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Troubleshooting

If you cannot connect to the wireless network

- There could be a problem with the settings on your wifi device (laptop/mobile phone), for example the wrong type of security setting has been selected or the wrong password has been typed in. Try to use 'forget network' or similar so that you can enter the settings/password again.
- In very exceptional cases, for example very old computers - this concerns 1% of cases - the reduced pulsing of the Eco-wifi may not be compatible with your wireless device. A possible solution is to use a USB wifi adapter stick in your wireless device to connect with the Eco-wifi.

My devices cannot find the Eco-wifi network, connection keeps dropping or is slow

When other wifi networks are in the area, for example neighbouring wireless routers or other wireless transmitters working on the same wifi frequency as the Eco-wifi router, interference may occur which causes these problems. Also if the built-in wifi of your Internet modem is not turned off, and that includes the public wifi network or wifispots it may be transmitting, these can interfere heavily with the Eco-wifi signal.

In most cases the solution for connection problems is to set the Eco-wifi router to another channel. It is best to set the router to a fixed channel instead of to Auto. To find the best channel you may follow this procedure:

* Go to the menu Basic --> Network in the Eco-wifi settings menu, accessible by typing 192.168.4.1 in the address bar of your browser (username *root*, password *ecowifi!*), and click on the scan button next to the Channel selection for 2.4GHz. When scanning is finished, choose a free channel (a channel next to which no neighboring wifi network name is shown). For 5GHz this is usually not needed. Click on save at the bottom of the page.

* If there are no free channels, look at the signal strength of the other wifi networks. The signal strength ranges from approx. -80dBm (very weak) to -30dBm (very strong). Choose a channel on which only a weak network is present. Also try to avoid having very strong interferers right above or below the selected channel.

Optionally: go to the menu Basic --> Network, to the setting Channel Width and set this to 20 MHz for 2.4GHz and to 40 MHz for 5GHz.

Optionally: go to the menu Advanced --> Wireless, to the setting Interference Mitigation and set this to 'WLAN Auto with Noise Reduction'. Do the above both for 2.4GHz and for 5GHz. This function attempts to avoid interference from other wireless equipment that is transmitting on the same frequency.



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Optionally: lower the 'beacon interval' to 800 in the menu Advanced --> Wireless. Do this both for the 2.4GHz channel and the 5GHz channel (is shown twice).

Optionally: In the menu Advanced -> Wireless, change the WMM® (wireless multimedia) setting to 'disabled' and click on save at the bottom of the page.

If the 5GHz network is not showing on your wireless device

– In the menu Advanced -> Wireless, change the country setting, if available, for the 5GHz network, to the correct value.

I can connect to the eco-wifi network but cannot get on the internet

How to identify this problem? Connect with the eco-wifi network, either hardwired through one of the LAN ports of the eco-wifi, or wireless, then type <http://192.168.4.1> in the address bar of your browser, log in (standard username 'root', password 'ecowifi!') and click on 'Status'. The screen shows 'WAN - Status Renewing...' like this:

WAN (hide)	
MAC Address	██████████
Connection Type	DHCP
IP Address	0.0.0.0
Subnet Mask	0.0.0.0
Gateway	0.0.0.0
DNS	
MTU	1500
Status	Renewing...
Connection Uptime	-
Remaining Lease Time	0 days, 00:00:00
<input type="button" value="Renew"/> <input type="button" value="Release"/>	

This means that there is a cable connected to the WAN port, but your internet modem fails to provide an IP address to the eco-wifi router.

Solution 1: Your internet modem may be configured in so-called Bridge Mode. Whatever router or other device you connect to its LAN port is then directly connected to the provider's network. Often only one unique device (MAC address) is allowed to be connected to the provider's network. When this place has been taken by the previous setup, the network needs to be reset. **Try to turn off your internet modem for a full five minutes.** Then turn back on and reconnect the eco-wifi router to LAN port 1 of your internet modem. You may also contact your internet provider's customer service for assistance.

Solution 2: Alternatively you may need to check whether the connection between the eco-wifi router and the internet modem is properly made. The ethernet cable should run to a port



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labelled 'LAN' on the internet modem, preferably port no. 1. See the figure at the start of this manual.