

HUAWEI\_WIFI\_AX2

# HUAWEI\_WIFI\_AX2

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# 1 How do I connect my HUAWEI router cascade to the old router through the network cable and set it as the secondary router

If your old router can access the Internet but does not support HarmonyOS Mesh +, you can connect the HUAWEI router to the old router and set it as the secondary router to provide increased Wi-Fi coverage.

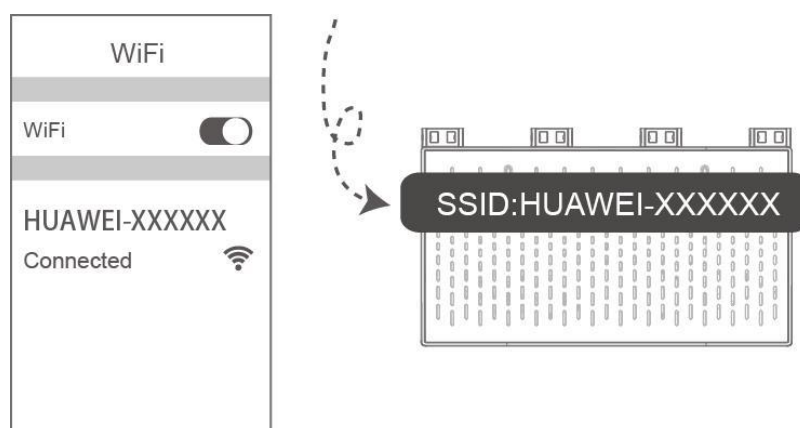
**Preparation:** Ensure that the old router can properly access the Internet, and that the HUAWEI router is new or has been restored to factory settings.

**Step 1 Connecting the cables:** Connect an Ethernet cable from the WAN port of the HUAWEI router to a LAN port on the old router, then power on the HUAWEI router.

 **NOTE**

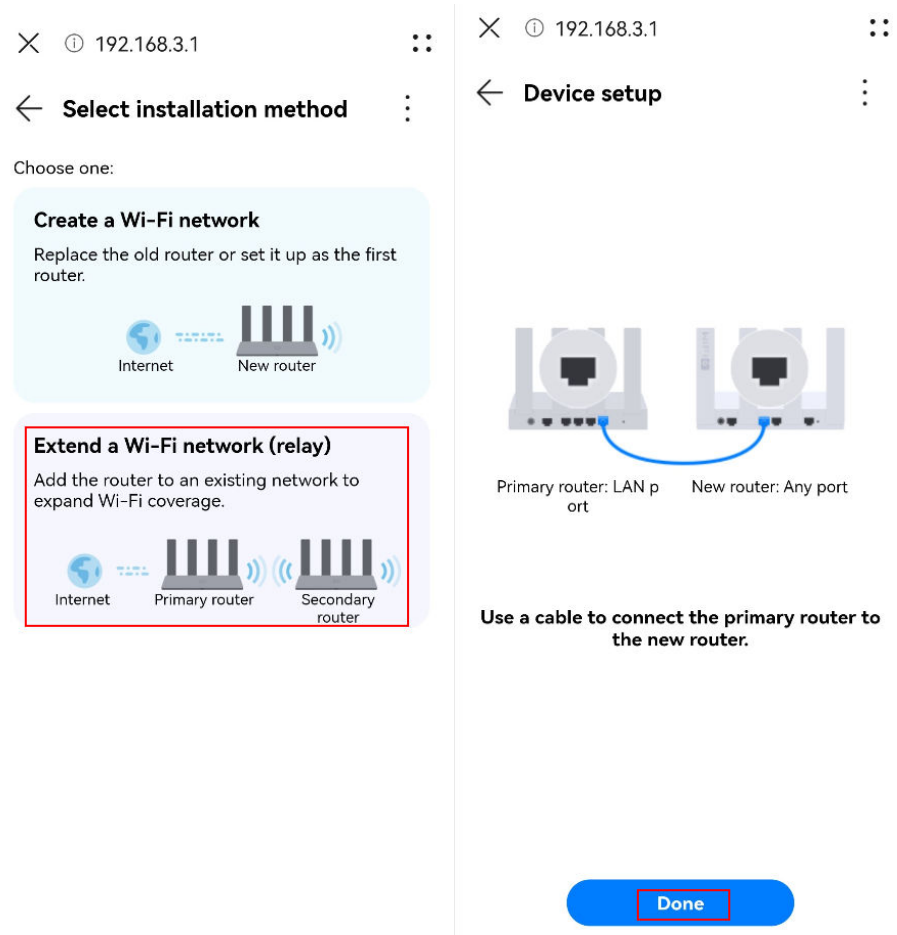
If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.

**Step 2 Connecting to Wi-Fi:** Connect your phone or computer to the default Wi-Fi network of the HUAWEI router (the Wi-Fi name should start with "HUAWEI" and does not require a password).



### Step 3 Configuring the router

1. Open an internet browser on your phone or computer, enter the default IP address in your browser address bar and log in to your router's web-based management page (check the nameplate at the bottom of the router for the default IP address)
2. Touch **GET STARTED > Extend a Wi-Fi network (relay) > Done.**



3. Follow the onscreen instructions, set the Wi-Fi name, Wi-Fi password, and login password of the router. (Wi-Fi password can be used as the login password for the router) and click **Next.** (The steps in the following figures are performed on a smartphone, which are very similar to the operations on a computer).

✕ ⓘ 192.168.3.1 :: ✕ ⓘ 192.168.3.1 ::


← Router setup :: ← Router setup ::


**New router Wi-Fi information** **Enter the router login password**

Wi-Fi name

HUAWEI-██████████

---

Wi-Fi password 

Router login password 

**Next** **Next**

✕ ⓘ 192.168.3.1 ::

← Installation complete ::



**Router configuration complete**

Please don't forget your Wi-Fi name and password.

Wi-Fi name HUAWEI-██████████

Wi-Fi password ..... 

Login password ..... 

You can leave this screen now.

# 2 How do I set up my HUAWEI router as a wireless switch for my old router

---

If you already have a wired router in your home, but also require a wireless network for your mobile devices, you can set up the HUAWEI router to work as a wireless switch.

## NOTE

- If this is the first time you have configured the HUAWEI router, you need to complete the Internet connection wizard before you can enter the **Connect to Internet** page.
- Only a one-pack router can be used together with an old router to function as a wireless switch.

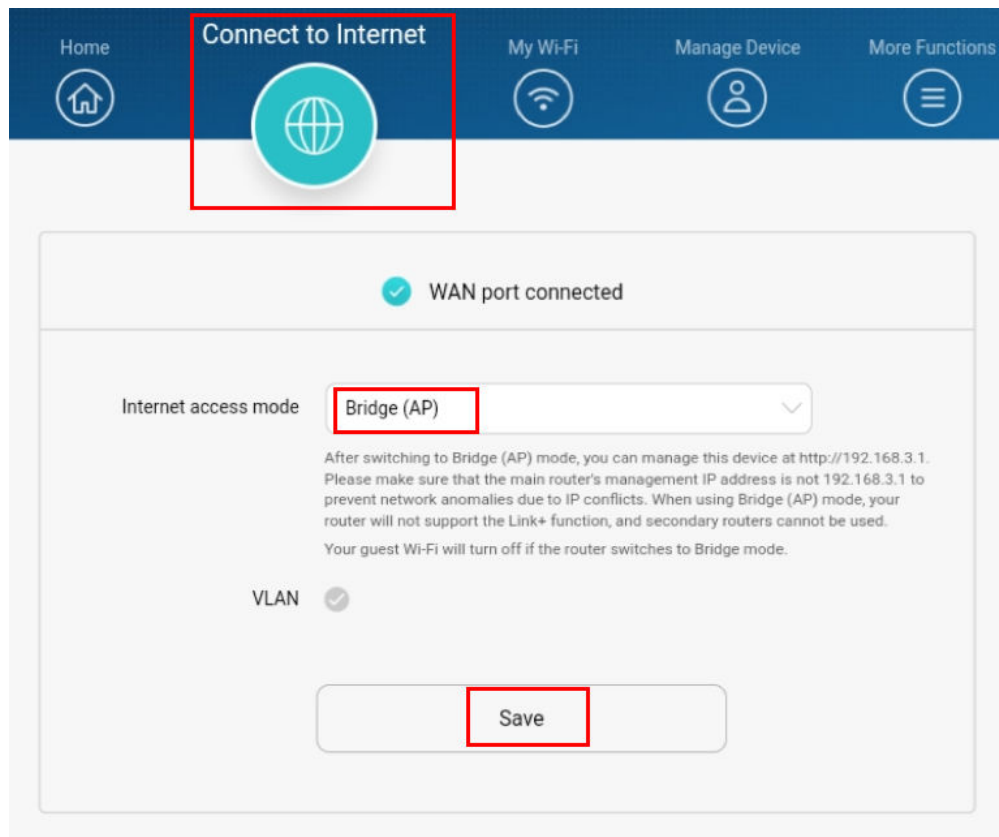
**Step 1 Connecting the cables:** Connect an Ethernet cable from the WAN port of the HUAWEI router to a LAN port on the old router, then power on the HUAWEI router(The picture is only for reference).

## NOTE

If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.

**Step 2** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Then open an Internet browser and enter the default IP address in the browser address bar to log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

**Step 3** Enter the **Connect to Internet** page and select **Bridge (AP)** in **Internet access mode**, then click **Save**.



**Step 4** Your HUAWEI router can now be used as a wireless switch, and your phone, tablet, and laptop can be connected to its Wi-Fi network.

----End

**NOTE**

Your router will automatically toggle off the DHCP service switch when you enable bridge mode.

# 3 How many devices can I connect to my HUAWEI router?

The maximum number of connectable wired devices depends on the number of LAN ports on the router. The maximum number of connectable wireless devices depends on the router's Wi-Fi chipset. The actual number of connections is subject to the actual environment.

## NOTE

Use a network cable to connect a switch to the LAN port (or a WAN/LAN port if the port is auto-adaptive) to allow more wired connections, as devices can connect to the switch to wirelessly access the Internet. (For details about how to connect devices to the switch, refer to the user guide of the switch.) In this way, a maximum of 253 devices can access the Internet.

## Independent Routers

Connection Mode	Network Port/Wi-Fi Frequency Band	Maximum Connections	Applicable Routers
Wired connection	auto-adaptive port	Taking HUAWEI WiFi AX2 as an example. The router has three network ports, subtract one network port for connecting to the Internet. Therefore, a maximum of two devices can be connected wiredly to the network port for Internet access. The same rule applies to other products. For details, see the actual number of network ports.	<ul style="list-style-type: none"><li>HUAWEI WiFi AX2</li></ul>

Connection Mode	Network Port/Wi-Fi Frequency Band	Maximum Connections	Applicable Routers
	Non-auto-adaptive port	<p><b>The number of connectable wired devices depends on the number of LAN ports on the router.</b></p> <p>Taking HUAWEI WiFi Mesh as an example. The router has three LAN ports. Therefore, a maximum of three devices can be connected wiredly to the LAN port for Internet access. The same rule applies to other products. For details, see the actual number of LAN ports.</p>	<ul style="list-style-type: none"> <li>• HUAWEI Router A1, HUAWEI Router WS318n, HUAWEI WiFi WS5200, HUAWEI WiFi Mesh, HUAWEI WiFi AX3, HUAWEI WiFi WS5200<sup>NEW</sup></li> </ul>
Wireless connection	2.4 GHz Wi-Fi only	A maximum of 32 devices can be connected to the 2.4 GHz Wi-Fi network.	<ul style="list-style-type: none"> <li>• HUAWEI Router WS318n</li> </ul>
	2.4 GHz Wi-Fi & 5 GHz Wi-Fi	Both the 2.4 GHz and the 5 GHz Wi-Fi networks support up to 32 devices. A maximum of 64 devices can connect to the router's Wi-Fi network at the same time.	<ul style="list-style-type: none"> <li>• HUAWEI Router A1, HUAWEI WiFi WS5200, HUAWEI WiFi Mesh, HUAWEI WiFi WS5200<sup>NEW</sup>, HUAWEI WiFi AX2</li> </ul>
		Both the 2.4 GHz and the 5 GHz Wi-Fi networks support up to 128 devices. A maximum of 128 devices can connect to the router's Wi-Fi network at the same time.	<ul style="list-style-type: none"> <li>• HUAWEI WiFi AX3</li> </ul>

# 4 How can I set up the Internet for my new HUAWEI router on my phone

---

Your router supports broadband sharing. You can use your router to connect several household devices such as your computer, phone, tablet, laptop, or TV set-top box to the Internet with wireless or wired connections. Your router allows you to configure your router through the management page on your phone, so there is no need to use a computer-based web UI management page.

## Method 1: Using HUAWEI AI Life App

**Step 1 Install the App:** Use your phone to scan the QR code at the bottom of your router.

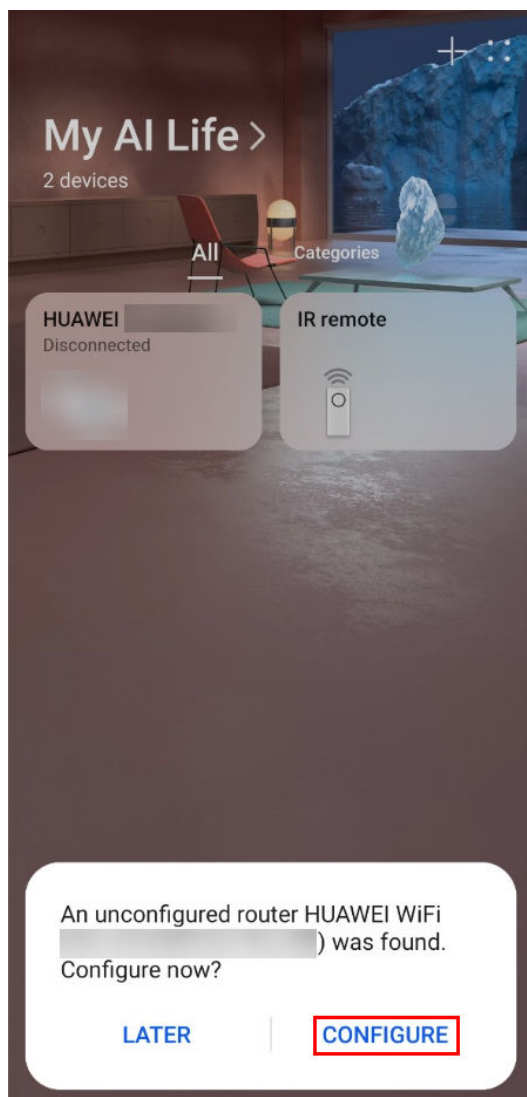
**Step 2 Setup preparation:** Connect an Ethernet cable from the WAN port of your router to a LAN port on the Internet source (such as a broadband modem or fiber-optic modem), then connect your router to a power source. Afterwards, you can connect your phone to the router's default Wi-Fi (check the nameplate at the bottom of the router for the default Wi-Fi name, no password, the Wi-Fi name should begin with "HUAWEI" ).

### NOTE


If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.

**Step 3 Setting up your router**

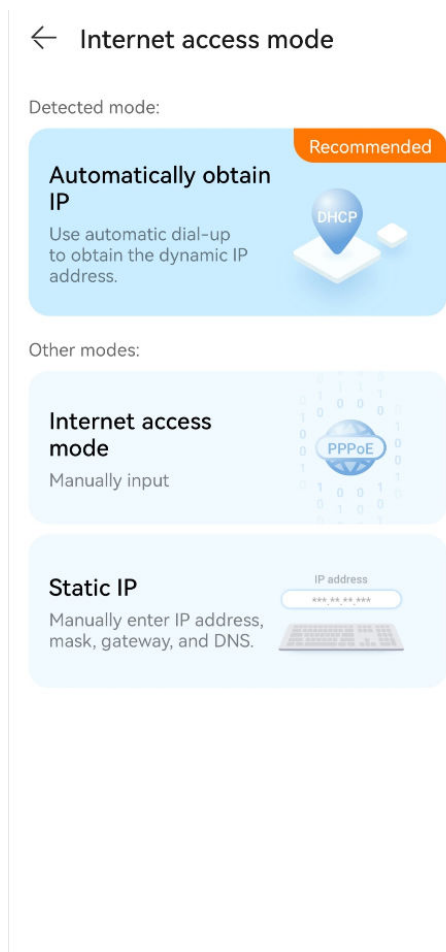
1. Open the HUAWEI AI Life App, click **CONFIGURE**, then click **GET STARTED**.



 **NOTE**

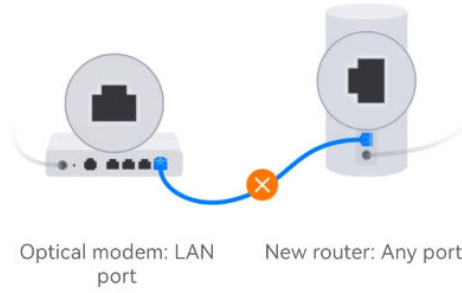
If a notification prompt does not appear, touch the **Add** button  in the upper right corner of the app's home screen.

2. Choose **Create a Wi-Fi network**.
3. Follow the wizard to complete the configuration.
  - Your router will automatically detect the Internet access mode for your home network.



- If your Internet access mode is **DHCP**, no further configurations are required. Once you have followed the Internet access wizard and set your Wi-Fi name, Wi-Fi password, and login password.
- **Optional:** If your Internet access mode is **PPPoE**, enter the broadband account and password and click **NEXT**.
- If you want to manual connection, do not connect the Ethernet cable to WAN port on the HUAWEI router. Click **CONNECT LATER > Static IP**.

← Device setup



Network cable not connected

1. Check that the router is connected to the optical modem or WAN port.
2. Check that the cable is inserted securely or use a new cable.
3. Once you've checked these, try detecting the network again. If the issue persists, contact your Internet service provider.

TEST AGAIN

CONNECT LATER

← Internet access mode

Select Internet access mode:

Internet access mode  
Manually input



Automatically obtain IP  
Use automatic dial-up to obtain the dynamic IP address.



Static IP  
Manually enter IP address, mask, gateway, and DNS.



4. Select the Router setup and click **Save**, the configuration process is complete.

**Step 4** Getting your other devices online: To connect your wired devices (such as computers and TV set-top boxes) to the Internet, use an Ethernet cable to connect the devices to the LAN ports on your router. For phones, tablets, network computers, and other wireless devices, connect them to your router's Wi-Fi network.

----End

## Method 2: Using default IP address

1. **Setup preparation:** Connect your router to a power source. Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Open an internet browser, enter the default IP address in your browser address bar and log in to your router's web-based management page (check the nameplate at the bottom of the router for the default IP address).

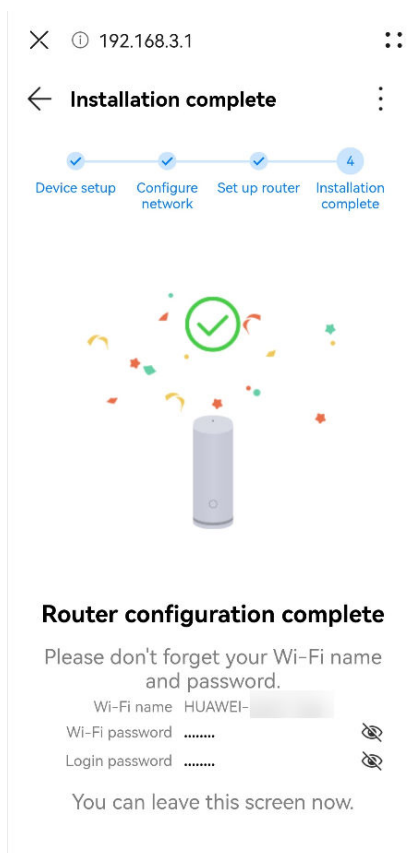
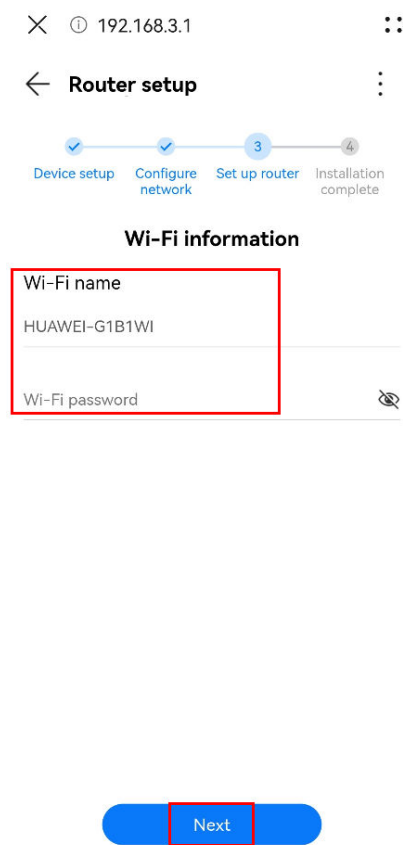
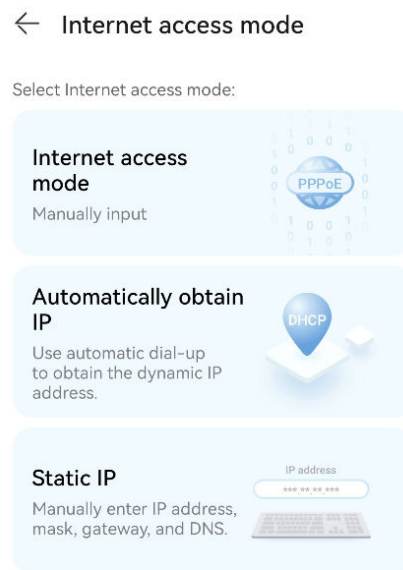
### NOTE

- If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.
2. **Setting up your router:** Click **GET STARTED**, Follow the wizard to complete configuration.

### NOTE

Your router will automatically detect your home Internet access mode. The information in this section is based on using a broadband account for a **PPPoE** connection.

If your Internet access mode is set to **DHCP**, no further configurations are needed. Once you have followed the Internet access wizard to set a Wi-Fi name, Wi-Fi password and login password, the process should be complete.



 **NOTE**

To configure the VLAN (Virtual Local Area Network), enable the VLAN function on the Internet connection account screen and enter the configuration information. For details about the VLAN configuration information, contact your network carrier.

**3. Getting your other devices online:** To connect computers, set-top boxes, and other wired devices to the Internet, use an Ethernet cable to connect the device to the LAN port on your router. To connect phones, tablets, notebook computers and other wireless devices to the Internet, connect the devices to your router's Wi-Fi network.

# 5 How can I set up the Internet for my new HUAWEI router on my computer

---

Your router supports broadband sharing. You can use your router to connect several household devices such as your computer, phone, tablet, laptop, or TV set-top box to the Internet with wireless or wired connections. You can use a computer to complete initial configuration for your router on its web-based management page.

## Step 1 Setup preparation:

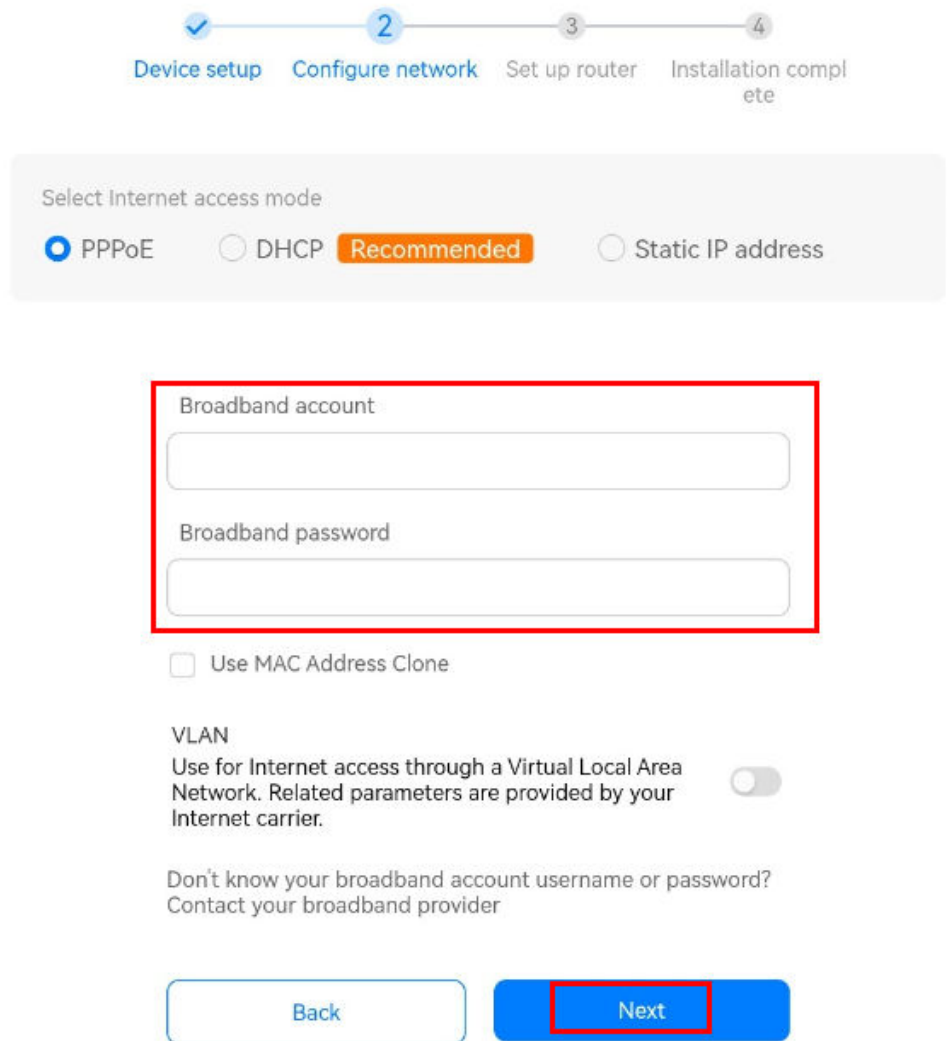
Connect an Ethernet cable from the WAN port of your router to a LAN port on the Internet source (such as a broadband modem or fiber-optic modem). Next, connect your computer to your router's default Wi-Fi network (check the nameplate at the bottom of the router for the default Wi-Fi name, no password), or connect a second Ethernet cable from your computer to the LAN port on your router, then connect your router to a power source.

### NOTE

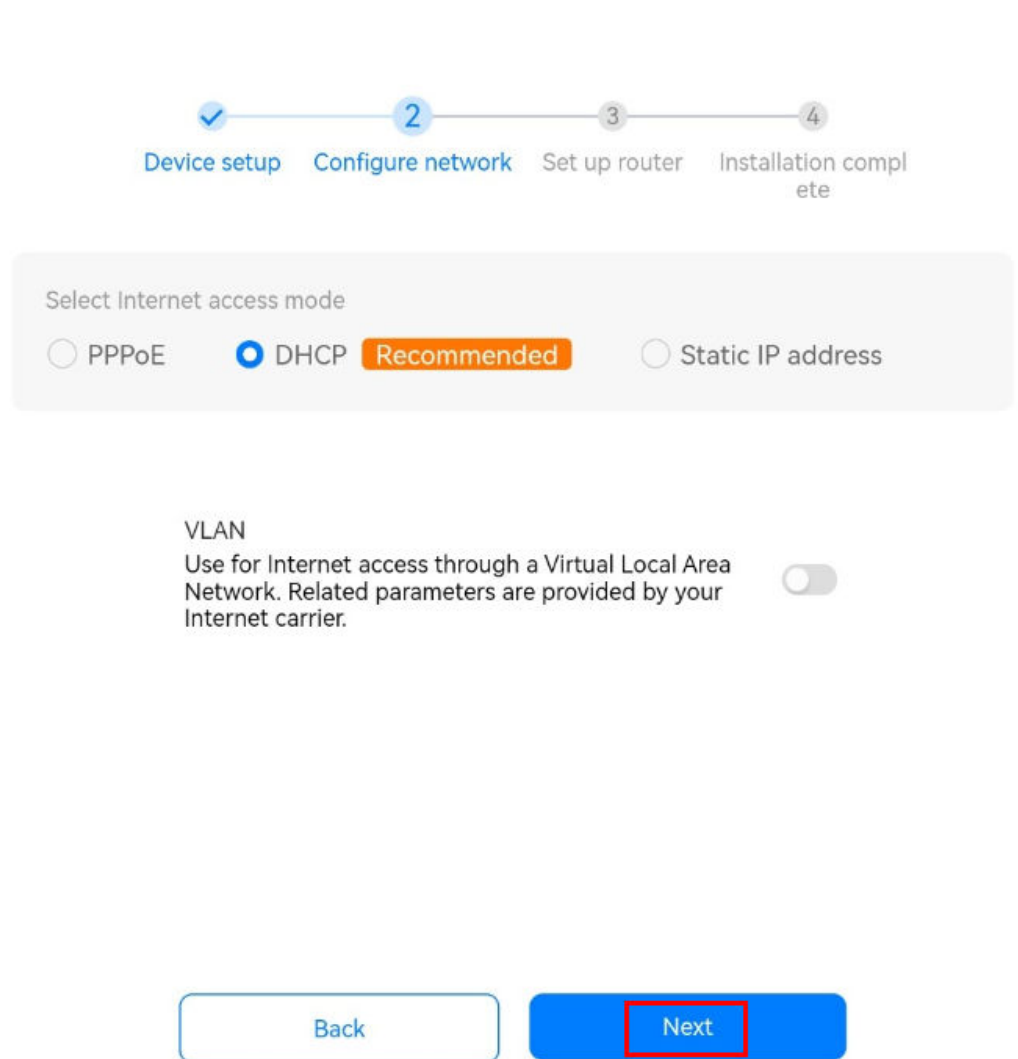
If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.

## Step 2 Setting up your router:

1. Open your Internet browser and enter the default IP address in the browser address bar to access the router's web-based management page, then click **Get started** (check the nameplate at the bottom of the router for the default IP address).
2. Your router will automatically detect your Internet access mode. Follow the instructions on the wizard to complete your Internet settings.
  - If your Internet access mode is **PPPoE**, enter your **Broadband account** and **Broadband password**, then click **Next**.



- Once your router identifies that your Internet access mode is set to **DHCP**, you will be automatically redirected to the set Wi-Fi password screen. If your router cannot identify your access mode, manually select **DHCP** and click **Next**.



- If your Internet access mode is **Static IP address** , enter your **IP address** 、 **Subnet mask**、 **Defalt getaway**、 **Preferred DNS server**、 **Alternate DNS server**, then click **Next**.

Device setup **2** Configure network Set up router Installation complete

Select Internet access mode

PPPoE  DHCP **Recommended**  Static IP address

IP address

Subnet mask  
255.255.255.0

Default gateway

Preferred DNS server

Alternate DNS server(optional)

Use MAC Address Clone

VLAN  
Use for Internet access through a Virtual Local Area Network. Related parameters are provided by your Internet carrier.

Back Next

- To configure the VLAN (Virtual Local Area Network), enable the **VLAN** function on the Internet connection account screen and enter the configuration information. For details about the VLAN configuration information, contact your network carrier.

VLAN  
Use for Internet access through a Virtual Local Area Network. Related parameters are provided by your Internet carrier.

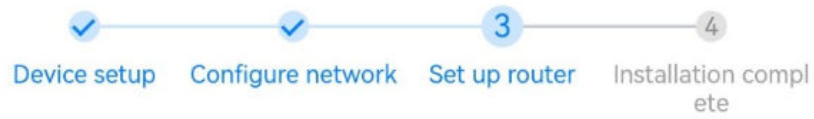
VLAN mode  
Custom

VLAN ID  
1

802.1p  
0

[Back](#) [Next](#)

3. Use the internet wizard to set a new Wi-Fi name and password for your router, as well as a login password to log in to the web-based management page.



Wi-Fi name

Wi-Fi password

Router login password

**Step 3 Getting your other devices online:**

To connect computers, set-top boxes, and other wired devices to the Internet, use an Ethernet cable to connect the device to the LAN port on your router. To connect phones, tablets, laptops and other wireless devices to the Internet, connect the devices to your router's Wi-Fi network.

**----End**

# 6 How to configure wired bridge for the HUAWEI routers?

---

## Case 1: The uplink device is a HarmonyOS Mesh+ router

Use a network cable to connect the LAN port of the uplink router to the WAN port of the router. The secondary router automatically syncs the wireless configuration of the uplink router and completes HarmonyOS Mesh+ networking.

### NOTE

- If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.
- Ensure that HarmonyOS Mesh+ is enabled on the uplink router. HarmonyOS Mesh+ is enabled by default on HarmonyOS Mesh+ routers.

## Scenario 2: The uplink device is a non-HarmonyOS Mesh+ device

1. Use a network cable to connect the LAN port of the uplink router to the WAN port of the router. Connect a PC to the LAN port of the router, or connect the PC to the Wi-Fi of the router. (The Wi-Fi name is printed on the bottom of the router and no password is required).

### NOTE

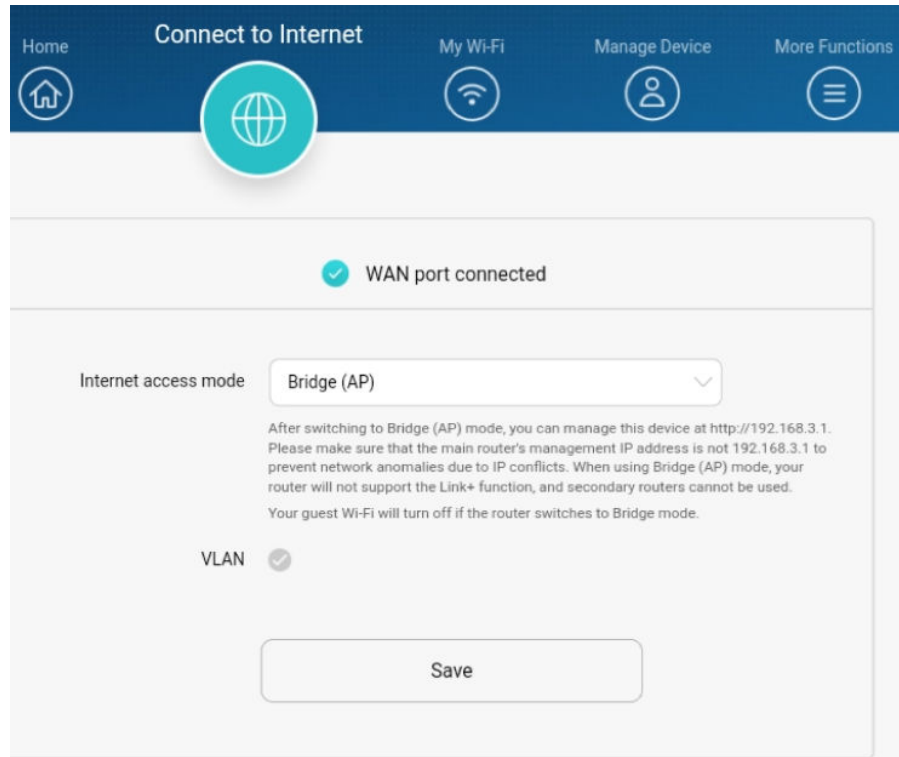
If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.

2. In the browser address bar, enter the default IP address and log in to the router's web-based management page (check the nameplate at the bottom of the router for the default IP address). Access the **Connect to Internet** page.

### NOTE

If you're configuring the router for the first time, complete the Internet access wizard before accessing the **Connect to Internet** page. In the Internet access wizard, the router may detect that the Internet access mode is **PPPoE** or **Auto-obtain IP**. In this case, you can click **Skip** to skip the Internet access mode. Configure the Internet access mode according to the configuration wizard, log in to the web page again, access the **Connect to Internet** page, and change the connection mode to bridge mode.

1. Set the Internet access mode to **Bridge (AP)** and click **Save**.

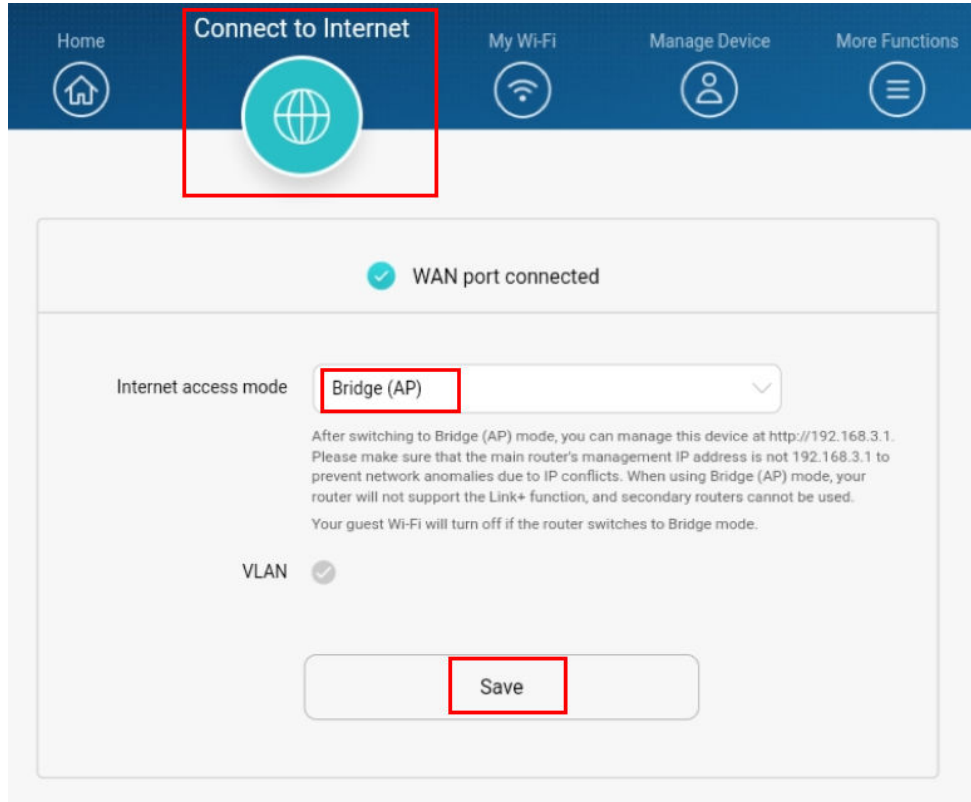


After the settings are saved, you can modify parameters such as the Wi-Fi name and password on the **My Wi-Fi** page as required.

**NOTE**

- After you click **Save**, it is advised that you restart the router to ensure that the settings take effect.
- After the wired bridge mode is configured, the downlink device of the router obtains an IP address from the uplink router. As a result, the web-based management page of the router cannot be accessed directly. You will need to set the computer to use a static address (on the same network segment as the bridge router) and access the web-based management page.

After the bridging is complete, the following page will be displayed.



# 7 How do I connect my HUAWEI router to my old router using Wi-Fi repeater mode

If your old router can access the Internet and supports Wi-Fi, but does not support HarmonyOS Mesh+, you can use Wi-Fi Repeater mode to connect the router to your old router to increase the Wi-Fi coverage.

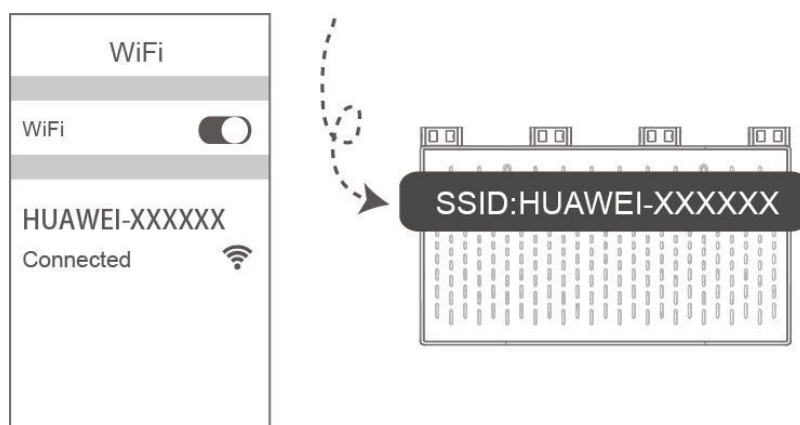
**Preparation:** Ensure that the old router can access the Internet properly, and that the HUAWEI router is new or has been restored to factory settings.

**Step 1 Connecting the cables:** Connect the power supply of the HUAWEI router. Do not connect an Ethernet cable to WAN port on the HUAWEI router now.

 **NOTE**

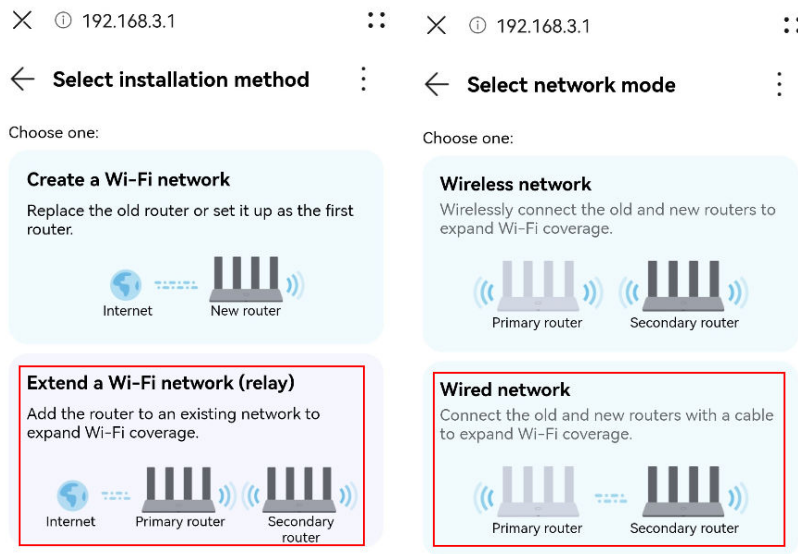
If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.

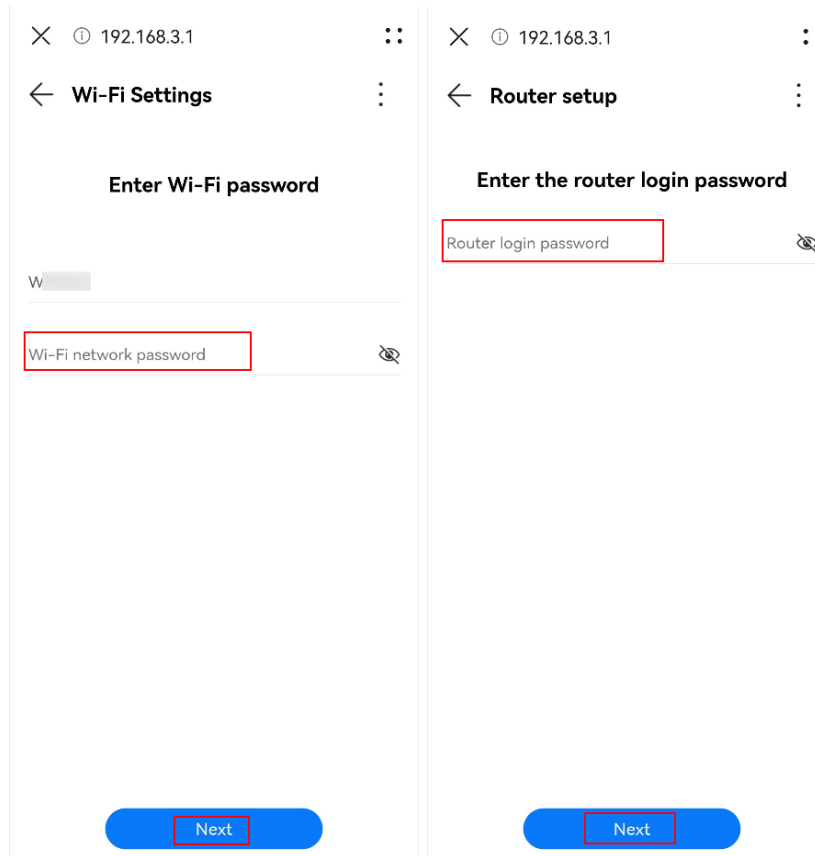
**Step 2 Connecting to Wi-Fi:** Connect your phone or computer to the default Wi-Fi network of the HUAWEI router (the Wi-Fi name should start with "HUAWEI" and does not require a password).



**Step 3 Configuring the router:** Open an Internet browser on your phone or computer, and enter the default IP address in the browser address bar to open the web-based management page (check the nameplate at the bottom of the router for the default IP address).

**Step 4** Touch **GET STARTED** and select Extend a **Wi-Fi network(relay)> Wireless network**, then select the Wi-Fi network of your old router and follow the onscreen instructions to complete the configuration. (The steps in the following figures are performed on a smartphone, which are very similar to the operations on a computer).





 **NOTE**

The HUAWEI router supports Repeater mode over 5 GHz Wi-Fi. To do this, select your router's 5 GHz network from the list of available Wi-Fi networks.

Once the configuration is complete, the Wi-Fi name and password of the HUAWEI router will be the same as those of the old router, and there will be only one Wi-Fi network.

----End

# 8

## How do I know whether I'm connected to a 2.4 GHz Wi-Fi or a 5 GHz Wi-Fi

---

When you configure your router for the first time using the HUAWEI AI Life App and set your Wi-Fi name and password, **Prioritize 5 GHz** will be enabled by default. At this point, the 2.4 GHz and 5 GHz Wi-Fi networks will have the same name.

You can use the following methods to determine whether your phone is connected to a 2.4 GHz Wi-Fi or 5 GHz Wi-Fi.

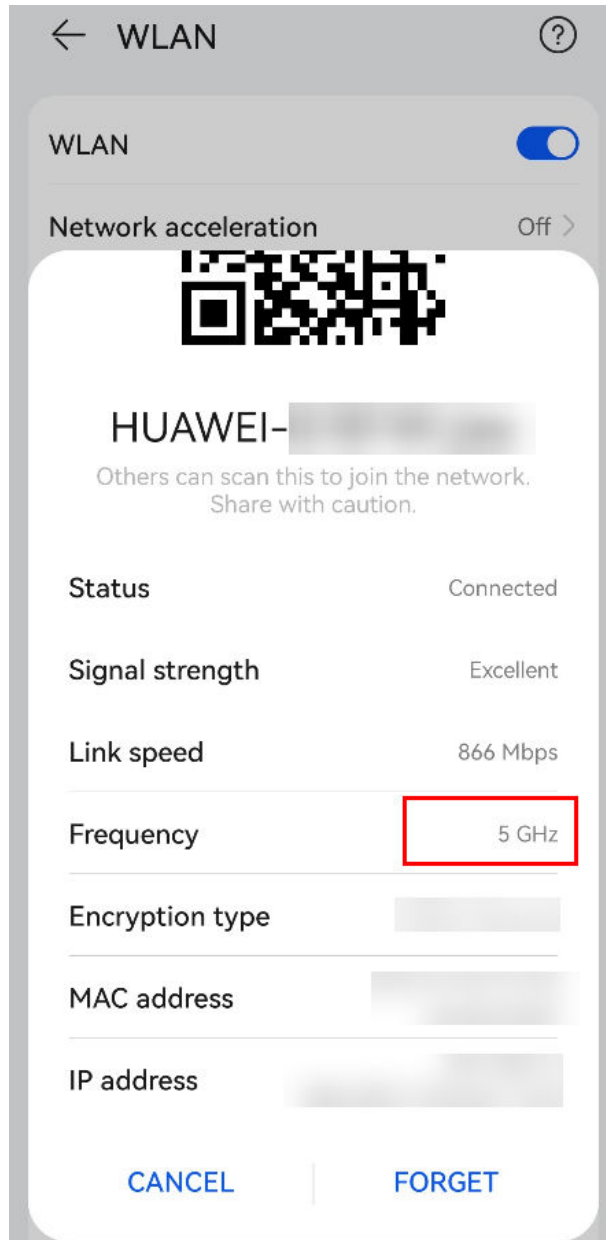
### NOTE

Check whether your phone supports 5 GHz Wi-Fi.

### Method 1: Checking on your phone

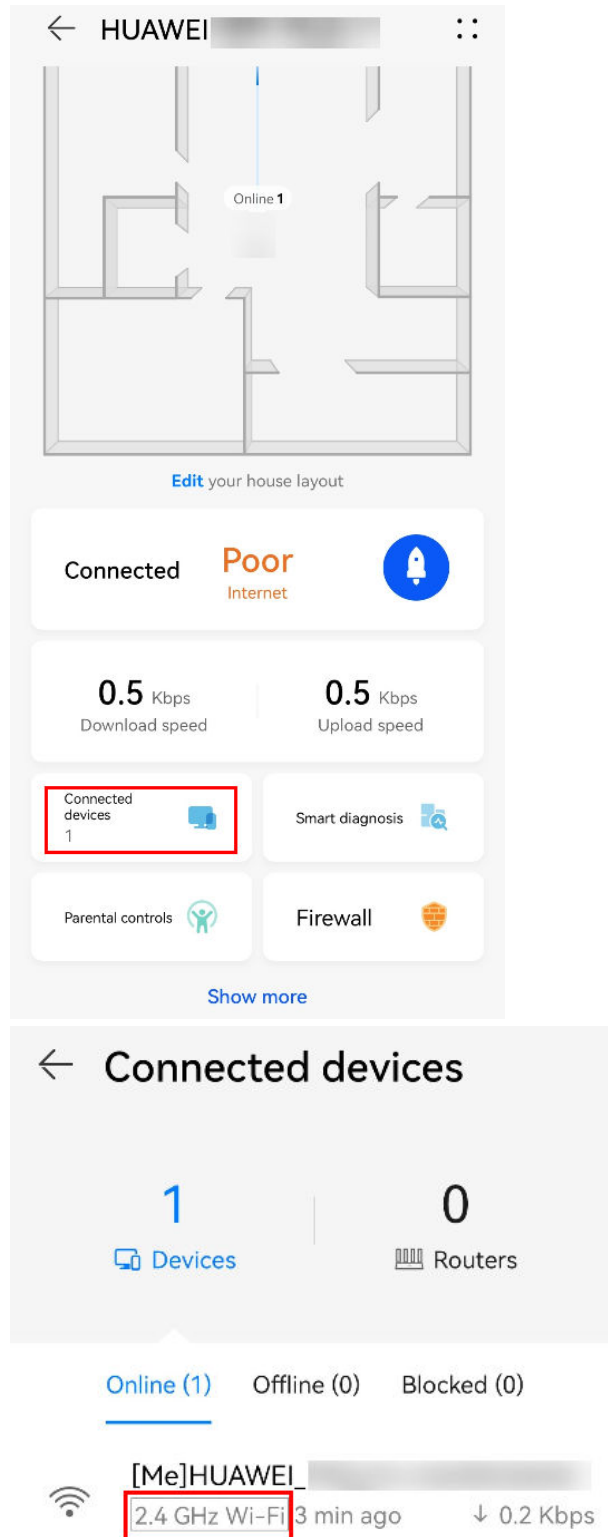
Using a HUAWEI phone as an example:

Go to **Settings** > **WLAN** and touch the name of the Wi-Fi network you are currently connected to view basic information about the network. From here you can view if the Wi-Fi network is a 5 GHz network or a 2.4 GHz network.



## Method 2: Checking through the HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App and go to the **Router** screen, then click **Connected devices**. From here you can check whether your phone is connected to a 2.4 GHz or 5 GHz Wi-Fi network.

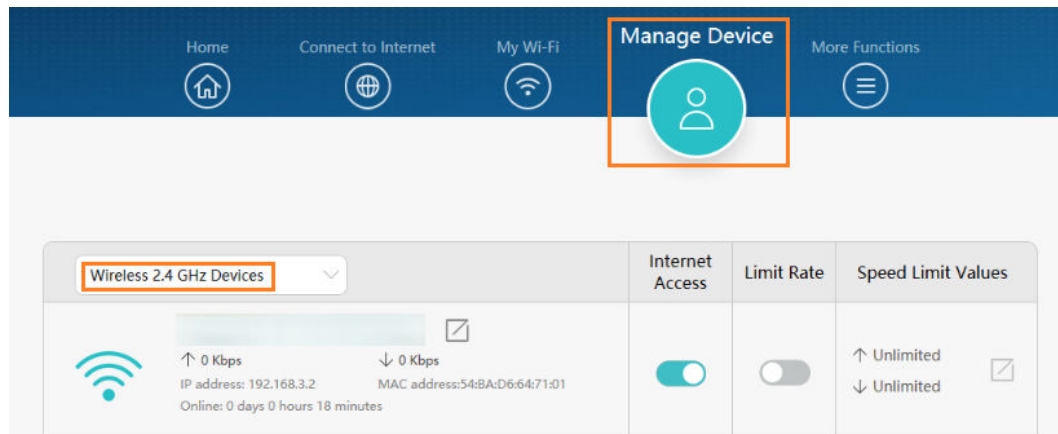


### Method 3: Checking through your router's web-based management page

 NOTE

- Ensure that you have already completed the Internet access wizard for your router using the HUAWEI AI Life App.
- Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. In your browser address bar, enter the default IP address and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

Go to **Manage Device**. From here you can check whether your phone is connected to a 2.4 GHz or 5 GHz Wi-Fi network.



# 9 How do I disable Prioritize 5 GHz/Tri-band auto-selection and manually connect to my HUAWEI router either 2.4 GHz 、 5 GHz Wi-Fi or 2.4 GHz \ 5 GHz\_1\ 5 GHz\_2 Wi-Fi

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By default, your router's 2.4 GHz and 5 GHz Wi-Fi names are the same and will automatically connect you to the faster Wi-Fi network.

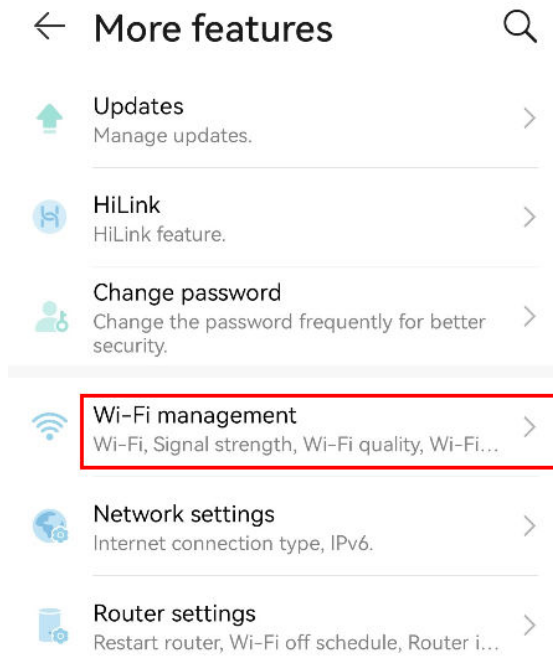
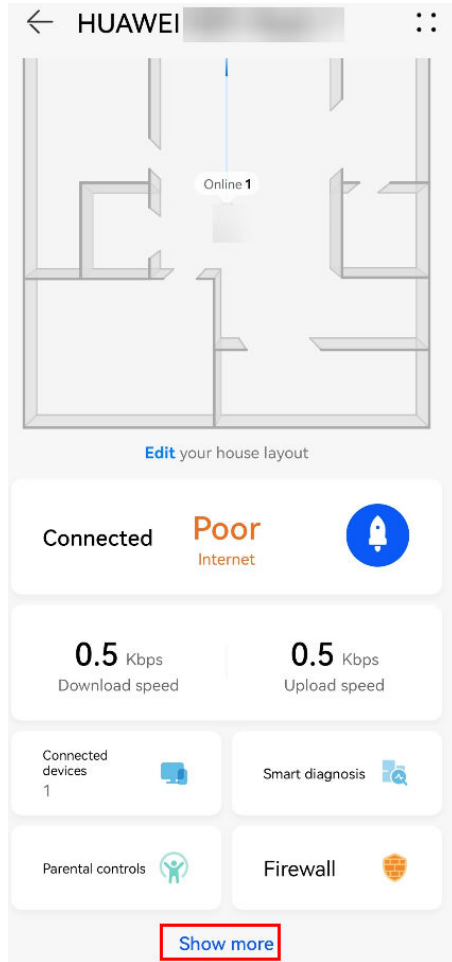
If you want to manually connect to either the 2.4 GHz or 5 GHz Wi-Fi networks, disable the **Prioritize 5 GHz** feature. Afterwards, you will be able to see two Wi-Fi names (the 2.4 GHz Wi-Fi name will be in the format "HUAWEI-XXXXXX"; 5 GHz Wi-Fi name will be in the format "HUAWEI-XXXXXX\_5G"). Select which Wi-Fi network to connect to according to your requirements.

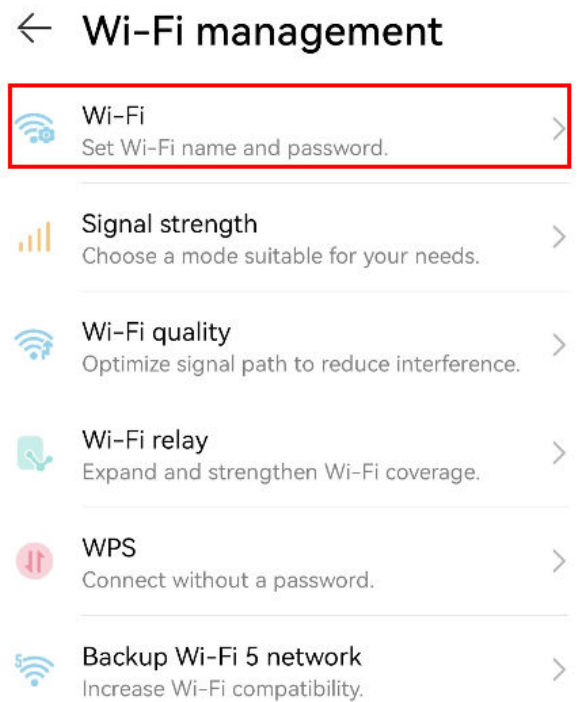
If you want to manually connect to either the 2.4 GHz \ 5 GHz\_1 \ 5 GHz\_2 Wi-Fi networks, disable the **Tri-band auto-selection** feature. Afterwards, you will be able to see two Wi-Fi names (the 2.4G Wi-Fi name will be in the format "HUAWEI-XXXXXX"; 5G\_1 Wi-Fi name will be in the format "HUAWEI-XXXXXX\_5G\_1"); 5G\_2 Wi-Fi name will be in the format "HUAWEI-XXXXXX\_5G\_2"). Select which Wi-Fi network to connect to according to your requirements.

**Disable Prioritize 5 GHz:**

## Method 1: Using the HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App and go to the **Router** screen, then go to **Show more > Wi-Fi management > Wi-Fi**





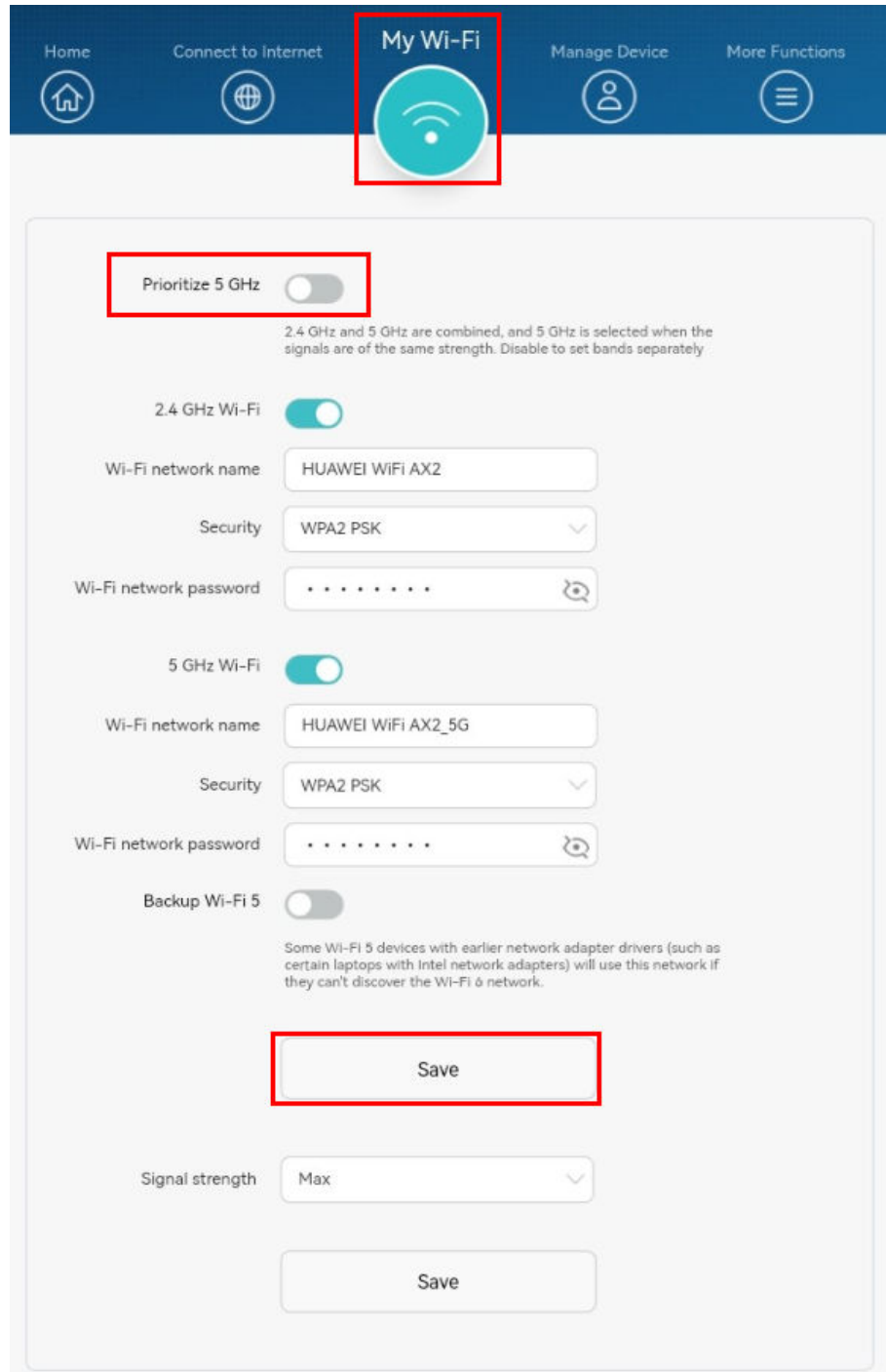
3. Disable **Prioritize 5 GHz/Tri-band auto-selection.**, then touch the ✓ icon in the upper right corner of the screen.

## Method 2: Using the web-based management page

### NOTE

Ensure that you have already completed the Internet access wizard for your router.

1. Connect your computer/phone to the router's Wi-Fi , or connect the computer to the router's LAN port using an Ethernet cable. In your browser address bar, enter the default IP address and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).
2. Click **My Wi-Fi**. Click **Prioritize 5 GHz/Tri-band auto-switch** and then click **Save** to disable **Prioritize 5 GHz/Tri-band auto-switch**.



# 10

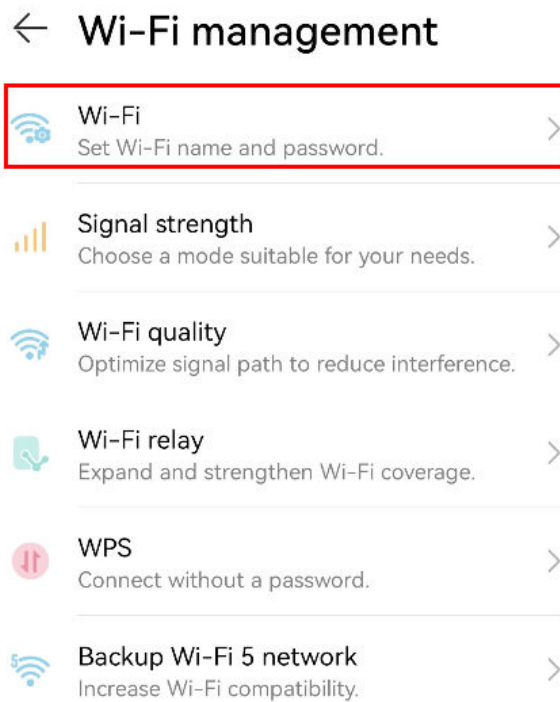
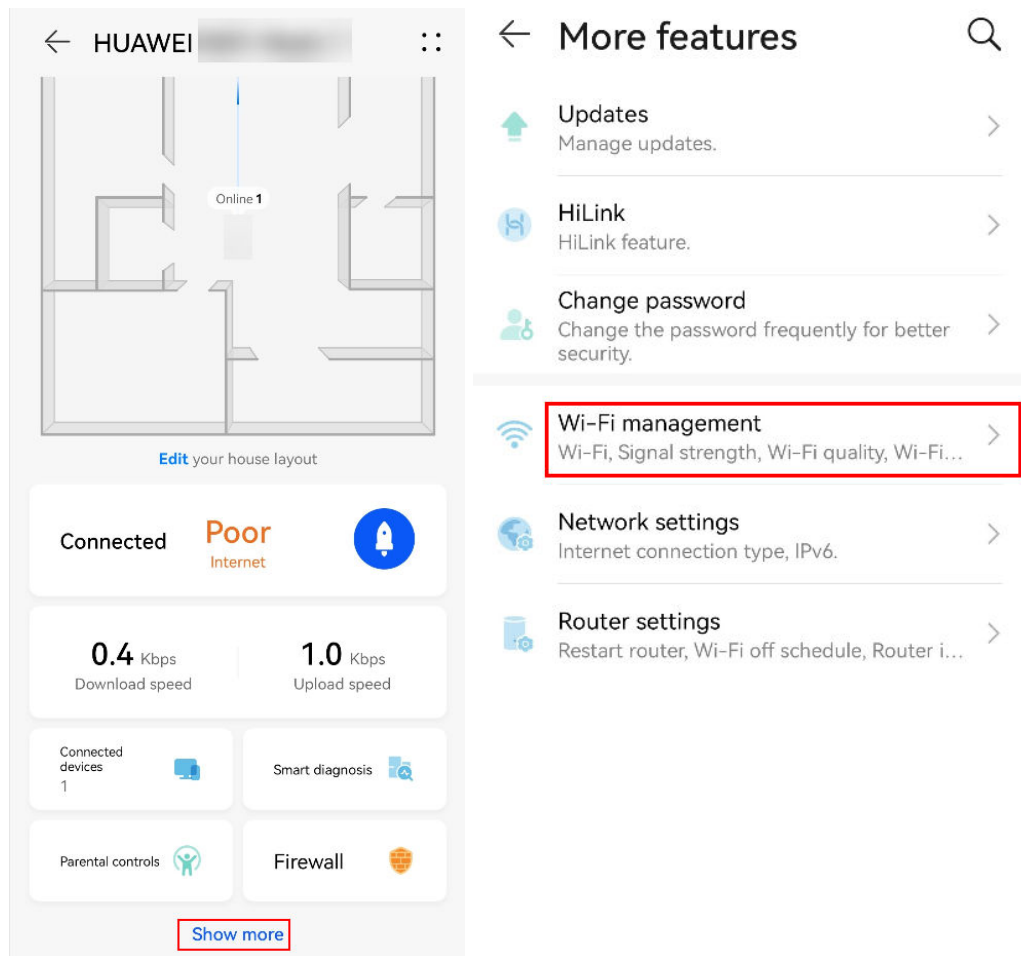
## How do I enable or disable Wi-Fi on my HUAWEI router

---

Wi-Fi is enabled by default. To disable or re-enable Wi-Fi, perform one of the following procedures:

### Method 1: Through the HUAWEI AI Life App

- Step 1** Connect your phone to the router's Wi-Fi network.
- Step 2** Open the HUAWEI AI Life App from your phone and go to the **Router** screen, then go to **Show more > Wi-Fi management > Wi-Fi**.



**Step 3** Touch the **Wi-Fi** switch, then touch  $\checkmark$  in the upper right corner of the screen to confirm and disable your router's Wi-Fi.

 **NOTE**

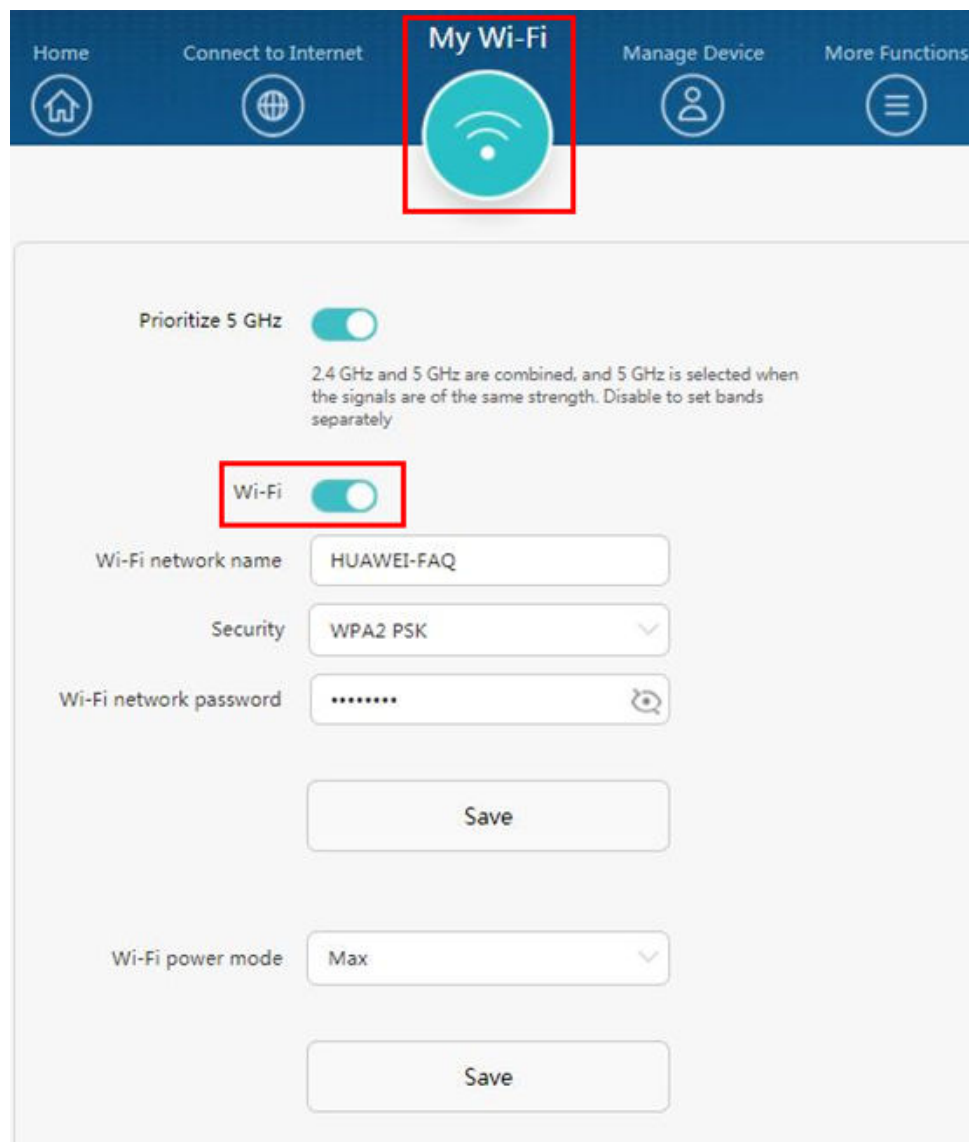
You can also disable **Prioritize 5 GHz / Tri-band auto-selection** to off your 2.4 GHz or 5 GHz Wi-Fi network respectively.

----End

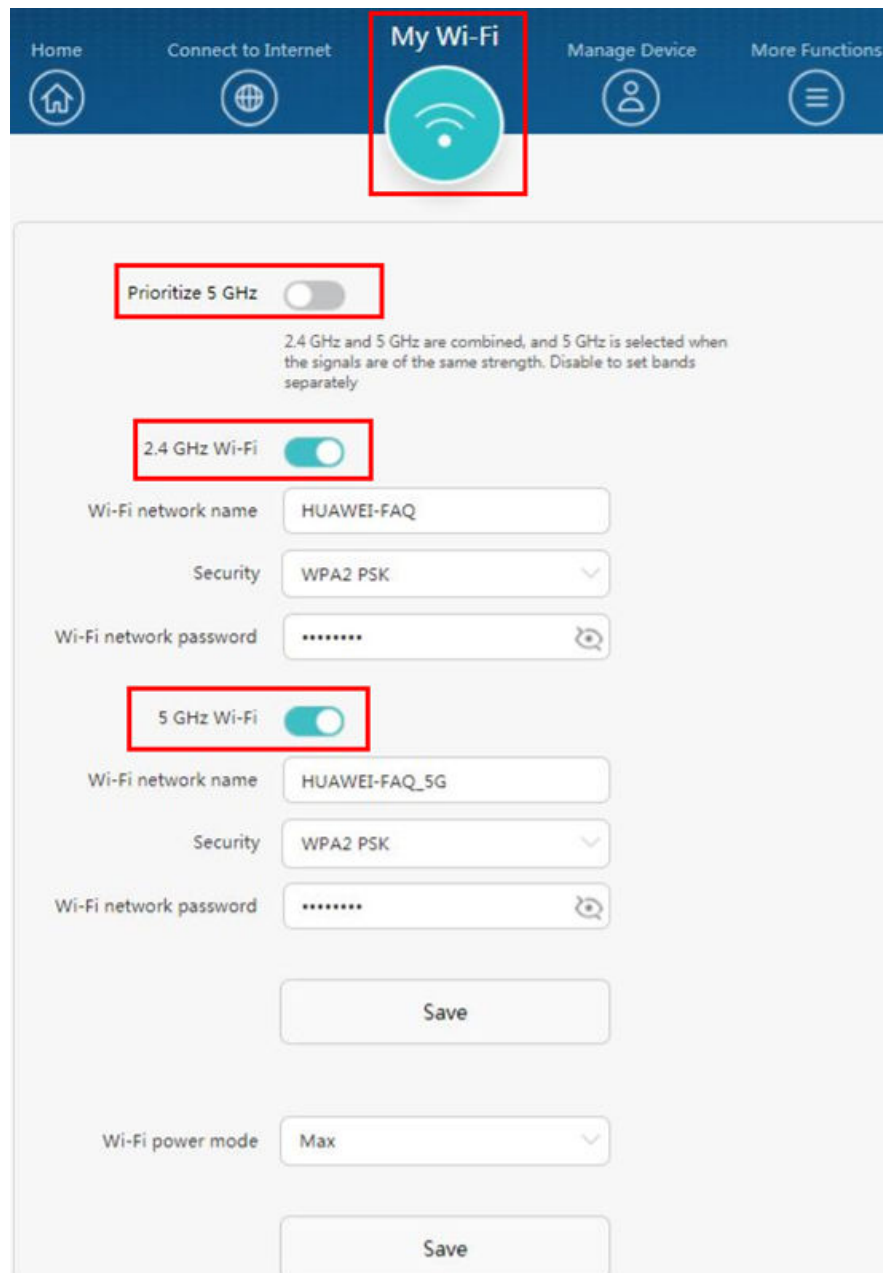
## Method 2: Through the web-based management page

**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Then enter the default IP address in the browser address bar to log in to the router's web-based management page(check the nameplate at the bottom of the router for the default IP address).

**Step 2** Click **My Wi-Fi**. Click the **Wi-Fi** switch to enable or disable your router's Wi-Fi.



- You can also disable **Prioritize 5 GHz / Tri-band auto-switch** to off your 2.4 GHz or 5 GHz Wi-Fi network respectively.



----End

#### NOTE

- When you disable Wi-Fi, you can select **After restarting, your router will turn on Wi-Fi automatically**, so that the next time you restart your router, the Wi-Fi function is automatically enabled.
- When the router's Wi-Fi is disabled, your phone, tablet, or laptop will not be able to connect to your router. You can enable Wi-Fi by restarting your router.
- If you disabled your router's Wi-Fi through the web-based management page and selected **After restarting, your router will turn on Wi-Fi automatically**, Wi-Fi will be enabled automatically when you restart your router.

# 11

## How do I re-enable Wi-Fi after I have scheduled it to shut down for a certain time period on my HUAWEI router

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### Method 1: Restarting your router

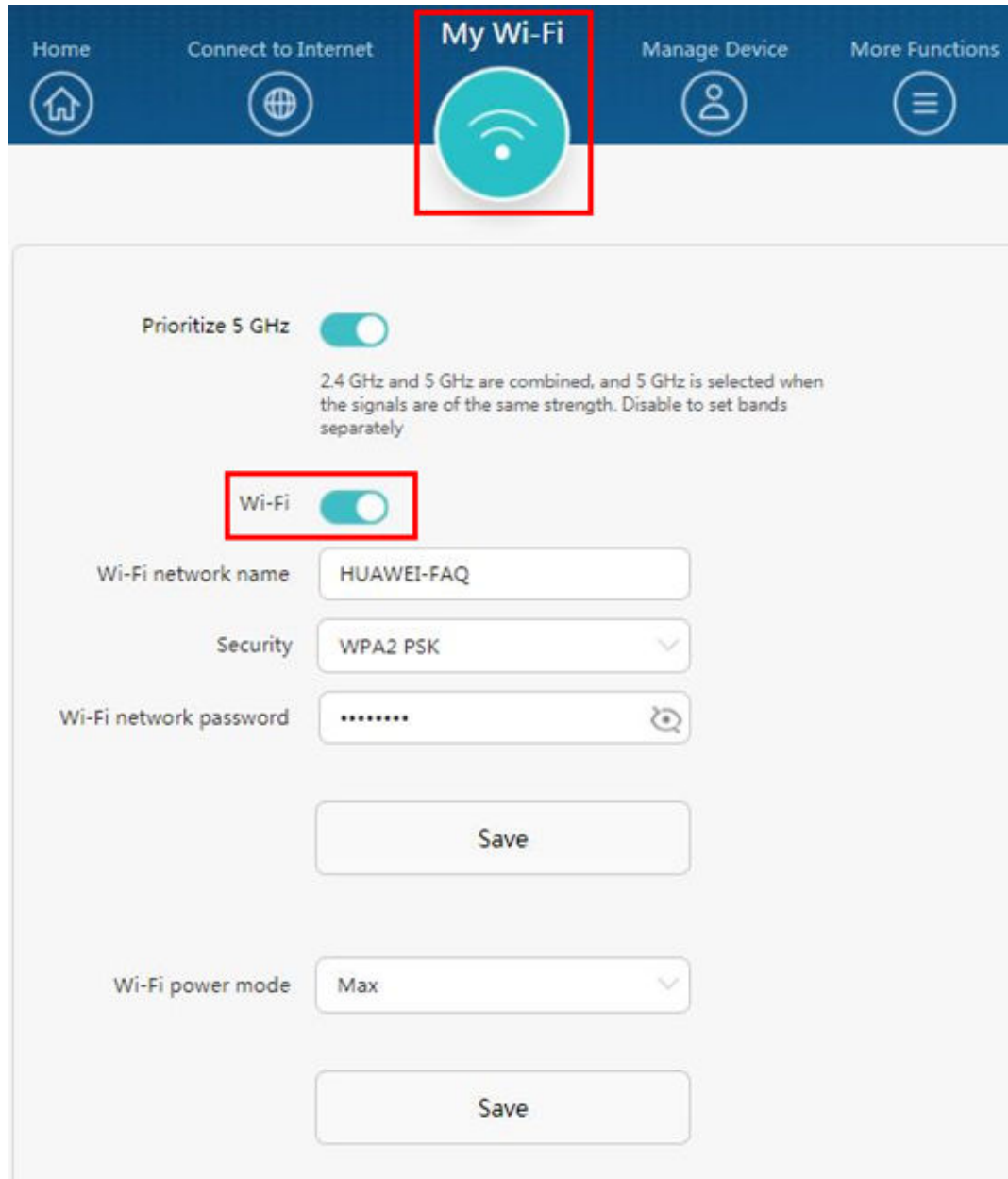
Once your router restarts, Wi-Fi will be enabled automatically.

#### NOTE

If you disabled your router's Wi-Fi through the web-based management page and selected **After restarting, your router will turn on Wi-Fi automatically**, Wi-Fi will be enabled automatically the next time you restart your router.

### Method 2: Through the web-based management page

- Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in the browser address bar to log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).
- Step 2** Click **My Wi-Fi**, and toggle on/off the **Wi-Fi** switch to enable or disable your router's Wi-Fi.



**NOTE**

After Wi-Fi is enabled, Your Wi-Fi will be disabled in the next cycle you set in the Wi-Fi timer. Disable the Wi-Fi timer function if required.

**----End**

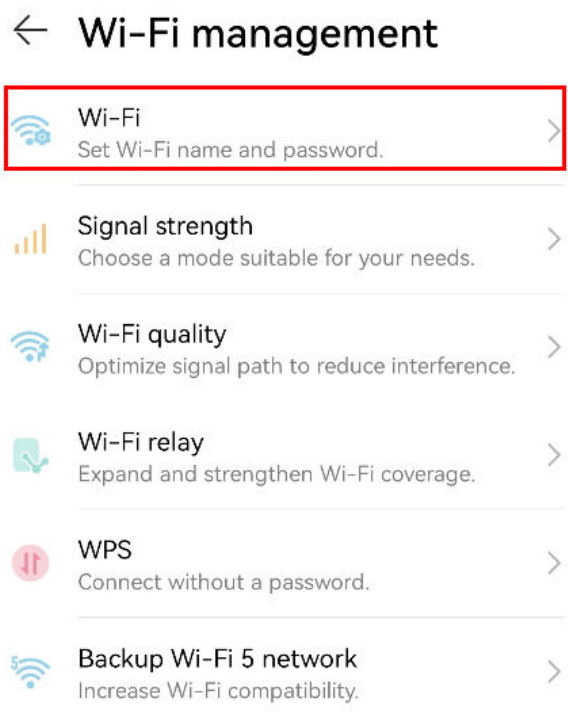
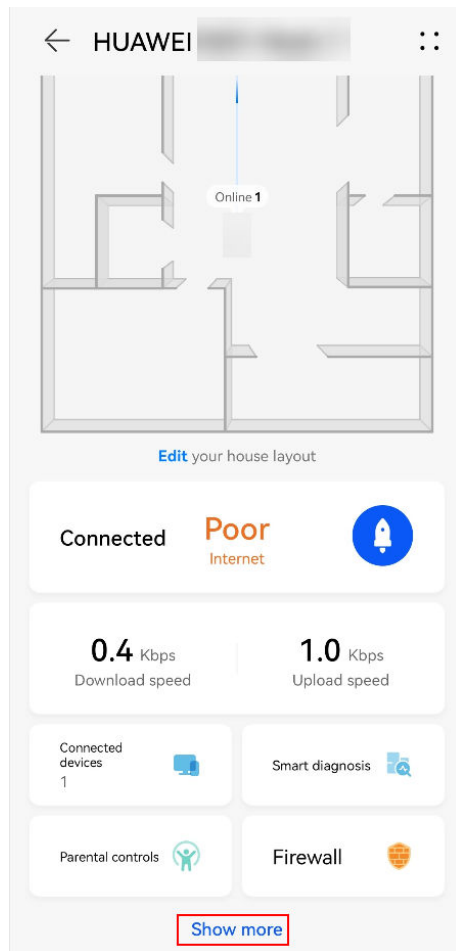
# 12 How do I modify my HUAWEI router's Wi-Fi name and password

---

You can strengthen the security of your Wi-Fi network by frequently modifying your router's Wi-Fi name and password.

## Method 1: Through the HUAWEI AI Life App

- Step 1** Connect your phone to the router's Wi-Fi network.
- Step 2** Open the HUAWEI AI Life App from your phone and go to the **Router** screen, then go to **Show more > Wi-Fi management > Wi-Fi**.



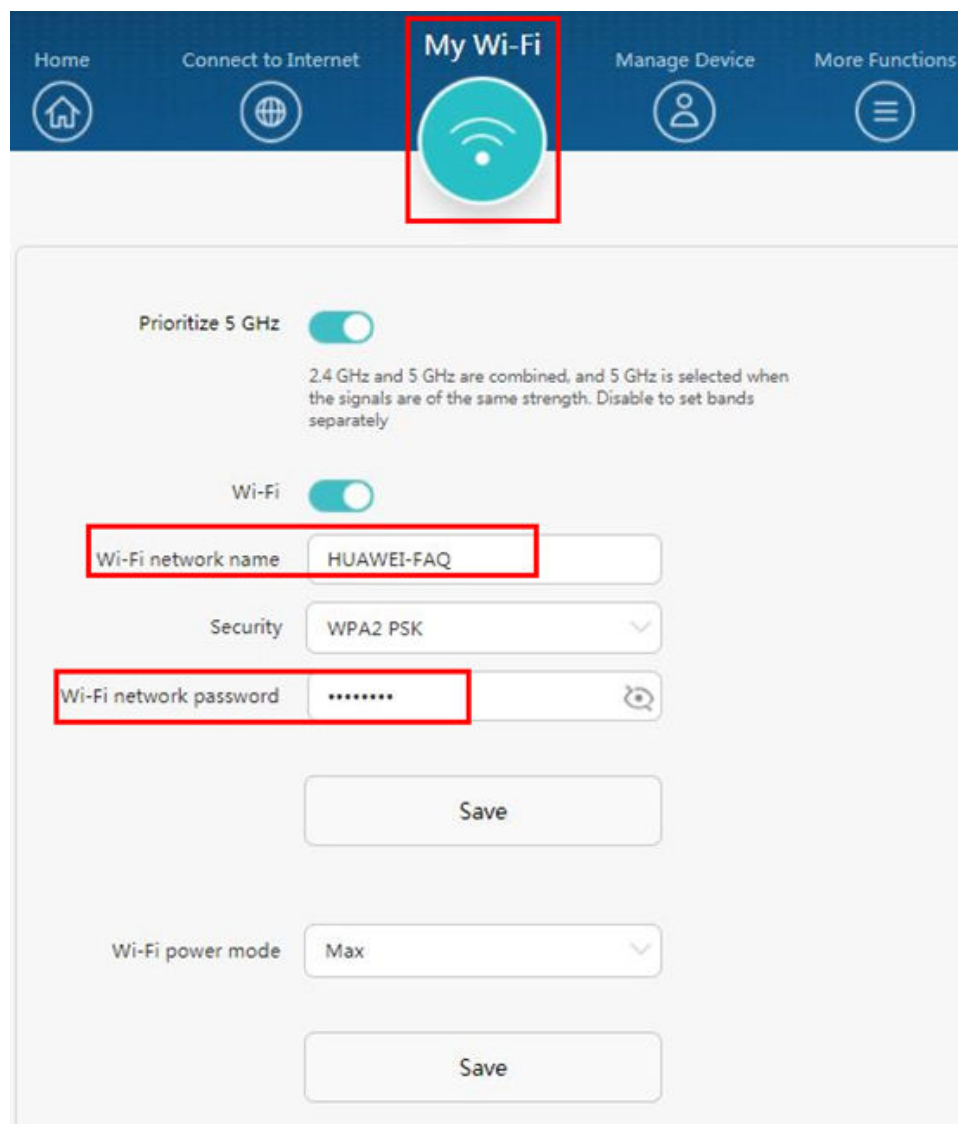
**Step 3** Enter a new Wi-Fi name and password in the **Wi-Fi name** and **Wi-Fi password** fields, then touch ✓ in the upper right corner of the screen to confirm.

----End

## Method 2: Through the web-based management page

**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in the browser address bar to log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

**Step 2** Click **My Wi-Fi**. You can set a new Wi-Fi name and password in **Wi-Fi network name** and **Wi-Fi network password**. Click **Save** to save the Wi-Fi name and password.



----End

 NOTE

- You can also disable **Prioritize 5 GHz** to set a new Wi-Fi name and password for your 2.4 GHz or 5 GHz Wi-Fi network respectively by entering them in the corresponding **Wi-Fi network name** and **Wi-Fi network password** fields. Once complete, click **Save**.
- You can also disable **Tri-band auto-switch** to set a new Wi-Fi name and password for your 2.4 GHz / 5G\_1 / 5G\_2 Wi-Fi network respectively by entering them in the corresponding **Wi-Fi network name** and **Wi-Fi network password** fields. Once complete, click **Save**.

# 13

## How can I improve my HUAWEI router's Wi-Fi signal

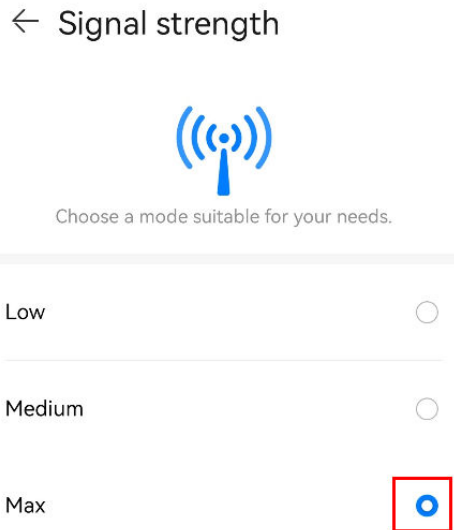
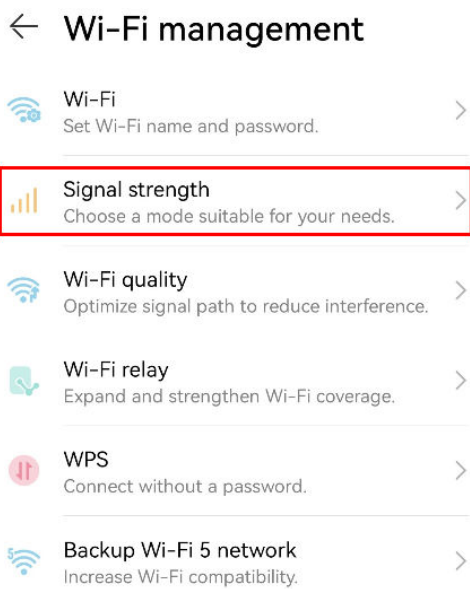
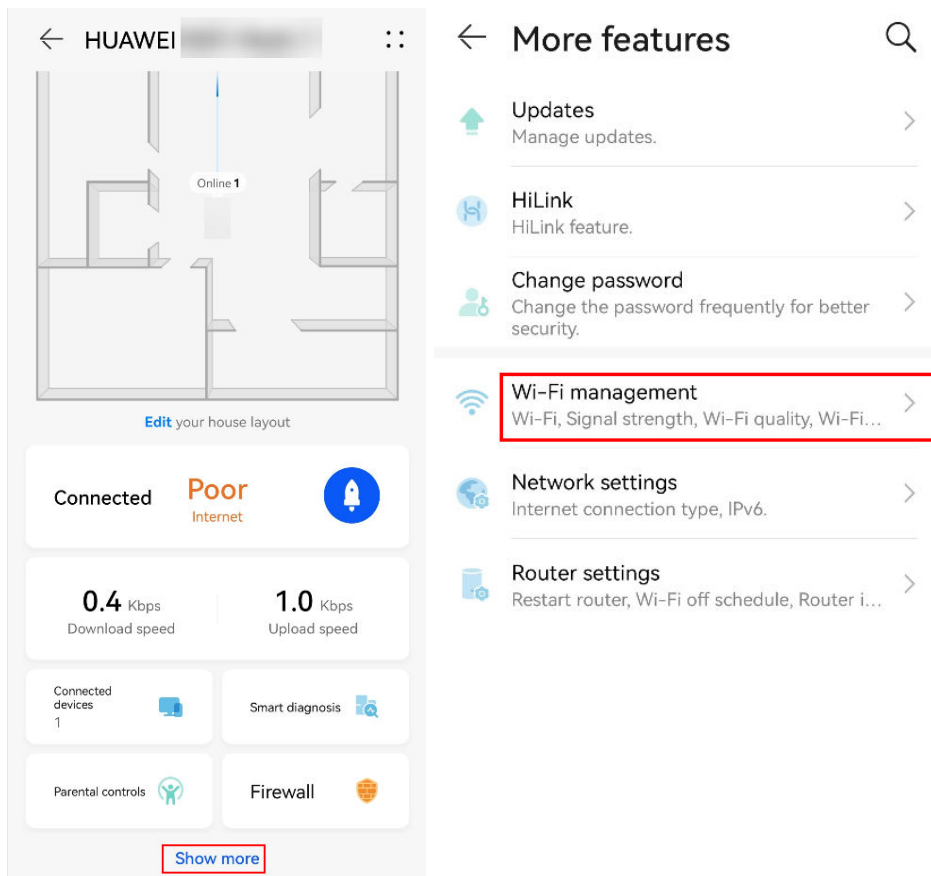
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- Install your router in a stable, well-ventilated environment away from direct sunlight or other strong sources of light. Minimize obstructions between your router and your computer or other devices. Obstructions such as walls between your router and device can affect Wi-Fi signal quality.
- Ensure your router, computer, and other devices are kept away from appliances with strong magnetic or electrical fields, such as microwave ovens.
- You can modify your router's Wi-Fi channel through the web-based management page (go to **More Functions** > **Wi-Fi Settings** > **Advanced Wi-Fi Settings**, set the desired channel in the **2.4 GHz Wi-Fi** area). It is recommended that you separate your Wi-Fi signals by 5 channels or more to reduce interference.
- Try setting your **Signal strength** to **Max**.

### Method 1: Through the HUAWEI AI Life App

**Step 1** Connect your phone to the router's Wi-Fi network.

**Step 2** Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more** > **Wi-Fi management** > **Signal strength**, and click **Max**.



----End

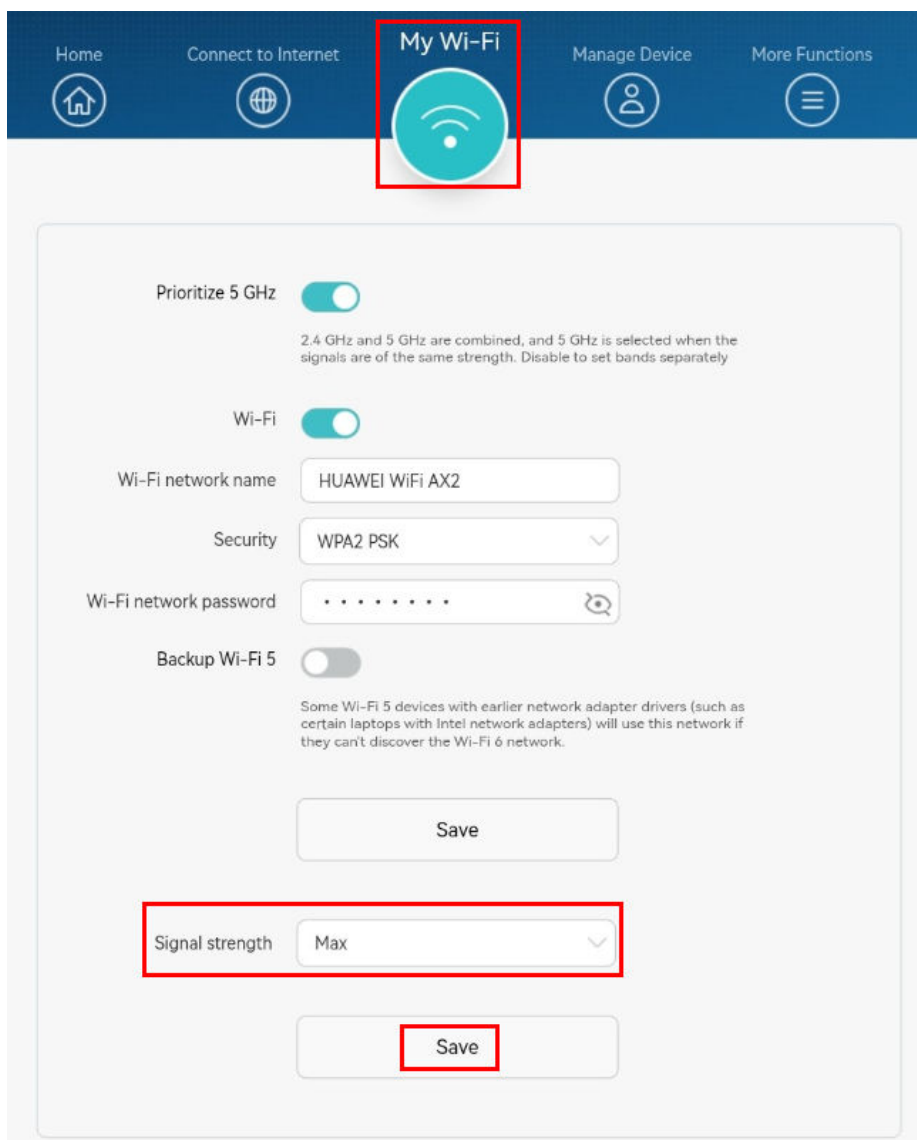
## Method 2: Through the web-based management page

**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Open your Internet browser. Enter the default IP address in your browser address bar and log into the web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Click **My Wi-Fi**. In **Signal strength**, select **Max**, and click **Save**.



----End

# 14 How do I set the security Mode of my HUAWEI router

The Wi-Fi security modes of the router include **None** mode, **WPA2 PSK** mode , **WPA/WPA2 PSK hybrid** mode, and **WPA2 PSK/WPA3 SAE hybrid** mode.

## NOTE

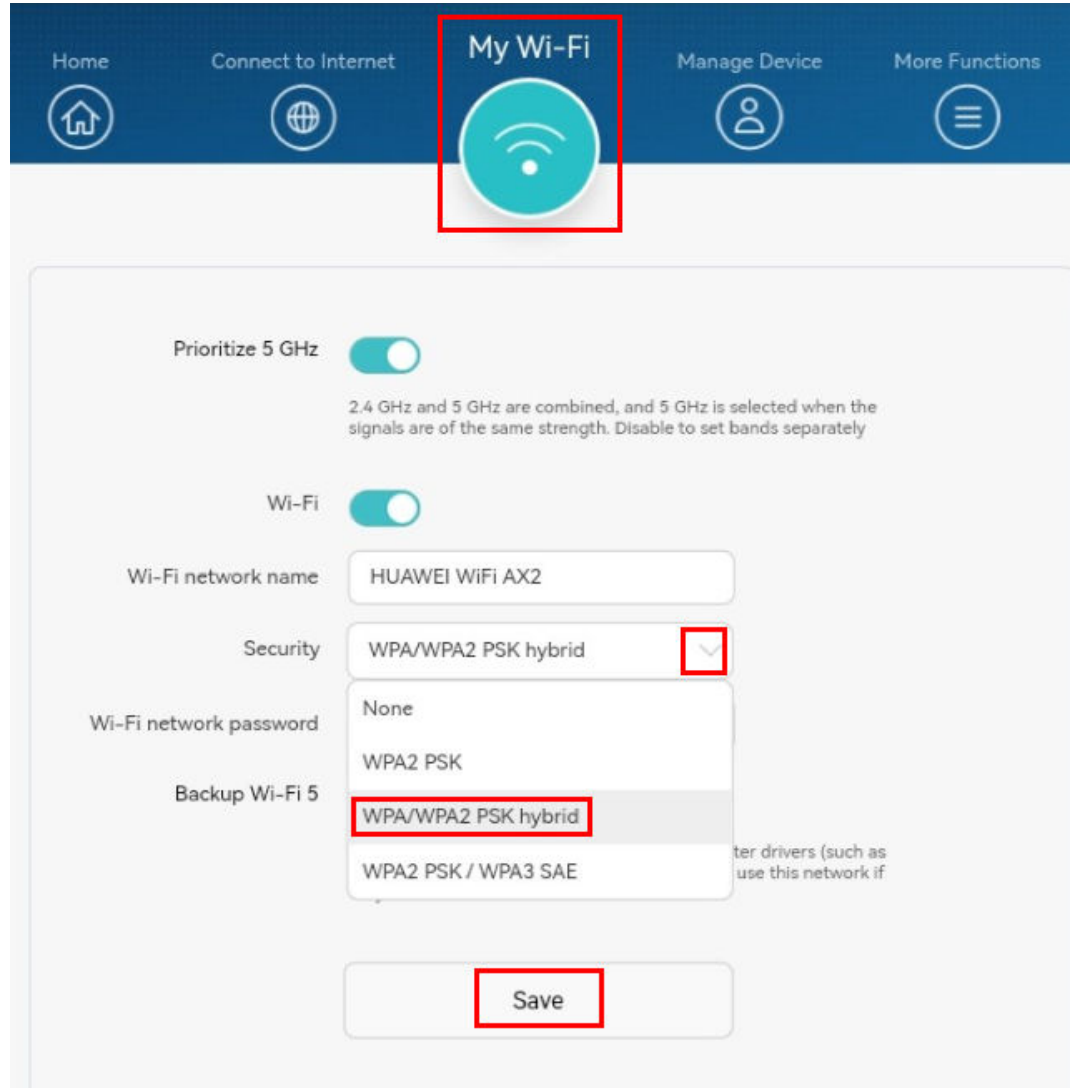
- In **None** mode, your wireless network will not be password protected. This is not a secure option.
- **WPA2 PSK** mode is more secure than **WPA/WPA2 PSK hybrid** mode. However, only WPA2 certified devices are able to connect normally, so there may be compatibility issues.
- In **WPA/WPA2 PSK hybrid** mode, WPA or WPA2 certified devices can connect to routers.
- The **WPA2 PSK/WPA3 SAE hybrid** mode is more secure than **WPA/WPA2 PSK hybrid** mode, WPA2 or WPA3 certified devices can connect to routers.

Therefore, it is recommended that you set the router to **WPA/WPA2 PSK hybrid**. Follow these configuration steps:

1. Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. In the browser address bar, enter the default IP address and log in to the router's web-based management page(check the nameplate at the bottom of the router for the default IP address).

## NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
  - If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.
2. Click **My Wi-Fi**, set **Security** as **WPA/WPA2 PSK hybrid**, and click **Save**.



# 15

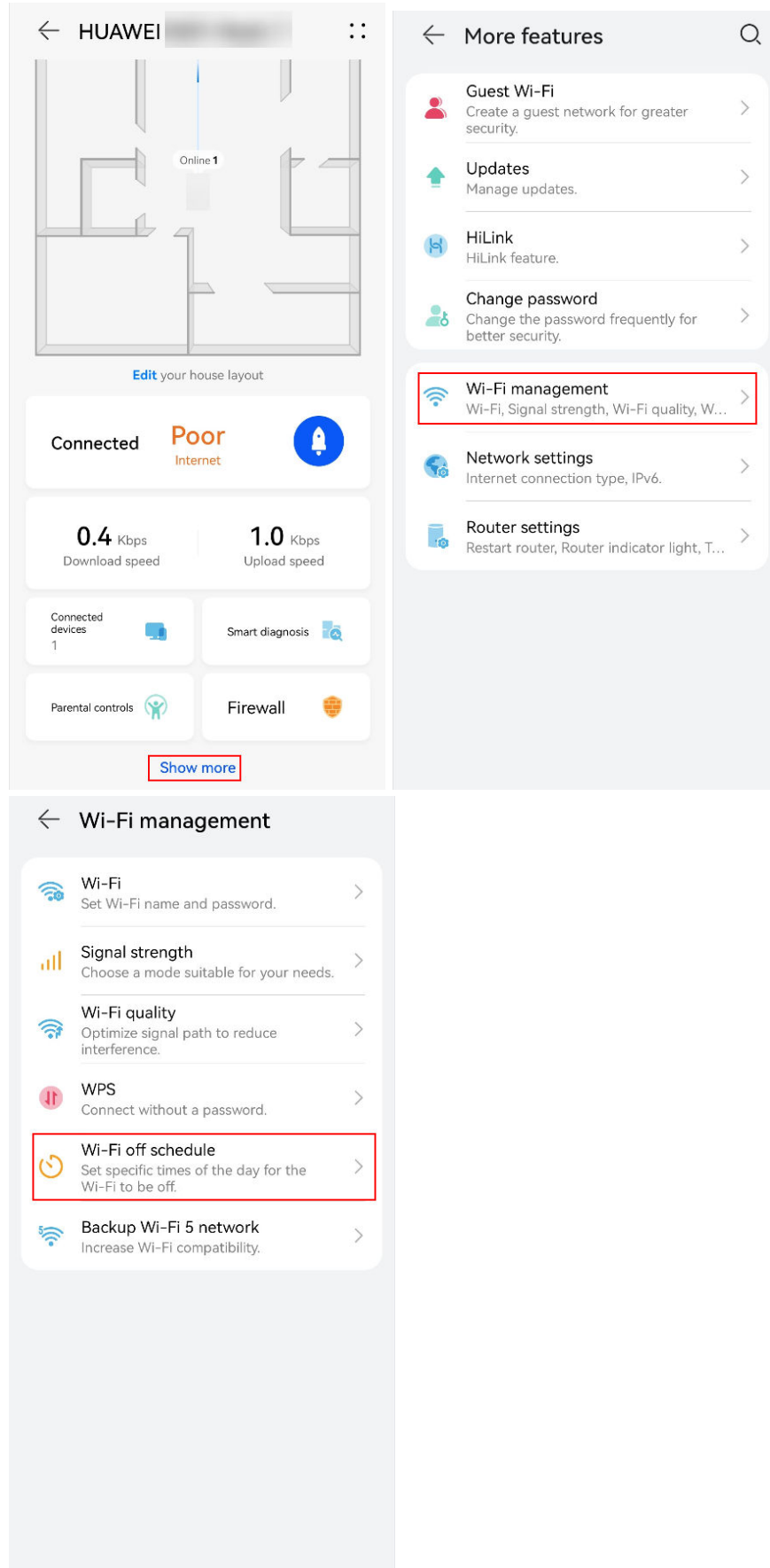
## How can I set my HUAWEI router's Wi-Fi to turn off at a certain time

---

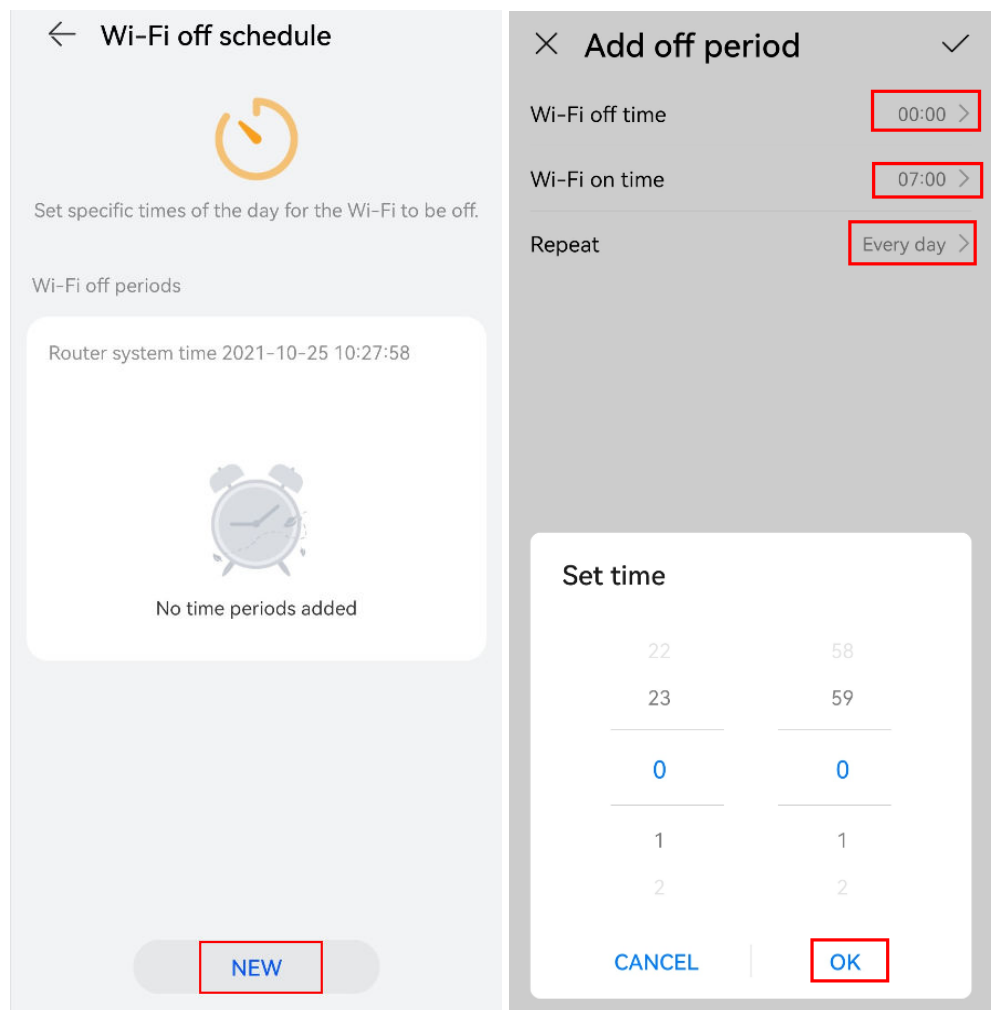
After you enable the router's Wi-Fi Timer function, the Wi-Fi will turn off at the time set by you every day.

### Method 1: Using HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App and go to the **Router** screen, then go to **Show more > Wi-Fi management > Wi-Fi off schedule**.



- From the **Wi-Fi off schedule** page, touch **NEW**. Modify the **Wi-Fi off time** , **Wi-Fi on time**, and **Repeat** options for your router, then touch the ✓ icon in the upper right corner of the screen.



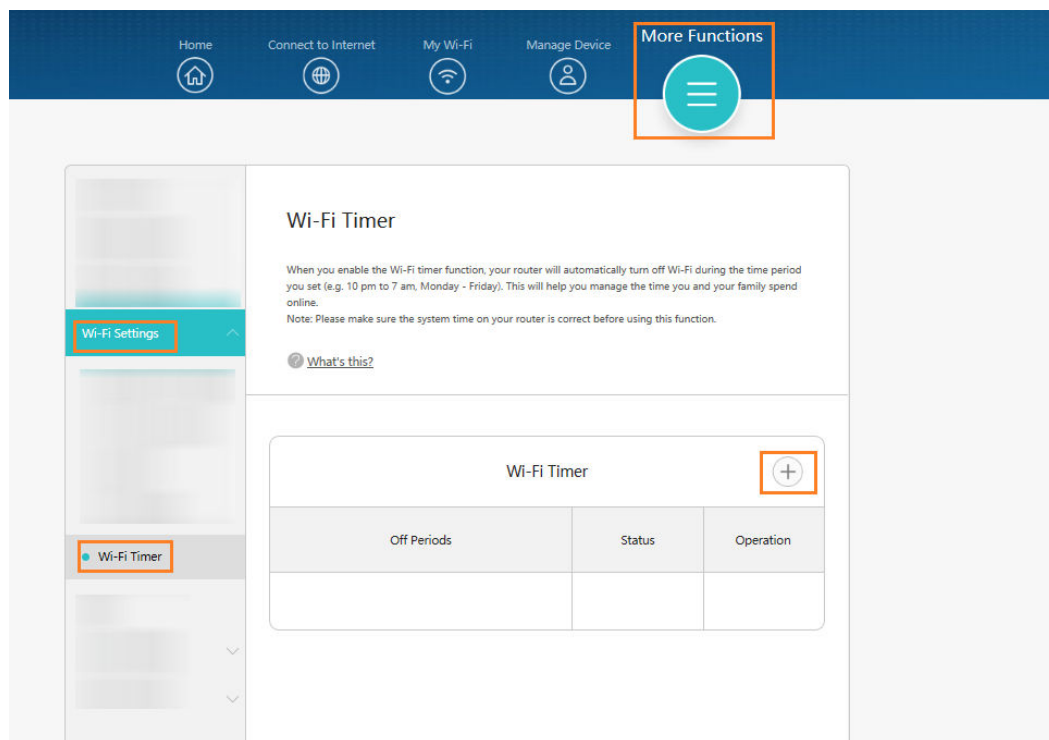
## Method 2: Using the web-based management page


- Connect your computer/phone to the router's Wi-Fi, or connect the computer to the router's LAN port using an Ethernet cable. Open your Internet browser. Enter the default IP address in your browser address bar and log into the web-based management page (check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

- Go to **More Functions > Wi-Fi Settings > Wi-Fi Timer**.



3. Click on the  icon on the right-hand side. Set your **Off Periods**. Click **OK**.



# 16

## How can I turn on my HUAWEI router's Guest Wi-Fi

---

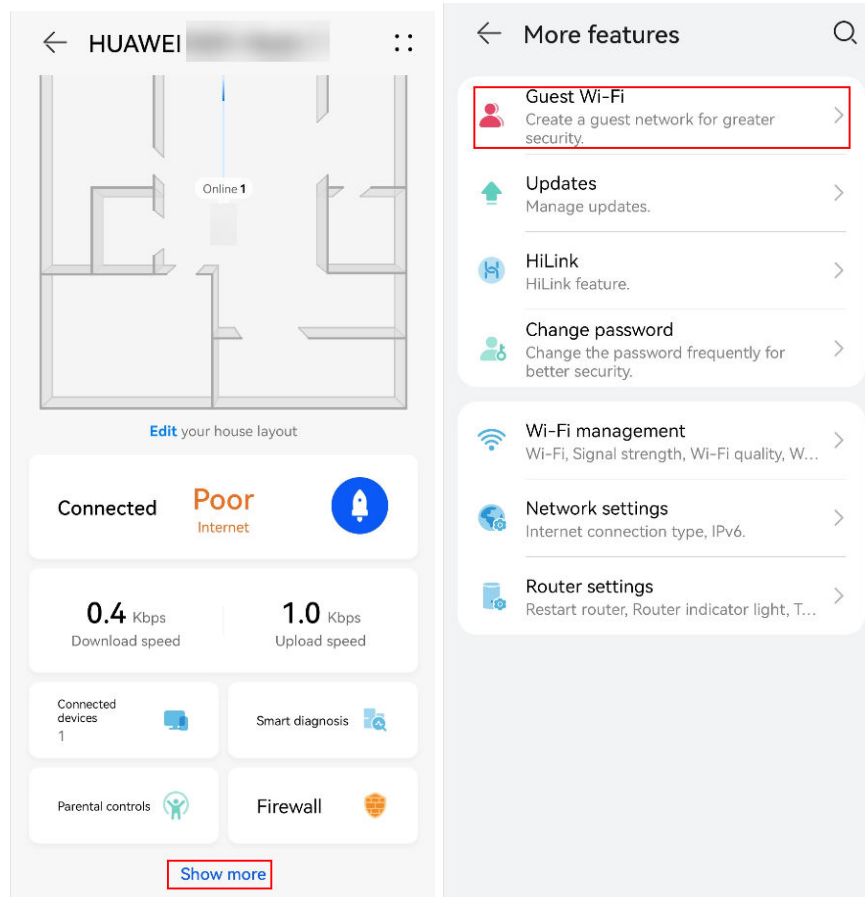
Guest Wi-Fi can be enabled for visiting guests to use independently. When Guest Wi-Fi is enabled, your router will provide both host and guest Wi-Fi networks, and these networks will operate independently. Guests will be able to use your Guest Wi-Fi to go online, but will be unable to manage or change settings on your router, and will also be unable to access your home network devices. Guest Wi-Fi can effectively protect your online security and privacy.

### NOTE

- The devices that connect to the Guest Wi-Fi are isolated from each other, so the Screen projection is not supported under the Guest Wi-Fi.
- When multi-router Networking, only the main router supports Guest Wi-Fi.

### Method 1: Using HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App and go to the **Router** screen, then go to **Show more > Guest Wi-Fi**.



3. Turn on the **Guest Wi-Fi** button, you can set the Wi-Fi name, whether to set the Wi-Fi password, **duration** and **Speed limited**.

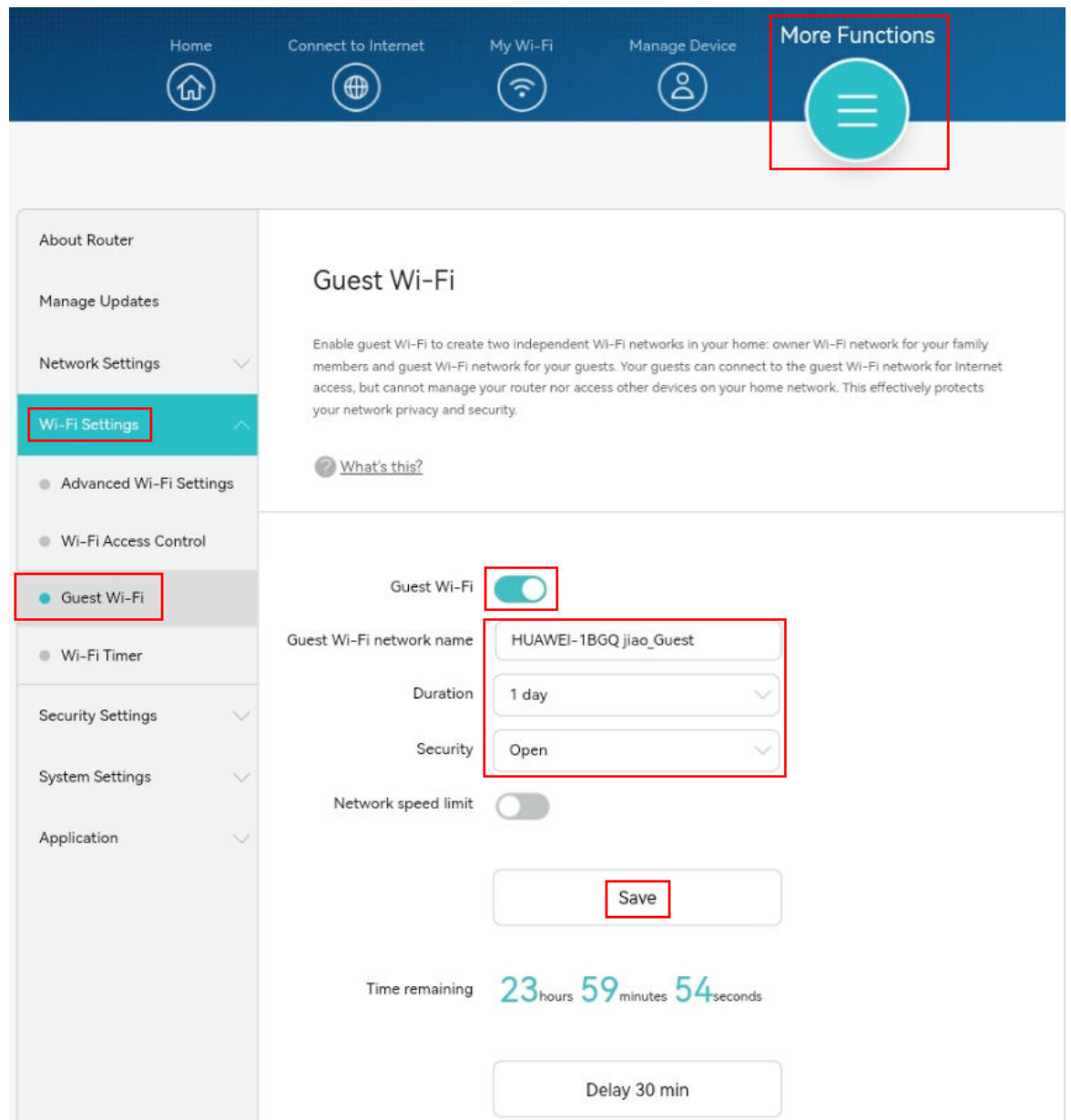
## Method 2: Using the web-based management page

1. Connect your computer/phone to the router's Wi-Fi( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Open your Internet browser. Enter the default IP address in your browser address bar to access the web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

2. Go to **More Functions > Wi-Fi Settings > Guest Wi-Fi** to enter the Guest Wi-Fi settings page. Guest Wi-Fi can be enabled and disabled according to your preferences. You can also set Guest Wi-Fi network name, password, and the length of time you would like Guest Wi-Fi to remain enabled for.



Your guests will be able to get online by connecting their wireless devices to the Guest Wi-Fi network.

- From your router's web-based management page, you can limit the speed of any device in the **Manage Device** page, including the devices from your Guest network.
- If you need to set a more precise time, you can first select a time such as 4 hours or 1 day as a starting point. You can then adjust the length of time guest Wi-Fi is enabled for by using the **Delay 30 min** option as many times as required.

Guest Wi-Fi

Guest Wi-Fi network name

Duration

Security

Network speed limit

Time remaining **23** hours **59** minutes **53** seconds

# 17

## What should I do if the Wi-Fi name or password of a HUAWEI router is changed

---

### Case 1: Router has been replaced

If the Wi-Fi name and password of the new router are different from those of the old router, power on the smart home device, connect your phone to the Wi-Fi network of the new router, and add the smart home device again.

### Case 2: Router hasn't been replaced, but the Wi-Fi name or password is changed

If you are using a HarmonyOS Mesh+ router (with an H/Hi button on it):

After the Wi-Fi network and/or password is/are changed in the **AI Life** App on the phone or tablet, that phone or tablet can automatically connect to the new Wi-Fi network.

#### NOTE

There are three scenarios for the Wi-Fi name or password change:

1. Both the Wi-Fi name and password are changed.
2. Only the Wi-Fi name is changed.
3. Only the Wi-Fi password is changed.

# 18

## How do I modify the Wi-Fi's frequency bandwidth of my HUAWEI router

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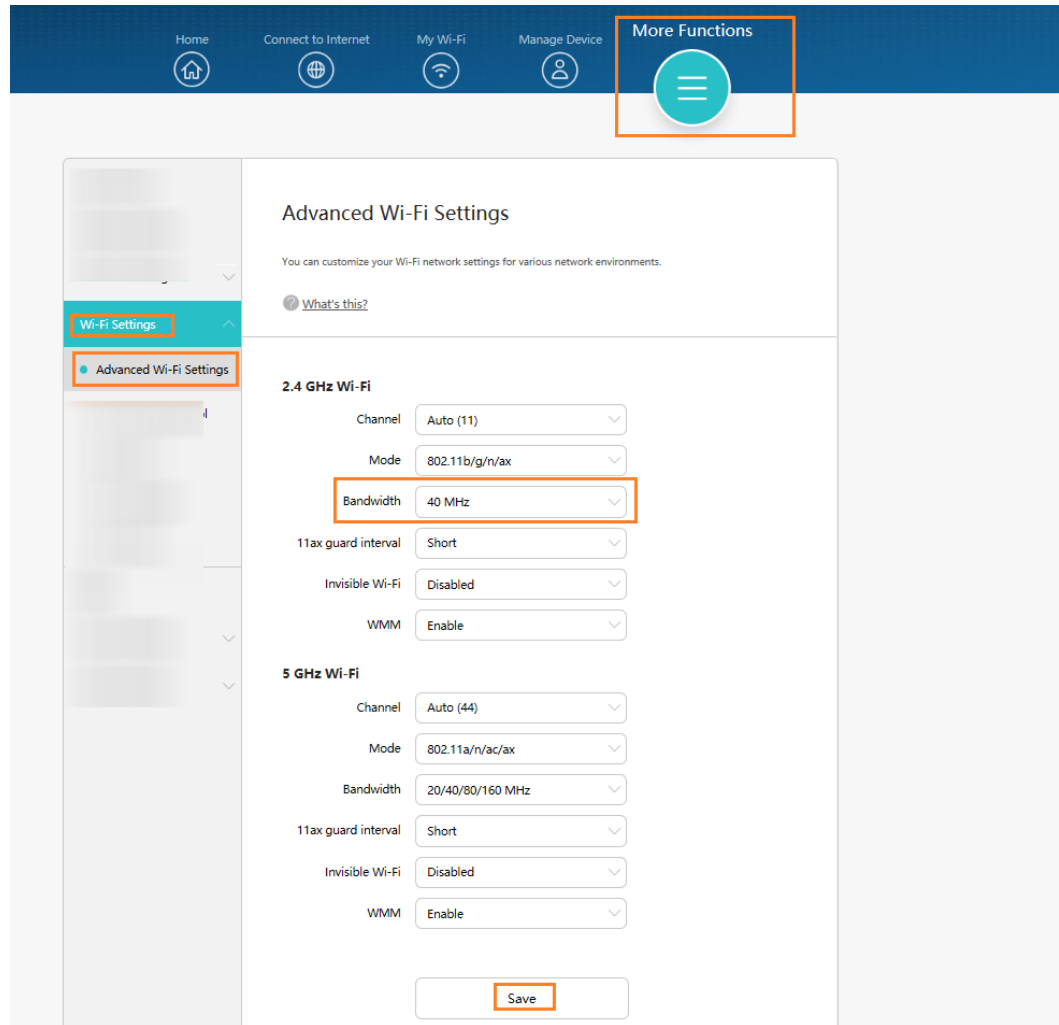
The router's frequency bandwidth refers to the frequency range occupied by the carrier. It is also the standard for the transmission of wireless signal frequencies.

**Step 1** Connect your computer/phone to the router's Wi-Fi, or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in the browser address bar to log in to the web-based management page (check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Go to **More Functions > Wi-Fi Settings > Advanced Wi-Fi Settings**, and select the desired frequency bandwidth in **2.4GHz Wi-Fi > Bandwidth**. Click **Save** to save the settings.



----End

# 19

## How do I hide my HUAWEI router's Wi-Fi name

---

When you hide your Wi-Fi name, your phone and computer cannot detect your router's Wi-Fi network. To connect your phone or computer to your router's Wi-Fi, you must manually enter the correct Wi-Fi name. Hiding the Wi-Fi name helps to enhance the security of your Wi-Fi network.

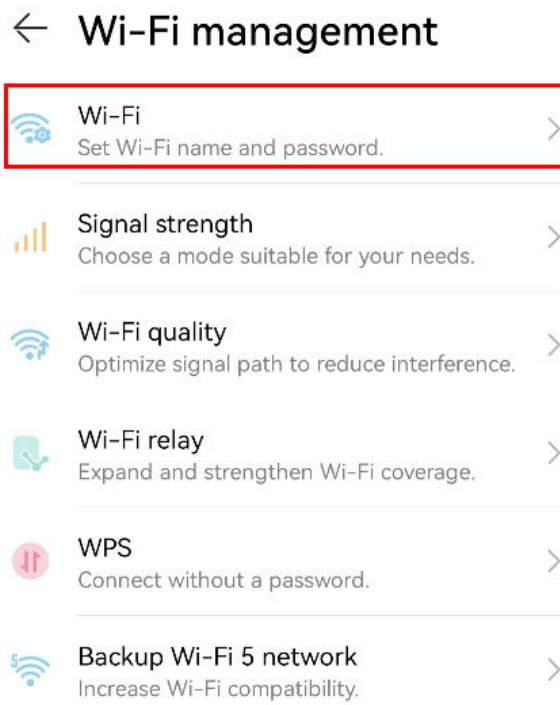
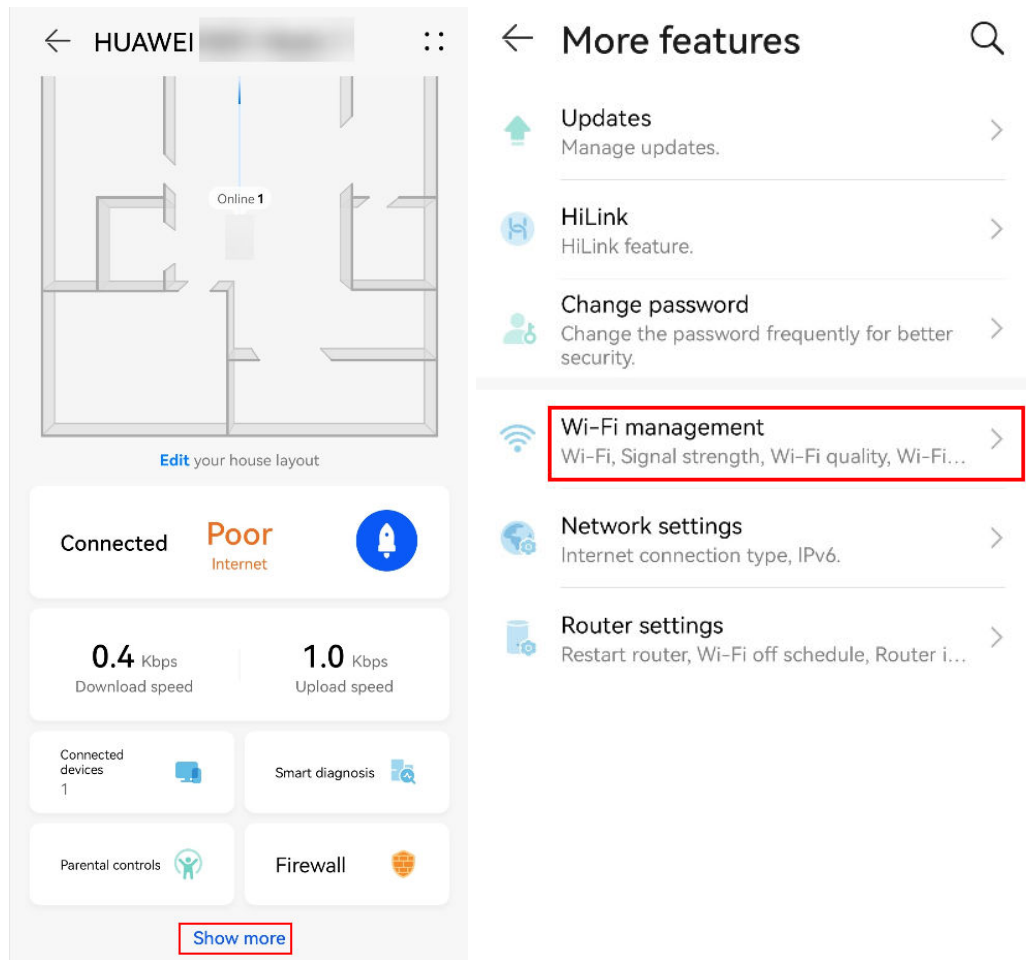
 **NOTE**

- You cannot hide your Wi-Fi name when using your router as a wireless repeater.

### Method 1: Using HUAWEI AI Life App

**Step 1** Connect your phone to the router's Wi-Fi network.

**Step 2** Open the HUAWEI AI Life App from your phone and go to the **Router** screen, then go to **Show more > Wi-Fi management > Wi-Fi**.



**Step 3** From the Wi-Fi screen, select **Hide network** in the lower left corner and touch ✓ in the upper right corner to confirm.

 **NOTE**

You can also disable **Prioritize 5 GHz/Tri-band auto-selection** to hide your 2.4 GHz or 5 GHz Wi-Fi network respectively.

If you want to stop hiding your Wi-Fi network, repeat the steps above and de-select **Hide network**, then touch ✓ in the upper right corner to confirm.

----End

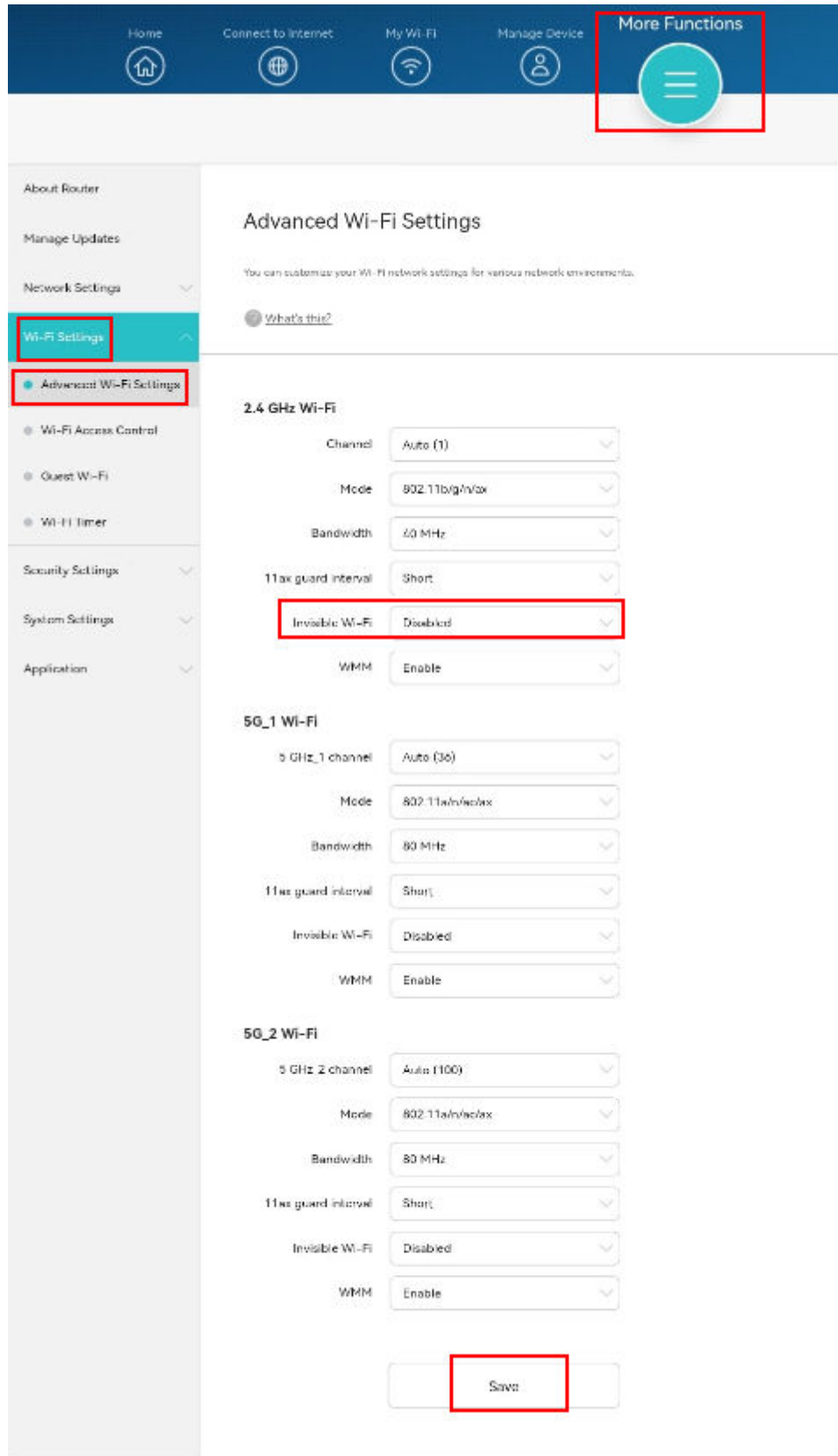
## Method 2: Using the web-based management page

**Step 1** Connect your computer/phone to the router's Wi-Fi, or connect the computer to the router's LAN port using an Ethernet cable. Enter **the default IP address** in the browser address bar to log in to the web-based management page (check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Go to **More Functions > Wi-Fi Settings > Advanced Wi-Fi Settings**, then **Disabled Invisible Wi-Fi** in the **2.4 GHz Wi-Fi** or **5 GHz Wi-Fi** area to hide the Wi-Fi name for the corresponding network respectively.



----End

# 20 How do I update the firmware version of my HUAWEI router?

## CAUTION

Disconnecting the power supply of your router during its firmware update process may cause damage to the router.

### Method1: Configuration using the default IP address

- **Automatic update (when idle)**

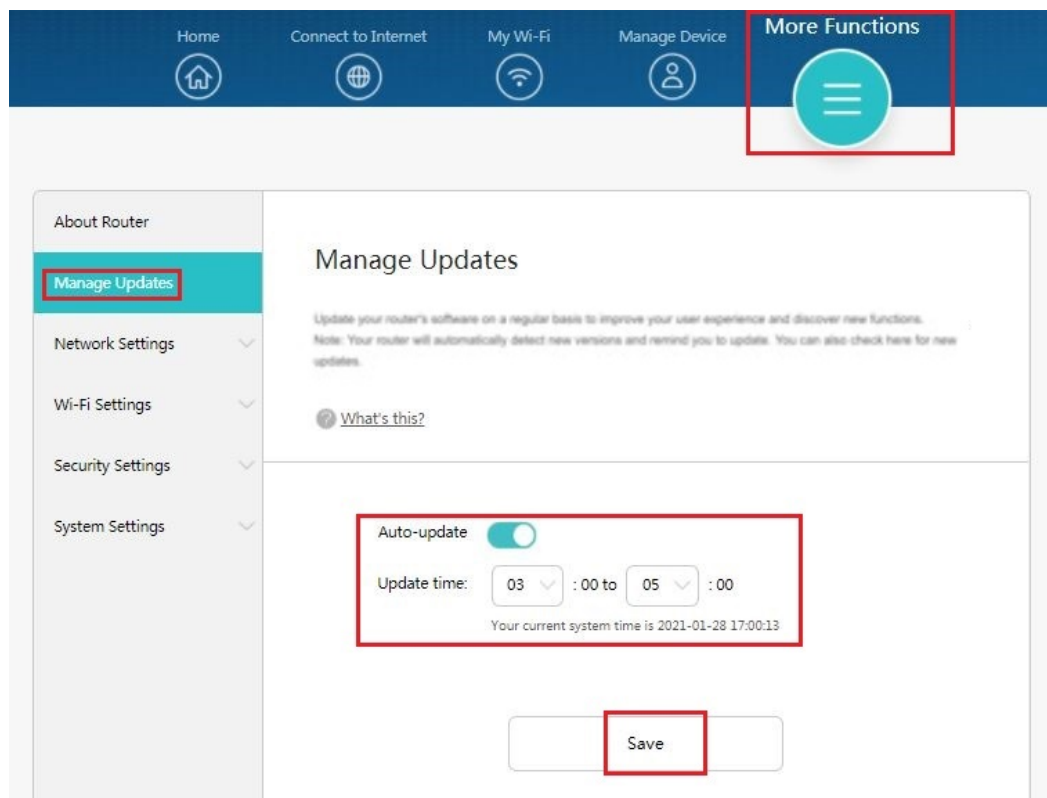
When **Auto-update** is enabled, your router can automatically detect new updates for the time period you specify. If a new update is detected, your router will download and install it automatically.

1. Connect your computer to the router's Wi-Fi network (or connect the computer to the router's LAN port using an Ethernet cable). In the browser address bar, enter **the default IP address** and log in to the router's web-based management page (check the nameplate at the bottom of the router for the default IP address).

#### NOTE

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

2. Go to **More Functions > Manage Updates**. Toggle **Auto-update** on, set the **update time** of the automatic update, and click **Save**.



- **Update manually online**

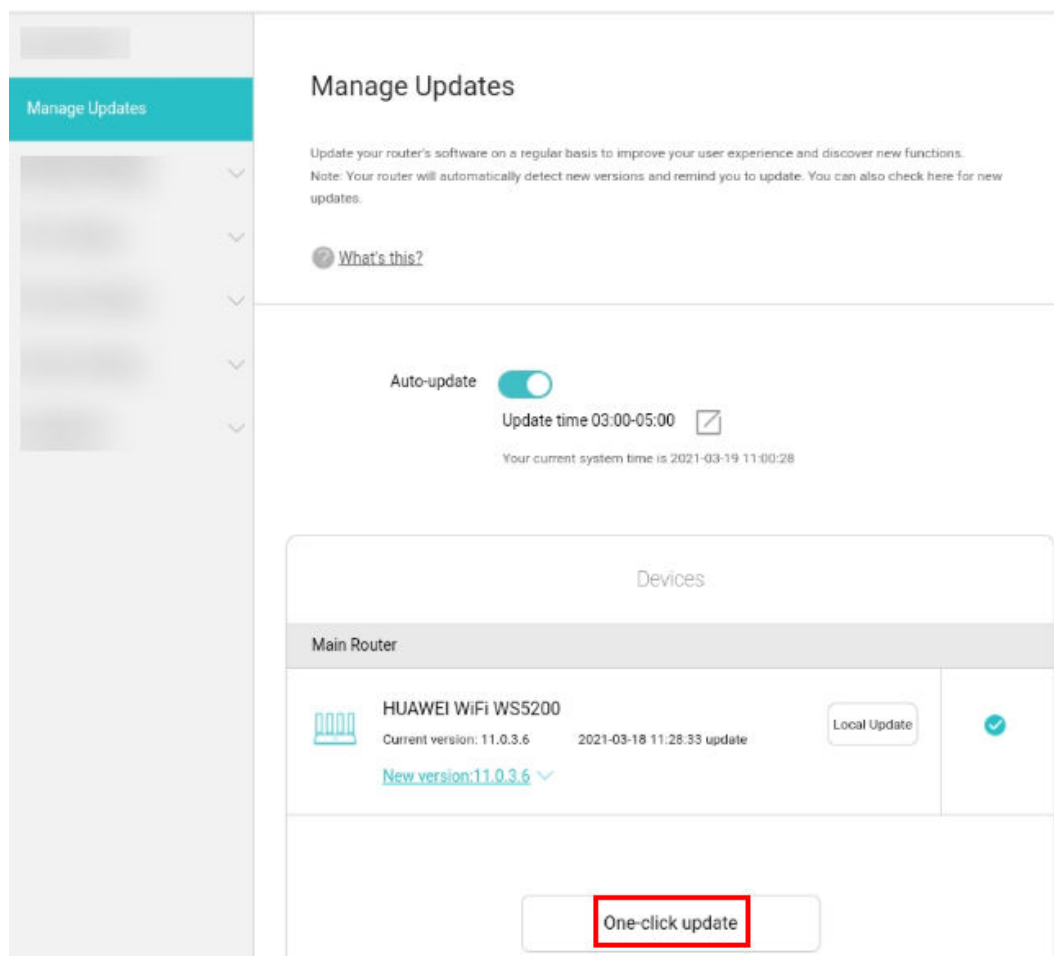
You can always check whether new updates are available for your router. If new updates are available, you can download and install them manually.

1. Connect your computer to the router's Wi-Fi network (or connect the computer to the router's LAN port using an Ethernet cable). In the browser address bar, enter **the default IP address** and log in to the router's web-based management page (check the nameplate at the bottom of the router for the default IP address).

**NOTE**

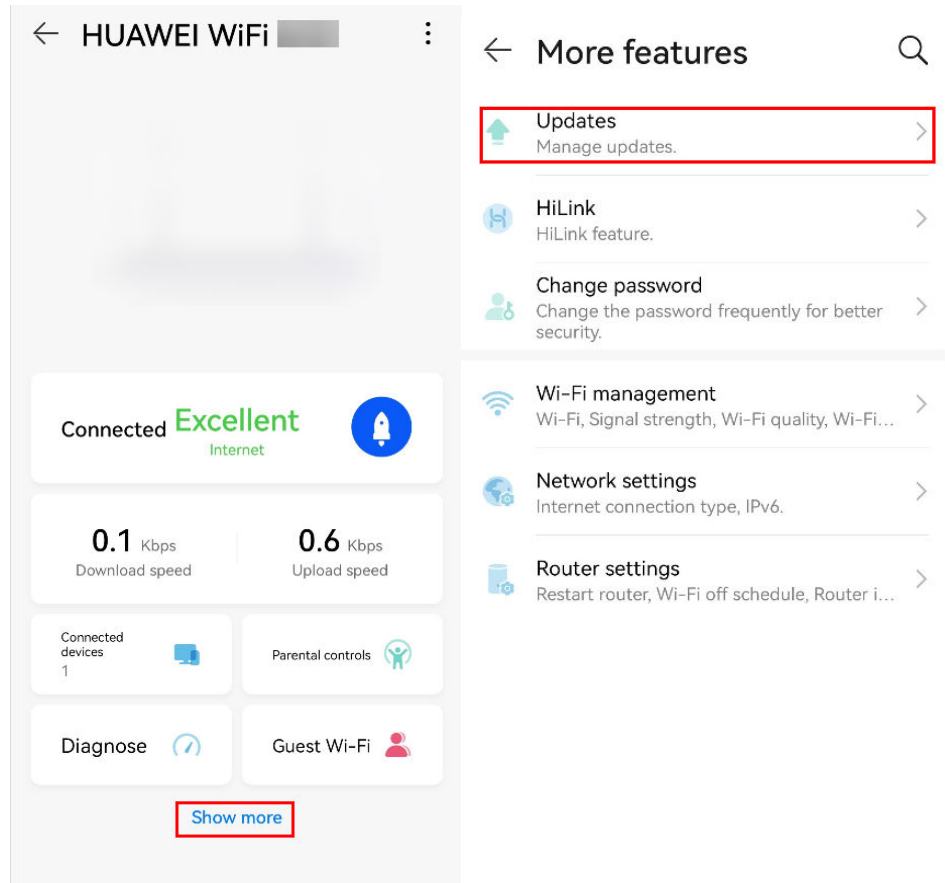
For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

2. Go to **More Functions > Manage Updates**, and click **Update Now** to check whether new updates are available for your router. If new updates are available, click **One-click update** to perform an online upgrade.



## Method 2: Configuration using HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > Updates**.

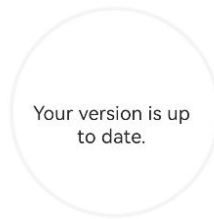


3. Select whether you want to update automatically or perform a manual online update.

- **Manual online update**

You can always check whether new updates are available for your router. If new updates are available, you can download and install them manually. Touch **CHECK FOR UPDATES** to check whether new updates are available for your router. If new updates are available, touch **Update** to download and install them.

← Updates 



Devices (1)

HUAWEI WiFi   
Current version: 11.   
Last update: 2021-08-30 17:28:25

[CHECK FOR UPDATES](#)

 **NOTE**

After updating the firmware, your router's firmware can not roll back to a previous version, and your router will not reset to its factory settings.

# 21

## How do I restore my HUAWEI router to its factory settings

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### CAUTION

If your router is restored while the **Retain key settings** option is enabled, key information such as Wi-Fi name and password will be retained. Nevertheless, after your router is restored, you would still need to complete the configuration process before you can access the Internet.

---

### Method 1: Through the router's RESET hole/button

Power on your router and wait until the startup process completes.

RESET hole:

Using a pin, press the RESET hole on the router for approximately 2 seconds until the indicator lights go out. The router should now be restored to factory settings.

RESET button:

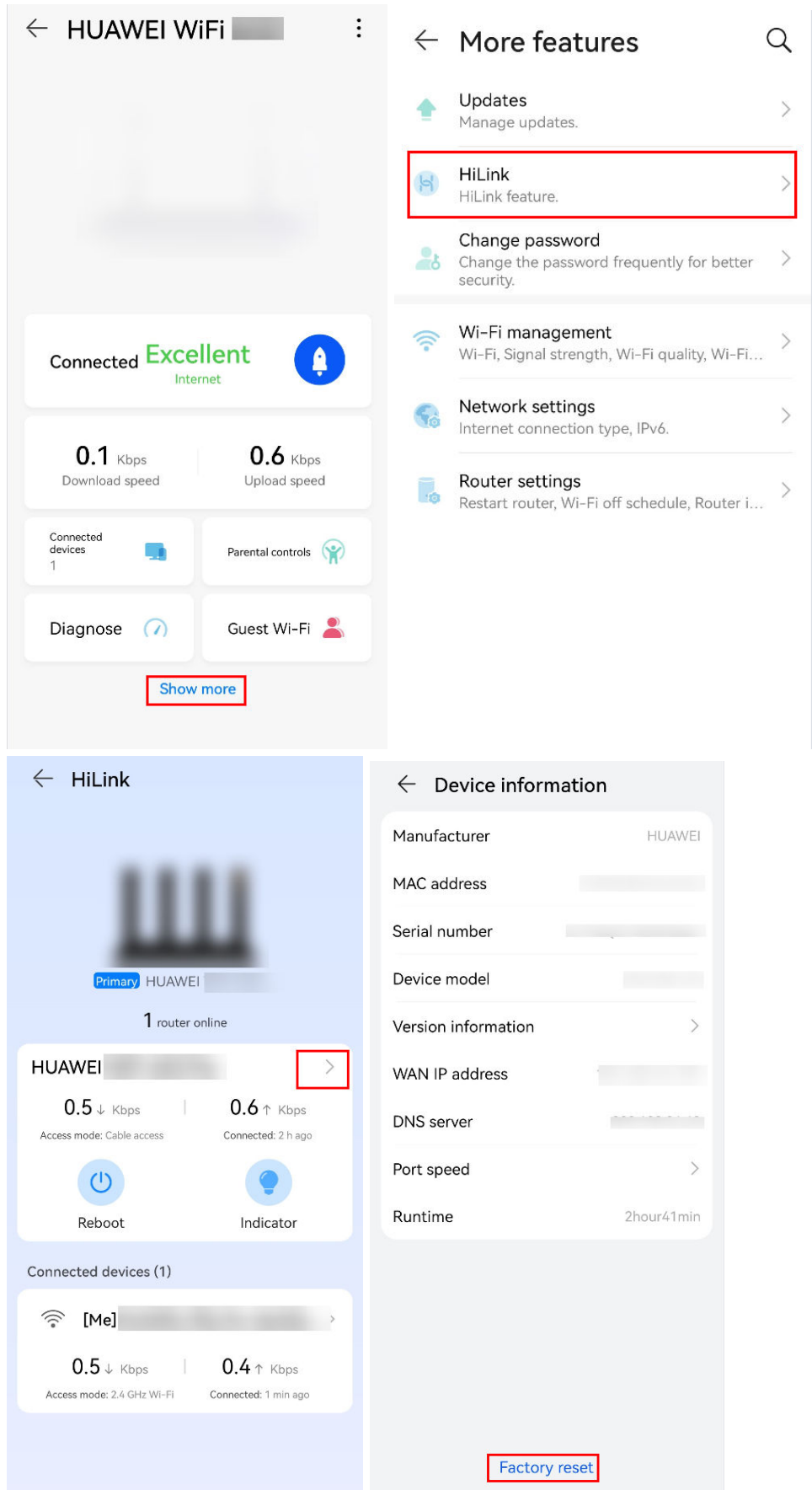
Press and hold the reset button for more than 8 seconds until the indicator lights go out. The router should now be restored to factory settings.

### NOTE

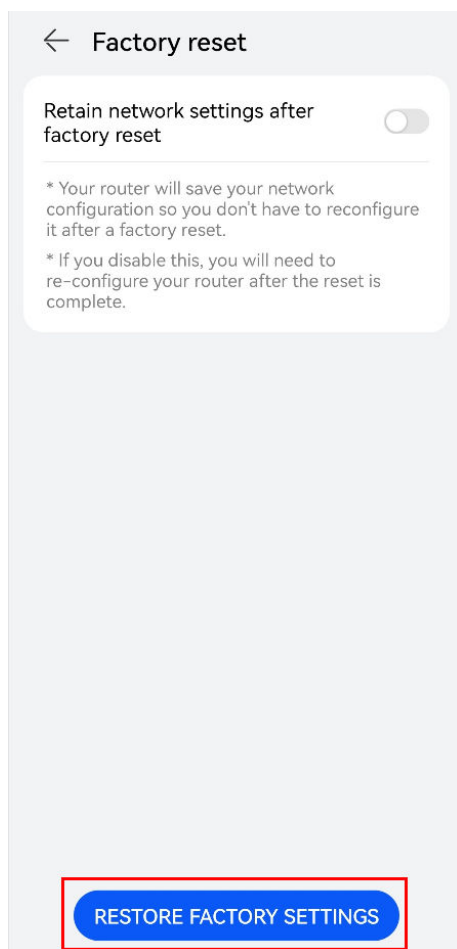
The RESET button of the HUAWEI WiFi AX2 is a WPS/RESET combo button.

### Method 2: Through the HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > HiLink > > Factory reset** .



3. Then click **RESTORE FACTORY SETTING**.



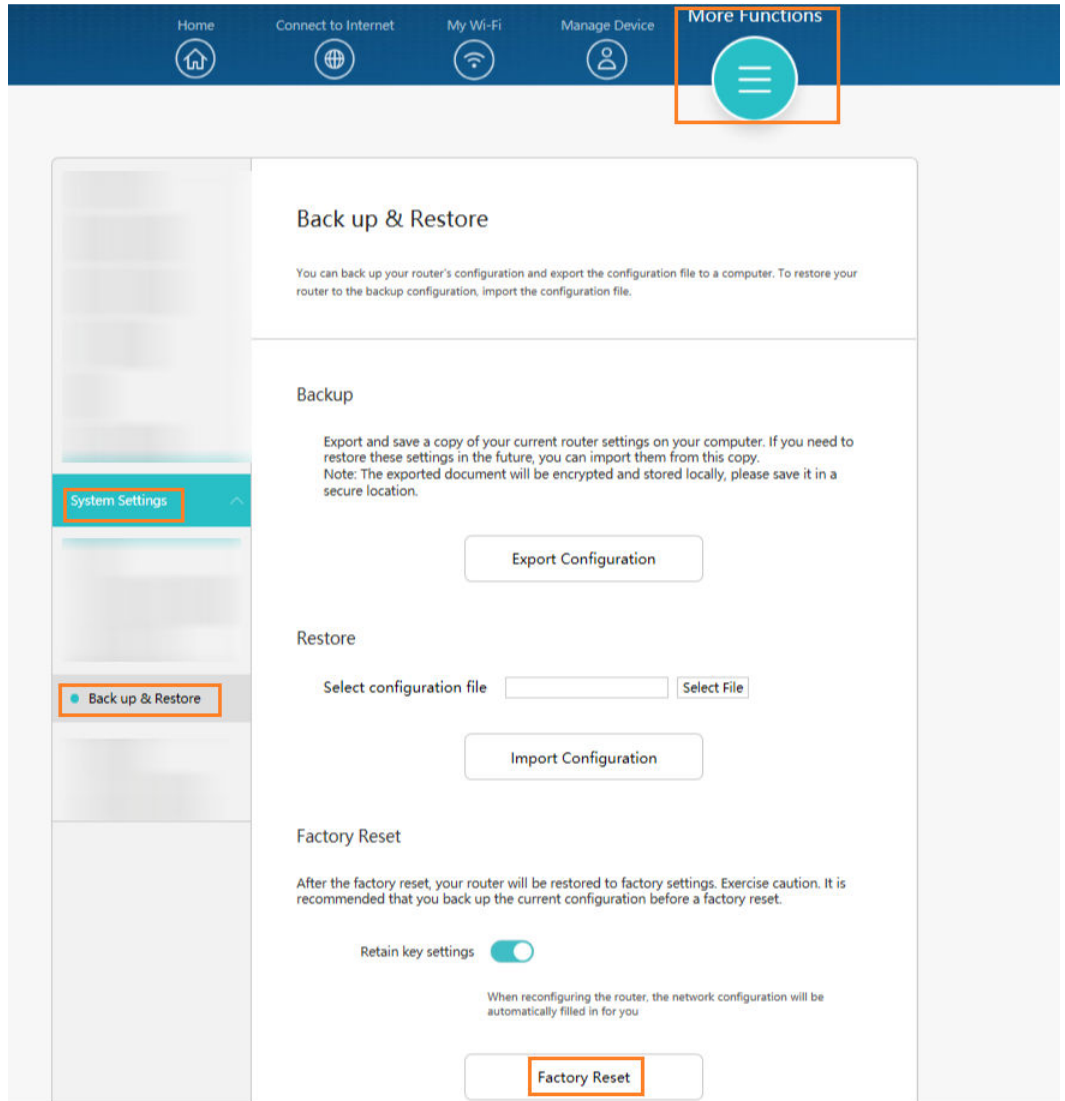
### Method 3: through the web-based management page

1. Connect your computer to the router's Wi-Fi (or to the router's gray network port (LAN port) using an Ethernet cable). In the browser address bar, enter **the default IP address** to log in to the router's web-based management page (check the nameplate at the bottom of the router for the default IP address).

#### NOTE

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

2. Go to **More Functions > System Settings > Backup & Restore**, and click **Factory Reset**.



# 22 How can I enable Retain key settings when restore my router to its factory settings

---

If the **Retain key settings** option is enabled on your router (enabled by default), the following information will be retained after a factory reset:

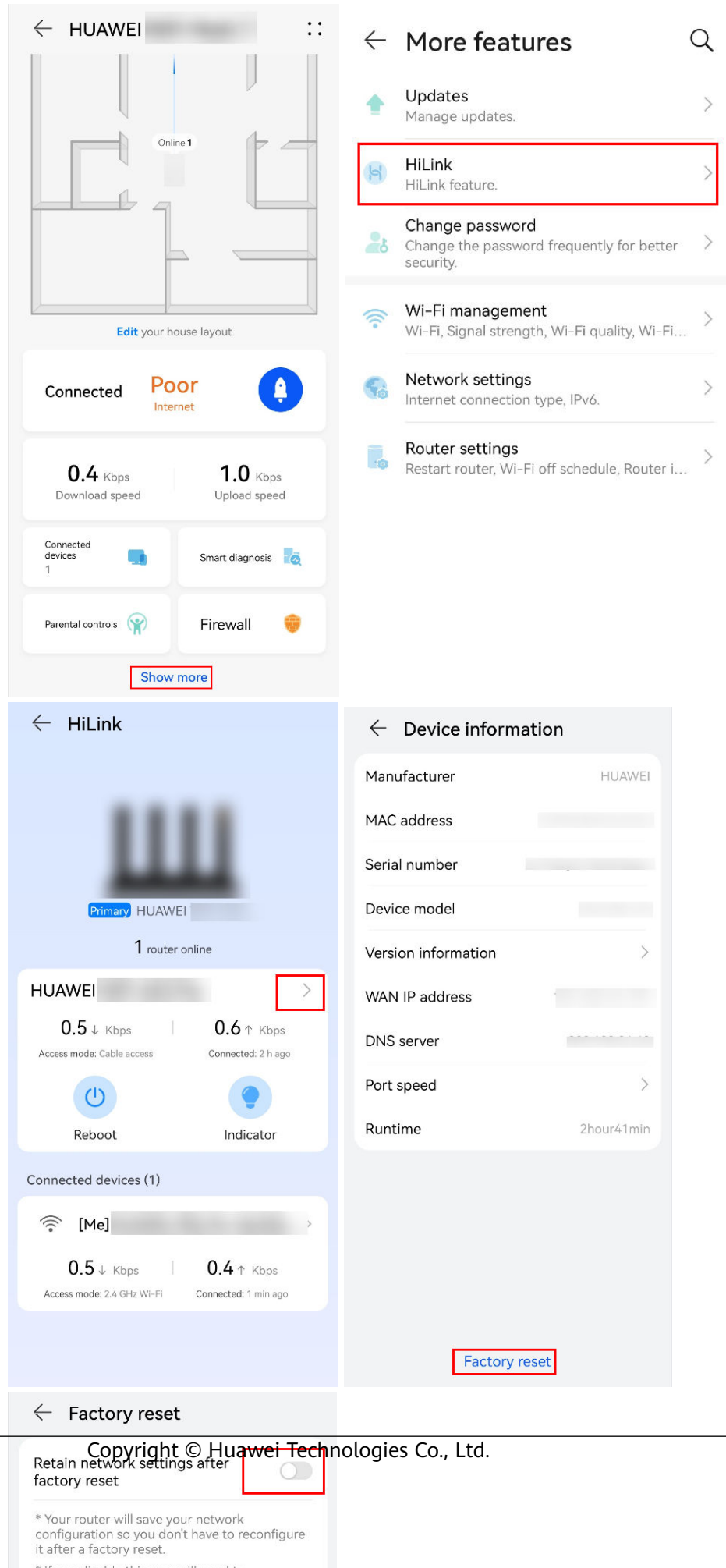
- Wi-Fi name and password.
- PPPoE account and password.
- If a static IP is set up, the IP address and DNS server address will be retained.
- If your router has cloned an associated WAN MAC Address to access the Internet, the MAC information will be retained.

#### NOTE

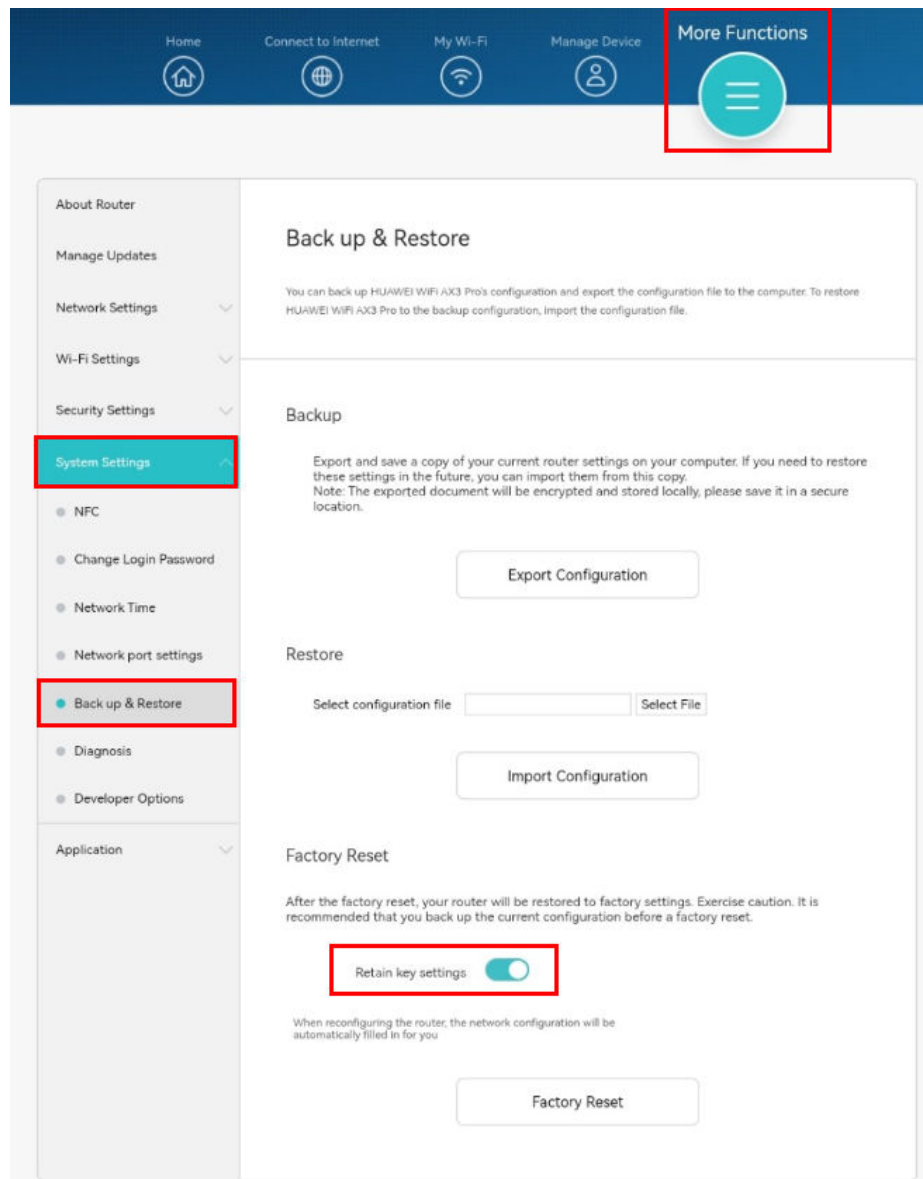
If your router is restored while the **Retain key settings** option is enabled, key information such as Wi-Fi name and password will be retained. Nevertheless, after your router is restored, you would still need to complete the configuration process before you can access the Internet.

If your router is used by someone else, it is recommended that you disable the **Retain key settings** option when restoring the router to its factory settings to protect your private information.

- Method 1: Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > HiLink > > Factory reset**. Disable the **Retain network settings after factory reset** button.



- Method 2: Log in to your router's web-based management page. Go to **More Functions > System Settings > Backup & Restore** and disable **Retain key settings**.



# 23 How do I export my HUAWEI router's configuration file

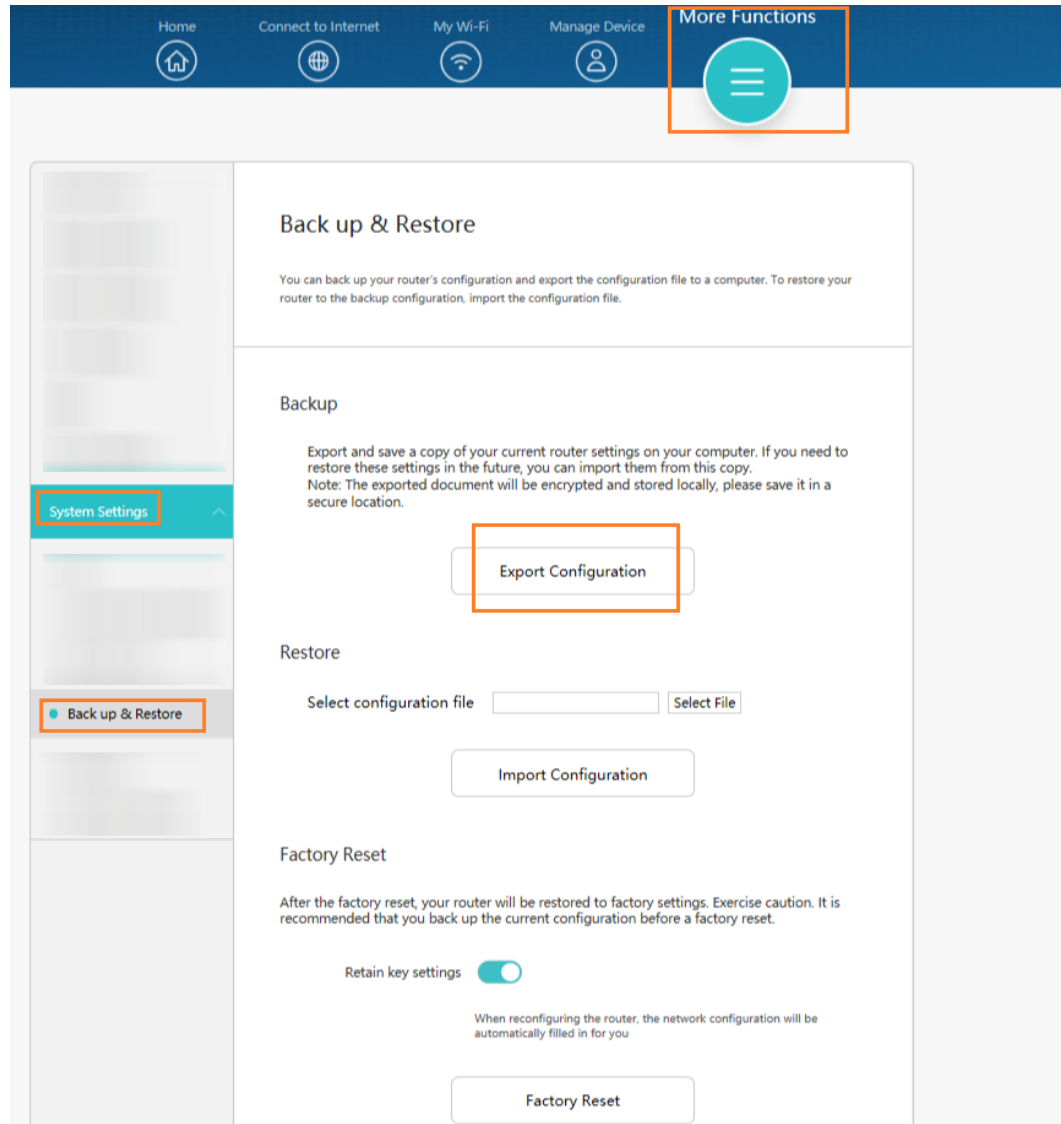
---

**Step 1** Connect your computer to the router's Wi-Fi network (or connect the computer to the router's LAN port using an Ethernet cable). In the browser address bar, enter **the default IP address** and log in to the router's web-based management page (check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

**Step 2** Go to **More Functions > System Settings > Backup & Restore**. Click **Export Configuration** to save the **.conf** configuration file to your computer.



**NOTE**

Each device has a fixed serial number. The exported configuration file can be used only by itself.

----End

# 24 How do I restart my HUAWEI router

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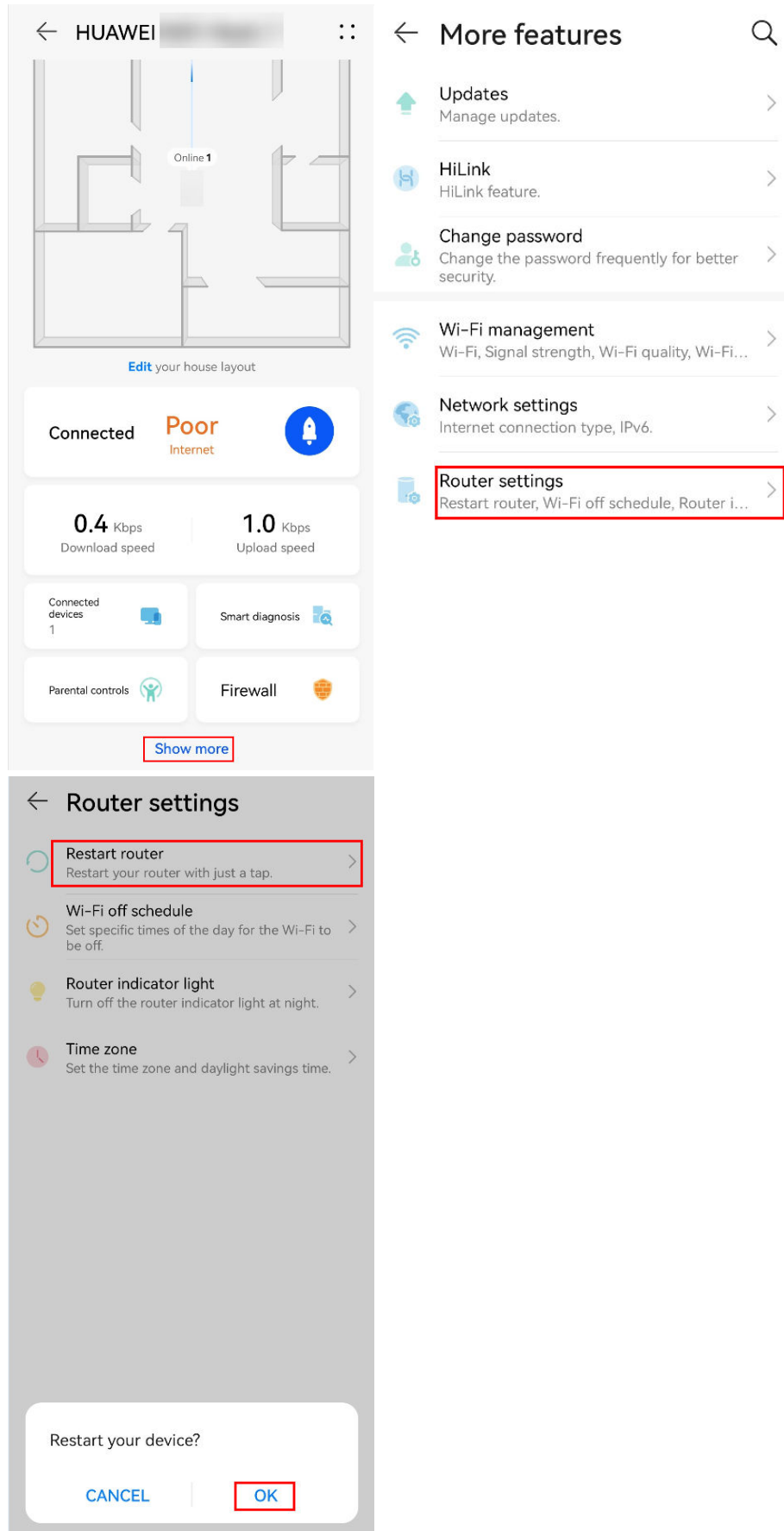
## Method 1: Unplug and reconnect the power cable

Unplug the power cable from your router and reconnect it to restart your router.

## Method 2: using the HUAWEI AI Life App

**Step 1** Connect your phone to the router's Wi-Fi network.

**Step 2** Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > Router setting > Restart router > OK**.



----End

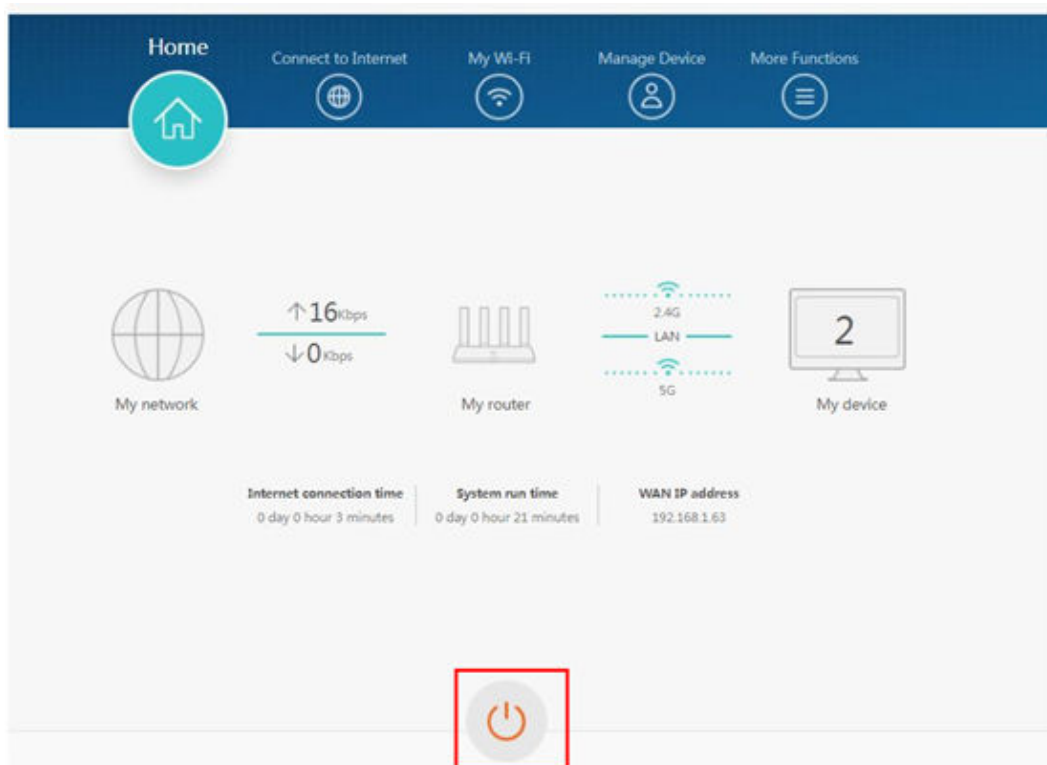
### Method 3: Through the web-based management page

**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. In the browser address bar, enter **the default IP address** and log in to the router's web-based management page(check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Click the  button at the bottom of the page to restart your router.



----End

# 25

## How do I optimize my Wi-Fi channels of my HUAWEI router

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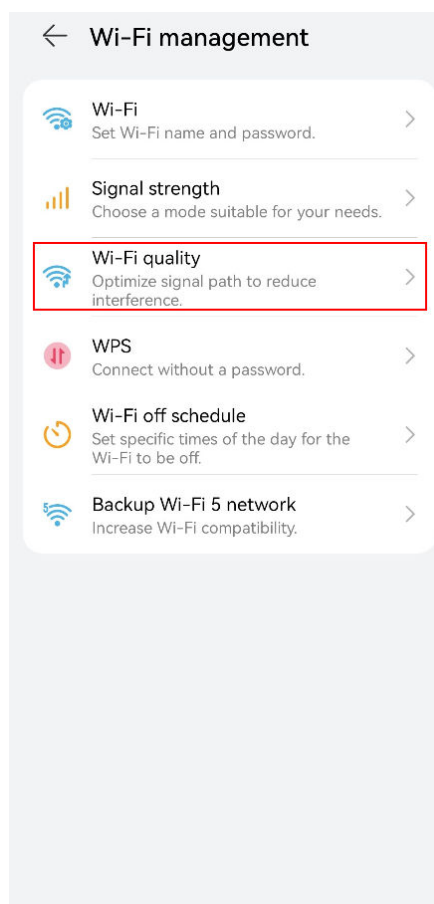
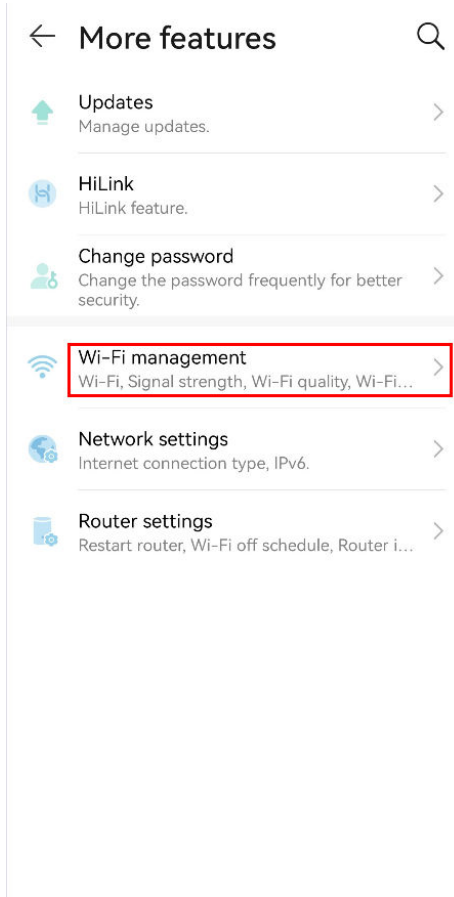
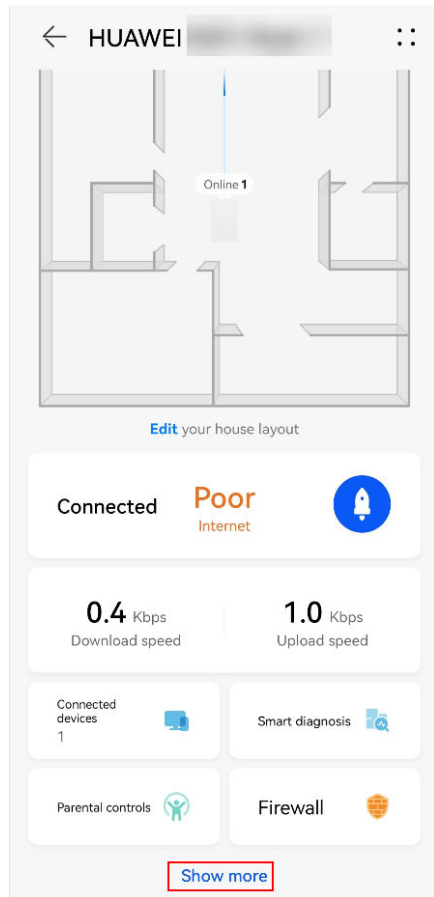
Channel quality issues are likely a result of interference caused by competing Wi-Fi signals in the surrounding environment. The amount of interference increases with the number of competing Wi-Fi signals.

Use one of the following methods to optimize this issue:

### Method1: Through the HUAWEI AI Life App

You can use the HUAWEI AI Life App's Smart network optimization feature for channel optimizations (currently, this feature is only available on 2.4 GHz Wi-Fi).

- Step 1** Connect your phone to the router's Wi-Fi network.
- Step 2** Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > Wi-Fi management > Wi-Fi quality**, Touch **REMOVE INTERFERENCE** and your router will automatically switch to a more optimal channel based on its quality information.



 NOTE

- This feature is not available if the current channel you are using is already optimal. In this case, the **REMOVE INTERFERENCE** button will be grayed-out.
- During the channel optimization process, connections from existing mobile devices will temporarily drop. However, once the optimization is complete, such devices will re-establish their Wi-Fi connections automatically.

----End

## Method 2: Through the web-based management page

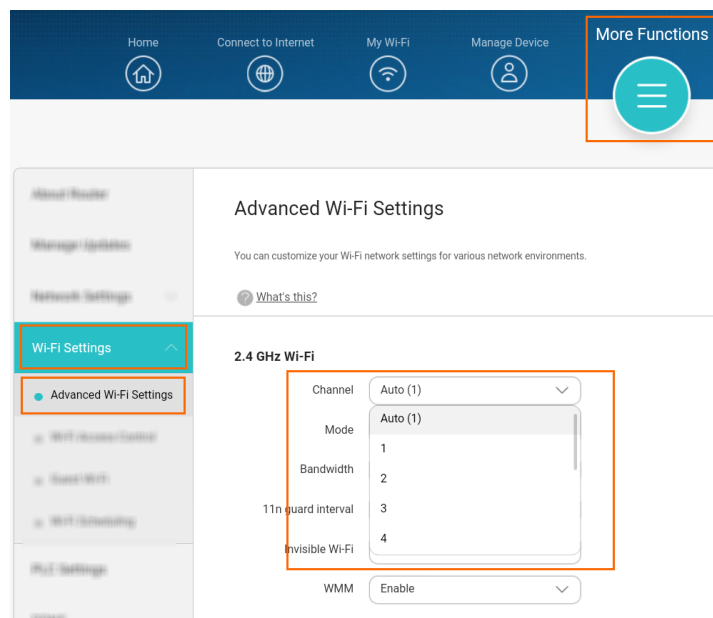
You can use the web-based management page to cycle between channels 1, 6, and 11. Choose the channel that has the best connection.

**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Open your Internet browser. Enter **the default IP address** in the address bar, and then log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

 NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Go to **More Functions > Wi-Fi Settings > Advanced Wi-Fi Settings**, then set the desired channel in **Channel**.



----End

### **Method 3: Restart the router**

The router automatically switches to a better channel after it is restarted.

# 26 How do I use the HUAWEI router's smart diagnosis function in the AI Life App


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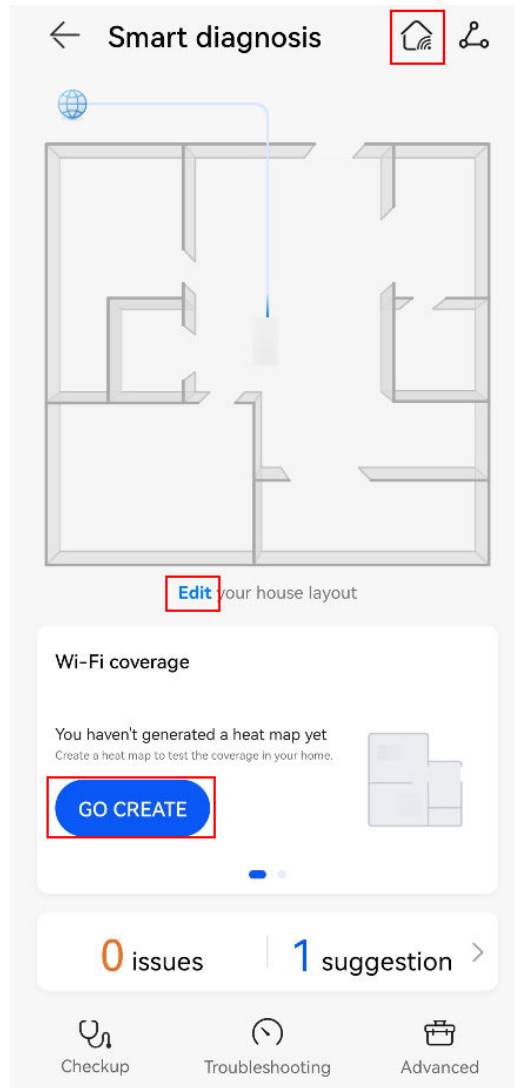
The smart diagnosis function can detect whether your home's Wi-Fi signal coverage is optimal and automatically check the **coverage, network status**, and **device information** of the router. You can optimize the router settings based on the diagnosis result.

## NOTE

- The iOS version of the **AI Life** App does not support **Smart diagnosis** now, this function will be supported in later versions.
- The UI may vary depending on the router model and App/configuration screen version. Please refer to the actual UI.


Procedure:

1. Connect your phone to your router's Wi-Fi.
2. Open the **AI Life** App on your phone and log in with the HUAWEI ID that is associated with your router.
3. On the **Home** screen of the **AI Life** App, touch the corresponding router to access the router management screen.
4. Touch **Smart diagnosis** or the house layout plan to go to the diagnosis screen.
5. Touch **Edit** or **GO CREATE** or  in the upper right corner to create your house layout.



**a. House layout editing:**

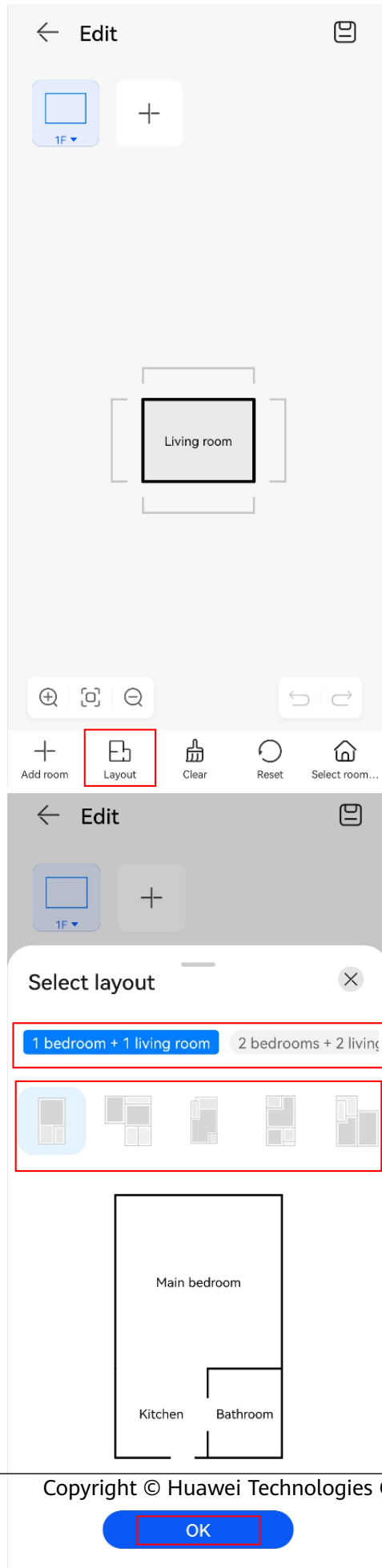
Touch the **coverage status** (or **floor plan**) to go to the signal coverage


screen. Touch  in the upper right corner to edit or modify the floor plan. You can edit your house layout **based on the floor plan template** or **in custom mode**.

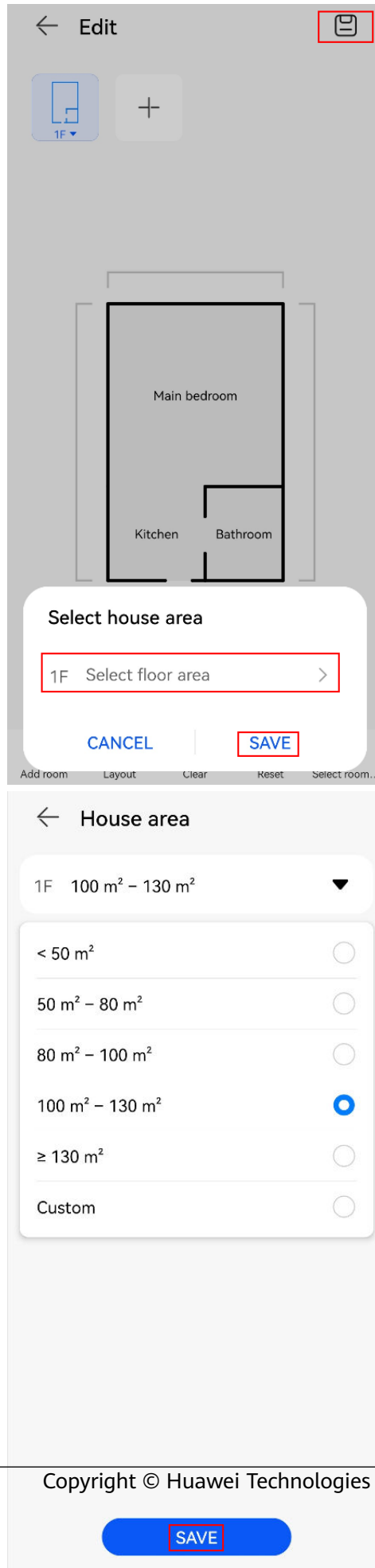
- Custom mode: Based on the structure of your house, select the area of your house, select the living room and master bedroom, and add rooms one by one.



- Floor plan template: Select a template based on the number of rooms.

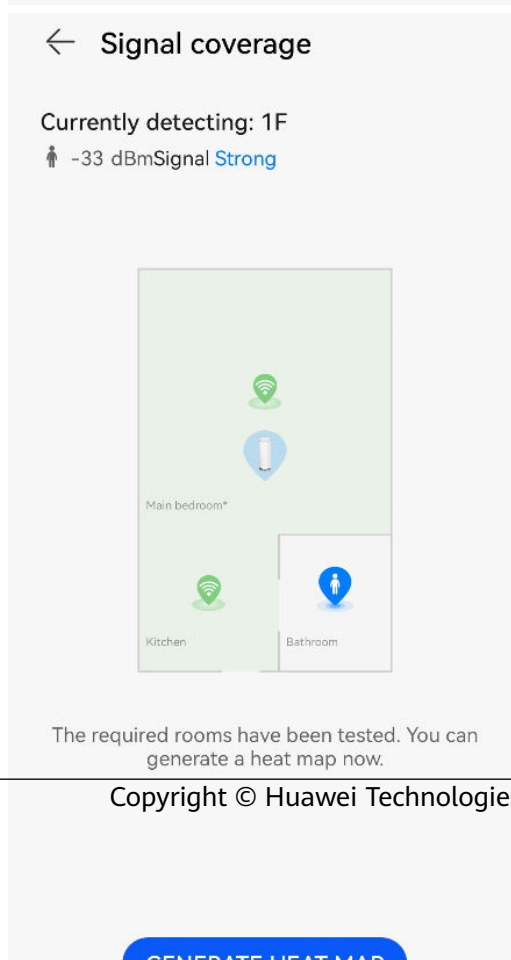
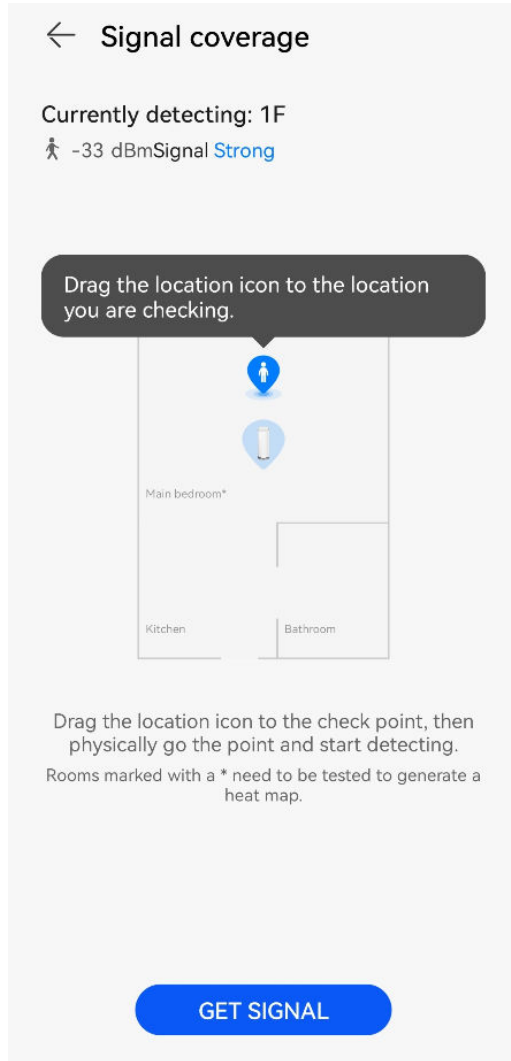


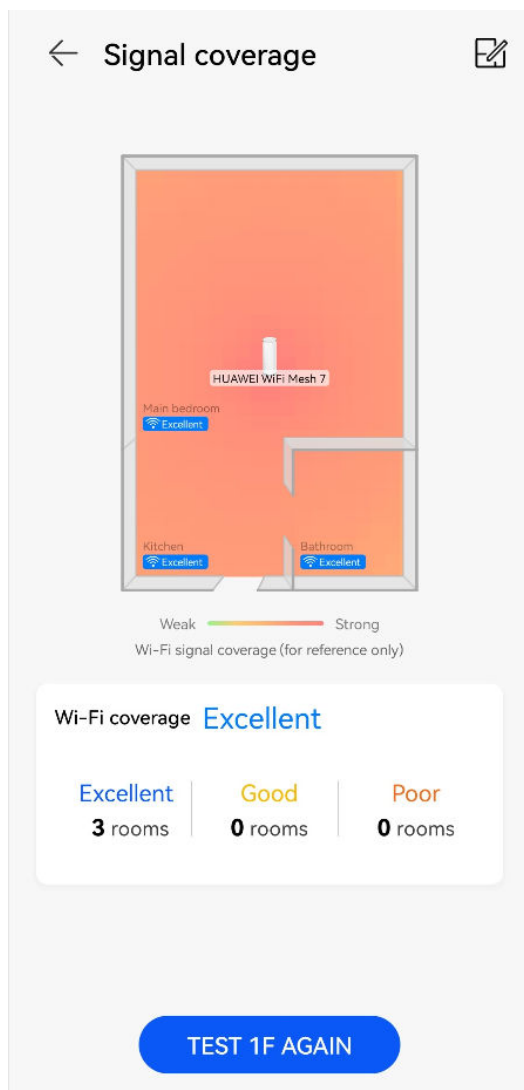
- After editing the house layout, touch  in the upper right corner to select the area of the house, and touch **SAVE**.



**b. Signal value measurement:**

After the house layout is edited and saved, you can measure the signal coverage. Move the router icon to the actual placement position in your house, touch **START TEST** (if the test has been performed, touch **TEST AGAIN** again), and drag the location icon to the test position, and touch **GET SIGNAL**. After measuring the signal of each room as prompted, touch **GENERATE HEAT MAP**. The closer the color is to red, the stronger the signal.





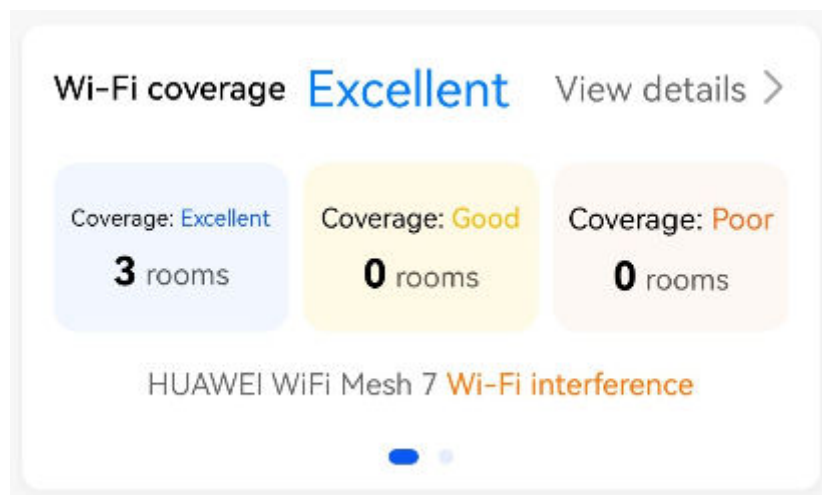
**NOTE**

The signal coverage heat map is also displayed on the home screen of the router management screen. You can also retest the signal values by touching


TEST AGAIN

on the signal coverage screen.

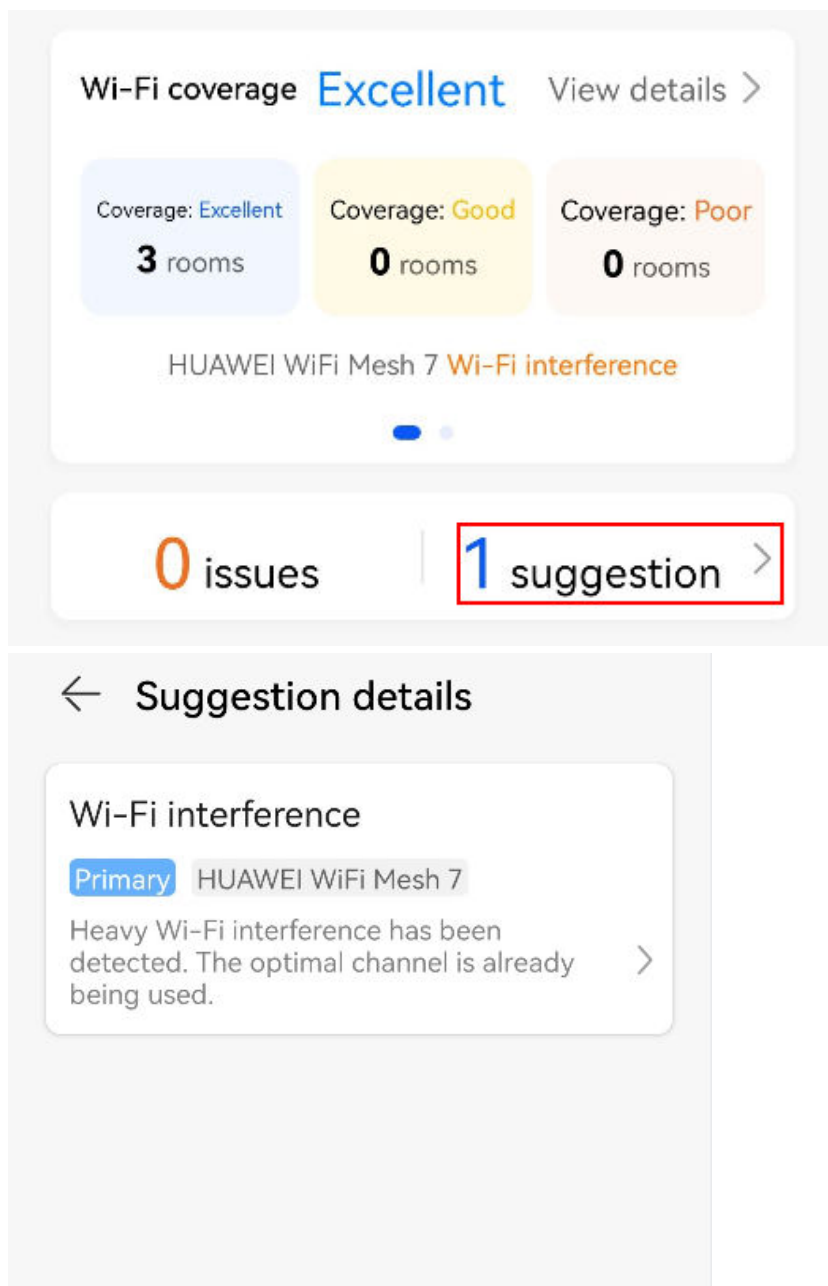
Diagnosis results will be displayed in three sections: Wi-Fi coverage, Online devices, Networking quality. You can view more parameters in the Wi-Fi coverage section, which focuses on the functions and operations related to Wi-Fi coverage.



**Wi-Fi coverage:** Displays the distribution of the Wi-Fi signal strength in your house. The signal strength is distinguished by color. The closer the color is to

red, the stronger the signal. You can edit the house layout , obtain the signal value of a location, and generate the coverage heat map.

On the smart diagnosis screen, the system automatically checks the network connection status, Wi-Fi configuration, signal quality, firmware version, and router running status. A message will be displayed if any problems are detected. To read optimization suggestions given based on the detection result, touch **suggestion**.



Touch the **Wi-Fi interference** card to optimize the router settings based on the suggestions for improving the signal strength.

**NOTE**

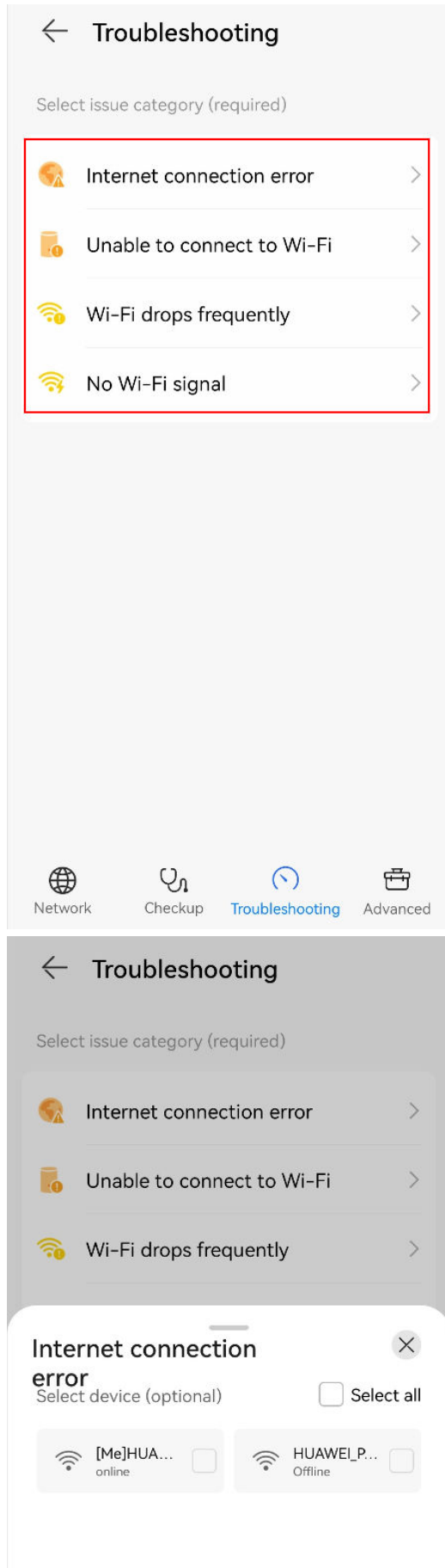
- If the house layout plan is not edited, the Wi-Fi signal coverage heat map cannot be viewed.

At the bottom of the smart diagnosis screen, you will find the **troubleshooting** and **checkup** functions.



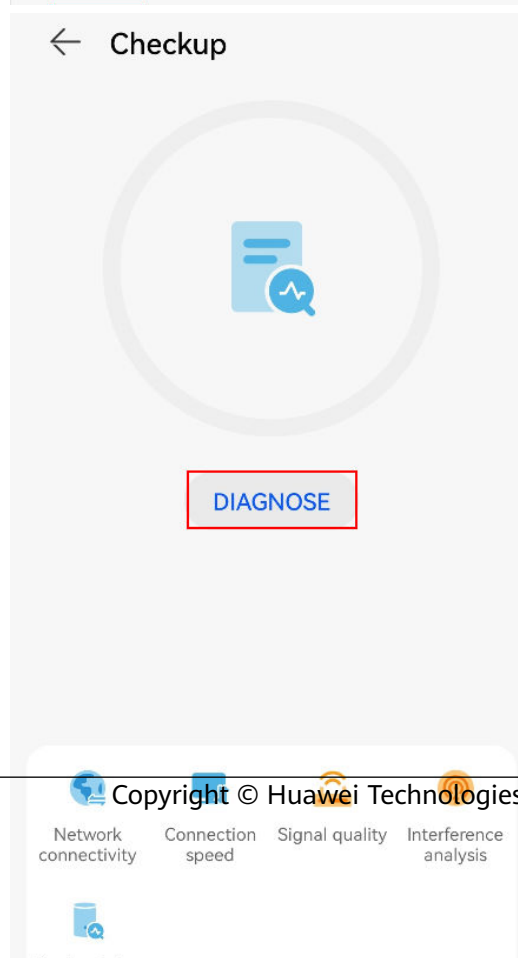
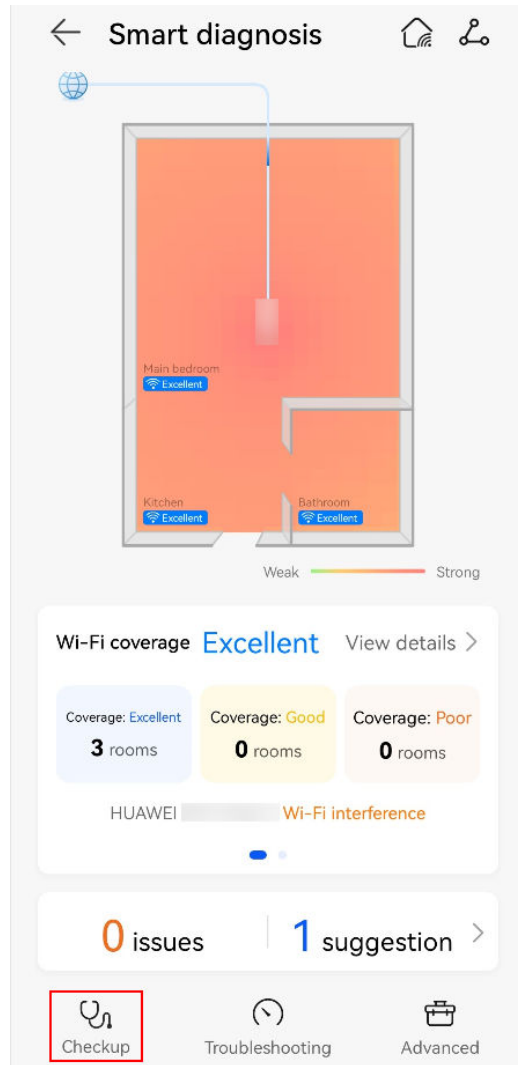
1. **Troubleshooting**: You can use the troubleshooting function by specifying the fault type and device for detection.
  - a. Select a fault type.

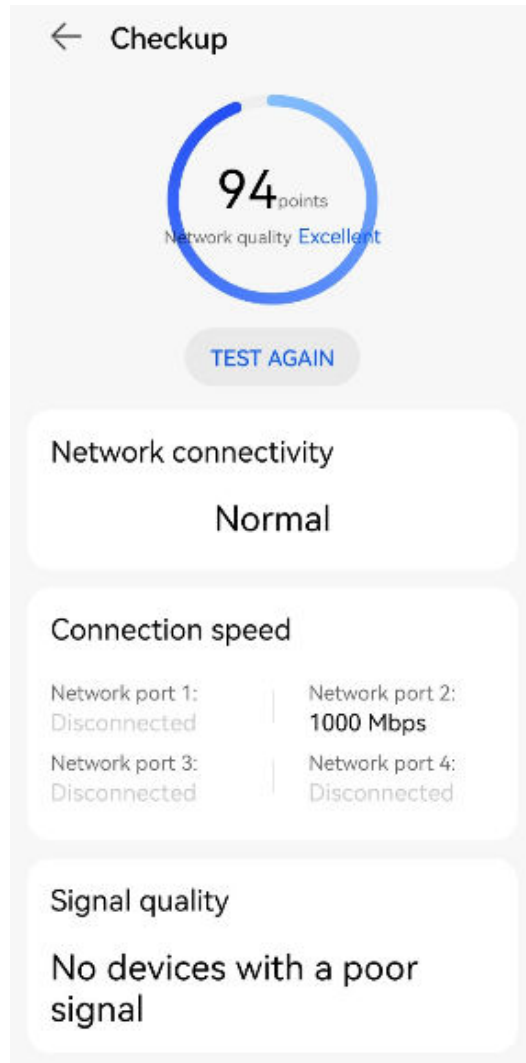
- b. Select the device to be checked (mandatory) and touch **START TROUBLESHOOTING** to rectify the fault.





2. **Checkup**: After the checkup screen is displayed, the system will automatically check the network connectivity, connection rate, signal quality, interference analysis, and route status. After the check is complete, the system will automatically generate a report containing the specific problems and optimization suggestions.





# 27 How can I log in to my HUAWEI router's web-based management page

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You can access the router's web-based management page by following these steps.

## NOTE

- Generally, the address of the web-based management page is on the nameplate at the bottom of the router for the default IP address. However, the address may vary for the carrier custom versions. Use the actual address printed on the nameplate on the bottom of the router or consult the carrier.
- The operation interface may vary depending on the router model and version of the App or configuration page. The actual interface prevails.
- If you are unsure of what the IP address of the secondary router has been modified to, you can determine it by following these steps:

Connect your computer to the LAN port of the secondary router using an Ethernet cable, check the IP address of your computer and use the IP address segment of your computer to determine the IP address of the secondary router. For example, if your computer's IP address is 192.168.4.x, you can determine that the IP address of the secondary router has been modified to 192.168.4.1.

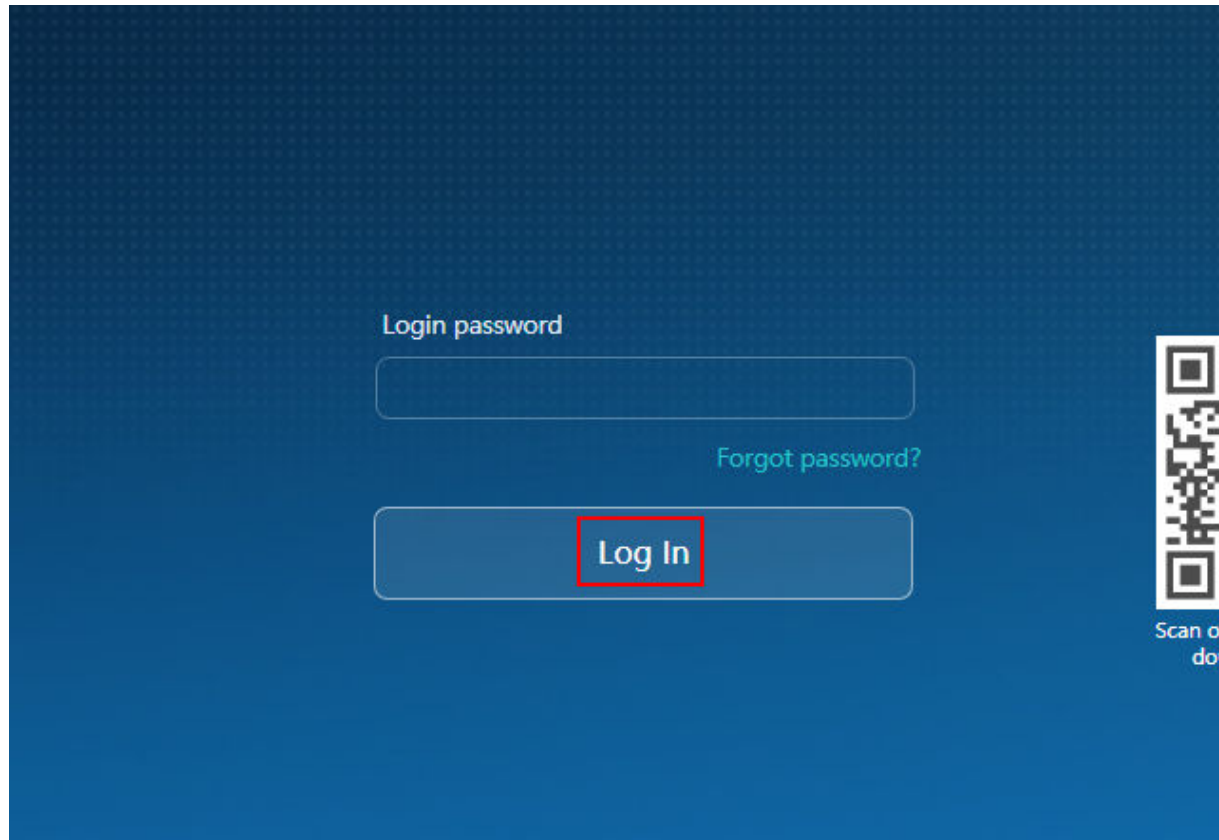
**Step 1** Connect your computer/phone to the router's Wi-Fi, or connect the computer to the router's LAN port using an Ethernet cable.

## NOTE

If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.

**Step 2** Open an Internet browser on your computer. Enter the default IP address in your browser address bar and press the Enter key (check the nameplate on the router for the default IP address).

**Step 3** In the login window, enter the login password for your router and select **Log In**.



 **NOTE**

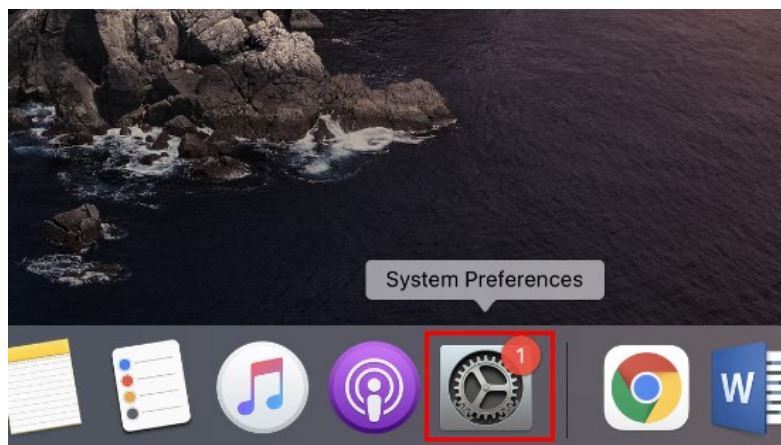
If your router is cascaded with another router as a secondary router and an IP address conflict occurs (that is, the IP address of the main router is also **192.168.3.1**), the LAN IP of the main router will still be **192.168.3.1**, but the IP address of the secondary router will be modified to **192.168.4.1** automatically.

----End

# 28 How do I access the web-based management page of my router on an Apple computer

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1. Ensure that the computer can obtain an IP address normally by performing the following operations:
  - a. Go to the macOS system desktop and click **System Preferences** on the Dock toolbar.



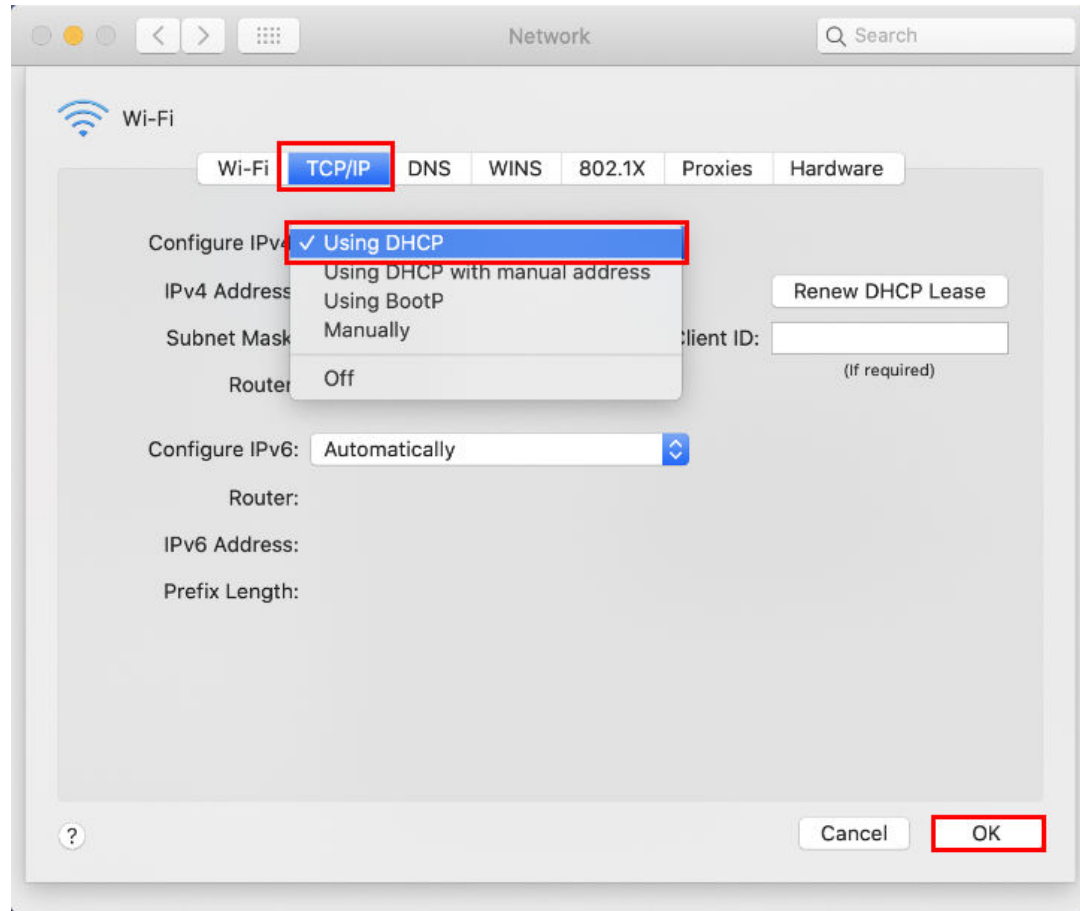
- b. Click **Network**.



- c. On the network setting window that is displayed, click **Wi-Fi**, and then click **Advanced...**



- d. Click the **TCP/IP** tab, select **Using DHCP** from the **Configure IPv4** drop-down list, and click **OK**.

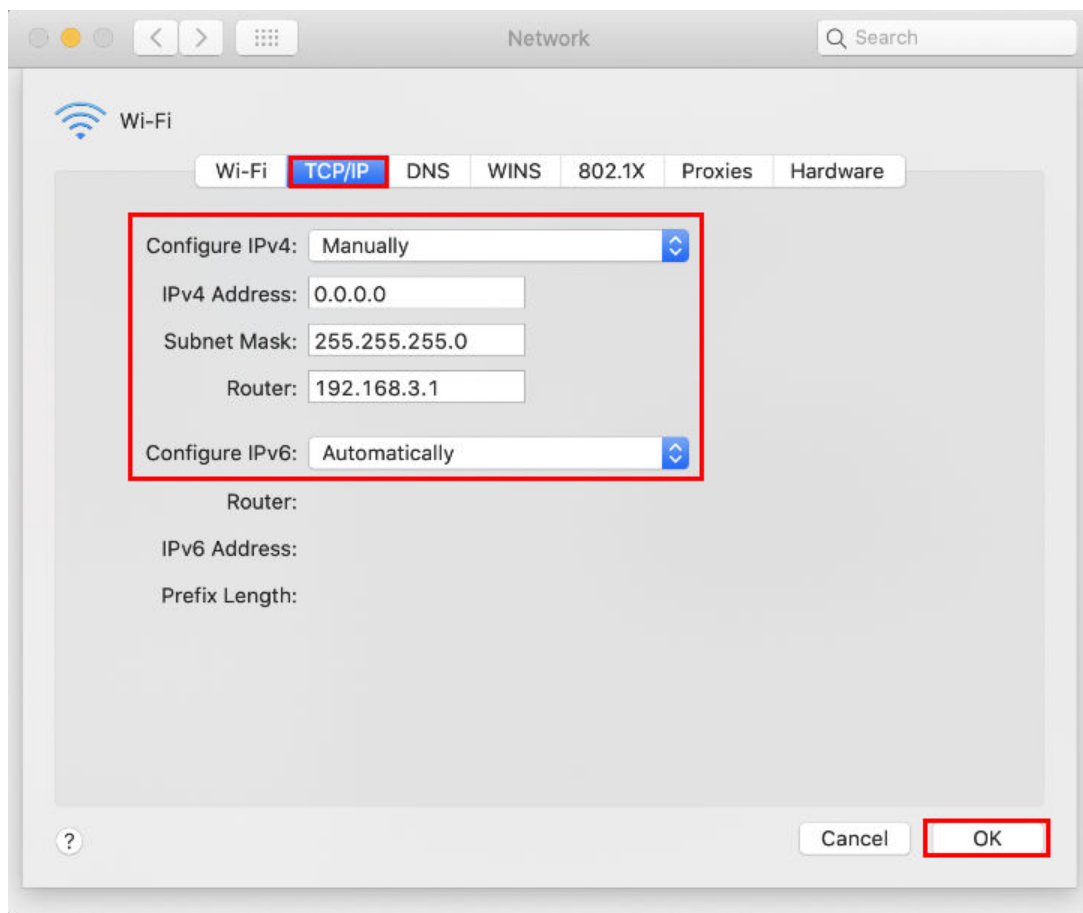


The wireless network adapter can then automatically obtain an IP address.

You can also manually set the IP address of the computer. Select **TCP/IP** and select **Manually** from the **Configure IPv4** drop-down list. Set **IPv4 Address** to a static IP address "192.168.3.\*" (\* is an integer ranging from 2 to 254) that is in the same network segment as the router, set **Router** to "192.168.3.1", and click **OK**.

#### NOTE

Generally, the address of the web-based management page is on the nameplate at the bottom of the router for the default IP address. However, the address may vary for the carrier custom versions. Use the actual address printed on the nameplate on the bottom of the router or consult the carrier.



2. Open Safari and enter the default IP address to access the web-based management page of the router (check the nameplate on the router for the default IP address).

# 29

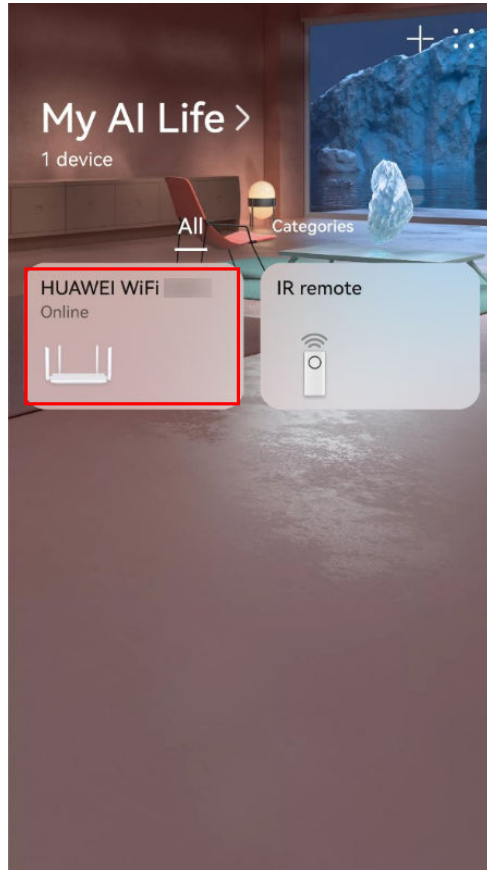
## How do I modify the login password for my HUAWEI router

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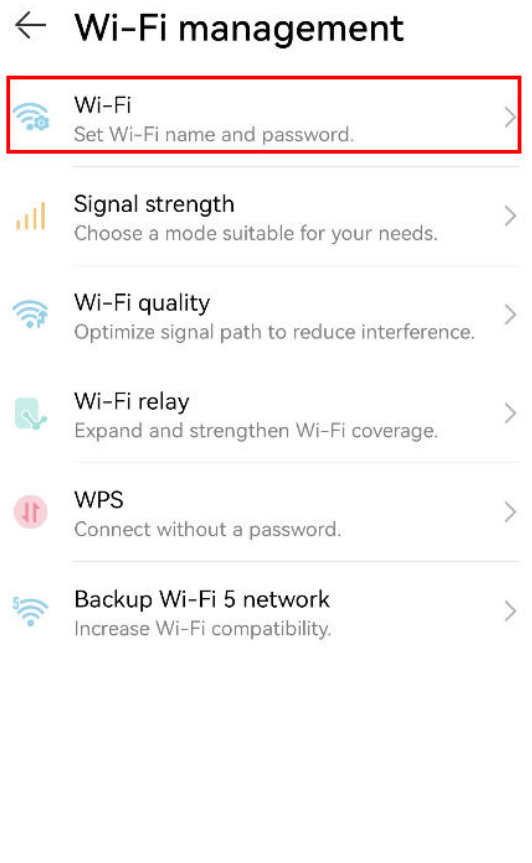
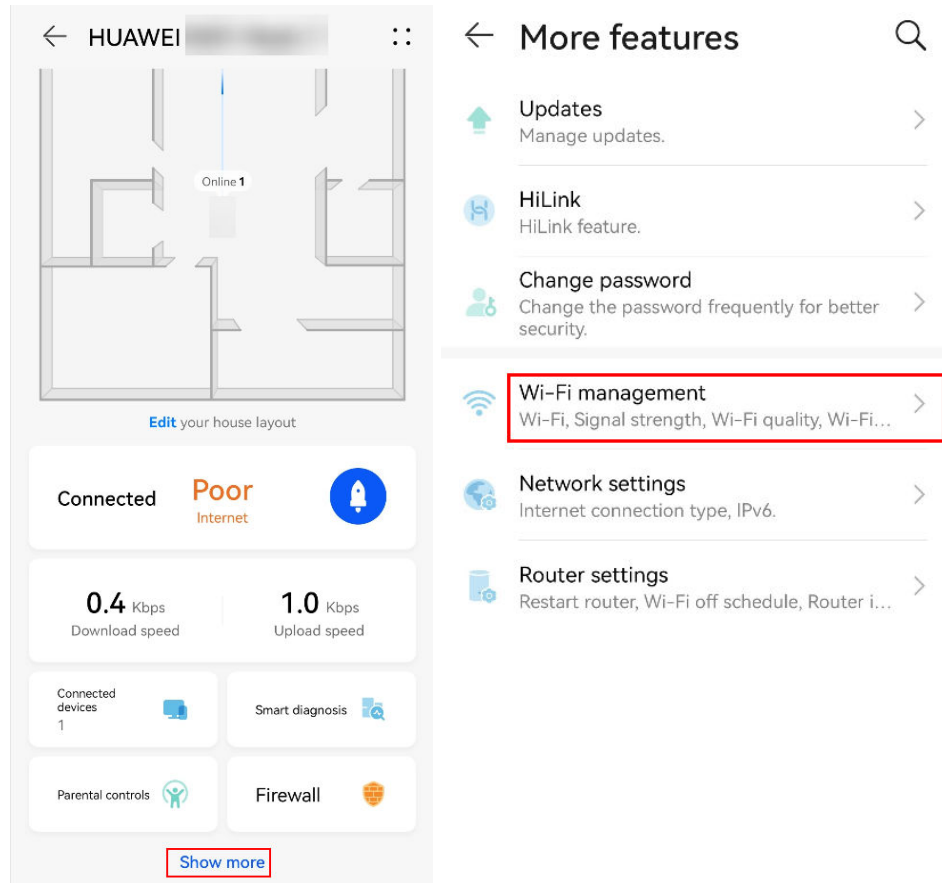
You would need to enter the correct password and log in to your router's web-based management page. Changing the password of your web-based management page occasionally can prevent unauthorized users from accessing and modifying the parameters of your router.

### Method 1: Using the HUAWEI AI Life App

1. Connect your phone to your router's Wi-Fi, open the HUAWEI AI Life App on your phone.
2. On the **Home** screen of HUAWEI AI Life App, touch the corresponding router to access the router management screen.



3. Then go to **Show more > Wi-Fi management > Wi-Fi.**



4. enter the new password again in the **Wi-Fi password** field, touch ✓ in the upper right corner of the screen to confirm.

## Method 2: Using the web-based management page

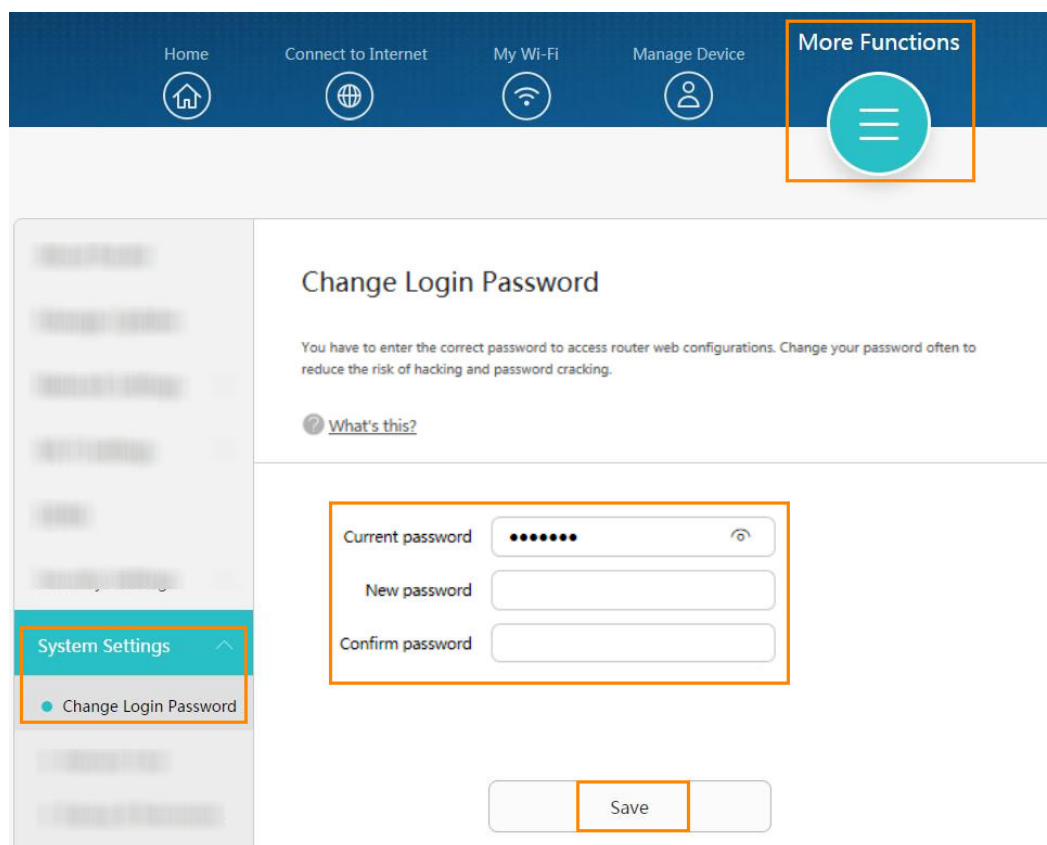
**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. In the browser address bar, enter **the default IP address** and log in to the router's web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Go to **More Functions > System Settings > Change Login Password**.

**Step 3** Enter your current password in the **Current password** field, enter your new password in the **New password** field, enter the new password again in the **Confirm password** field to confirm, and click **Save**.



----End

# 30 How do I turn off the indicator light on my HUAWEI Router

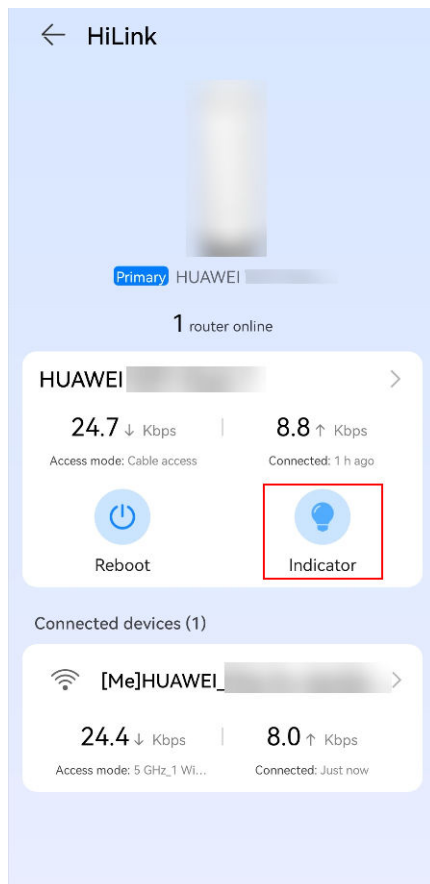
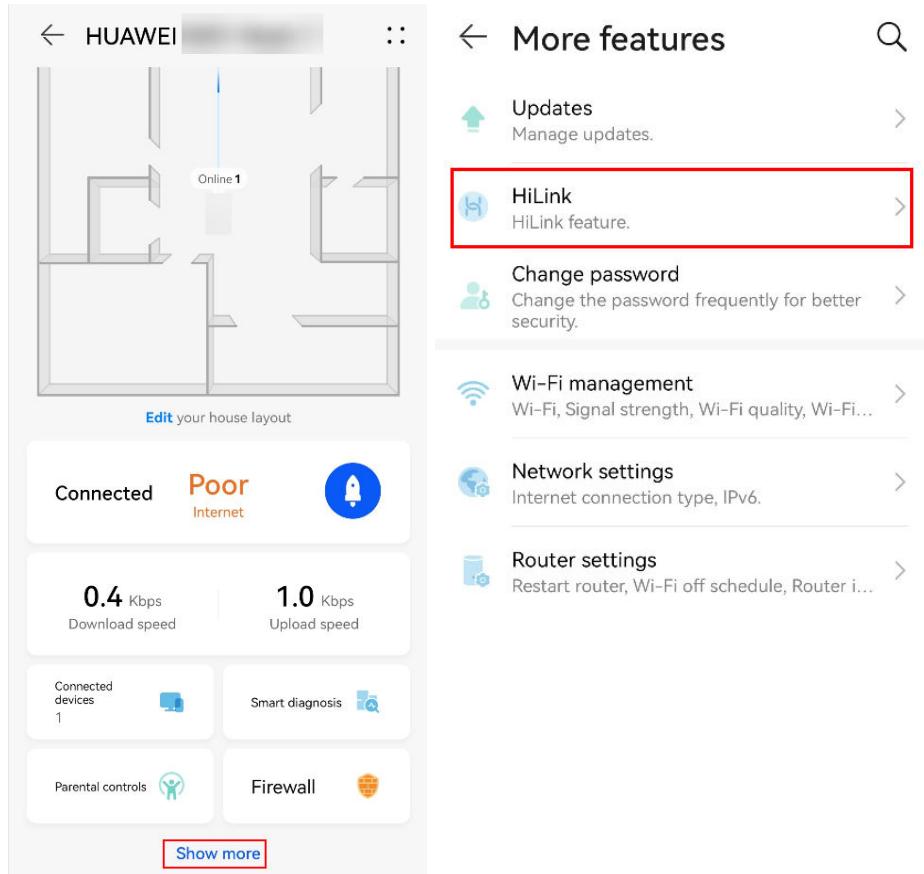
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## NOTE

Currently, you can only turn off the indicator on your router through the HUAWEI AI Life App. You cannot turn off the indicator by logging in to your router's web-based management page on your computer. Make sure you have installed the HUAWEI AI Life App on your phone.

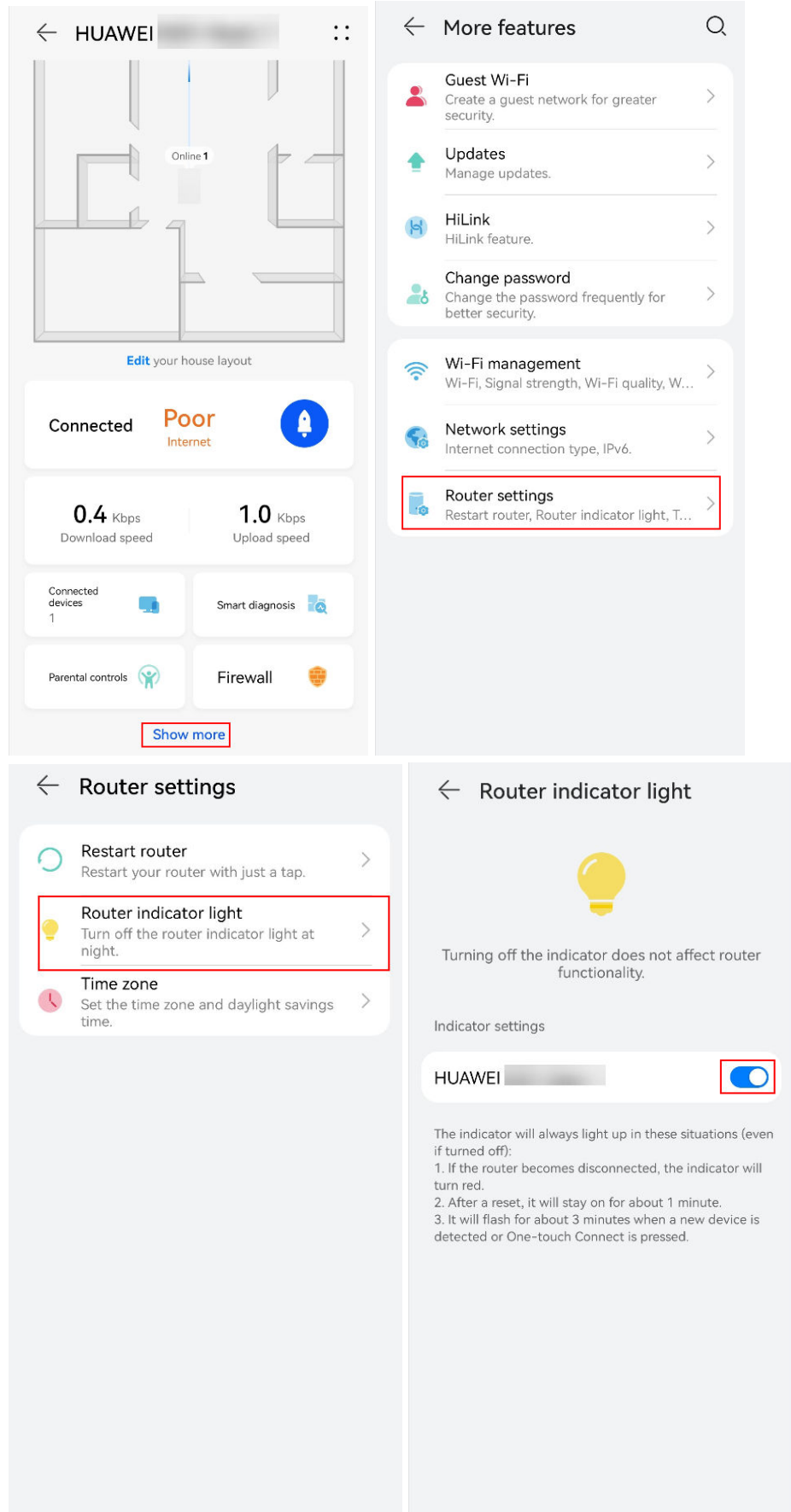
## Method 1:

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > HiLink > Indicator**, then turn off the indicator.



## Method 2:

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > Router settings > Router indicator light** ,then turn off the button.



After turning off the indicator, there are two methods to turn the indicator back on:

- Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > HiLink > Indicator** and turn on the indicator.
- Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > Router settings > Router indicator light** and turn on the button.
- Restart the router to turn the indicator back on.

# 31

## How can I use WPS to connect my phone to my HUAWEI router's Wi-Fi network

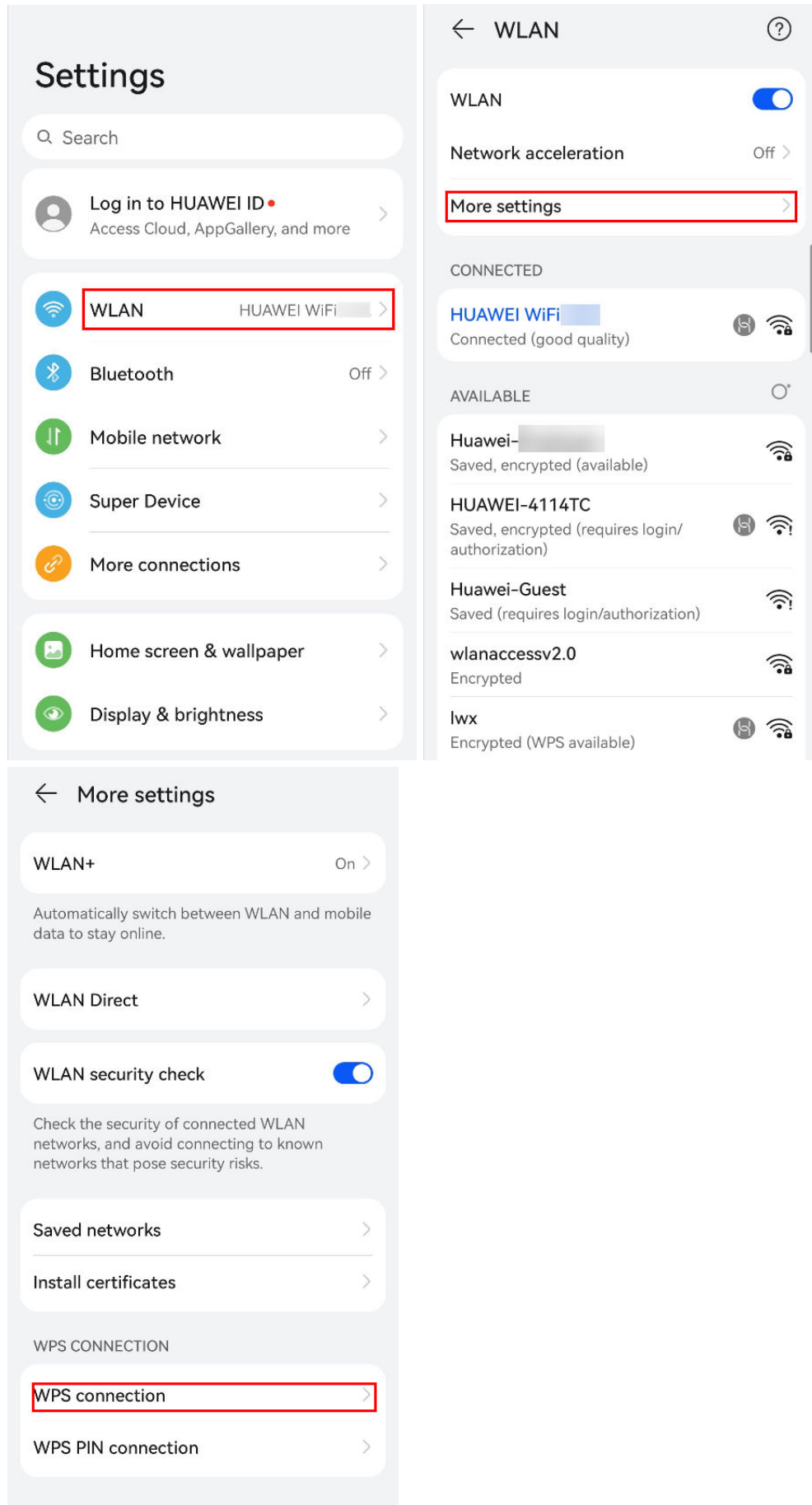
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With WPS, you can enjoy fast, secure connections without the need to manually enter a Wi-Fi password. The information in this section is based on establishing WPS connections between HUAWEI phones and routers.

### NOTE

The WPS feature on your router can only be used if your Wi-Fi connectable device has a WPS button. This WPS button can be a hardware button which is part of your device's hardware. It can also be a virtual button included in your device software. For example, it could be a virtual button in your phone's WPS App. Apple devices do not currently support WPS. For instructions on how to set up a WPS connection for devices other than HUAWEI phones, consult the accompanying user guide for your device.

**Step 1** On your HUAWEI phone, go to **Settings > WLAN > More settings > WPS connection** (exact steps to connect to WPS may vary with different models of phone).

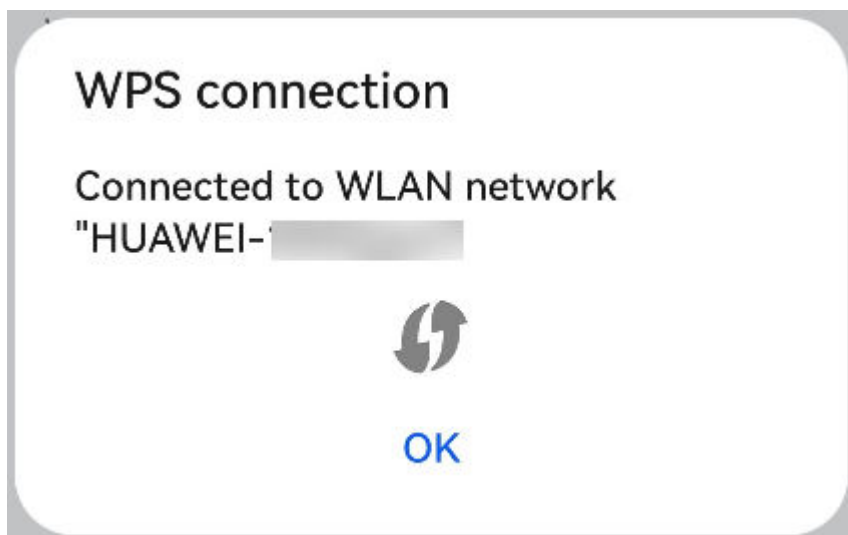


**Step 2** Within 2 minutes, press the H (or Hi) button on your router. When you press the button, the indicator should start to flash.

 **NOTE**

If your router is HUAWEI WiFi AX2, press the WPS/RESET button.

**Step 3** When the phone connects to the router's Wi-Fi, the indicator should stop flashing but stay lit. Throughout the whole process, there is no need to select a Wi-Fi network or enter a password.



----End

 **NOTE**

The WPS does not have a button to turn off. To disconnect the WPS, you can turn off the Wi-Fi switch on My Wi-Fi of web-based management page.

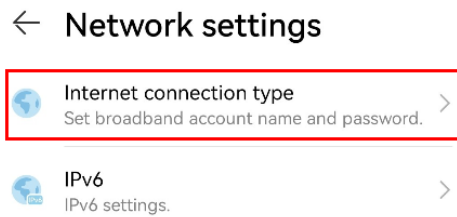
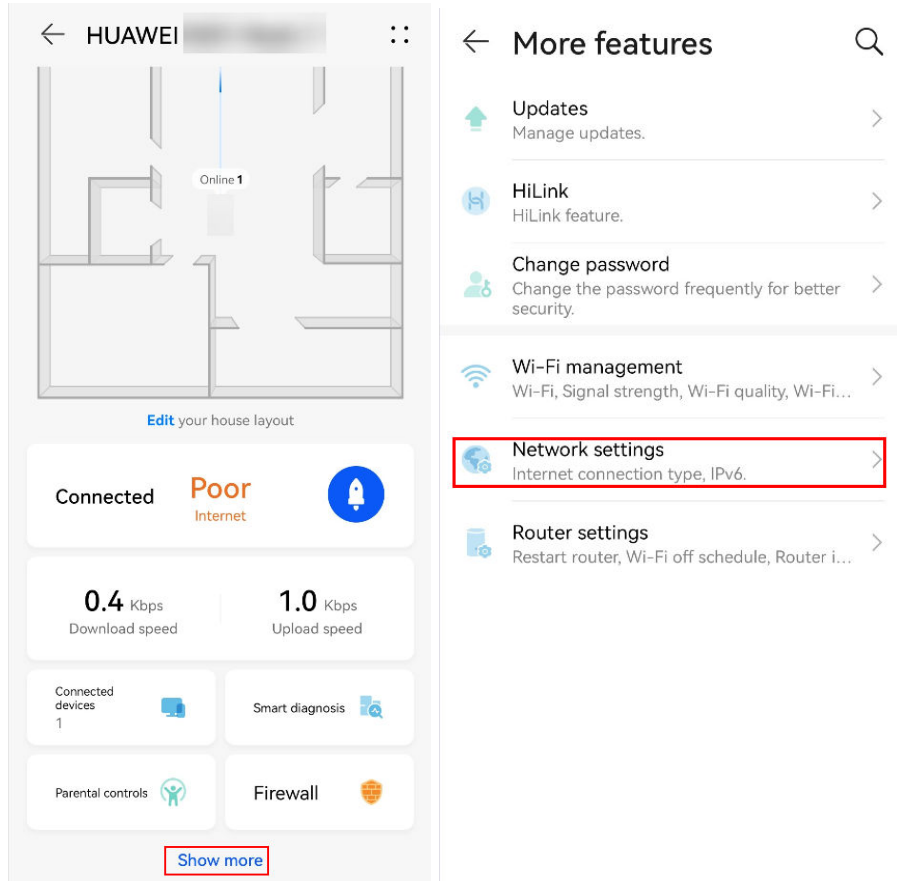
# 32 How do I set my HUAWEI router's Internet access mode

---

Your router will automatically check your current Internet access mode when you are configuring the router's Internet settings. If you are sure that your current access mode is PPPoE or DHCP, you can set it manually.

## Method 1: Using the HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Show more > Network settings > Internet connection type**.



3. Select an Internet access mode according to your current network environment. Touch ✓ in the upper right corner of the screen to confirm.

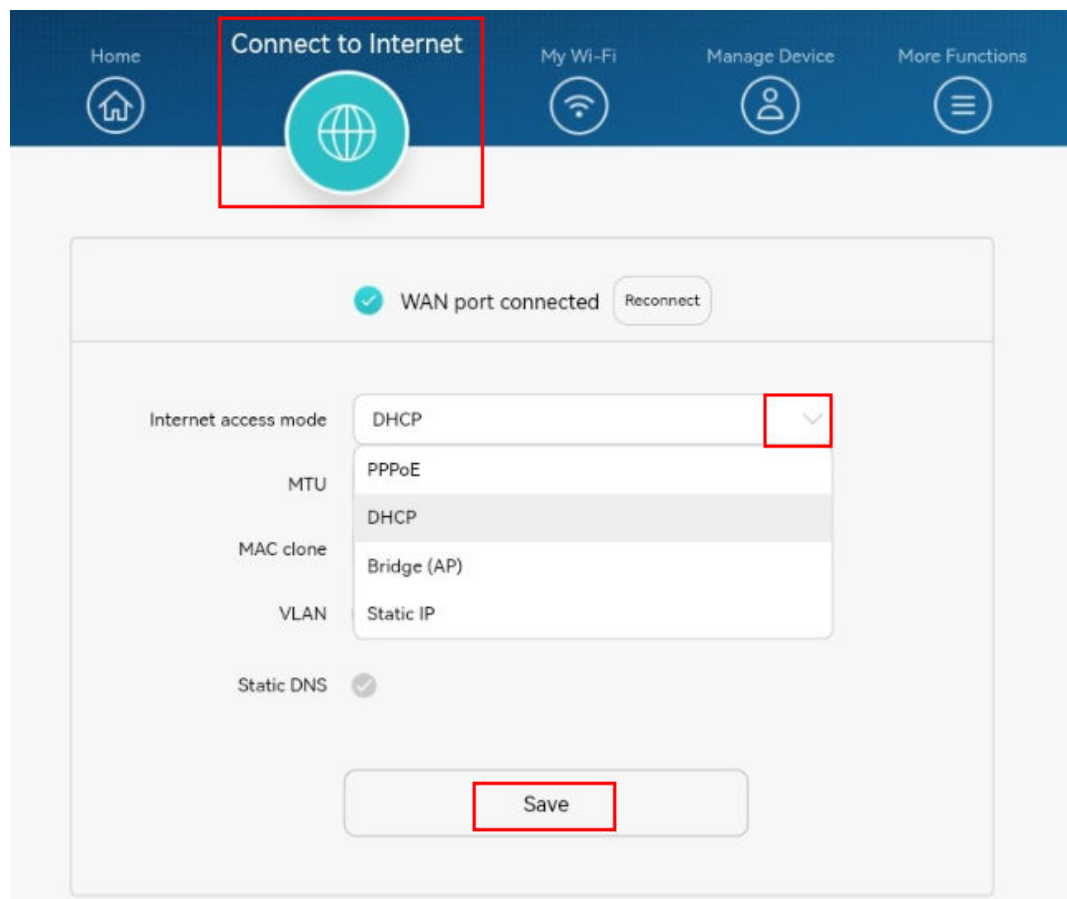
## Method 2: Using the web-based management page

**Step 1** Connect your computer/phone to the router's Wi-Fi, or connect the computer to the router's LAN port using an Ethernet cable. In the browser address bar, enter **the default IP address** and log in to the router's web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Enter the **Connect to Internet** page. In the drop-down option menu under **Internet access mode**, select what Internet access mode you want. Click **Save**.



 **NOTE**

- If this is the first time you have configured your router, you will enter the Internet wizard. Follow the wizard to set your internet access mode.
- If you select **Broadband (PPPoE)**, you will need to manually enter the account and password provided by your broadband provider.

----End

# 33 How do I access the web-based management page of my secondary router in HarmonyOS Mesh+ mode?

---

When a HarmonyOS Mesh+ connection is established between two routers, the LAN IP address of the main router is still **192.168.3.1**, but the LAN IP address of the secondary router will be modified to **192.168.4.1** automatically. To access the web-based management page of your secondary router, use the following methods:

## Method 1: LAN IP address access

**Step 1** Connect your computer to the LAN port of the secondary router using an Ethernet cable.

 **NOTE**

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

**Step 2** Set the IP address of your computer to **192.168.4.\*** ("\*" as 2 to 254).

**Step 3** Open your Internet browser. Enter **192.168.4.1** in the address bar and press **Enter** to access the web-based management page of your secondary router.

----End

## Method 2: WAN IP address access

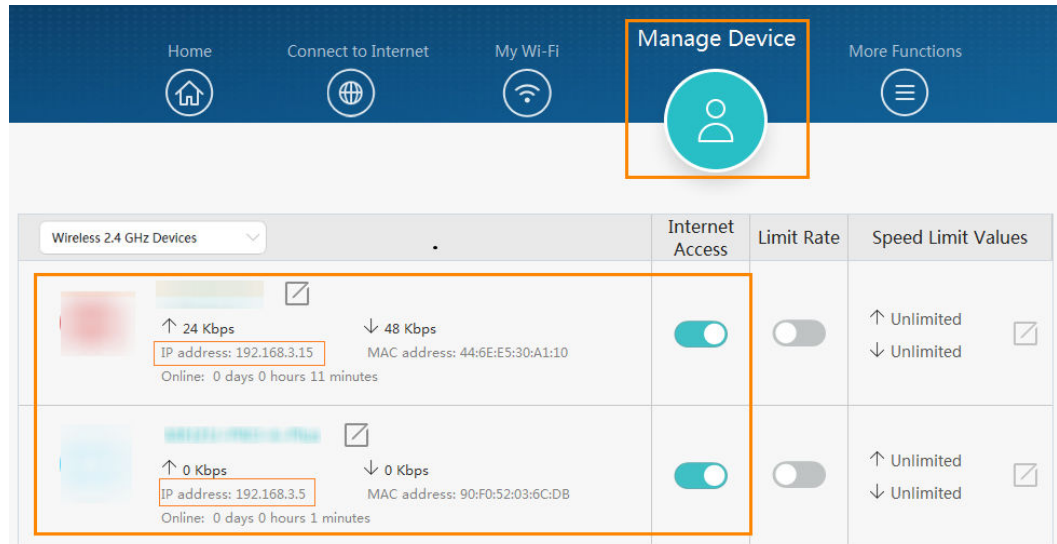
**Step 1** Connect your computer to the LAN port of the main router using an Ethernet cable.

 **NOTE**

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

**Step 2** Log in to the web-based management page of your main router (check the nameplate at the bottom of the router for the default IP address).

- Step 3** Click **Manage Device** to view the WAN IP address of your secondary router (as shown in the following figure: **192.168.3.15**).
- Step 4** To access the web-based management page of your secondary router, click on the IP link of the secondary router in the page (or enter the WAN IP address of the secondary router in the browser address bar, for example, **192.168.3.15**).



----End

# 34 How do I access the web-based management page of my secondary router in Repeater (Bridge) mode?

---

## Scenario 1: The main router is a HUAWEI WS series router, and the secondary router is a HUAWEI router.

The LAN IP of the HUAWEI WS series router is **192.168.3.1**. If the HUAWEI router and the HUAWEI WS series router are cascaded, the LAN IP of the HUAWEI router (secondary router) will be modified to **192.168.4.1** automatically.

**Step 1** Connect your computer to the LAN port of the secondary router using an Ethernet cable.

### NOTE

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

**Step 2** Set the IP address of your computer to **192.168.4.\*** ("\*" as 2 to 254).

**Step 3** Open your Internet browser. Enter **192.168.4.1** in the address bar and press **Enter** to access the web-based management page of your secondary router.

----End

## Scenario 2: The main router is another brand, and the secondary router is a HUAWEI router.

Check whether the LAN IP of the main router is **192.168.3.1**.

- If it is, follow the same procedures as scenario 1.
- If it is not, follow these steps:
  - a. Connect your computer to the LAN port of the secondary router using an Ethernet cable.

### NOTE

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

- b. Set the IP address of your computer to **192.168.3.\*** ("\*" as 2 to 254).
- c. Open your Internet browser. Enter **192.168.3.1** in the address bar and press **Enter** to access the web-based management page of your secondary router.

# 35 How do I connect three or more HarmonyOS Mesh+ routers to the same network?

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## Scenario 1: HarmonyOS Mesh+ Wired Networking(Via Network Cable)

There is no specific limit on the number of secondary routers connected to a main router. However, it is recommended that the total number of routers does not exceed six, and the cascading levels does not exceed three. If there are more than six routers, or more than three cascading levels, the routers may not function properly.

- Step 1** Configure one of the routers as the only main router to access the Internet.
- Step 2** Connect the second router to the main router using a network cable.
- Step 3** Connect the third, fourth, and other routers to the main router using network cables. Alternatively, connect the second router to the first one using a network cable, and then connect the rest routers to the second one in wired mode.

----End

### NOTE

The number of LAN ports varies according to router models. The maximum number of secondary routers that can be connected to a main router through network cables is different. The preceding wired networking solution is for reference only.

## Scenario 2: By Wi-Fi repeater or wireless HarmonyOS Mesh+ networking

A maximum of five secondary routers can be connected to a main router through Wi-Fi relay or HarmonyOS Mesh+ wireless networking.

- Step 1** Configure one of your routers as the main router to access the Internet.
- Step 2** Connect a second router to the main router using HarmonyOS Mesh+.
- Step 3** Connect any additional routers individually to the main router using HarmonyOS Mesh+.

 **NOTE**

The second, third, fourth, and additional routers must all be individually cascaded with the first router rather than being connected together in a series. Connecting the routers in a series will cause the network to be unstable.

**----End**

# 36

## How do I disable or enable the Link+ feature on my router

---

You can disable or enable a router's Link+ feature through the web-based management page. If Link+ is disabled and you want to use your router with another device that supports Link+, such as another router, a Wi-Fi extender, you will not be able to use a single H (or Hi) button to establish a HarmonyOS Mesh+ network. Wi-Fi names and passwords from multiple devices will not automatically synchronize, and multiple Wi-Fi networks will appear in your home.

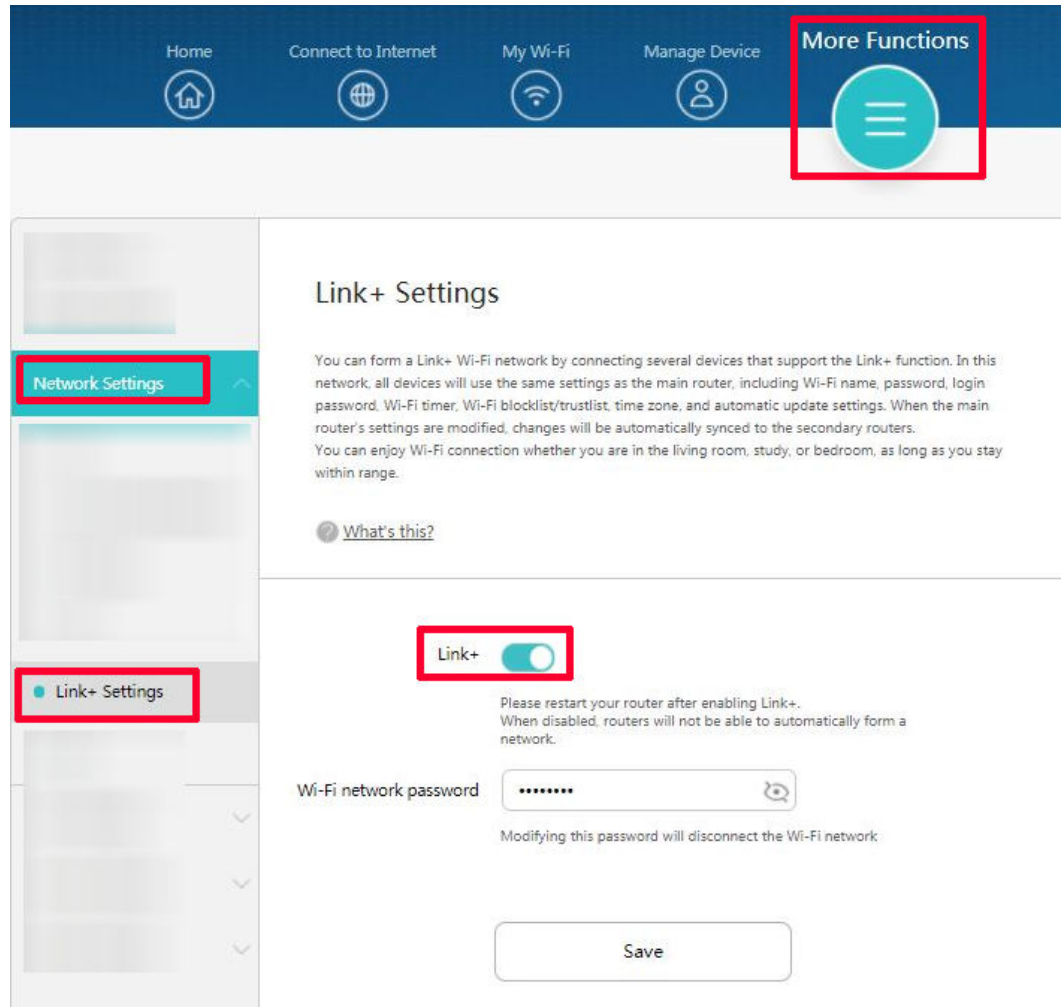
To disable the Link+ feature, follow these steps:

- Step 1** Connect your computer to the router's Wi-Fi (or connect the computer to the router's LAN port using an Ethernet cable). In the browser address bar, enter **the default IP address** and log in to the router's web-based management page (check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

- Step 2** Go to **More Functions > Network Settings > Link+ Settings**, and toggle **Link+** off and **Save** to disable the Link+ feature.



**NOTE**

To re-enable Link+, follow the same steps and toggle **Link+** on. Restart the router after enabling this feature to ensure that Link+ functions properly.

----End

# 37

## How do I view the access devices of HUAWEI Routers

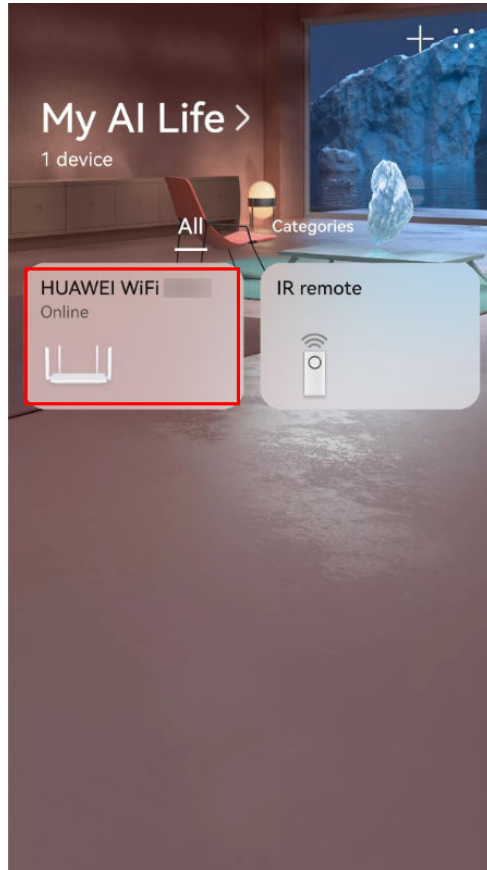
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The connected devices are displayed on the device management page, but the maximum number of devices displayed cannot exceed the maximum number of connected devices supported by the router. For example, if a total of 64 devices are connected to the 2.4 GHz and 5 GHz Wi-Fi networks of the WS5200, only 32 devices can be displayed on the App page or web-based management page because the WS5200 supports the display of up to 32 devices.

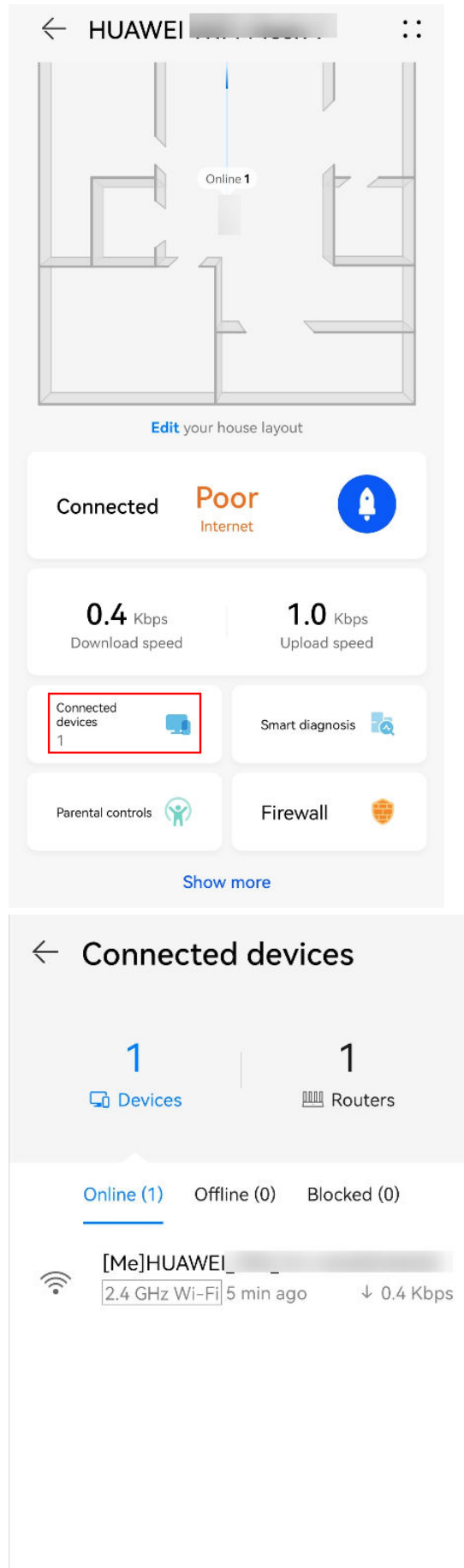
### Method 1: Using the HUAWEI AI Life App

In the AI Life App, you can view details about connected devices, offline devices, and blocklisted devices.

1. Connect your phone to your router's Wi-Fi.
2. Open the HUAWEI AI Life App on your phone.
3. On the **Home** screen of HUAWEI AI Life App, touch the corresponding router to access the router management screen.



4. Touch **Connected devices** to view device connection details.



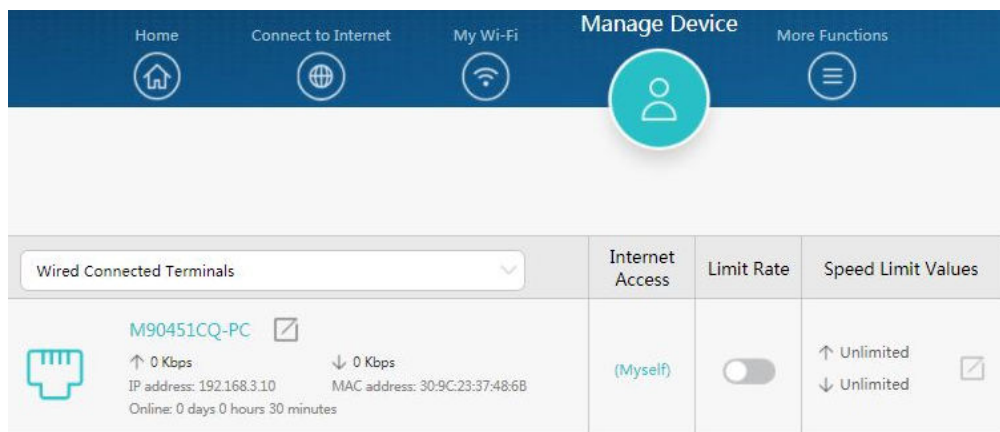
## Method 2: Using the web-based management page

On the device page of the web-based management page, you can view historical connections of online (wired and wireless) and offline devices.

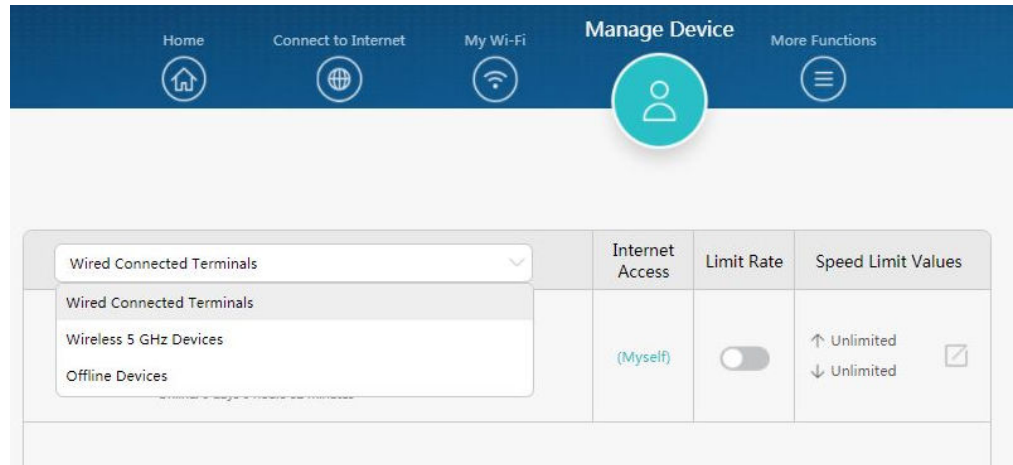
1. Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. In the browser address bar, enter **the default IP address** and log in to the router's web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- Generally, the address of the web-based management page is on the nameplate at the bottom of the router for the default IP address. However, the address may vary for the carrier custom versions. Use the actual address printed on the nameplate on the bottom of the router or consult the carrier.
  - If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.
2. Click **Manage Device** to view the number of devices, device names, and MAC addresses in the corresponding list. The device management page varies depending on the product.
    - You can directly view the connected devices (a total of 128 devices can be displayed), as shown in the following figure.



- You can select the device type and view the connected devices (a total of 253 devices can be displayed), as shown in the following figure.



# 38

## How do I modify the IP address and IP address pool range of my HUAWEI router's web-based management page

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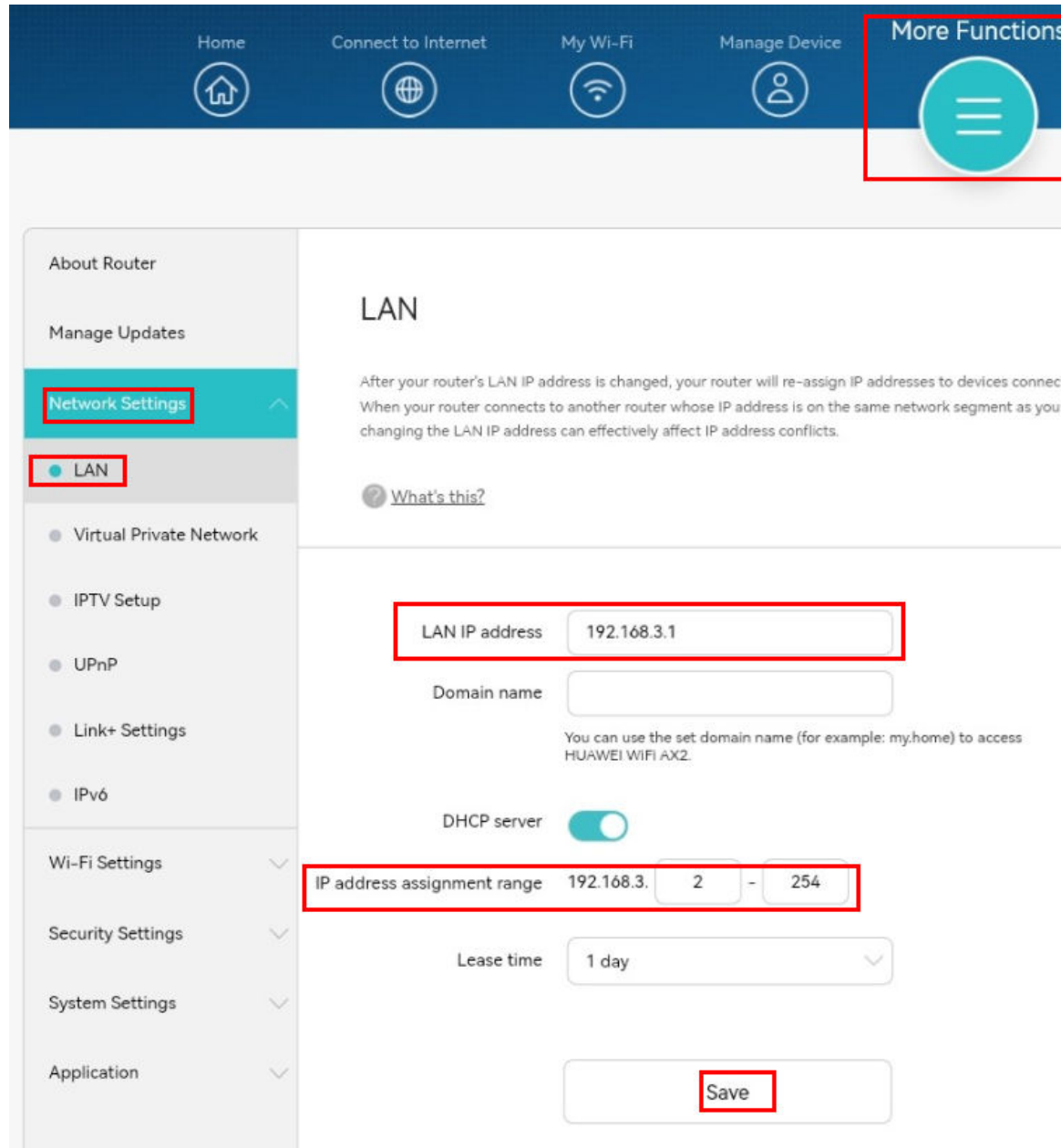
You can modify your router's IP address and IP address pool range for security purposes or other reasons. Note that if the default IP address of your router conflicts with the IP address of another device on the network, your router will modify its IP address automatically.

1. Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. In the browser address bar, enter **the default IP address** and log in to the router's web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
  - If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.
2. Go to **More Functions > Network Settings > LAN**, enter the new IP address in the **LAN IP Address** field, and click **Save**. You would need to enter the new IP address the next time you log in to the web-based management page.
  3. If you want to modify the network segment of the IP address pool, for example, from **192.168.3.\*** (\* as 2 to 254) to **192.168.1.\*** (\* as 2 to 254), you can directly modify the **LAN IP Address** to **192.168.1.1**. The **IP Address assignment range** will now be automatically modified to between **192.168.1.2** and **192.168.1.254**.

If you only want to modify the value of "\*" in **192.168.3.\***, you can directly modify the start and end IP addresses in **IP Address assignment range**.



# 39

## How do I remove an associated MAC address (or set a MAC clone) from my HUAWEI router

---

Some network service providers will associate your Internet account with the MAC address for your PC's network adapter. This means that only the computer with the associated MAC address will be able to use your account to access the network. In this scenario, your router will be unable to access the Internet. This is because your router's WAN MAC address is different to the MAC address associated by the network service provider.

To resolve this issue, you can contact your broadband service provider to remove the associated MAC address. You can also use the **MAC clone** feature on your router so that your router uses the associated MAC address to access the Internet.

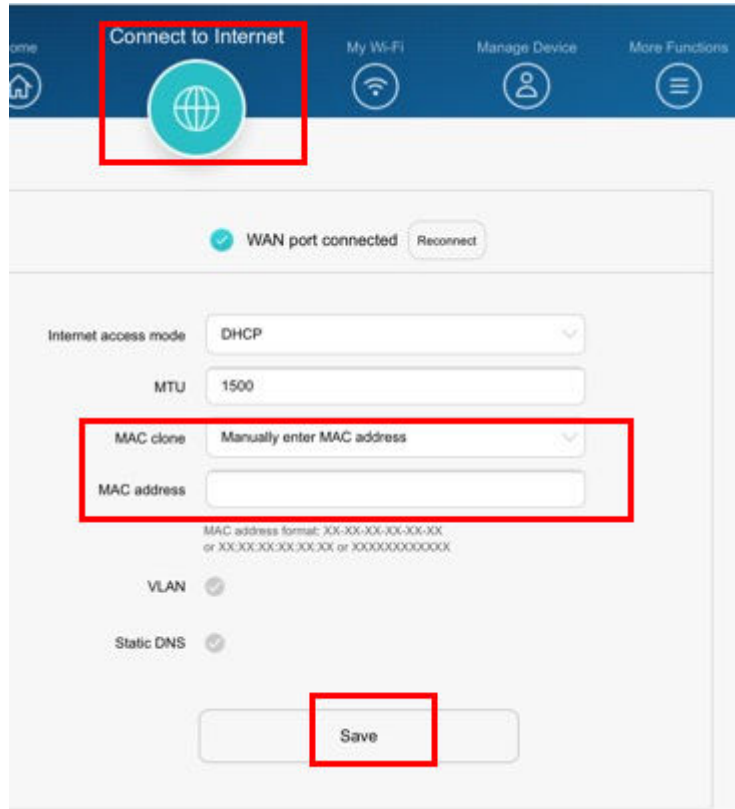
**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable.

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Open your Internet browser. Enter the default IP address in your browser address bar and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address). Enter the **Connect to Internet** page.

**Step 3** In **MAC clone**, select **Manually enter MAC address**. Your router can clone the MAC address of the computer or router that has access to the Internet. Click **Save**.



----End

# 40

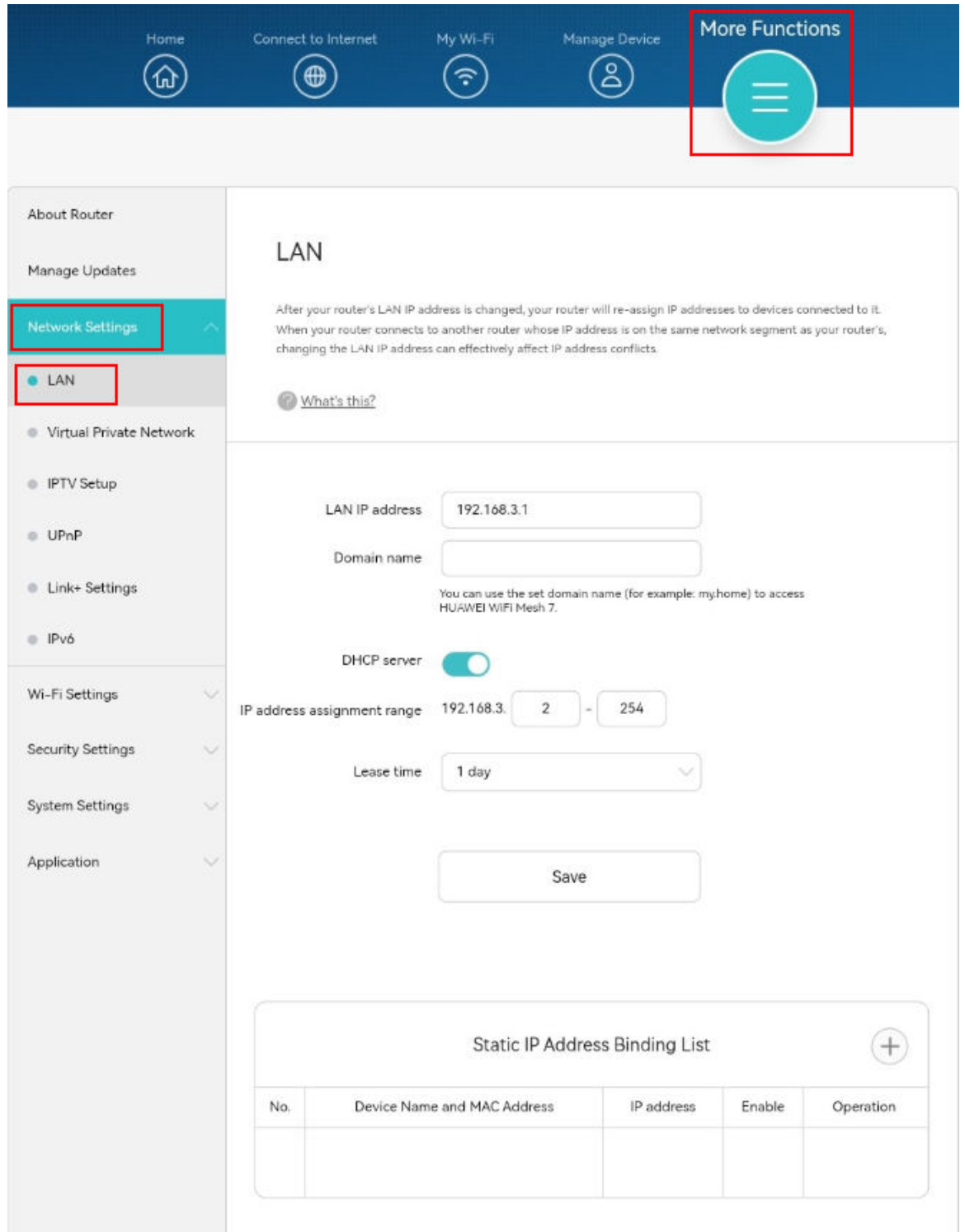
## How can I use the HUAWEI router's web-based management page to associate a static IP address

---

Associating your computer's IP address and MAC address can effectively protect against ARP spoofing attacks. After association, attackers will be unable to use ARP spoofing techniques to steal your computer's IP address.

**Step 1** Log into the router's web-based management page.

**Step 2** Go to **More Functions > Network Settings > LAN**.



**Step 3** Single click the  icon in **Static IP Address Binding List** to add an association

Static IP Address Binding List				
No.	MAC address	IP address	Enable	Operation



**Step 4** Add the **MAC address** and **IP address** of the device you want to associate in the **Reserve Static IP Address** pop-up dialog box.

**Step 5** Click **Save**.

**Reserve Static IP Address**

---

Device to associate

MAC address

MAC address format: XX-XX-XX-XX-XX-XX  
or XX:XX:XX:XX:XX:XX or XXXXXXXXXXXX

IP address

----End

# 41

## How can I turn off my HUAWEI router's LAN DHCP server feature

---

The LAN DHCP server feature is enabled by default on your router. This means that devices connected to your router can automatically obtain the IP address from your router. To turn off your router's DHCP server feature, you can log into the web-based management page and turn the feature off manually.


### NOTE

After turning off your LAN DHCP server feature, computers connected to your router will no longer be able to automatically obtain IP addresses, or to access the router's web-based management page. Manually set an IP address for your computer, and ensure that this IP address is in the same network segment as your router's IP address (for example: 192.168.3.2).

- Step 1** Log into the router's web-based management page.
- Step 2** Go to **More Functions > Network Settings > LAN** and disable **DHCP server**, click **Save**.

## LAN

After your router's LAN IP address is changed, your router will re-assign IP addresses to devices connected to it. When your router connects to another router whose IP address is on the same network segment as your router's, changing the LAN IP address can effectively affect IP address conflicts.

 [What's this?](#)

---

LAN IP address

Domain name

You can use the set domain name (for example: my.home) to access your router's web management pages.

**DHCP server**

IP address assignment range 192.168.3.  -

Lease time

----End

# 42 How do I disable WAN/LAN auto-adaptive of the network port on a HUAWEI router?

---

For routers that support WAN/LAN auto-adaptive, you do not need to distinguish between the WAN port (dialup port) and LAN port (network access port), but you will be able to access the Internet by inserting the network cable into any port.

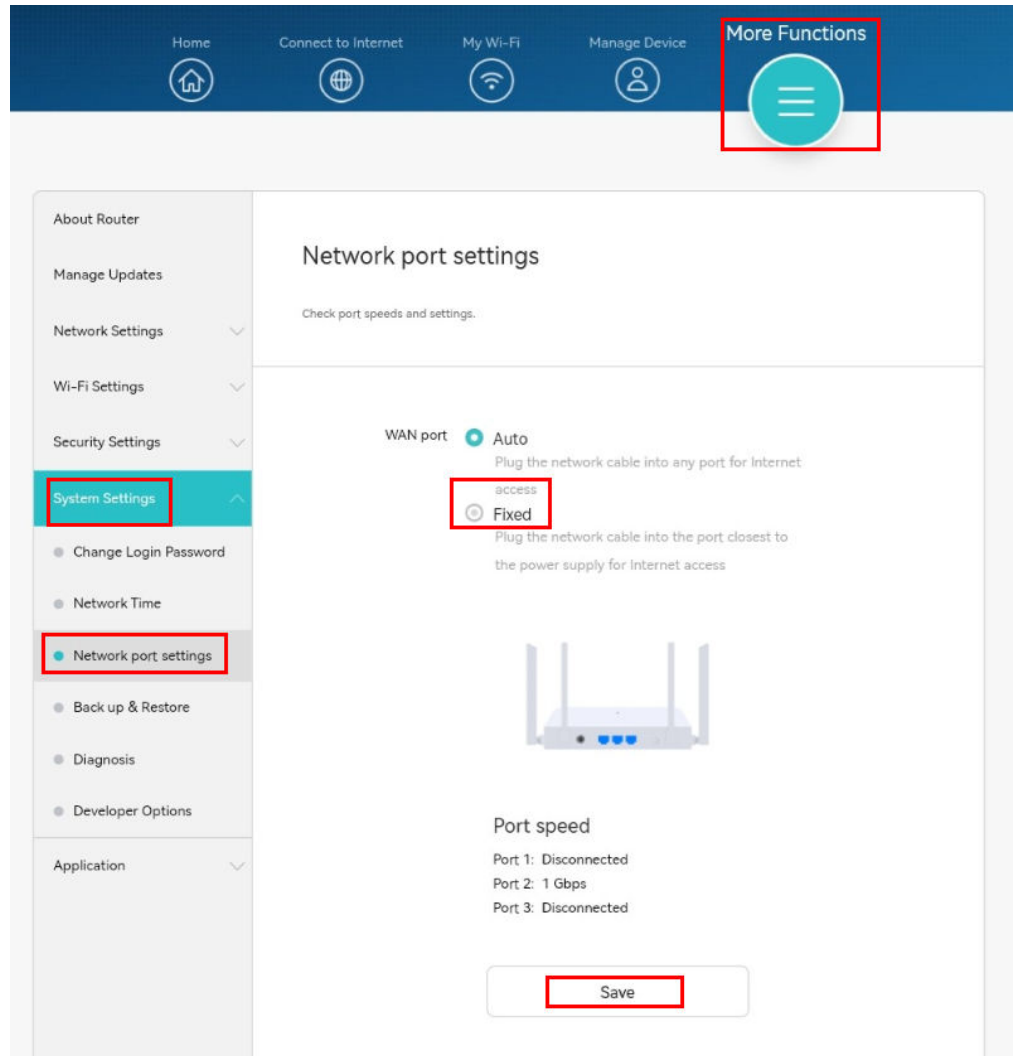
WAN/LAN auto-adaptive is enabled by default, and can be disabled or enabled again if required. To do so, perform the following:

1. Connect your phone or computer to the router's Wi-Fi (or to the router's any port using an Ethernet cable). In the address box of a browser, enter the default IP address to log in to the web-based management page of the router. (For the default IP address, see the nameplate on the bottom of the router.)

#### NOTE

If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

2. Choose **More Functions** > **System Settings** > **Network port settings** > **WAN port**, select **Fixed**, and click **Save** to disable the WAN/LAN auto-adaptive function. If you want to enable this feature again, select **Auto** and click **Save**.



**NOTE**


- After WAN/LAN auto-adaptive is disabled, the WAN port is always the network port that is nearest to the power port (the first network port on the right of the power port).

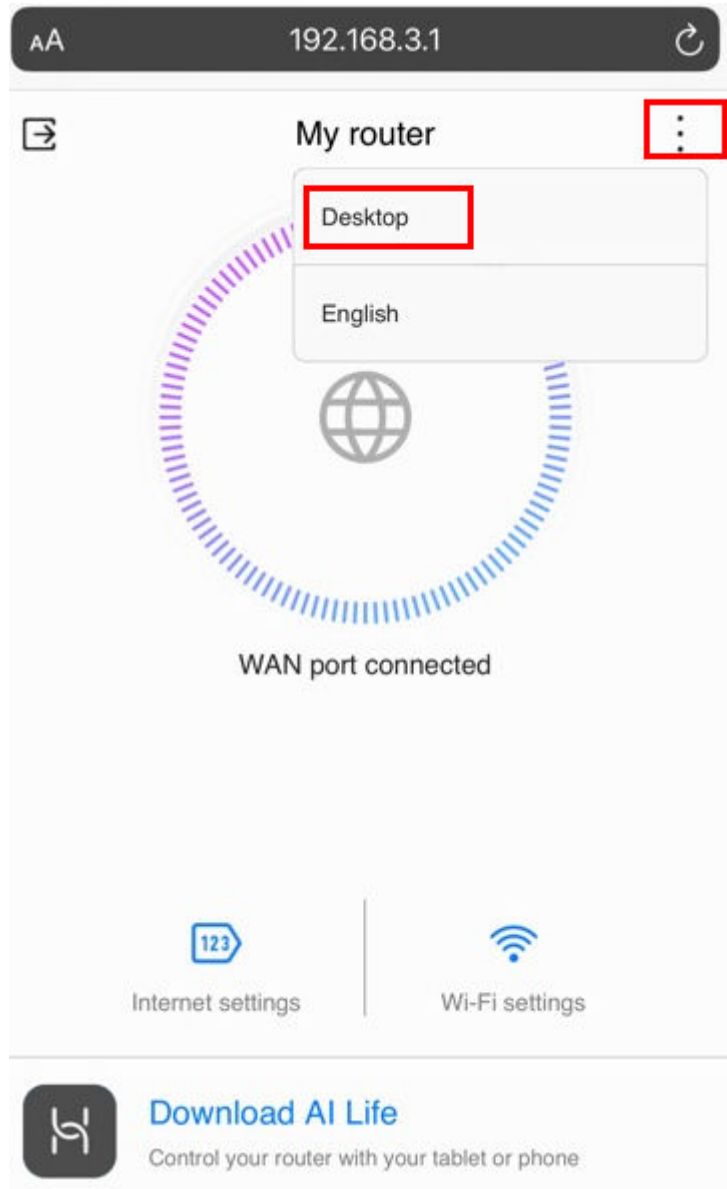
# 43

## How can I switch to the HUAWEI router's PC version of the web-based management page on the phone

---

After the router is configured for the first time, if you use a browser on a mobile device (such as a phone or tablet) to access the default IP address (check the nameplate at the bottom of the router for the default IP address), the simplified management page will be displayed, and some functions may be unavailable. If you need to see all router functions, switch to the PC version as follows.

1. Connect your phone to the router's Wi-Fi network. In the address box of your browser, enter the default IP address in your browser address bar and log in to the web-based management page (check the nameplate at the bottom of the router for the default IP address).
2. Click the  icon in the upper right corner and select **Desktop**.



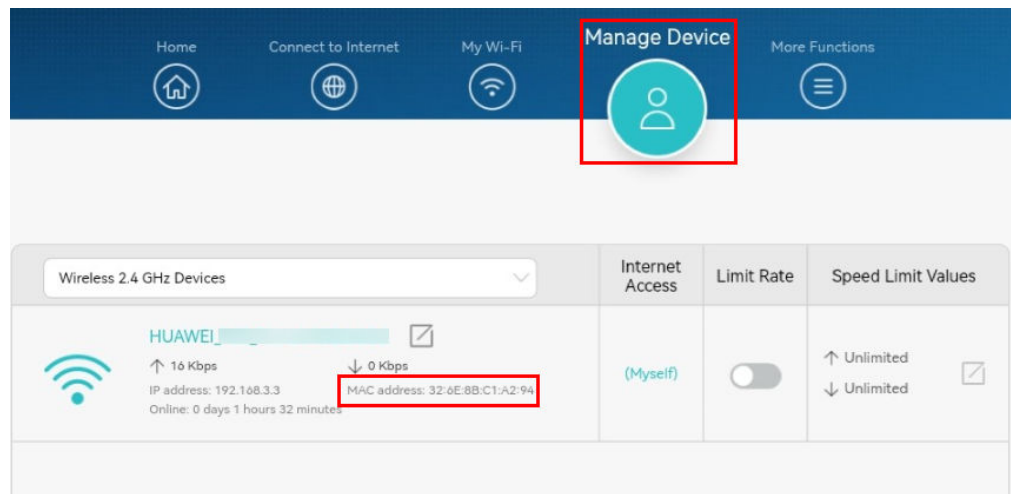
# 44 How do I obtain the MAC address of a computer through a HUAWEI router

You can use the MAC address cloning function of the router to obtain the MAC address of the computer.

1. Connect the computer to the LAN port of the router, or mobile phone connect to the Wi-Fi. In the address box of the browser, enter the default IP address (see the nameplate on the bottom of the router) to log in to the web-based management page of the router.

#### NOTE

- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.
2. Click **Manage Device** to view the MAC address of the connected device.

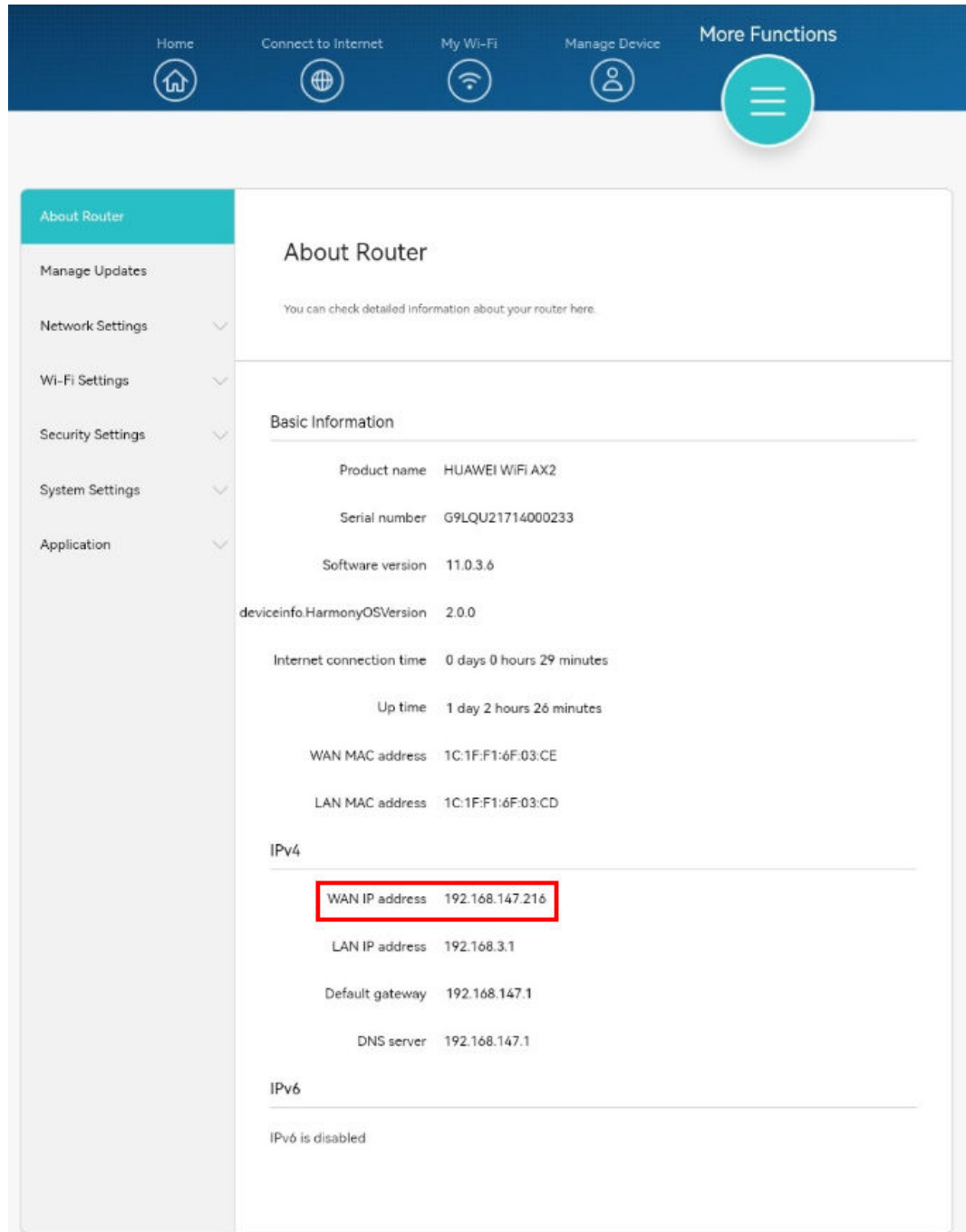


# 45 How do I check whether the WAN IP address of a HUAWEI router is a public IP address?

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Step 1: Open the search engine with a mobile phone or computer that is connected to the router's Wi-Fi network (ensure that the device can access the Internet). Search for the keyword "IP". The public IP address will then be displayed on the screen.

Step 2: On the router's web-based management page, go to **More Functions > About Router** to view the WAN IP address of the router.



Step 3: If the WAN IP address queried on the search engine website is the same as that in the router information, it indicates that the WAN IP address of the router is a public network IP address. If they are different, it indicates that the WAN IP address of the router is not a public network IP address.

# 46 How do I set the IPTV function of HUAWEI Router

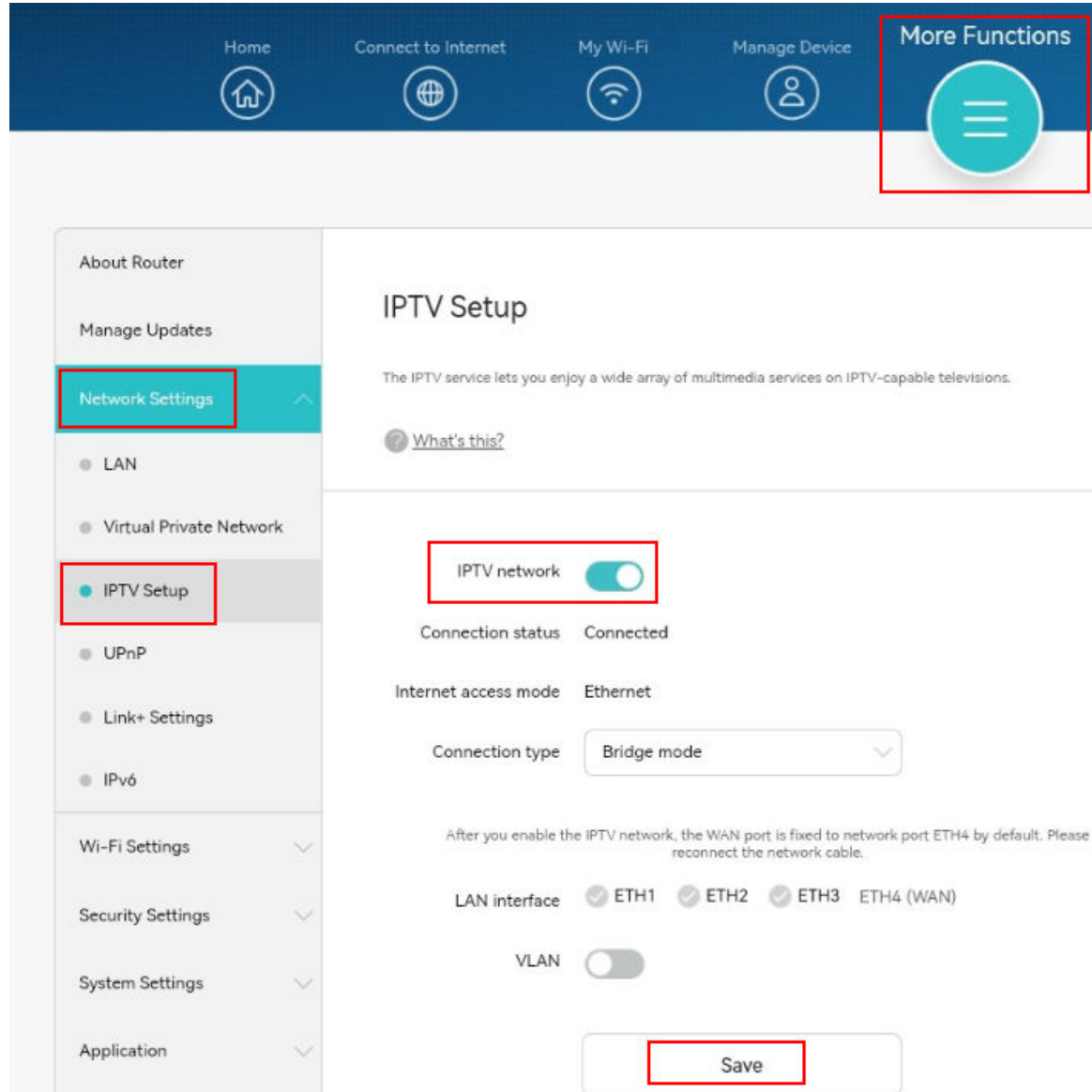
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You can log in to the web-based management page to set the IPTV.

1. Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. In the browser address bar, enter **the default IP address** and log in to the router's web-based management page(check the nameplate at the bottom of the router for the default IP address).

#### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
  - If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.
2. Go to **More Functions > Network Settings > IPTV Setup**, Toggle **IPTV network** on




3. After setting the parameters, click **Save**.

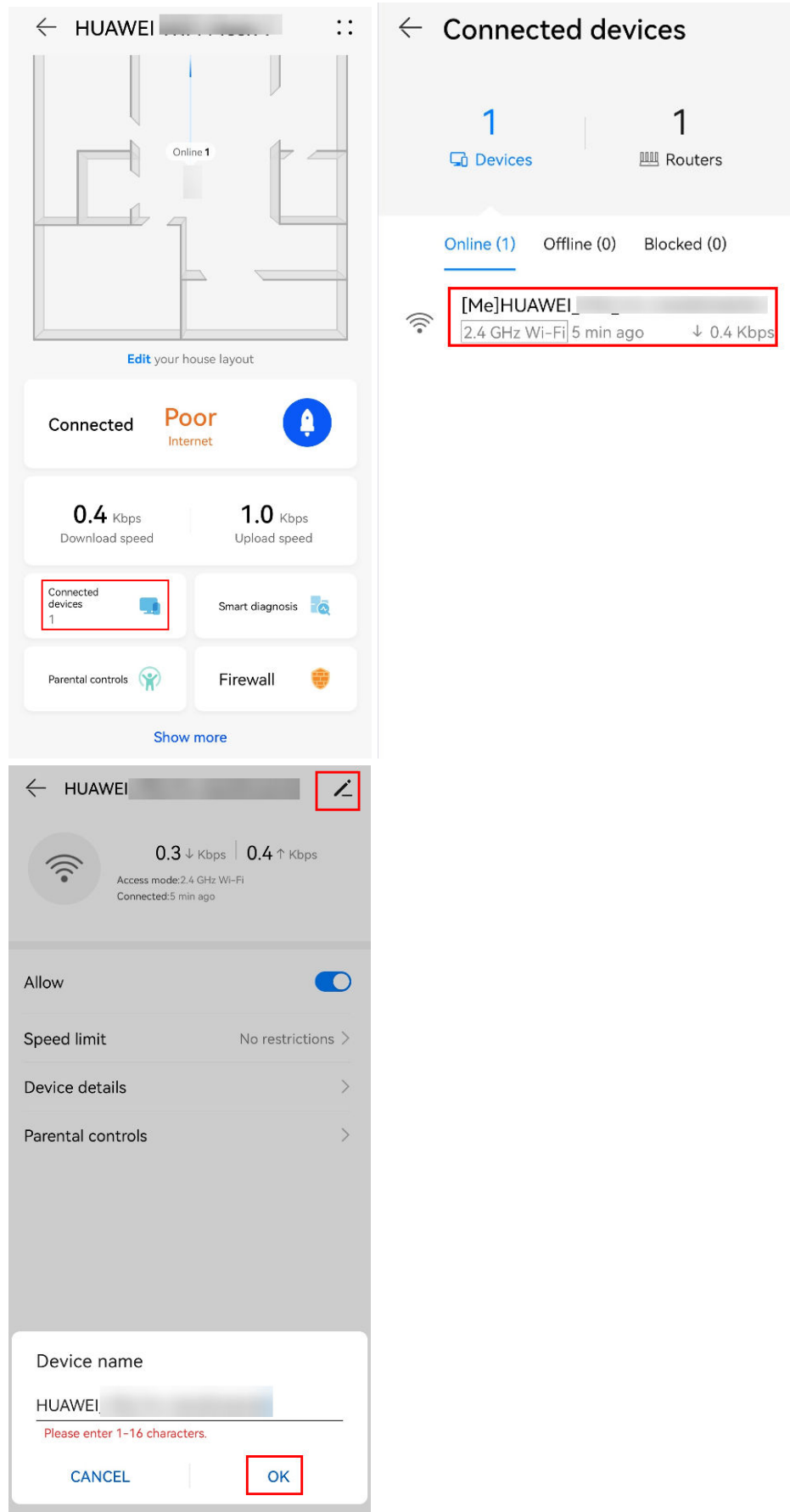
# 47

## How do I modify the name of a device connected to the HUAWEI router

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### Method 1: Using the HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App from your phone and go to the **Router** screen, then click **Connected devices**, and click the name of device you want to modify from the list of online.
3. Touch  and enter your desired device name, then touch **OK** to confirm.



## Method 2: Using the web-based management page


### NOTE

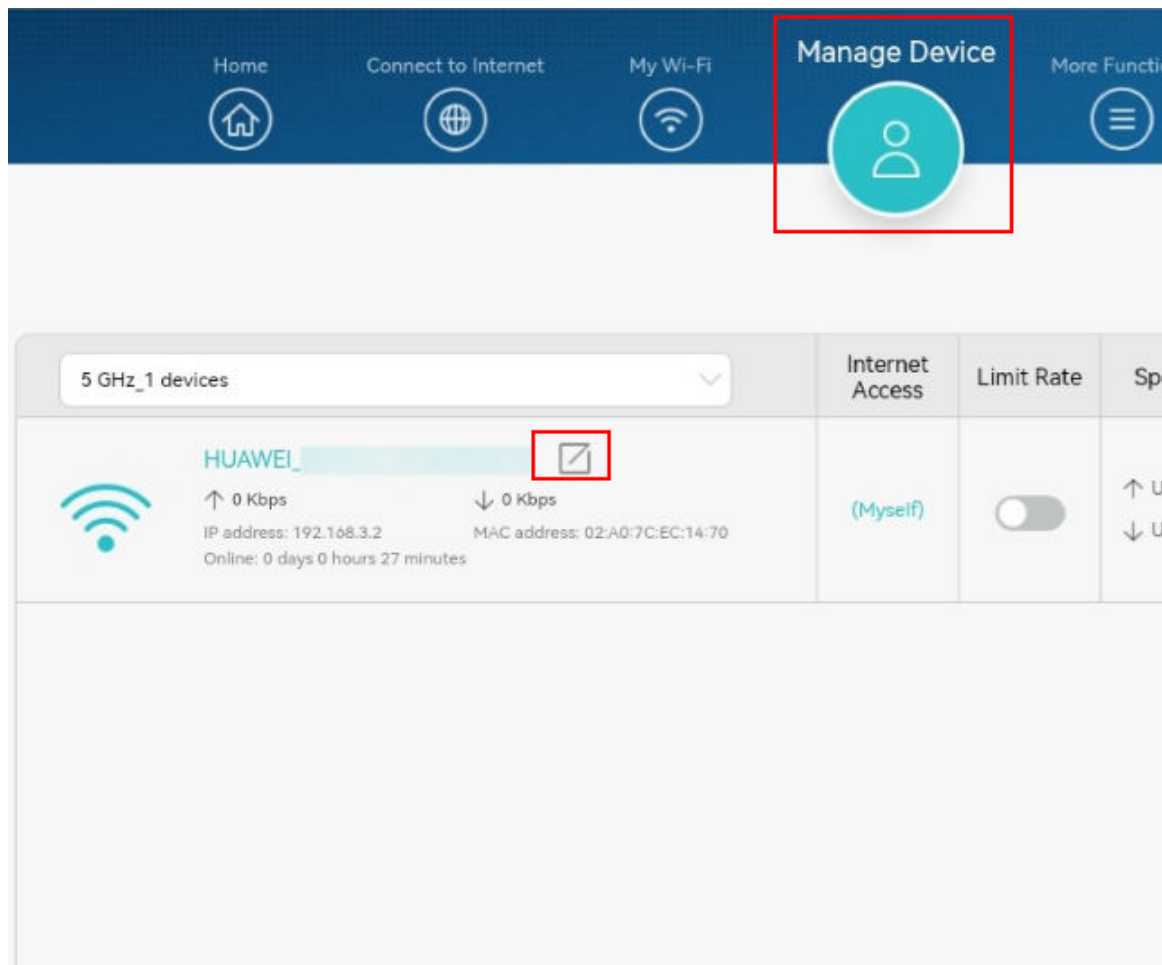
The following screenshot is taken from the web-based management page. On phones, tablets and other mobile devices, your browser will display a simplified version of the web-based management page

1. Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Open your Internet browser. Enter the default IP address in your browser address bar and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

2. Enter the **Manage Device** page. Touch  and enter your desired device name.



# 48

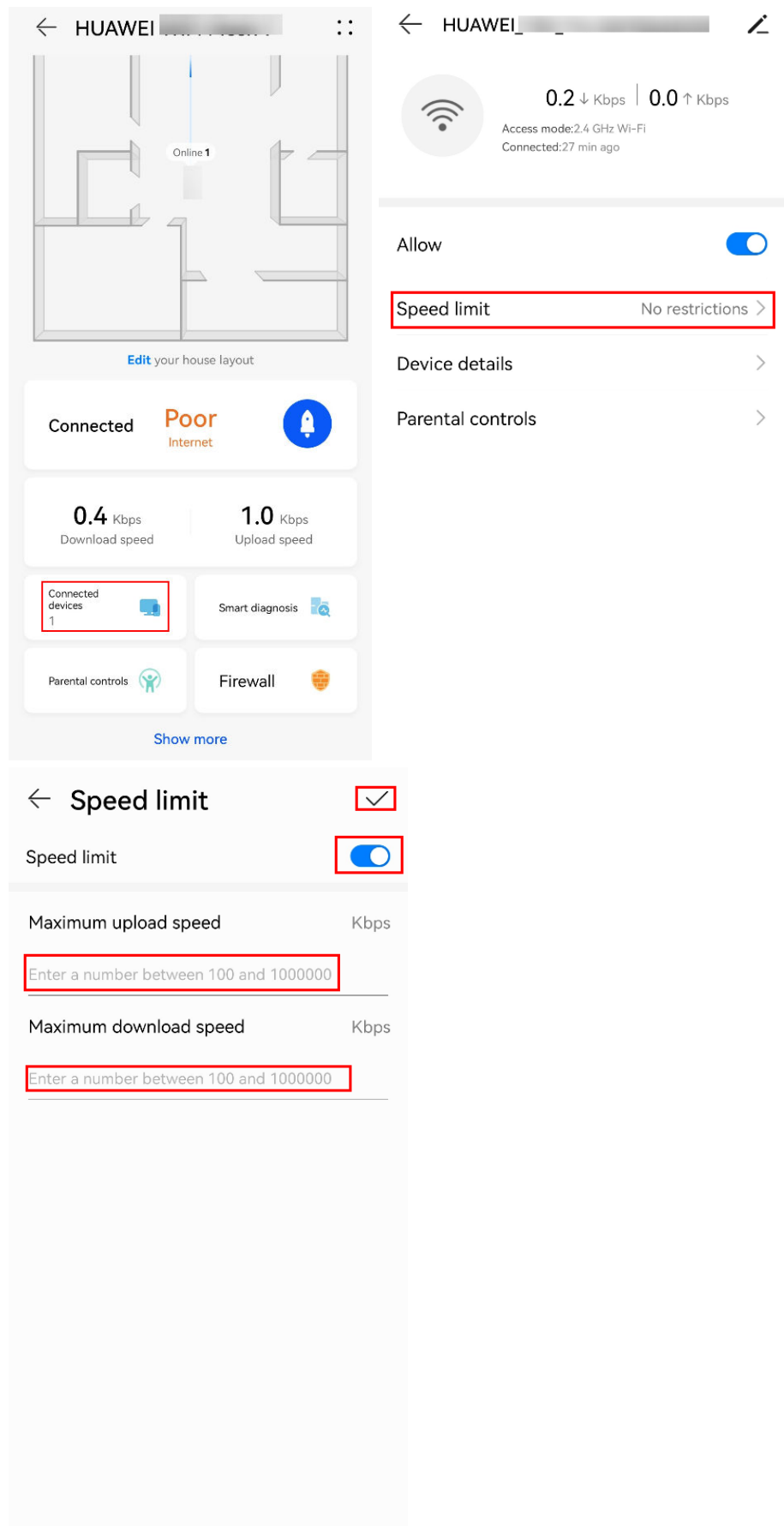
## How do I set a limit on the internet access speed of devices connected to the HUAWEI router

---

You can view a list of all devices connected to your wireless network on the router's **Manage Device** page. In addition to prohibiting a phone or computer from accessing your wireless network, you can also set a limit on its maximum upload and download rate.

### Method 1: Using HUAWEI AI Life App


1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then click **Connected devices**, select the device you want to limit from the list of online.
3. Touch **Speed limit**, then enable **Speed limit** and set the maximum upload and download speed for the device, then touch ✓ in the upper right corner to confirm.

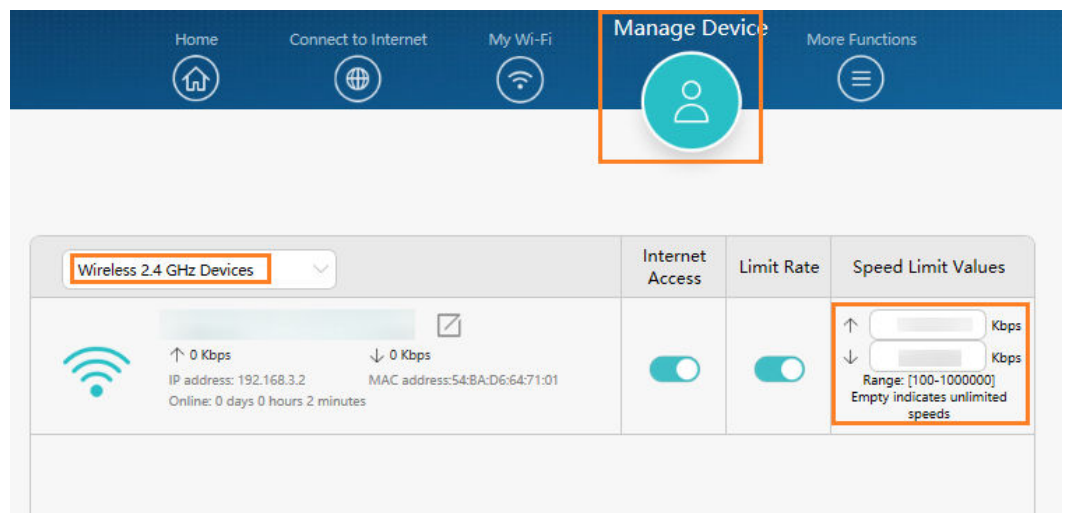


## Method 2: Using the web-based management page

1. Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in your browser address bar and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
  - If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.
2. Click **Manage Device**, select the phone or computer that you want to set a limit on, toggle on **Limit Rate**, and click the  icon in **Speed limit Values** to set the maximum upload and download rate.




# 49 How do I view my HUAWEI router's device information

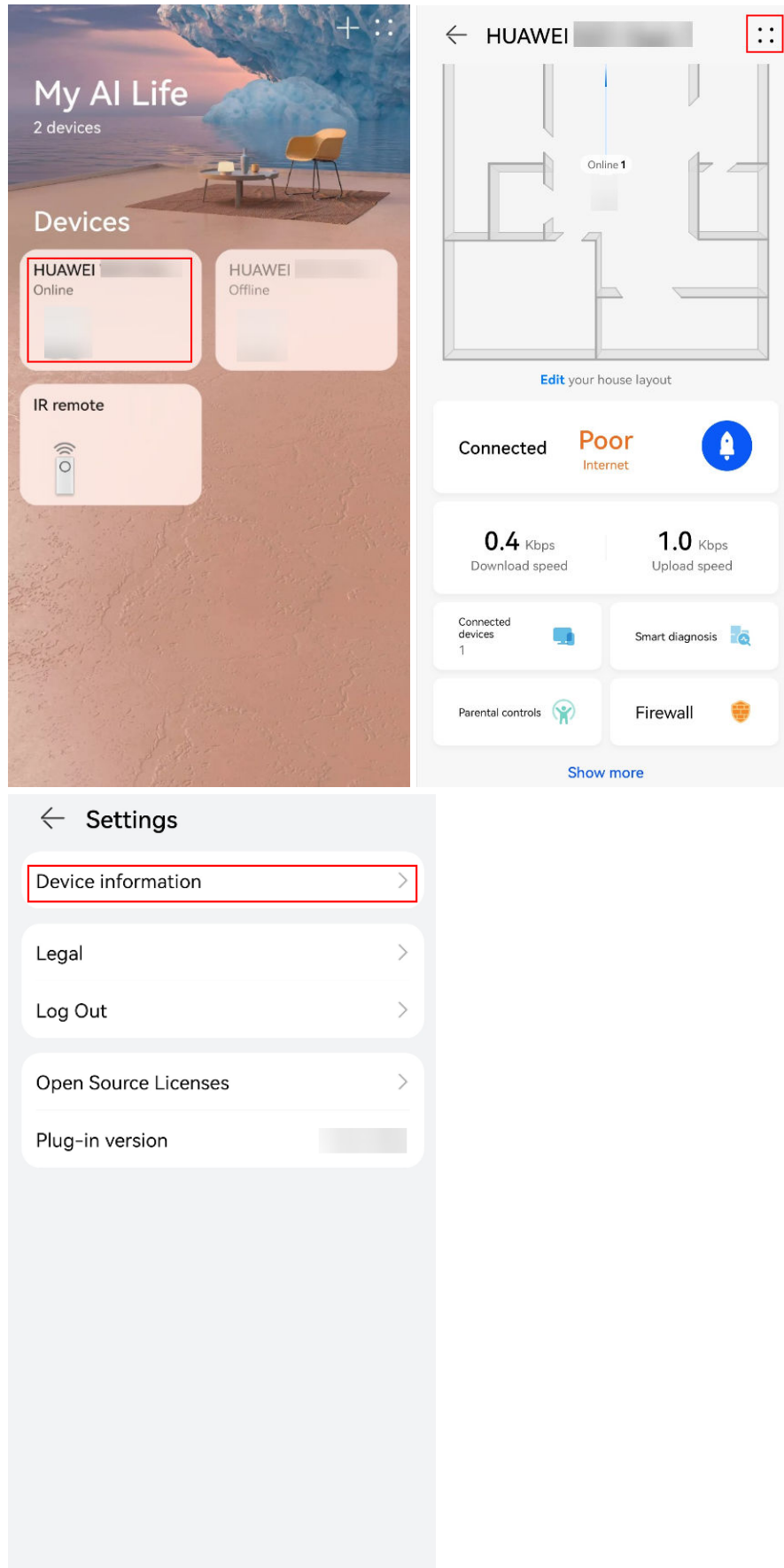
---

## Method 1: Using HUAWEI AI Life App

**Step 1** Connect your phone to the router's Wi-Fi network.

**Step 2** Open the HUAWEI AI Life App on your phone and go to the **Router** screen, touch

the four-dot icon  in the upper right corner, and click **Device information** to view the device information of your router.



----End

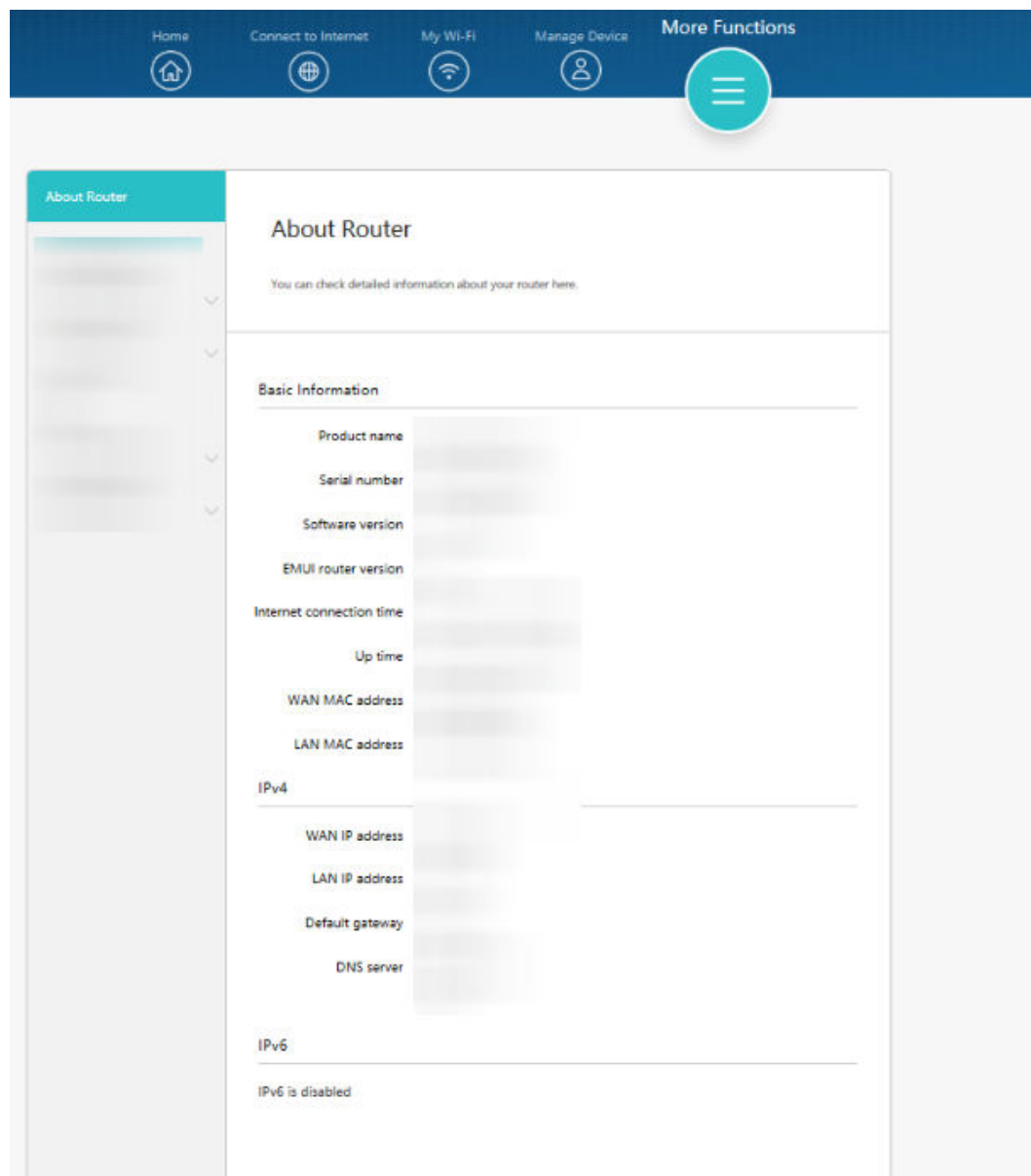
## Method 2: Using the web-based management page

1. Connect your computer/phone to the router's Wi-Fi( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in your browser address bar and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

2. Go to **More Functions** > **About Router** to view the device information of your router.



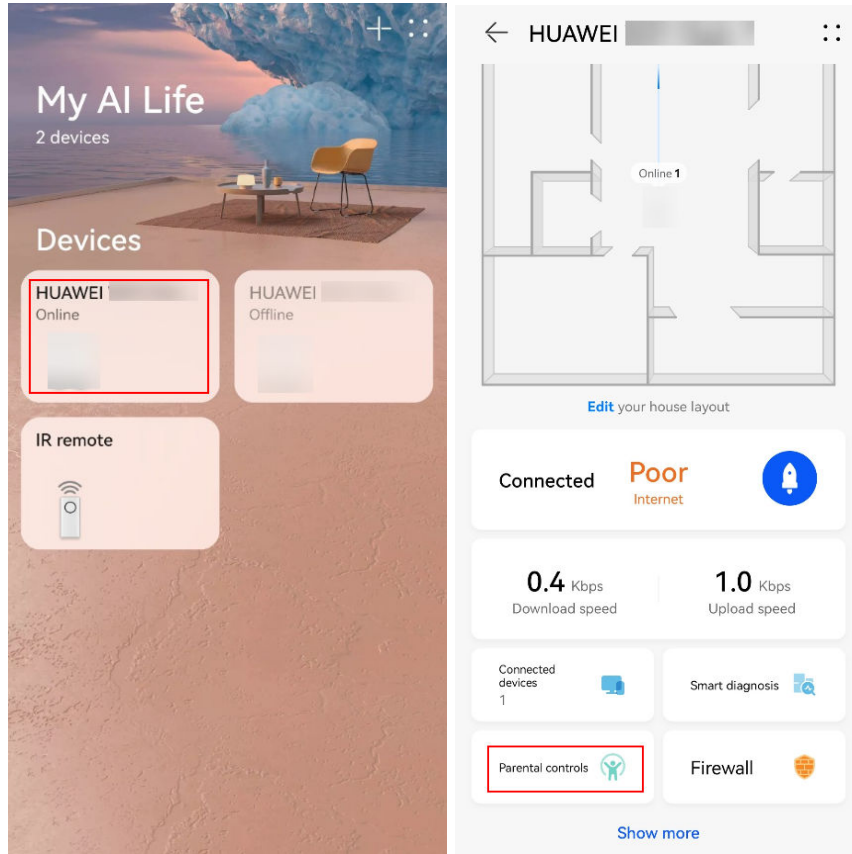
# 50 How do I set Parental control on my HUAWEI router

---

Your router has a parental control feature. You can set Internet access time limits and restrict access to certain websites to keep your family members (especially minors) healthy and safe.

## Method 1: Using HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Parental control**, click **Add new device**.
3. Touch the name of device to modify and set the **Connect**, **Disconnect**, and **Repeat** options, then touch ✓ in the upper right corner to confirm.



← Parental controls



Keep your child's Internet usage healthy

Router system time 2021-10-22 15:47:09

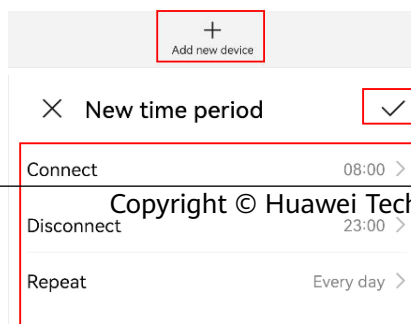


No limited devices

← Add device



HUAWEI\_



 **NOTE**

You can also select the device from the list of **Connected devices** on the **Router** page and go to **Parental control** > **New** to set up control settings for your child.

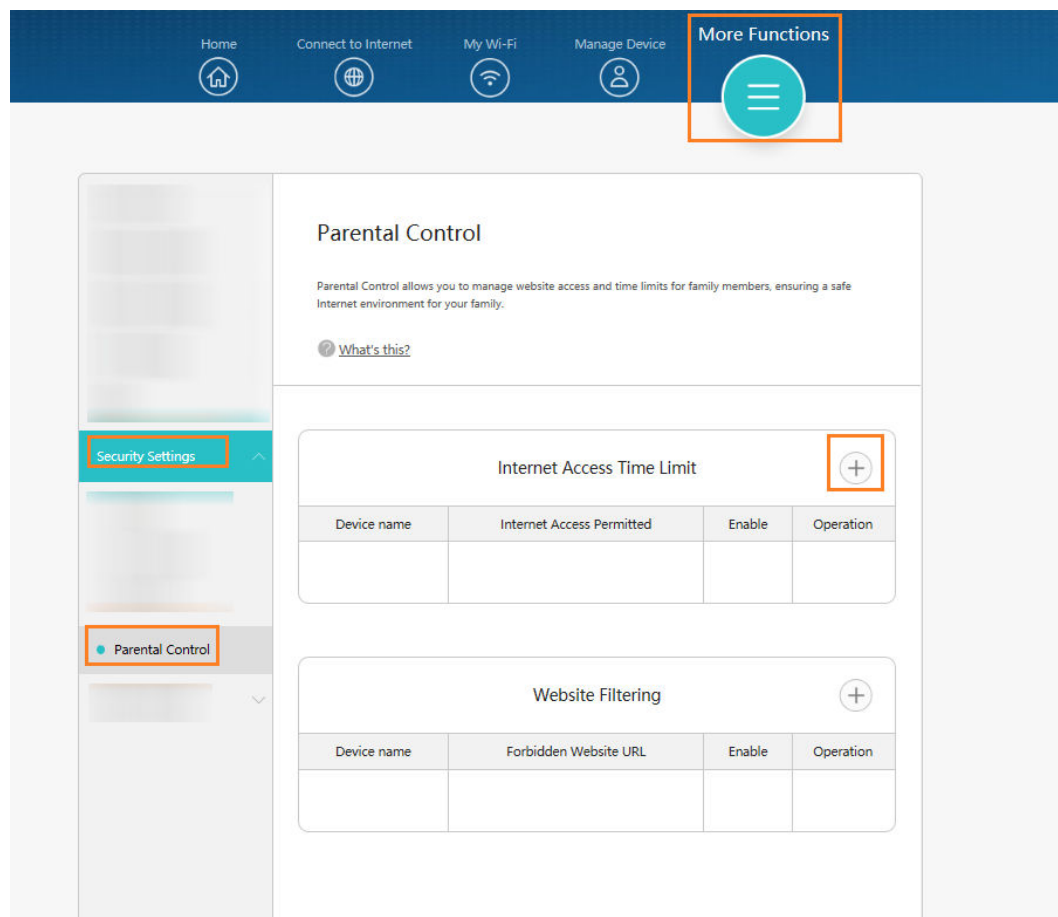
## Method 2: Using the web-based management page


**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in your browser address bar and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

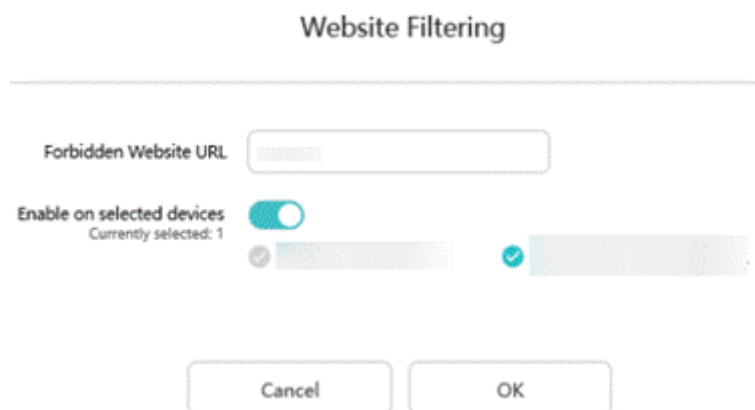
**Step 2** Go to **More Functions** > **Security Settings** > **Parental Control**.



**Step 3** In the **Parental Control** area, click the  icon on the right, select the device and set Internet access time limits. Click **OK**.

**Step 4** In the **Website Filtering** area, click the  icon on the right, select the device and set the websites that you want to restrict. Click **OK**.

- If you want to restrict the access to a certain website, you can enter its specific URL, such as "www.abc.com".
- If you want to restrict the access to a certain type of website, you can enter keywords such as "abc" to prohibit access of the websites containing "abc" in the URL. For example, "music.abc.com" or "book.abc.com" and so on.



----End

# 51

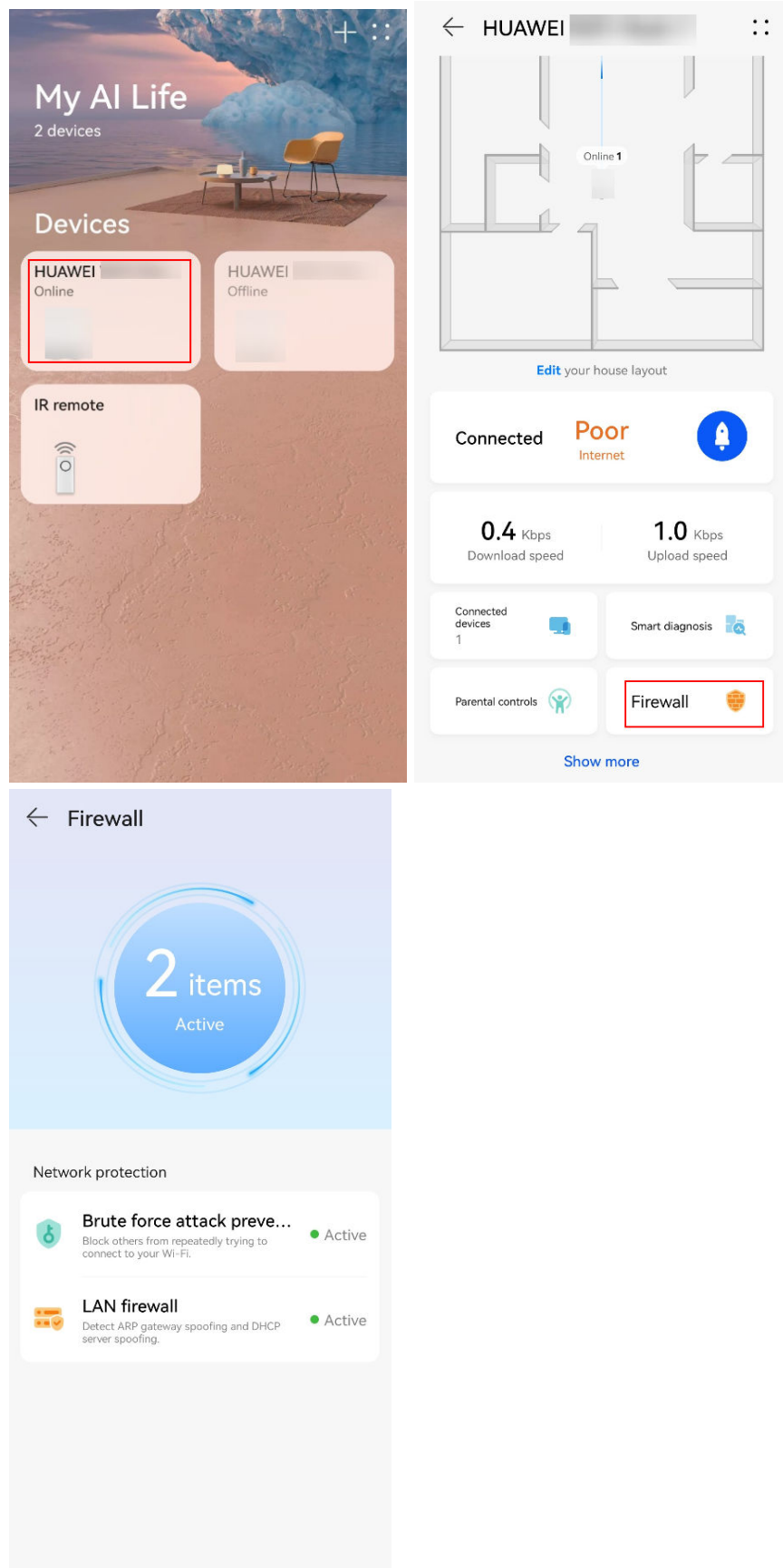
## How do I enable or disable the Firewall on my HUAWEI router

---

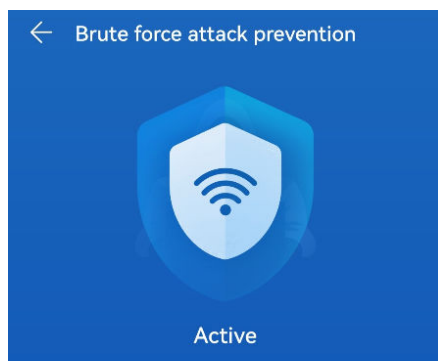
Your router has a firewall feature. A firewall is a security barrier between the Internet and your home network. When a firewall is enabled, all communication data between the Internet and your home network is scanned to protect your network security.

### Method 1: Using HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then go to **Firewall**.



3. If you want to disable the **Brute force attack prevention** function, click **Brute force attack prevention > DEACTIVATE**.




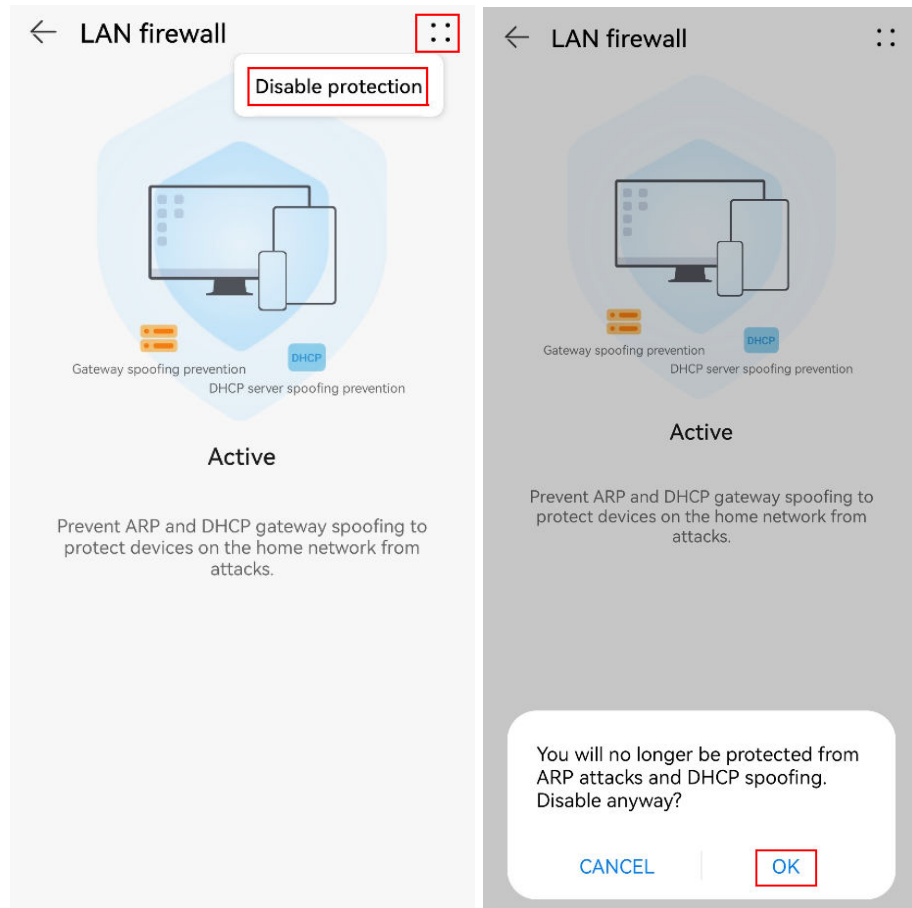
Records



No records

DEACTIVATE

4. If you want to disable the **LAN firewall** function, click **LAN firewall**, touch the  button in the upper right corner of the screen, click **Disable protection > OK**.



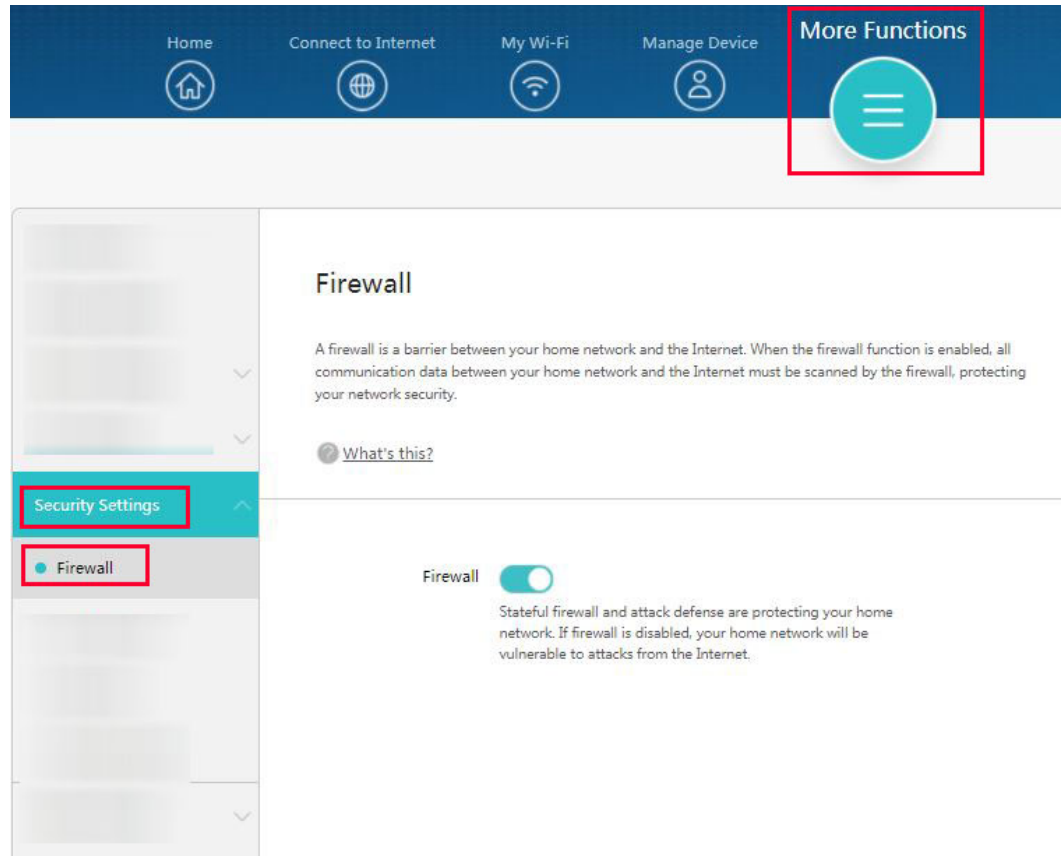
## Method 2: Using the web-based management page

**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in your browser address bar and log in to your router's web-based management page (check the nameplate on the router for the default IP address) .

### NOTE

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Go to **More Functions > Security Settings > Firewall**. The firewall is enabled by default, but you can toggle **Firewall** to turn it on or off according to your needs.



----End

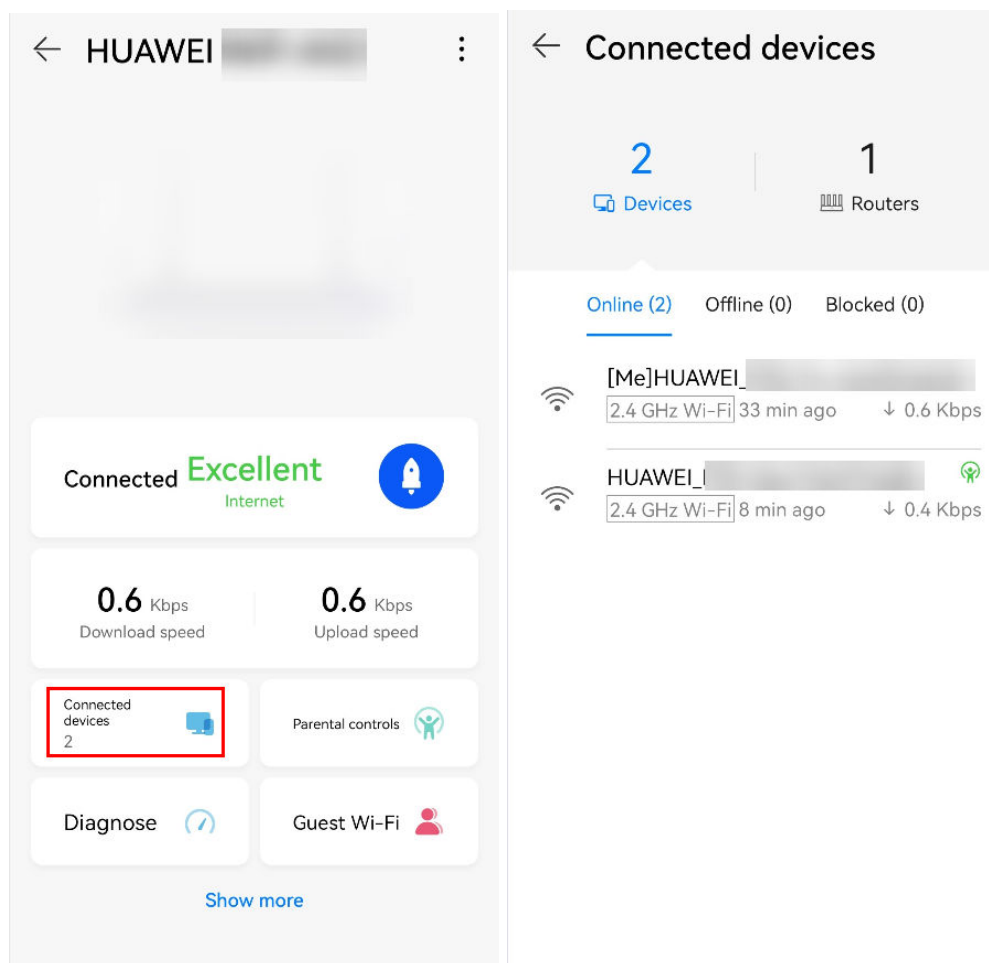
# 52 How do I check for Wi-Fi squatters on my HUAWEI router

---

If you experience a sudden slowdown in your Internet connection during normal use, you should check for Wi-Fi squatters.

## Method 1: Through the HUAWEI AI Life App

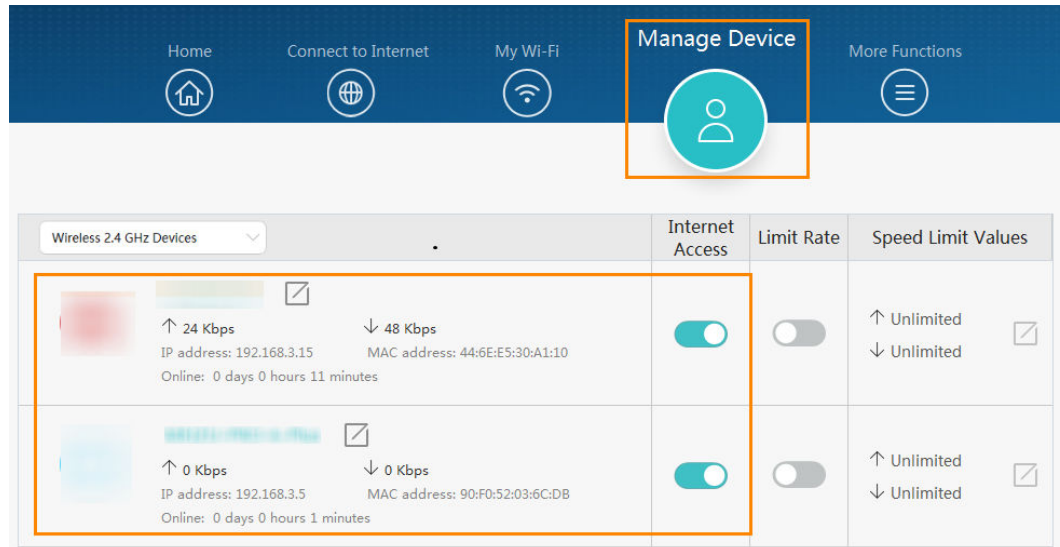
- Step 1** Connect your phone to the router's Wi-Fi network.
- Step 2** Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then check the list for **connected devices**, including their devices names and other information to determine whether a Wi-Fi squatter is on your network. For example, if you know you only have one device connected to your Wi-Fi network, but the list shows there are two devices connected, someone is squatting on your Wi-Fi network.



----End

## Method 2: Through the web-based management page

- Step 1** Log in to your router's web-based management page.
- Step 2** Click **Manage Device**. Check the number, names, and MAC addresses of devices in the device list to check if someone is squatting on your Wi-Fi network. For example, if you have only connected one phone to your Wi-Fi network but the list shows that there are two phones connected, this indicates that someone is squatting on your Wi-Fi network.



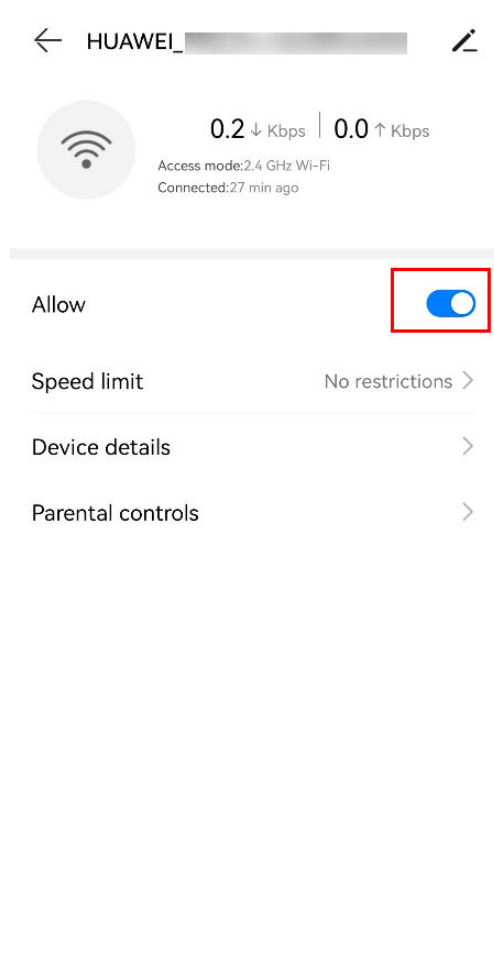
----End

# 53

## How to prevent others from connecting the Wi-Fi of my HUAWEI router

---

- Try setting a complicated Wi-Fi password. Increase the complexity and therefore security of your password by incorporating both lowercase and uppercase letters, numbers, and special characters in your password.
- Try hiding your Wi-Fi name. If you hide your Wi-Fi name, it will not be displayed in the list of connectable networks on a phone, computer, or other Wi-Fi enabled devices. If someone wants to connect to a hidden Wi-Fi network on their device, they must manually enter the exact name of the Wi-Fi network. This helps to increase the security of your Wi-Fi network.
- Try using the one-click blocklisting feature through the HUAWEI AI Life App. You can view all the devices that are currently connected to your router. You can add a phone or computer to the Wi-Fi blocklist with a single click **Allow** to prohibit it from connecting to your Wi-Fi network.



- Try creating a Wi-Fi blocklist or trustlist. You can set your router's Wi-Fi network to blocklist mode or trustlist mode according to your needs. In blocklist mode, devices in the blocklist will be unable to connect to your Wi-Fi network. In trustlist mode, only devices listed in the trustlist can connect to your Wi-Fi network (for example, you can add all of the Wi-Fi enabled devices in your home to the trustlist so that only those devices can connect to your Wi-Fi network). Creating a Wi-Fi blocklist is a good way to enhance the security of your Wi-Fi network. Even if blocklisted users know the Wi-Fi name and password, they will be unable to connect to your Wi-Fi network with a blocklisted device.

# 54

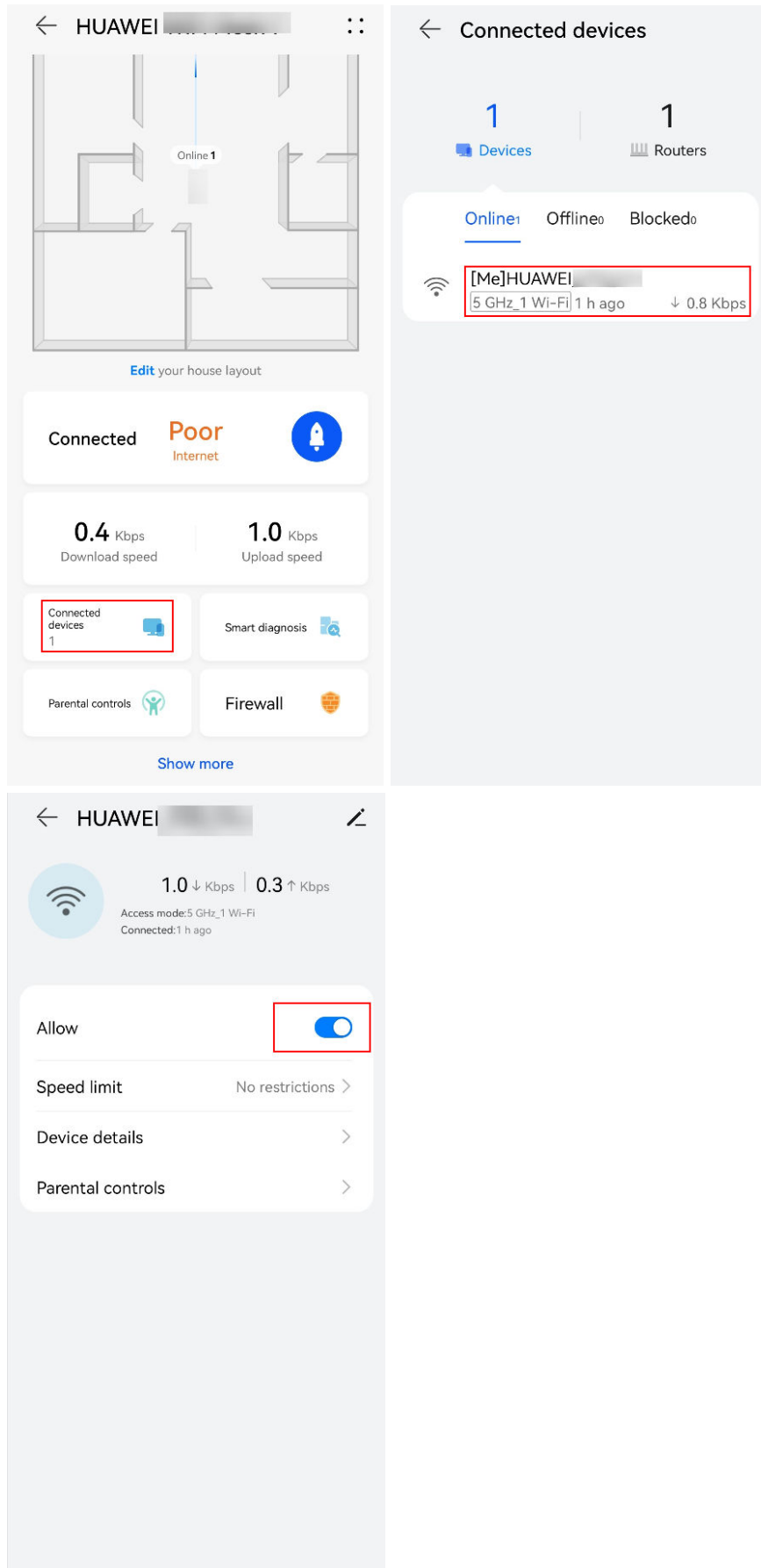
## How do I set up a blocklist or trustlist on my HUAWEI router

---

Based on your needs, you can set your router's Wi-Fi to either blocklist or trustlist mode by enabling **Wi-Fi Access Control**. In blocklist mode, devices in the list will not be able to access your wireless network. In trustlist mode, only listed devices will be able to access your wireless network. Setting up a blocklist or trustlist will not only further enhance the security of your wireless network, but also limit the access of unwanted users, even if they know your Wi-Fi name and password.

### Method 1: Using HUAWEI AI Life App

1. Connect your phone to the router's Wi-Fi network.
2. Open the HUAWEI AI Life App on your phone and go to the **Router** screen, Touch **Connected devices** to view device connection details.
3. Click the name of a device, close the **Allow** button, then this device is blocklisted.



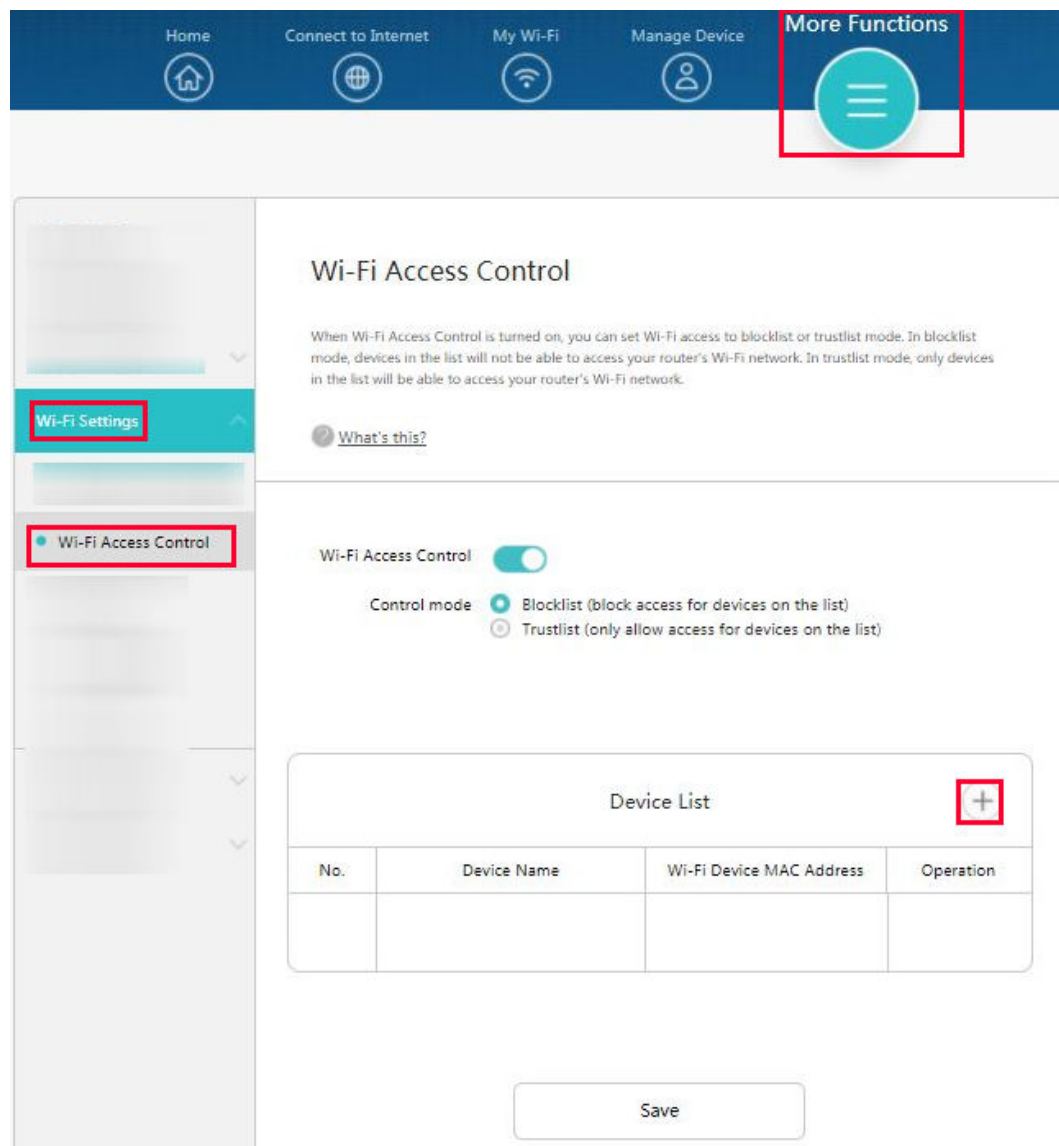
## Method 2: Using the web-based management page


**Step 1** Connect your computer/phone to the router's Wi-Fi , or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in your browser address bar and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Go to **More Functions > Wi-Fi Settings > Wi-Fi Access Control**, and toggle on **Wi-Fi Access Control**. Set the router to Blocklist(block access from devices in the list) or Trustlist(allow access from only devices in the list) according to your needs.



**Step 3** Click the  icon in the upper right corner of the **Device List**, and add the devices that you want to blacklist or trustlist. Click **OK**.

### Add Wi-Fi Access Control

Device Name

Wi-Fi Device MAC Address

Manually enter MAC address


MAC address format: XX-XX-XX-XX-XX-XX  
or XX:XX:XX:XX:XX:XX or XXXXXXXXXXXX

Once the devices are added, they will appear in the **Device List** of the **Wi-Fi Access Control**.

Wi-Fi Access Control

Control mode  Blocklist (block access for devices on the list)  
 Trustlist (only allow access for devices on the list)

Device List <span style="float: right;">+</span>			
No.	Device Name	Wi-Fi Device MAC Address	Operation
1	HUAWEI_P30-644012083d4c6c	F4:BF:80:AB:DB:6B	<input type="checkbox"/> <input type="checkbox"/>

You can also click the  icon next to the corresponding device to remove it from the blocklist or trustlist.

**Step 4** To disable the blocklists or trustlist, toggle off **Wi-Fi Access Control**.

----End

# 55

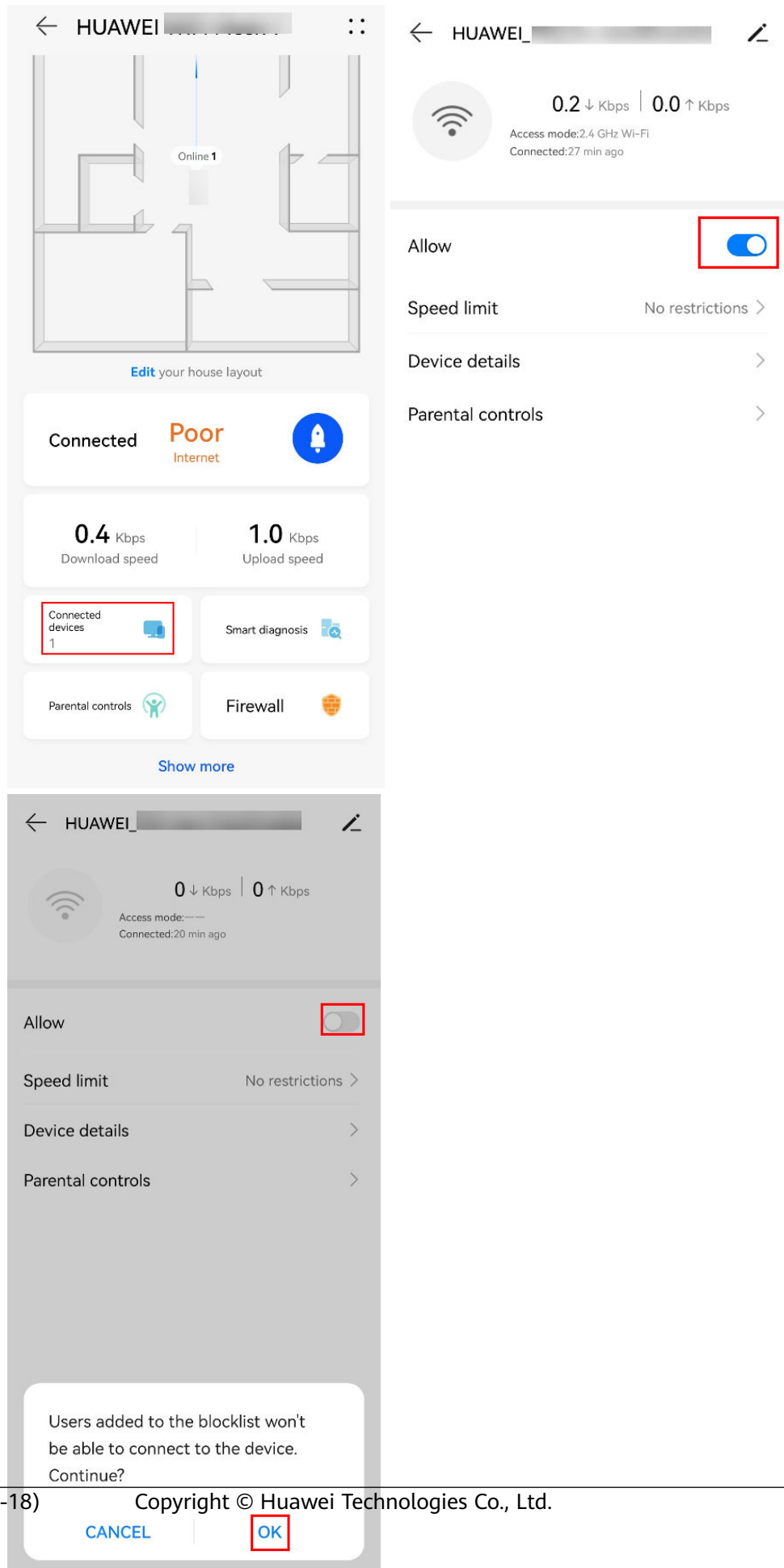
## How do I kick or blocklist a phone or computer that's connected to Wi-Fi network of my HUAWEI router

---

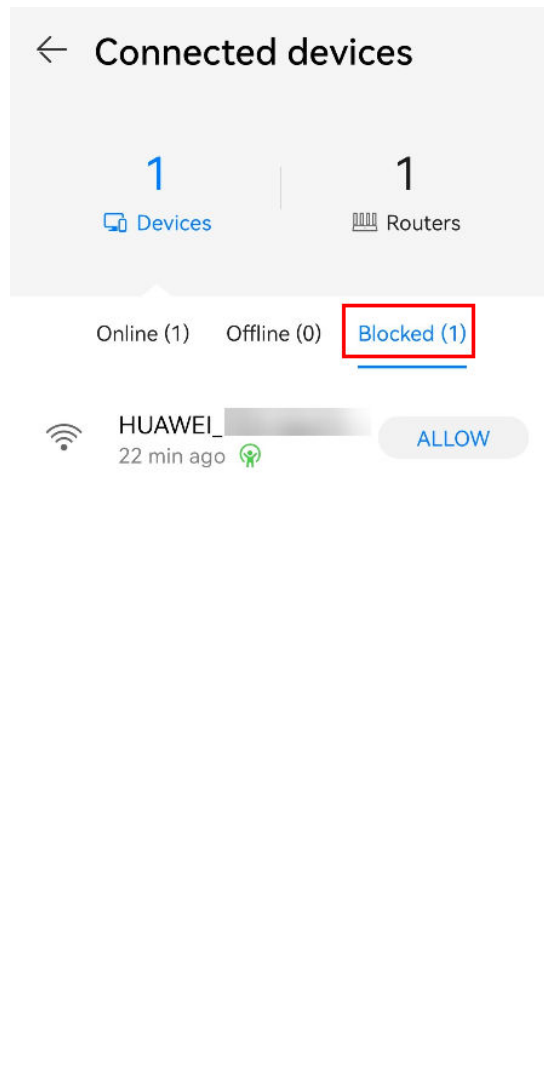
You can view all devices connected to your wireless network on the router's **Manage Device** page, where you blocklist designated phones or computers and prohibit them from accessing your wireless network with a single click.

### Method 1: Using HUAWEI AI Life App

- Step 1** Connect your phone to the router's Wi-Fi network.
- Step 2** Open the HUAWEI AI Life App on your phone and go to the **Router** screen, then select the device you want to blocklist from the list of **Connected devices**, click **Allow** button, then touch **OK** in the pop-up dialog box to blocklist the corresponding device and prevent it from accessing your Wi-Fi network.



**Step 3** You can view the devices you have blocklisted on the **Connected devices > Blocked** page.



**NOTE**

- From the list of **Online devices**, the device labeled "[Me] XXX" is the device you used to log in to the HUAWEI AI Life App and cannot be blocklisted.
- To remove a device from the blocklist, select the device from the list of **Blocked devices** and enable **Allow access to Wi-Fi**, then touch **OK** in the pop-up dialog box.

----End

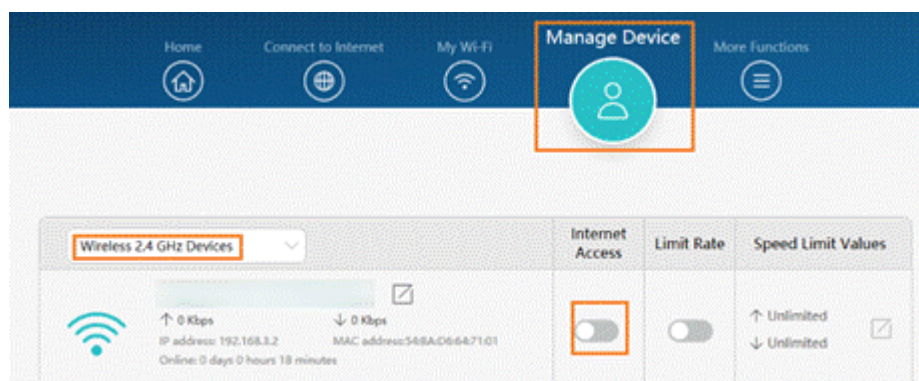
## Method 2: Using the web-based management page

**Step 1** Connect your computer/phone to the router's Wi-Fi ( check the nameplate at the bottom of the router for the default Wi-Fi name, no password) , or connect the computer to the router's LAN port using an Ethernet cable. Enter the default IP address in your browser address bar and log in to the web-based management page(check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- If you are connecting your phone to the router's Wi-Fi network, switch your phone's webpage to the PC-based UI before performing the following operations.

**Step 2** Click **Manage Device**, select the phone or computer you want to blacklist, and toggle off **Internet Access** to blacklist the device.



 **NOTE**

If the device is in the trustlist, when toggle off **Internet Access**, the device will be deleted from the trustlist but not in the blacklist. However, if the device is not in the trustlist and toggle off **Internet Access**, the device would be in the blacklist.

----End

# 56 How do I configure port mapping rules on my HUAWEI router?

---

Port mapping allows you to map a port on your router's WAN IP address to a computer within a LAN. When you use the Internet to access a specific port on the WAN IP address (for example, in order to access a webcam on a home network), the router will check the port value against the port mapping rules, then map your service request to the specific port on the local IP of the computer.

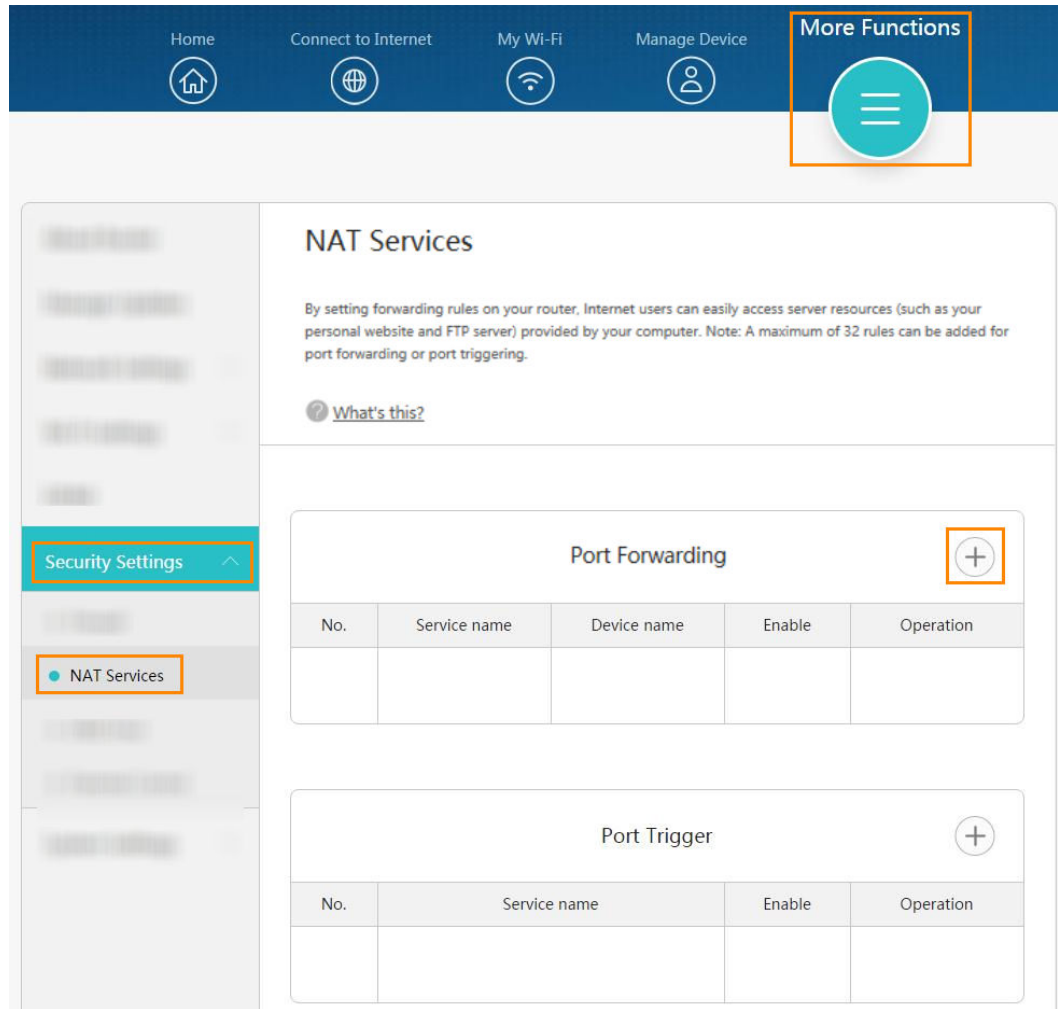
To configure port mapping rules:

**Step 1** Connect your computer to the router's Wi-Fi (or connect the computer to the router's LAN port using an Ethernet cable). Enter the default IP address in your browser address bar and log in to the web-based management page (check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- Routers currently support setting 32 port mapping rules.

**Step 2** Go to **More Functions > Security Settings > NAT Services** and click the  icon in the upper right corner of **Port Forwarding** to add a new port mapping service.



**Step 3** In **Service name**, enter a custom name for the port mapping service. In **Device name**, select the computer resource that you want to configure port mapping for (such as a Web server or FTP server). In **Protocol**, select the port mapping protocol you want to use. In **Internal port**, enter the service port number of the computer that provides external service. In **External port**, enter the router's service port number for Internet user access. Click **Save** to save your configuration.

Add New Service

The screenshot shows a configuration form titled "Add New Service". The form contains the following fields and values:

- Service name: Maximum length is 29
- Service type: Port Forwarding
- Device name: DESKTOP-1780VD3
- Host IP address: 192.168.3.11
- Protocol: TCP
- Internal port: 1-65535
- External port: 1-65535

At the bottom of the form, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with an orange box.

 **NOTE**

The internal port and external port can only be specified, the port range cannot be specified.

----End

# 57

## How do I configure port triggering rules on my HUAWEI router?

---

If port triggering is enabled, when a client within a LAN client initiates a request to an Internet server (such as during a video conference, VoIP session, or when playing an online game), the client will initiate a connection to the trigger port, which triggers the router to open the relevant ports in order to ensure the smooth running of the network service.

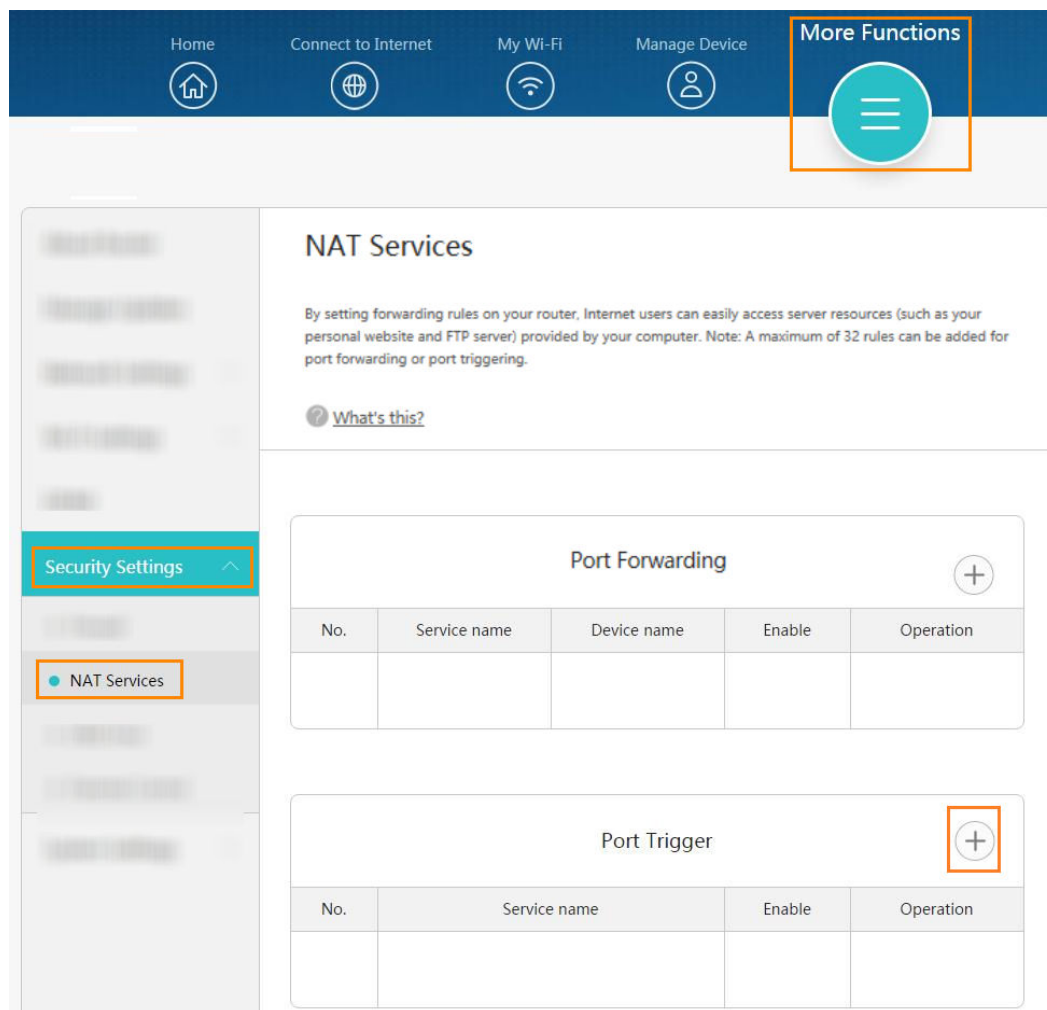
To configure port mapping rules:

**Step 1** Connect your computer to the router's Wi-Fi (or connect the computer to the router's LAN port using an Ethernet cable). Enter the default IP address in your browser address bar and log in to the web-based management page (check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

- For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.
- Routers currently support setting 32 port triggering rules.

**Step 2** Go to **More Functions > Security Settings > NAT Services** and click the  icon in the upper right corner of **Port Trigger** to add a new port trigger service.



**Step 3** In **Service name**, enter a custom name for the port trigger service. In **Protocol**, select the port triggering protocol you want to use. In **Trigger port**, enter the port number that the LAN client uses to initiate a connection to the Internet. In **Enable port**, enter the opening port number. Once the LAN client has successfully initiated a connection by triggering the trigger port, the router will open the port to enable the Internet server to establish a connection through the opened port to the LAN device. Click **Save** to save your configuration.

### Add New Service

Service name	<input type="text" value="Maximum length is 29"/>
Service type	<input type="text" value="Port Trigger"/>
Protocol	<input type="text" value="TCP"/>
Trigger port	<input type="text" value="1-65535"/>
Enable port	<input type="text" value="1-65535"/>

----End

# 58

## How do I enable UPnP on my HUAWEI router?

---

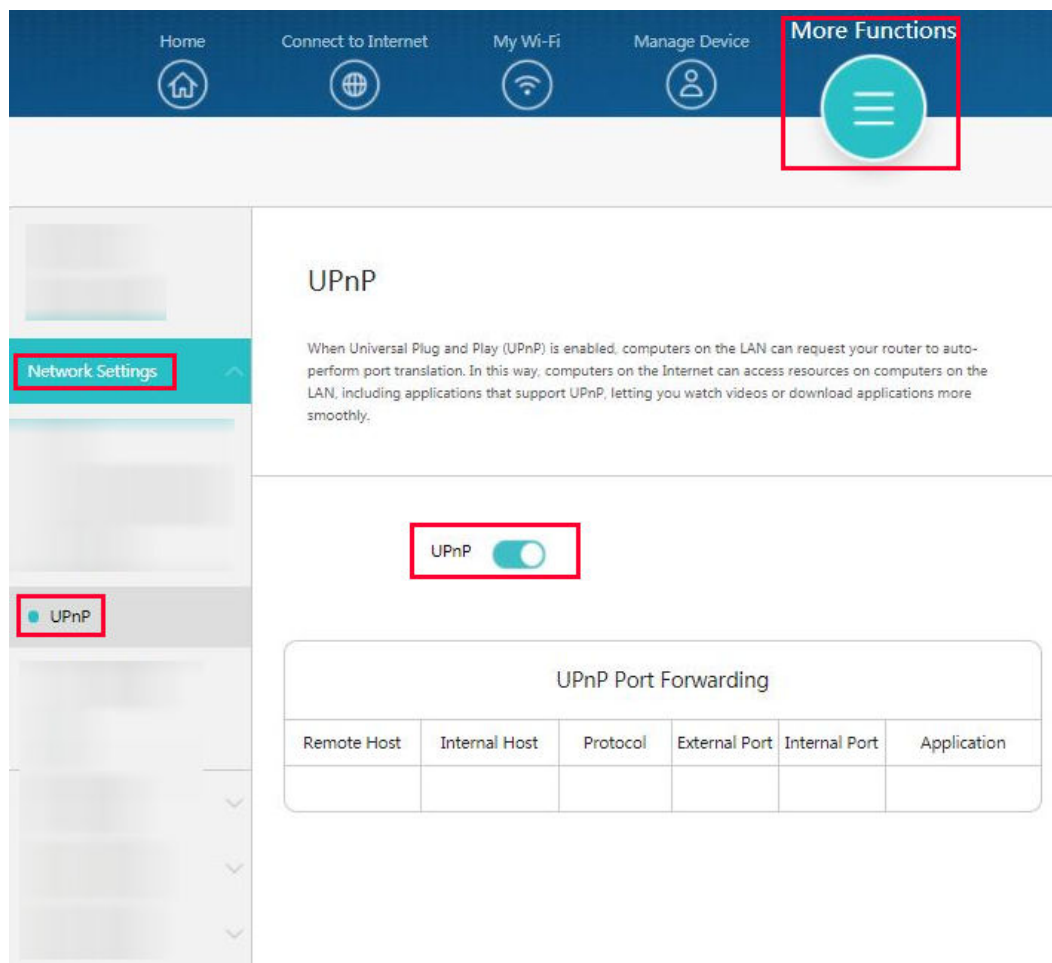
When Universal Plug and Play (UPnP) is enabled, computers in the Local Area Network (LAN) can request the router to automatically perform port conversions. This way, computers on the Internet can access the resources on LAN computers (such as MSN Messenger, Thunder, BT, PPLive and other Apps that support the UPnP protocol) when needed, allowing you to enjoy a more stable network while watching online videos or using Apps to download files.

- Step 1** Connect your computer to the router's Wi-Fi (or connect the computer to the router's LAN port using an Ethernet cable). Enter the default IP address in your browser address bar and log in to the web-based management page (check the nameplate at the bottom of the router for the default IP address).

 **NOTE**

For routers that feature self-adaptive ports, you do not need to distinguish between WAN and LAN ports.

- Step 2** Go to **More Functions > Network Settings > UPnP**. UPnP is disabled by default, but you can toggle **UPnP** to turn it on or off.



----End

# 59 How do I cascade the HUAWEI Router to HarmonyOS Mesh+ routers?

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The HUAWEI router can be cascaded to HarmonyOS Mesh+ routers through HarmonyOS Mesh+ technology. HarmonyOS Mesh+ supports wireless and wired connection methods.

## Method 1: Wireless connection

- Step 1** Configure the first HUAWEI router to access the Internet and ensure that the indicator is steady green. This router will serve as your main router, while the other will serve as your secondary router.
- Step 2** Place the secondary router (new or factory reset) near the main router (recommended within 1 meter), and connect the power supply.
- Step 3** Wait approximately 1 minute until the indicator of the main router slowly flashes, then press and release the H button, in which the indicator will flash faster. When the indicator of the secondary router remains steady green, it indicates that the connection is successful.

### NOTE

Press the WPS/RESET button for some routers.

- Step 4** Once the connection is successful, the Wi-Fi name and password of the secondary router should remain the same with those of the main router. You can place the secondary router where Wi-Fi coverage is needed. For optimal Wi-Fi coverage, it is recommended that there are no more than two walls in between your main and secondary router.


----End

You can also use the HUAWEI AI Life App to connect two HUAWEI routers.

- Step 1** Connect your phone to the Wi-Fi of the first HUAWEI router.
- Step 2** Set up the Internet for your first HUAWEI router and ensure that the indicator remains steady green. This router will serve as your main router, while the other will serve as your secondary router.

**Step 3** Place the secondary router (new or reset one) close to the main router (within 1 meter), and connect its power source. Open the HUAWEI AI Life App to automatically detect new devices, then follow the onscreen instructions to add the new router.

 **NOTE**

If a notification prompt does not appear, touch the **Add** button  in the upper right corner of the App's home screen.

----End

## Method 2: Wired connection

Connect an Ethernet cable from a LAN port on the main router to the WAN port of the secondary router.

 **NOTE**

If the router features self-adaptive network ports, you do not need to distinguish the WAN port from the LAN port.

# 60

## How do I setting the Wi-Fi 5 Backup Network of my HUAWEI router?

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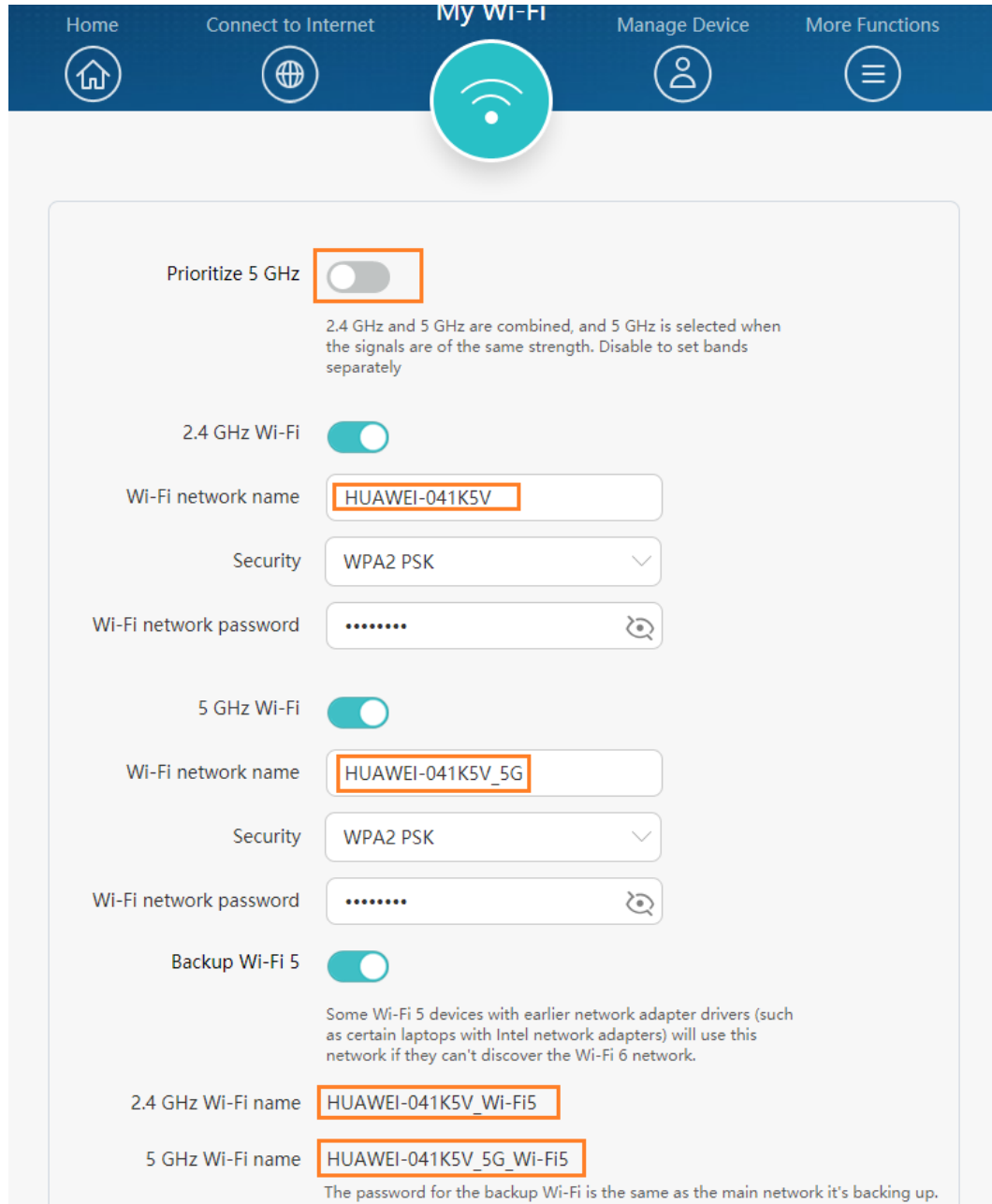
If some Wi-Fi 5 devices (such as laptops with Intel network adapters) cannot detect Wi-Fi 6 signals, you can connect them to the Wi-Fi 5 backup network.

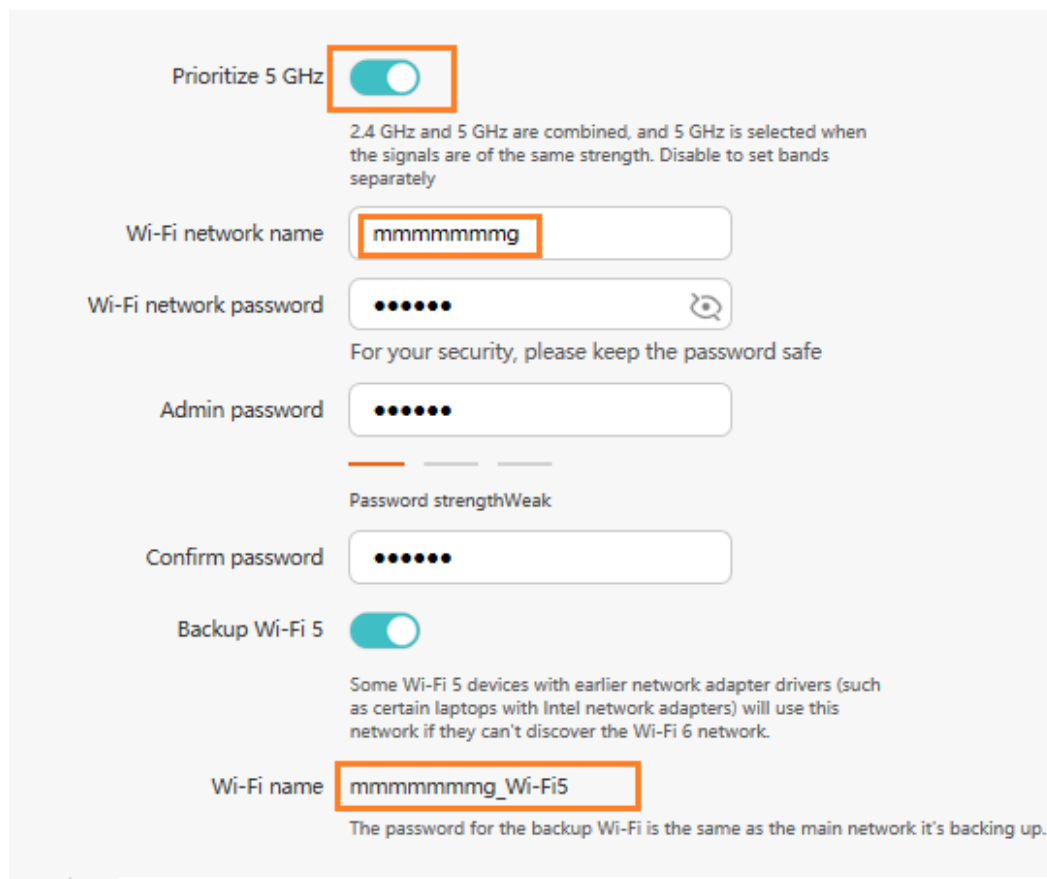
Wi-Fi 6 devices can also connect to a Wi-Fi 5 backup network, which may not be able to provide an Internet access experience as satisfactory as Wi-Fi 6 networks.

You can enable or disable the Wi-Fi 5 backup network in either of the following ways:

Method 1: In the HUAWEI AI Life App, access the router management page, and go to **More features > Wi-Fi management > Backup Wi-Fi 5**.

Method 2: On the web-based management page of the router, go to **My Wi-Fi > Backup Wi-Fi 5**.





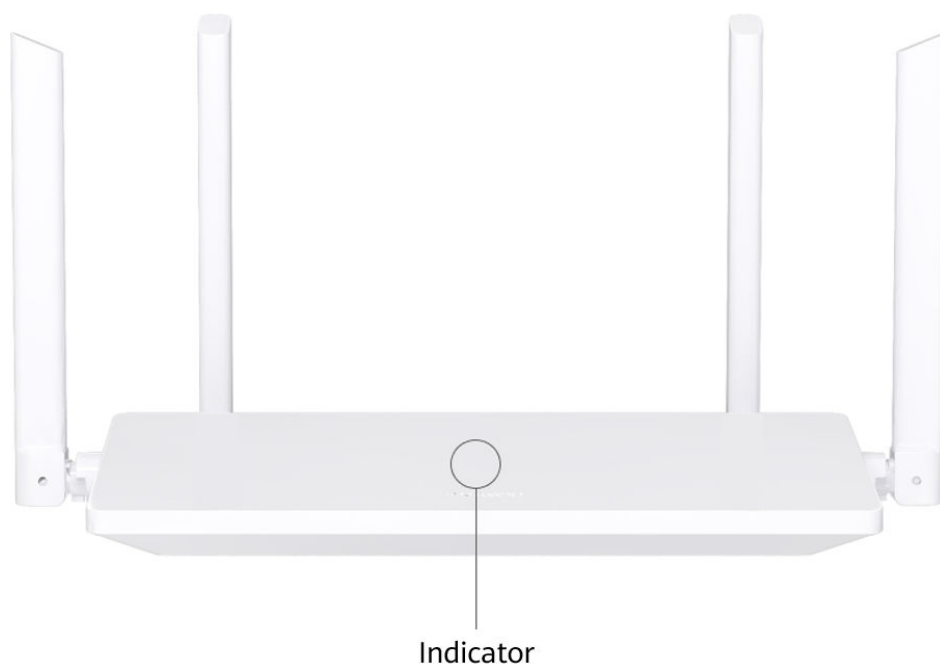
**NOTE**

- When 5G Preferred is enabled, there will be two Wi-Fi SSIDs.
- When 5G Preferred is disabled, there will be four Wi-Fi SSIDs.

# 61

## What do the indicator colors on the HUAWEI WiFi AX2 colors mean?

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Power-on	Steady red	Router starting up...
Internet connection	Steady green	Router connected to the Internet.
	Steady red	Router not connected to the Internet.
HarmonyOS Connect	Flashing red slowly	Detected HarmonyOS devices that can be paired: HUAWEI routers, HUAWEI STBs, HUAWEI phones (running HarmonyOS 2/EMUI 10.1 or later), and smart home devices (such as smart bulbs and curtains) that support HarmonyOS Connect.

	Flashing red quickly	Pairing over HarmonyOS Connect...
	Flashes red quickly and then switches to the Internet connection state (steady green or steady red)	HarmonyOS Connect pairing successful (steady green: Internet access successful; steady red: pairing successful but Internet access failed)
	Turns from flashing red quickly to flashing red slowly	HarmonyOS Connect pairing fails.
Update	Flashing green quickly	Updating router software...

# 62 What do the ports and buttons on my HUAWEI WiFi AX2 do?



No.	Button/Port	Description
1	Power port	Connect the power adapter to this port.
2	WAN/LAN auto-adaptive ports	The ports that connects to the Internet (e.g., a fiber optic modem/broadband modem/cable modem). The ports that connect to network devices such as a computer.

No.	Button/Port	Description
3	WPS/RESET button	<p>When the router is powered on, you can press and hold the reset button for more than 8 seconds until the indicator turns off. The router should now be restored to factory settings.</p> <p>By touching the WPS/RESET button, you can also enable WPS to connect a WPS device to the router.</p>

# 63 How to connect cables to HUAWEI WiFi AX2?

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**Step 1** Connect one end of an Ethernet cable to the WAN/LAN port (any port) on the router and connect the other end to an Extranet (such as modem).

**Step 2** Connect one end of an Ethernet cable to the WAN/LAN port (any port) on the router and connect the other end to the computer.

 **NOTE**

If you want to use your router wirelessly with a laptop, tablet, or phone, you do not need to connect the router to a computer with an Ethernet cable.

**Step 3** Connect the power supply.

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