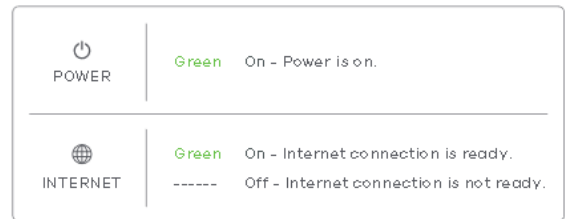


## The Residential Gateway Doesn't Seem to Be Working

- Check the **POWER** and **INTERNET** LED Indicator lights on the front of the Residential Gateway. If the lights are not **Green**, you may have an issue.
- Make sure you are using the power adaptor or cord included with the Residential Gateway.
- Make sure the power cable is connected.
- Make sure the power adaptor is connected to an appropriate power source and that the power source is turned on.



## My Internet Speed Seems Slow

- **Is the device directly connected to the Residential Gateway with a cable?** Your best speeds will come from a direct connection to the Gateway via a Cat5e or greater ethernet cable.
- **Is the device able to reach the speeds you are expecting?** If you have the 1 Gbps package, make sure the device is able to operate at gigabit speeds. You should be able to find that information on the device's specification sheet. A device that is equipped to handle a "Gig" service will see download and upload speeds around 940 Mbps.
- **Is the device connected to the Residential Gateway Wi-Fi?** The distance between your wireless device and the Gateway can cause poor speeds. Move closer to the Gateway and see if your speeds improve.
- **Could it be interference?** Interference can cause your Wi-Fi to act poorly. Devices such as baby monitors, cordless phones, and microwave ovens can cause speeds and connection issues. If any of these devices are located next to the Gateway, try moving them to another location.
- **Do you need a Wi-Fi Extender?** If you are able to connect in one room but not in another, MLConnect offers a Wi-Fi extender that will help achieve whole-home Wi-Fi coverage.

## How to Change My Wi-Fi Name and Password

- Type **192.168.1.1** into the address bar in an internet browser (Chrome, Firefox, Internet Explorer, Safari)
- You will be prompted to enter a username and password **Username = admin Password = mlconnect1**
- Click **Network Setting > Wireless** to open the **Wi-Fi** screen.
- Your Wi-Fi name is listed under **Wi-Fi Network Name** and will read as "**MLConnect\*\*\*\***" (\* represents the last four digits of the Gateway Serial Number)
- Click the **Edit** icon to open the **Wi-Fi Edit** screen.
- Change the **Wi-Fi Network Name** to a name you want to see as your Wi-Fi.
- To change the password, click in the **Wi-Fi Password** box and enter your new password. Leave the **Wi-Fi Security Type** as **WPA2-PSK**.
- Once that is done click "**Save**".
- Want to Manage the Gateway from your iPhone or Android device? Download the App with the QR codes to the right. Just scan with your phone's camera (iPhone) or Barcode Scanner App (Android).

App Store



Google Play



## New Wi-Fi Password -

If you still need assistance, call MLEC and select Option 6:

Hickman: 931.729.3558	Houston: 931.289.3311
Humphreys: 931.296.2581	Lewis: 931.796.3116
Perry: 931.589.2151	