GeoSmartPro

Your Home, Your Lifestyle

AIRGO TROUBLESHOOT GUIDE USING VIRGIN MEDIA



- 1. Visit: <u>https://www.virginmedia.com/help/virgin-</u> <u>media-configure-advanced-settings-on-your-hub</u>
- 2. Select your Hub.
- 3. Take a look at the sticker, which looks like one of the following, on the bottom of the Hub 3 and locate the web address under to access the settings page.



- Open a Web browser on a device connected to your WiFi (e.g. Internet Explorer) and enter the address http://192.168.0.1 Note: If you have enabled Modem Mode on your Hub 3 you will need to use 192.168.100.1 instead.
- 5. When prompted, enter the settings password shown on the sticker





- 6. Once you've accessed the page there are a variety of settings you can change. There are additional settings you can change from the menus on the left:
 - Modem Mode you can enable or disable modem mode
 - Advanced Settings you can change all your WiFi and network settings
 - Admin allows you to change the password for accessing this page

Select **Advanced setting** from the option menu on the left.

(Alaga)		(¹) Log out	Language English
Home		Welcome	
Connected devices	Quick Set-Up Wiza	rds	
. Modem mode			
Advanced settings		Vetwork diagnostic	Madify your Quart
Wireless	network	tool	network
Security			
DHCP	Hub 3.0 status over	view	
110-D			

Next, select Wireless from the drop down menu option on the left:

Mingill media		() Log out	Language English
Home		Welcome	
Connected devices	Quick Set-Up Wiza	rds	
l. Modem mode			
O Advanced settings	Configure your WiFi	Network diagnostic	Modify your Guest
Wireless	network	tool	network
> Wireless signal			
> Security			
> Guest network			
> WPS	Hub 3.0 status over	VIEW	

CONNECTION DIAGNOSTIC FOR VIRGIN MEDIA



8. Next, select **Wireless signal** from the drop down menu option on the left:

(hagen)		() Log out	Language English
Home		Welcome	
Connected devices	Quick Set-Up Wiza	rds	
. Modem mode			
O Advanced settings	- Configure your WiFi	Network diagnostic	Modify your Guest
Wireless	network	tool	network
> Wireless signal			
> Security			
> Guest network			
> WPS	Hub 3.0 status over	VIEW	

9. Now, select **Disable 5 GHz** by clicking the circle as shown below (A green tick will appear once selected):

Home	Wireless signal				
Connected devices	Wireless frequency 2.4 GHz				
Modem mode	🗹 Enable 2.4 GHz	O Disable 2.4 GHz			
Advanced settings	Wireless mode	802.11b/g/n mixed 🗸			
	Channel	O Manual O Auto Channel 1 🗸			
Wireless Wireless signal 	Channel width	20 MHz 💙			
> Security					
 Guest network WPS 	Wireless frequer	ncy 5 GHz			
	O Enable 5 GHz	🗹 Disable 5 GHz			
Security	Wireless mode	802.11a/n/ac mixed			



10. Once Disable 5 GHz has been selected, scroll down and select **Disable Chanel Optimization**:

Vireless signal	Channel width	20/40 MHz 🗸		
> Security				
> Guest network	Wireless freque	ncy 5 GHz		
> WPS	- C Enable 5 GHz		🗹 Disable 5 GHz	
Security	Wireless mode	802.11a/n/ac m	iixed 🗸	
DHCP	Channel	O Manual	🚿 Auto	Channel 48 🗸
UPnP	Channel width	20/40/80 MHz	~	
Tools				
	Smart WiFi			
Admin	C Enable Channel C	Optimization	🗹 Disable Channe	el Optimization 0

11. Finally, click on **Apply changes**:

> Wireless signal	Channel width	20/40 MHz 🗸		
Security Guest network WPS	Wireless freque	ncy 5 GHz		
	Enable 5 GHz		🗹 Disable 5 GHz	
Security	Wireless mode	802.11a/n/ac m	xed 🗸	
DHCP	Channel	Manual	🚿 Auto	Channel 48 🐱
UPnP	Channel width	20/40/80 MH2	·	
Tools				
	Smart WIFI		,	
Admin	Enable Channel C	Optimization	🧭 Disable Channel	Optimization 🕕



12. You should now see the screen below which shows the updated setting are being configured:



A message confirming your setting has been updated will appear once the configuration has completed.

Note: As the update takes place your internet can disconnect temporarily, your internet will be connected once the configuration has been updated (It is good to recheck the setting to ensure the update has been successful)

Vingin made		(¹) Log out	:	Language English	•
Home		Wireles	s sign	al	
Connected devices		Vour settings	have been upo	dated.	
Modem mode	Wireless frequer				
Advanced settings	€ Enable 2.4 GHz	icy 2.4 GHZ	Disable 2.4 GHz		
Wireless	Wireless mode	802.11b/g/n mixed	~		
> Wireless signal> Security	Channel	🔿 Manual 🛛 🧭	Auto	Channel 1 🗸	
Guest networkWPS	Channel width	20/40 MHz 🗸			
Security	Mirolooo froquor				



CONNECTION DIAGNOSTIC FOR VIRGIN MEDIA

13. Please follow the steps on your GeoSmartPro App now to connect your AirGo Smart Fan.

14. Once your AirGo Smart Fan is connected, please repeat the process from Step 4 to Step 8 to enable your 5 Ghz setting and Chanel Optimization.

15. Now, select Enable 5 GHz & Enable Chanel Optimization by clicking the circle as shown below (A green tick will appear once selected):



16. Finally, click on **Apply changes**:

> Wireless signal	Channel width 20/40 MHz 🗸
 Security Guest network WPS 	Wireless frequency 5 GHz
Security	✓ Enable 5 GHz Disable 5 GHz Wireless mode 802.11a/n/ac mixed
DHCP	Channel Manual & Auto Channel 48
UPnP	Channel width 20/40/80 MH
Tools	Smart W/Ei
🖉 Admin	Strate VVI 1
	Apply changes

Thank You