

## TROUBLESHOOTING

### 1. How can I reset the Linksys EA7300 to factory defaults?

There are **two (2)** ways to reset the Linksys EA7300 to factory defaults:

- **Hardware Reset** – Press and hold the **Reset** button at the back panel of the router for **10 seconds** then release.
- **Software Reset** – Log in to your Linksys Smart Wi-Fi Account. Under Router Settings, click **Troubleshooting > Diagnostics**. Click **Reset** under Factory reset.

### 2. What should I do if I can't connect to the Internet wirelessly and my network name is not on the list of Available Networks?

Try to perform the following steps to resolve the issue:

- Verify that your router's power light is ON and steady.
- If you are far from the router, try moving closer to it and see if your device is within the wireless network range.
- Make sure that the 2.4 GHz or 5 GHz band is **enabled** in the router.
- Using a wired computer, open the router's web-based setup page and make sure that **Broadcast SSID** is **ON**. For further instructions on how to access your Linksys Smart Wi-Fi Account through a web browser, click [here](#).

### 3. What should I do when my wireless network performance is slow, inconsistent, suffering from weak signal, or is having difficulty maintaining a VPN connection?

Wireless technologies use radio frequency as a medium to connect devices. This means that connectivity and the throughput performance between devices decrease when the distance between devices increases.

Other factors that can cause signal degradation are the following:

- Obstructions such as walls, fixtures, furniture and metal appliances
- Wireless signal interference caused by other devices using the same frequency such as baby monitors, microwave ovens, etc.

**NOTE:** Connection speed may decrease as you move farther from the router.

#### Troubleshooting Tips

- In order to determine if wireless issues are related to distance, it is recommended to temporarily move the computer within 10 feet from the router if possible.
- You may also change the wireless channel of your router. This will resolve issues of wireless interference to improve the performance and reliability of your network.

#### 4. Can I also block HTTPS websites in Parental Controls?

Yes, website addresses starting with **https://** can be blocked.

**NOTE:** Once you block these websites using the Parental Controls Tool of your Linksys Smart Wi-Fi Router, redirection to the Tool's page will not take place after you save your settings. Instead, you will see a browser error page. Although this is a normal behavior, this occurs because the https:// websites have encryption.