

# Quick Guide



Scan the QR code with the camera to watch how to setup the WiFi Extender

**ISSUES?**



OUR FRIENDLY CUSTOMER SERVICE WILL WORK HARD TO PUT A SMILE BACK ON YOUR FACE. HERE'S HOW WE CAN CONNECT.

**Model: RPT-002**

**1-888-449-8785**  
(FREE TO CALL)  
(US) MON-FRI 8AM-4PM (PST)

**support@hyzomoffice.com**  
(AVAILABLE 24/7)



**Tips: Please make sure that the router is turned on and able to access the Internet before setting!**

## Step1

Please turn off cellular data at the beginning of the installation. Plug the Extender into a power outlet near your Router. (Recommended within 20 feet)



## Step2

Go to your Phone settings. Open WiFi, and turn it on. Search for the network name "**Hyzom-2.4G-xxxx**" and click on it to connect.

< Settings

Wi-Fi

Wi-Fi



✓ Hyzom-2.4G-xxxx



## Step3

Open the web browser and input

**192.168.188.1**



192.168.188.1



or scan QR Code:

## Step4

Once the page loads, enter the default password, "**admin**" into the password box. Click the "Login" button to continue. If access fails, please check if the correct SSID "Hyzom-2.4G-xxxx" is connected or makesure it doesn't capitalize the "a" in admin - that won't allow you in.

User Login

English



**admin**

Login

## Step5

Enter the software management interface and click **"Repeater Mode"**.



Repeater Mode

## Step6

Click on the name of the WiFi network you want to extend, e.g. **My network**. **If your home WiFi does not appear, please refresh it several times.**

## Step7

Type the WiFi password of your main router into the Password box. Click the **"Next"** button.

Please enter the password of the main router

Wireless Name 2.4G

My network-2.4G

Wireless Password

●●●●●●●●

Back

Next

## Step8

After confirming the wireless information, click "Start Connect"

The new WiFi SSID defaults to the **"Router name-2.4G"**. The password is the same as your main router.

**Congratulations! The WiFi extender has been set up.**

< Settings

Wi-Fi

Wi-Fi



My network-2.4G

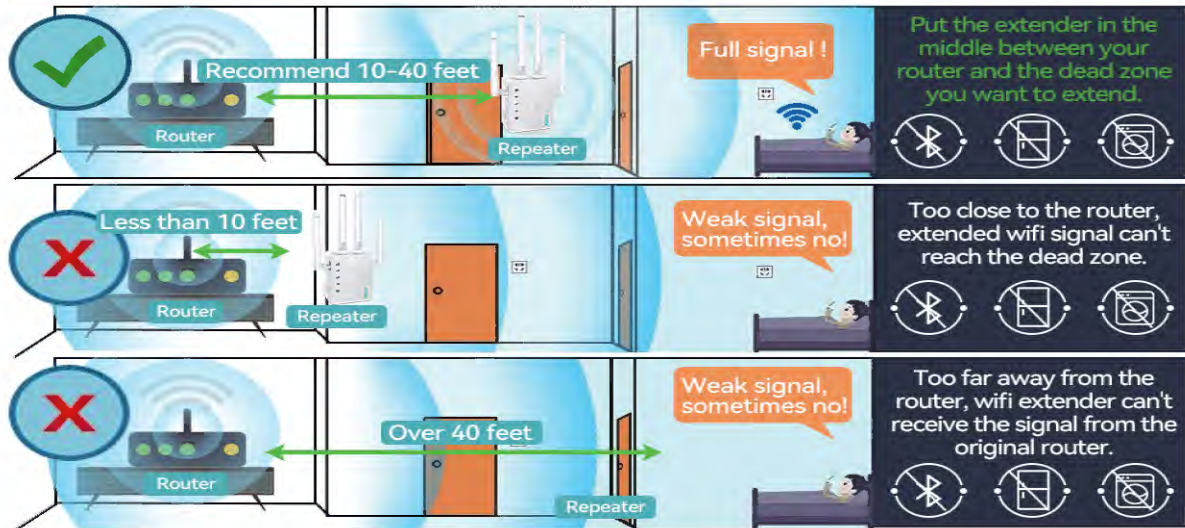


## Get✓✓✓

When the steps are complete, your Extender automatically reboots. Place it in the best location for better service(halfway between your router and the Poor signal area.)



The Extender's default name is your Router name-2.4G, e.g. My network-2.4G.  
The password remains the main router password.



## METHOD #2 CONNECT WITH WPS (IF SUPPORTED BY YOUR ROUTER)

### Step1

Plug your WiFi extender into an outlet near your router, then wait for the wireless LED to turn on and stay solid.  
(Recommended within 20 feet)



### Step2

Press the WPS button on your main router for 1-2 seconds.



## Step3

Within 30 seconds press the WPS button on the Extender for 1-2 seconds.



## Step4

After 30 seconds, a network will appear. The new WiFi SSID defaults to the "**Router name-2.4G**". The network will have the same password as your current network.



## Step5

Move the Extender to the best position which is halfway between your router and the area that has poor WiFi signal.  
**Congratulations! The WiFi extender has been set up and you can go online.**

## HOW TO RESET THE REPEATER

Please press the RESET button on the left side of the WiFi extender for 8 seconds to restore the factory settings.  
(WHILE STILL PLUGGED IN)

## OTHER MODES

**Bridge Mode setting:** The setting method of bridge mode is the same as the repeater mode. Please refer to the setting method of repeater mode. This mode is suitable for printers, IP cameras, smart TVs, etc.

**Client Mode setting:** The setting method of client mode is the same as the repeater mode. Please refer to the setting method of repeater mode. After the setting is successful, use the network cable to connect the extender with the wired equipment, and the wired equipment can access the Internet.

**AP Mode setting:** In order to facilitate management, this IP address and default gateway entered here should be the IP segment of the superior router, and the IP address cannot be the same as the superior, avoid IP conflict with router. After the setting is completed, the WAN port of the device can access the external network through the set IP address Network to access the management device.

**Router Mode settings:** Enter the software management page, click Router Mode, which can select "PPPoE", "StaticIP", "Dynamic IP" Three ways to get online.

①PPPOE dial-up mode: This mode requires the Internet account provided by the network service provider to be filled in Number and password, below can set 2.4G wireless SSID name, wireless password.

②Static IP mode: This mode needs to fill in the IP address provided by the network service provider, Subnet mask, gateway, main DNS address, 2.4G wireless SSID can be set belowName, wireless password.

③Dynamic IP mode: In this mode, the WAN port is assigned IP by the superior network device to access the Internet. The 2.4G wireless SSID name can be set below.

## 1. My WiFi says connected but I have no internet connection.

- If the WiFi is connected, but there is no internet, check that the router's WiFi is actively working. **And try to restart the router.**
- **It might be more of an IP conflict.** You can try to set it up in Bridge mode so that the devices connected to both routers can interact with each other.
- **You may have entered the wrong password.** It could also be for some other reasons, so try to restore factory settings. To do that, please press the RESET button for 8 seconds to restore the factory settings, then set up the extender again.

## 2. Why does the internet speed drop when connecting to the extender?

- **The WiFi Extender supports 2.4G networks and not 5G.**
- **The WiFi Extender is used to extend the range of your WiFi** (which your main router WiFi can't cover). It does not increase internet speed.
- **Sometimes, the signal (coverage or speed) drops due to external influences**- - a microwave oven, nearby cell towers nearby, a neighbor's WiFi on the same channel, walls, and partitions in a building made of certain materials blocking a WiFi signal.
- Try the Extender in different positions: place it at different angles or locations for a better signal.

## 3. What is the user name and password for setting up the Extender?

- The user name and password for used during setup is **admin**
- After setting up, connect to the new WiFi name **"Router name-2.4G"** The password is now the same as your **WiFi main router.**



#### 4. Why are some devices at home (printer, CCTV camera,TV, iPhone) unable to connect to the Extender?

- This means the device does not recognize the Extender.
- The device should be in the same network as your router. You may set up the Extender in Bridge Mode to see if it will work.

#### 5. How far should the Extender be from the router?

- **It should be between the router and the area with a low signal.** The position must be able to receive a good WiFi signal from the router.

#### 6. Should the Ethernet cable be connected from the router to the extender?

- No, you should only plug the cable from the Extender to a computer.

#### 7. Does the extender increase my internet speed?

- No, it increases the range of your WiFi.

#### 8. Does the extender work with 5G?

- No, only with 2.4G.

## 9. Why am I unable to enter the web page?

### If you cannot open the webpage, follow these steps:

● Open your browser on your cellphone/PC, and enter the digits "192.168.188.1" into the address bar. Enter user name and password "admin" then log in. You can also connect the WiFi extender to your PC with an Ethernet cable, then open your browser and enter the same digits "192.168.188.1". Enter the user name and password "admin" and follow same steps.

### If you are still unable to open the webpage, please check and try these:

● Check if you are connected to the WiFi extender during setup. This is necessary because before connecting to the router, the WiFi Extender should have no internet access. Your mobile will usually auto-connect to the other WiFi or ask if it is connected to the present WiFi or not. You must be connected to the WiFi Extender during setup.

● Please press the RESET button for 8 seconds to restore the factory settings. Set up the extender again.

● Disable your mobile's data during setup.

● Use another mobile phone to try.

## WARNING

● Keep the device away from water, fire, humidity or hot environments.

● Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.

● Do not use the device where wireless devices are not allowed.

● The socket-outlet shall be installed near the equipment and shall be easily accessible.

● For passthrough devices, plug the power strips into the integrated electrical sockets of the devices, but devices of the same or another type not be stacked in normal use. Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device, Please use this product with care and operate at your own risk.

●These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

## HYZO GUARANTEE

**IMPORTANT:** All WiFi extenders on the market are designed to increase or improve WiFi coverage. That means it can improve the locations which are getting weak signals from your router and **NOT TO INCREASE WIFI SPEED**. According to the laws of physics, WiFi Extenders will always be slower than your existing router. This is because the WiFi extender has to split its bandwidth between the router.

**Note!** Based on 300 000+ sold units, the extender may not be effective or doesn't work in 3% of cases due to interference or incorrect setup.

**ONE OF THEM?** Contact our friendly customer service team: [support@hyzomoffice.com](mailto:support@hyzomoffice.com)

**UNHAPPY?** We'll give a full money refund or a replacement and you can keep the old product to avoid the hassle of shipping the product back.

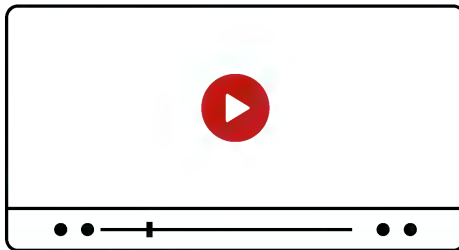
"Wo unto the liar, for he shall be thrust down to hell."

"Good thing we ain't lying."

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RECOMMEND



## ISSUES?



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