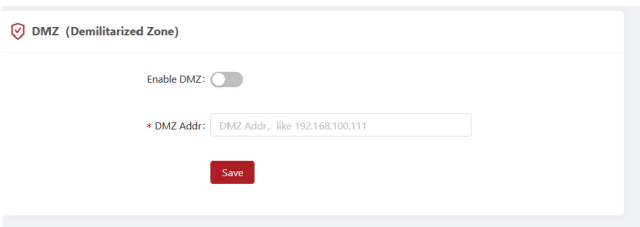· Internal address 0.0.0.0, can be customized or randomly selected from the list

You don't need to "Add" first, just click "Save and Apply" to make the policy in the mapping rule list take effect.

Add DMZ host

DMZ (demilitarized zone), used to designate public servers such as web/email/ftp, etc. At the same time, hosts outside the DMZ are safe on the local network.
1. Start the mobile device (computer or mobile phone) browser and enter the WiFi system configuration page through the link "islogin.com".
2. Open the path Firewall -> DMZ".
3. Set the IP address of the DMSZ server.

Note: Once the "DMZ" function is enabled and the intranet host is specified, the "NAT" forwarding function will take effect.

🛡 **DMZ (Demilitarized Zone)**

Enable DMZ: ⚪

* DMZ Addr: `DMZ Addr,  like 192.168.100.111`

Save

Figure 18 - DMZ

8.3 UPNP

upnp is Universal Plug and Play, which means universal plug and play. UPnP allows clients in the local network to automatically configure the router like Skype, IP cameras, just enable the checkbox if needed
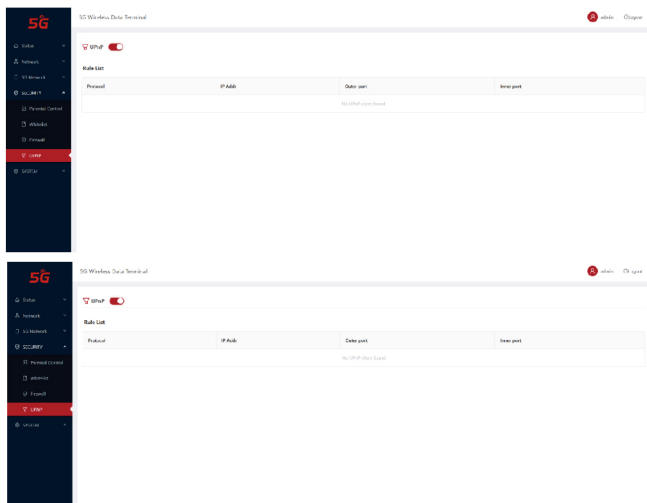
Figure 19 - UPNP

9. System Management
9.1 system maintenance
Modify language

Modify the interface management language:

1.   Start the mobile device (computer or mobile phone) browser and enter the WiFi system configuration page through the link "islogin.com".
       *The default admin account can be found on the main tab of the device.
       *Safari, Chrome and Firefox browsers are recommended.
2. Open the setting path "System Maintenance -> Language"
3. Change the language and click the "Save and Apply
4. Wait 30 seconds, then refresh the page.

Change administrative password

1. You can change the login account to protect the smart WiFi system.
2. Start the mobile device (computer or mobile phone) browser and enter the WiFi system configuration page through the link "islogin.com".
3. Open the path "System Management->Administrative Permissions".
4. Enter the new password and confirm the password, click "Save and Apply" to confirm.

Upgrade system program

Manufacturers will update the system's firmware to fix some common bugs. Therefore, it provides a way for users to upload firmware and upgrade applications. In fact, the possibility of system crash is very small, so remind users to pay attention to the methods and steps.
1. Start the mobile device (computer or mobile phone) browser and enter the WiFi system configuration page through the link "islogin.com".
2. Open the path "system management>version update>flash firmware".
3. Import the firmware, which should be a ".bin" file.
4. Click the "Start Update" button to start the update.
5. The system will automatically restart after 2-3 minutes.
Note: Do not close or refresh the browser while updating, it will crash the system.

Reset

5G smart routing system provides two methods to restore all settings to default。
**Software Recovery:** Sometimes the system does not work properly due to exceptions such as operating errors, memory cache failures, etc.。
1. Start the mobile device (computer or mobile phone) browser and enter the WiFi system configuration page through the link "islogin.com".
2. Open the path "System Maintenance -> Factory Reset".
3. Click the "Factory Reset" button and submit.
Hardware Recovery: You can activate the "Restore Settings" by pressing the "Reset" button within 10 seconds. System restarts automatically after operation。
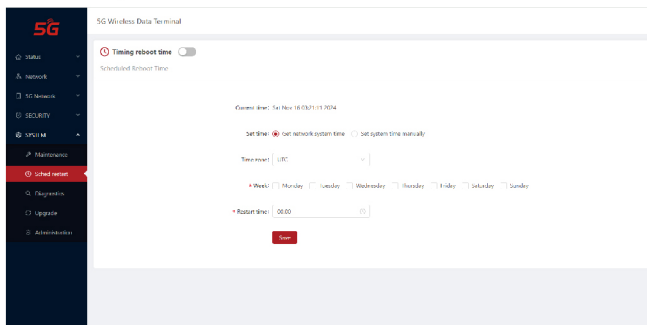
System Diagnostics

System diagnostics can help users quickly detect whether the device is connected to the Internet, and can ping domain names and IP addresses。
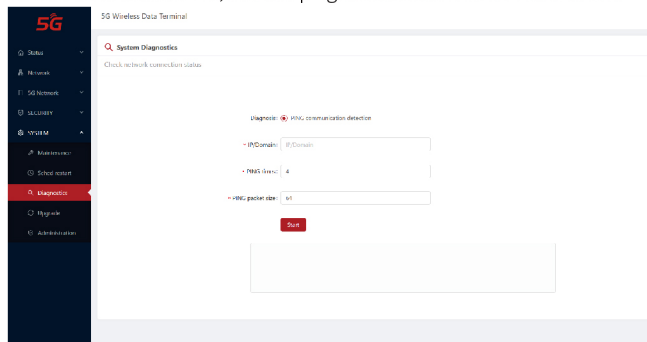
Schedule Restarts

You can set a timed restart time period for the router to ensure long-term and more stable operation of the router

10. Troubleshoot

Common problems may be encountered when using 5G smart routing system products. Here we provide some tips to help you find the problem and find a solution. If the problem still cannot be solved, we recommend that you contact the manufacturer and dealer for technical support.

1.How to restart the 5G smart routing system ?

The best way to get the 5G smart routing system back to work is to reboot the system. The correct steps are：
a)Replug the router's power adapter and wait two minutes to restart。

2.How to restore the 5G smart routing system ?

It is better to restore your device to factory state when you encounter the following situations：
a) You cannot log in to the management webpage of the 5G smart routing system, the password is lost or the access is denied.
b) You can't join a WiFi network, you can even find the WiFi network name.
c) The 5G smart routing system is unstable, with frequent packet loss, network delays and even automatic restarts.
The correct steps are：
Keep the device on and press the "Reset" button for about 10 seconds. The device will automatically restart on a successful reset。

3.Why can't I connect to the 5G smart routing system ?

a)Enable the WiFi function of your computer and smartphone。
b)Enter the correct WiFi network name (SSID) and password, which must exactly match the router settings。
c)Access control lists must not block computers and smartphones。

4.How to Properly Configure Your Router Network ?

a) We recommend that you set up your computer or smartphone to automatically obtain a dynamic IP address from the router, called the "DHCP" function.

b)Manually change the computer or smartphone address and match the IP address segment with the router settings. For example, the router is set to "192.168.100.1/255.255.255.0" and the computer or smartphone is set to "192.168.100.10/255.255.255.0"。

5.Why can't I log into the router page ?

a) Connect the computer and smartphone to the 5G router network correctly.
b) Clear browser "cookies and history" and try again.
c) If you lose your admin password, restore your settings via the reset button to restore your account。

6.why can't i go online ?

a) Check the network and internet cable connection.
b) Check if the 5G SIM used is in arrears and shut down
b) Make sure the computer and smartphone are connected to the 5G Smart Routing System network.
c) Log in to the router page to check the network settings.
d) If router access is fine but no internet connection, call your internet service provider and find out why。

√If it shows 0.0.0.0, your router did not get an IP address from your Internet Service Provider (ISP)。
√If your router cannot get an IP address from your ISP, you can force your cable or DSL modem to recognize the new router by restarting the network。
√If your router still cannot get an IP address from your ISP, the problem might be one of the following：
· Your Internet Service Provider (ISP) may require a login procedure. Ask your ISP if you need to log in via Ethernet (PPPoE) or some other type of means.

·If your ISP requires login, the login name and password may be set incorrectly.
·Your ISP may check your computer's hostname. On the Internet Settings page, specify the ISP account's computer hostname as the account name.
· If your ISP only allows one Ethernet MAC address to connect to the Internet, and check your computer's MAC address, do one of the following：

a)a) Notify your ISP that you bought new network equipment and ask them to use the router's MAC address.
b)Configure the router to clone the computer's MAC address。

7.Why can't I open internet sites ?

If the router can get an IP address, but the computer cannot load any web pages from the Internet, it may be due to one of the following reasons：

- Your computer may not recognize any DNS server addresses. A DNS server is a host on the Internet that translates Internet names, such as WWW addresses, into numerical IP addresses. Typically, your ISP provides the addresses of one or two DNS servers at your disposal. If you entered a DNS address during router configuration, restart your computer. Alternatively, you can manually configure the computer with the DNS address, as described in your computer's documentation.

- The router may not be configured as the default gateway on your computer. Restart your computer and verify that your computer lists the router address as the default gateway address.

- You may be running login software that you no longer need. If your ISP provides a program to log you into the Internet (like WinPoet), you no longer need to run that software after installing the router. You may need to go to Internet Explorer and choose Tools > Internet Options, click the Connections tab, and choose Never Dial-Up Connections. Other browsers offer similar options。

8.How to configure PPPoE options ?

If you are using PPPoE, try troubleshooting your internet connection。
  · Launch the browser of your mobile device (computer or mobile phone) and enter the WiFi system configuration page through the link "islogin.com"。

　　*The default admin account can be found on the main tab of the device.

　　*Recommended to use Safari, Chrome and Firefox browsers。

  · Open the PPPoE settings page: Internet Settings -> PPPoE
  · Check the Connection Status window to see if your PPPoE connection is active and working。
  · Click the "Start" button to check the WAN connection status. If "Cable" says "Unplugged", check the cable for the modem or upper device (eg gateway)。

　　When the protocol shows "DHCP", the router will obtain an IP address from the upper layer device.

　　When the protocol says "Static", you should manually enter the IP address information obtained from your network service provider。

　　When the agreement says "PPPoE", you have to manually enter the ISP account for verification。