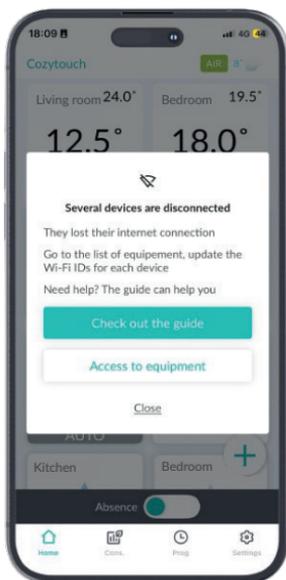


Device losing connection

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1/3 IDENTIFY THE DISCONNECTED PRODUCT

- Wi-Fi Signal
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2/3 PRODUCT RESET

- Reset the product
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- Uninstall and reinstall the app
- Enter your login details

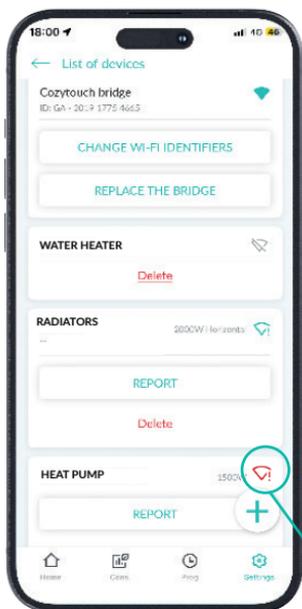
3/3 BOX INTERNET

- Modifying your Internet installation
- Wi-Fi extender
- Personalized configuration of the Internet box
- Advanced configuration of the box

1/3 IDENTIFY THE DISCONNECTED PRODUCT

SIGNAL WI-FI

The Wi-Fi signal status can be found in « Settings », and then in « Device List ».



Correct Wi-Fi Signals

Absent Wi-Fi Signal

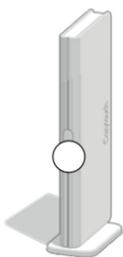
Insufficient Wi-Fi Signal

If the network signal is too weak, install a Wi-Fi extender using the 2.4 GHz frequency.

ACCESSORY LIGHTS

Check that your accessory is operational based on the colour of its indicator light. To do this, refer to the instructions.

- **If the light on your accessory is red and remains red, unplug it for a few minutes and then plug it back in.**



White light



Green light



Green light



Green light



Green light

The area around your accessory must be clear. Avoid placing it on top of the Internet box or more than 10 metres away from it or the Internet box, on a metal surface or inside a closed cabinet.

2/3 PRODUCT RESET

RESET PRODUCT

Unplug the affected product, wait 30 seconds, then plug it back in and switch it back on.

RESTART THE INTERNET BOX

Unplug your Internet box, wait 15 seconds, and then plug it back in.

UNINSTALL AND REINSTALL THE APP

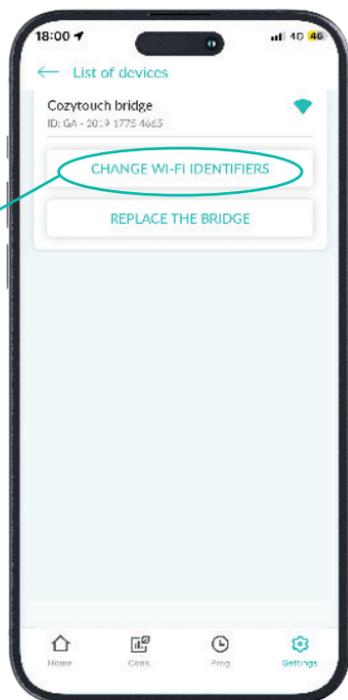
If the problem is still not resolved:

- **Delete** the application from your smartphone.
- **Download** it again.
- Open the application and **log back** into your account.

ENTER YOUR WI-FI LOGIN DETAILS

Once the app has been reinstalled, go to the «Device list» section and click on «Change Wi-Fi login details». Delete them and enter them again.

Tip: open your account with another phone.



3/3 INTERNET BOX

CHANGING YOUR INTERNET SETUP

If you have:

- Changed your Internet box
- Changed your network name or Wi-Fi password
- Changed your operator
- Installed fibre...

Then update the new Wi-Fi network logins in the application settings.

WI-FI REPEATER

If the network signal is too weak, install a Wi-Fi repeater using the 2.4 GHz frequency.

- Ensure you have a different password for the Internet box and the Wi-Fi repeater.
- Position the repeater halfway between your device and the internet box.

PERSONALIZED INTERNET BOX CONFIGURATION

If you have a **VPN**, Wi-Fi firewall, **parental controls**, or scheduled Wi-Fi cut, **turn them off** during pairing. If you have a VPN on your phone, disable it as well.

ADVANCED CONFIGURATION OF THE INTERNET BOX

TIP: Unplug and then plug your Internet box back in to reset the settings.

If you are still experiencing difficulties, please contact your Internet service provider with the following

**You can complete these steps yourself if you have downloaded your operator's application.*

1. Separate the 2.4 GHz and 5 GHz Wi-Fi frequencies from the internet box and use the 2.4 GHz network.
2. Disable incompatible Wi-Fi: 802.11.ac/ax/be/bn (Wi-Fi 5/6/7/8).
3. Enable compatible Wi-Fi: 802.11.b/g/n (Wi-Fi 1/3/4).
4. Return to IPV4 Full Stack
5. For professional routers: open ports 123 (UDP), 802 (TCP), 803 (TCP), 804 (TCP), and 443 (TCP).
6. Enable DHCP (enabled by default).
7. Return to the WPA2 standard.