

I am unable to see the SSID of the router on phone. What do I do?

Solution:

1. Check if the WLAN LED is turned ON on the router
2. Press the WLAN button to turn ON wireless if LED is OFF
3. Connect the router wired to the PC
4. Check if the WLAN function is enabled/disabled on the router's configuration page > under wireless settings
5. Enable WLAN if it is disabled
6. Confirm the no of devices on which it is not visible
7. Try changing the wireless channel number to 1, 9 or 11
8. Try changing the wireless encryption to Open or WPA2-AES and check
9. Hard reset the router and reconfigure
10. Check if the router is with the latest Firmware
11. If issue persists, drop in the product at the nearest service center