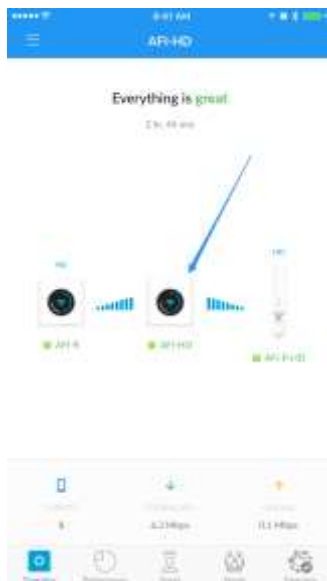


Troubleshooting

How do I reset my router to the factory default settings?

Use the AmpliFi app on your smartphone or tablet device to perform the following steps:

1. Open the AmpliFi app.
2. Tap the picture of the AmpliFi router.



3. Tap **General**.



4. Scroll down to the bottom of the screen and tap **Factory Reset**.



The AmpliFi app will proceed to reset the router and all online mesh points.

Alternative method:

You can manually reset each device to the factory defaults. Use a straightened paperclip or similar object to press the Reset button located on the bottom of AmpliFi for 3 seconds or until the screen shows rebooting then release.

My mesh points are not connecting.

The pairing and setup of your mesh points should be simple and quick for your convenience. Your mesh point has multiple stages:

LED States

Ready to Add



The three middle LEDs will continually flash on and off indicating a MeshPoint is ready for configuration.

Booting Up



Once configured, the LEDs will indicate the device is booting up with a looping motion of the LEDs lighting up from bottom to top.

Searching for Network



The LEDs will indicate the MeshPoint is searching for the network by lighting up from the middle outwards.

Connected



Once the MeshPoint is connected, the LEDs will represent the signal strength.

In the event that your mesh points are acting up or are having difficulty pairing, please follow these few steps to troubleshoot this issue:

- Make sure that the face of the Mesh point is directed towards the base router.
- Unplug the mesh point and move it to an outlet that is physically closer to the base router.
- Reboot the base router.
- Factory reset the Mesh point (leave plugged in)

To factory reset the mesh hold in the reset button located on the side of the power adapter.



If these troubleshooting steps do not resolve the issue or you notice that the blue LED's on your mesh point/points have turned off altogether, this can mean more intense troubleshooting steps need to be taken

My Internet is down; what do I do?

Follow these steps:

1. Ensure that the AmpliFi router is properly plugged into a power source.
2. Ensure that the modem and the AmpliFi router are both connected to each other via an Ethernet cable.
3. Disconnect power from the modem and AmpliFi router.
4. Wait one minute and then connect power to the AmpliFi router.
5. Wait one more minute and then connect power to the modem.
6. If there is no Internet connection, contact your ISP (Internet Service Provider) to find out if there are any outages on their end or if your account information has changed.
7. If there is still no Internet connection, please click **Chat with us** at the bottom of the screen for help.

The router display doesn't respond; what do I do?

The new AmpliFi router features a smart LCD touchscreen display.

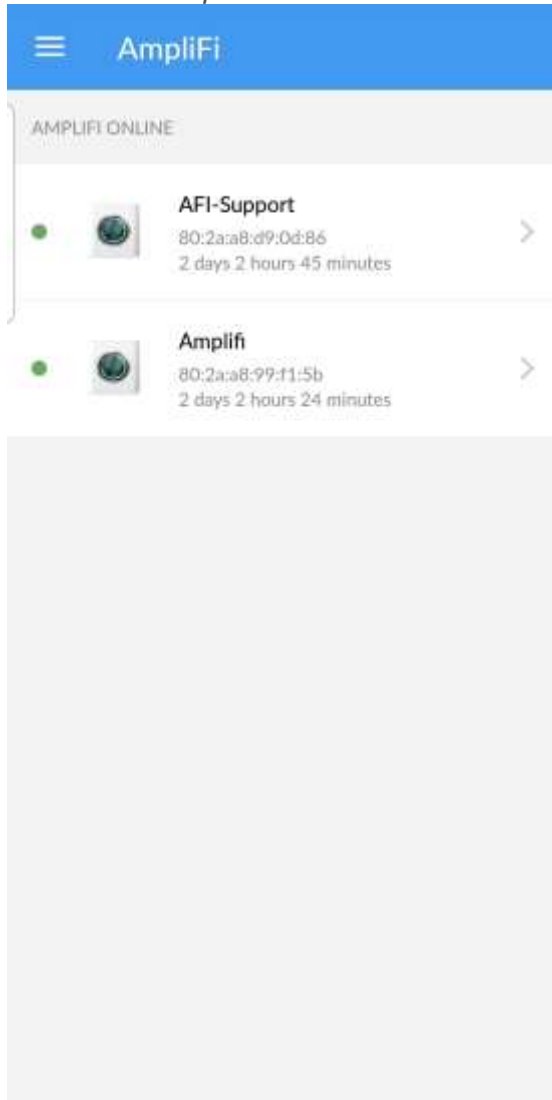
If the display becomes unresponsive or freezes in any way, follow these steps:

1. Disconnect power from the AmpliFi router.
2. Wait 10 seconds.
3. Connect power to the AmpliFi router.
4. If there is still no Internet connection,

The router display has a lighting issue; what do I do?

Perform these steps:

1. Check the lighting settings and your brightness level in your AmpliFi app. See the FAQ: [How do I adjust or turn off the lights on my AmpliFi router?](#)
2. If the lighting issue persists, reset your AmpliFi router to its factory default settings. See the FAQ: [How do I reset my router to the factory default settings?](#)
3. **What do I do if I can't see the router in the AmpliFi app?**
4. The AmpliFi app is meant to be accessed when either connected to the local AmpliFi network or via remote access (if enabled).
5. Once connected, if the AmpliFi app says 'unable to locate device', tap the top left drop down menu and select 'start wizard' or 'switch AmpliFi'.
6. *This is an example of what the screen should show.*



- 7.
8. From there select your AmpliFi router and enter the credentials if prompted.

[I have issues with the AmpliFi App on my iOS \(Apple\) device; what do I do?](#)

Perform these steps:

1. Press the **home** button on your device to exit the AmpliFi app.
2. Double-click the **home** button to display all apps currently running on your device.

3. Locate the AmpliFi app. Swipe up on the icon's thumbnail to close the app.
4. Locate the AmpliFi app icon and tap it to re-open the app.
5. The app will reboot and reset itself; this fixes most issues.

If the issue persists, then perform a manual update of the AmpliFi app. Follow these steps:

1. Locate your App Store application and tap it.
2. Tap **Updates**.
3. Locate the AmpliFi app and select **Update**.
4. Wait for the update to finish, and then reopen the AmpliFi app.