

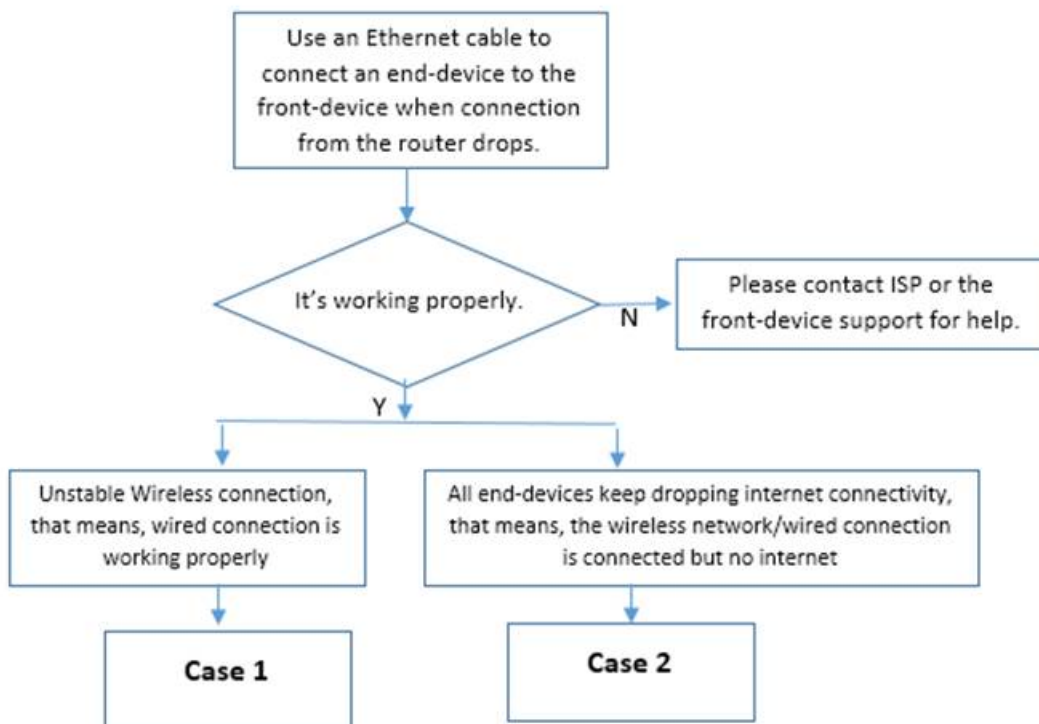
What should I do if internet connection is not stable when the device is connected to Mercusys router?

[Home](#) » [MERCUSYS](#) » What should I do if internet connection is not stable when the device is connected to Mercusys router?

This Article Applies to: AC12, AC12G, MW301R, MW302R, MW305R, MW325R, MW330HP

You may find that your devices like your mobile phones and laptops lose internet connection constantly when they are connected to the router via Wi-Fi or Ethernet. It may be caused by many factors. Hence this FAQ will help you troubleshoot.

End-device means computer, laptop, front-device(s) means your modem or main router etc. which the Mercusys router is connected to.



Check whether the connection will be automatically restored after a few minutes. Check the Wi-Fi LED on the router when it happens and see if the wireless network can be found via your end-devices.

Step 2

It's probably caused by wireless interference. To change wireless channel, channel width (refer to [here](#)) or get away from wireless interference source, such as microwave oven, cordless phone, USB3.0 hard drive etc.

Step 3

Check firmware version of your router. Upgrade if it's not the latest firmware. Contact our support if you don't know how to upgrade.

Step 4

Contact Mercusys support with the information above for further help and tell us how many devices you have and corresponding operating systems.

Note: Please only follow the steps below when there is no internet access.

Step 1

Log into the web management interface of the router.

Step 2

Check firmware version of your router. Upgrade if it's not the latest firmware. Contact our support if you don't know how to upgrade.

Step 3

Login the router again to check WAN IP address, Default Gateway and DNS server. **Write down all the parameters or take a screenshot.** And save System Log (Advanced>System Tools>System Log).

Step 4

Contact Mercusys support with the information required above for further help.

Contents [[hide](#)

[1 Documents / Resources](#)

[2 Related Posts](#)

Documents / Resources



[pdf]