



GeoSmartPro

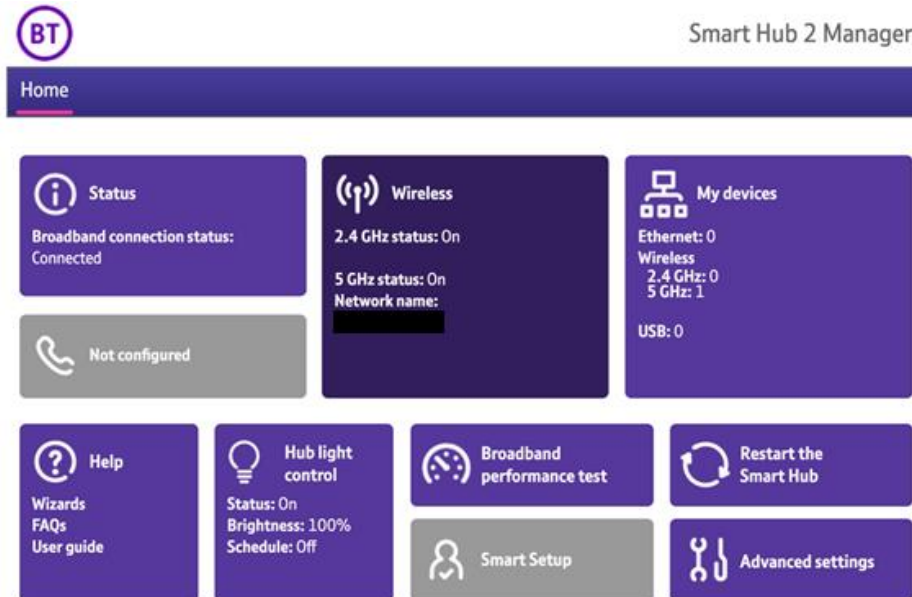
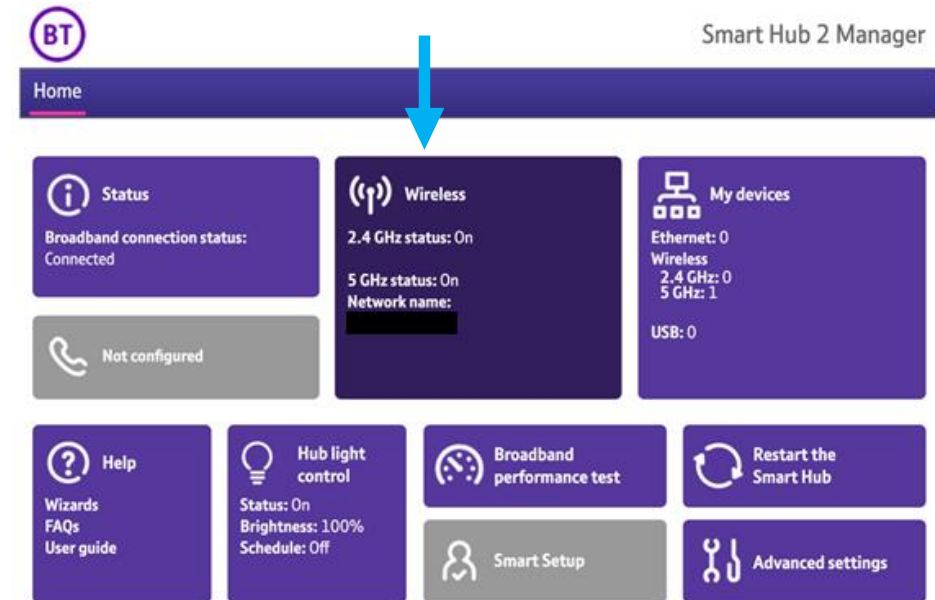
Your Home, Your Lifestyle

AIRGO TROUBLESHOOT GUIDE USING BT

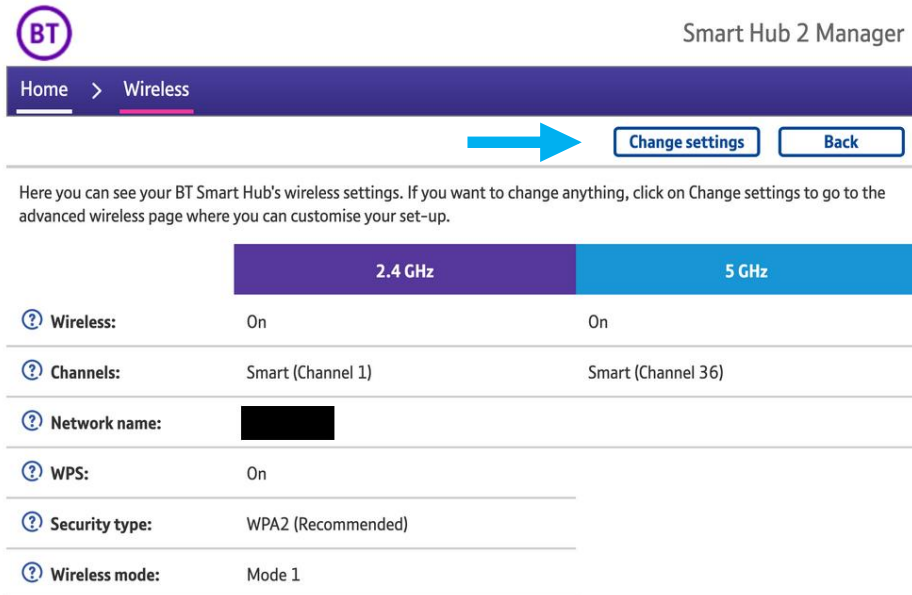
1. Open a Web browser on a device connected to your WiFi (e.g. Internet Explorer) and enter the address <https://192.168.1.254> to access your smart hub manager. (example show below)

Please note that if you have a different smart hub, a different address will be required, this can be found on your internet providers website or network router card.

2. Click Wireless.



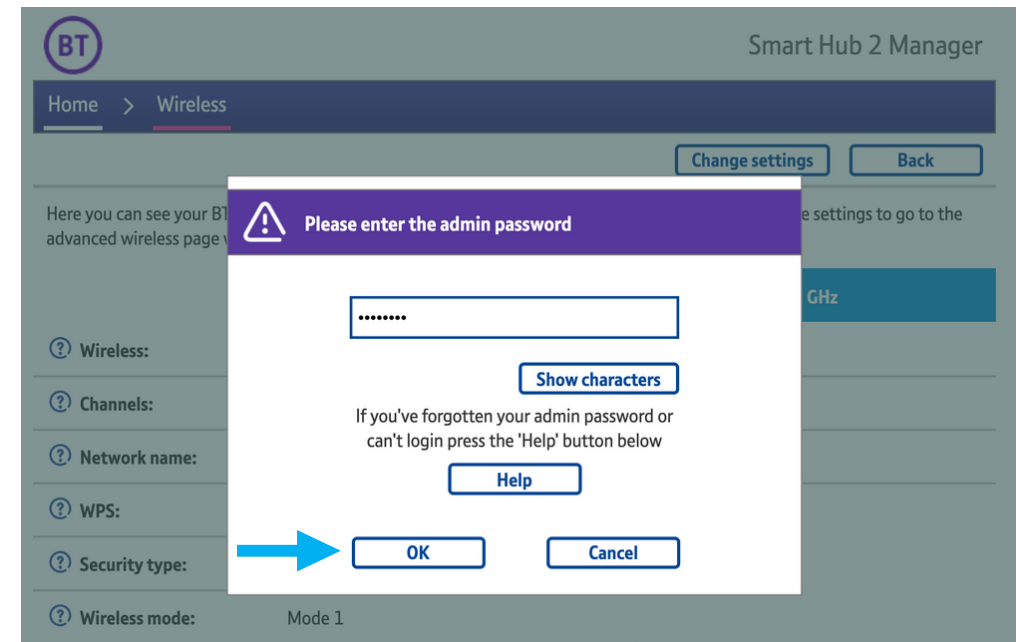
3. Select Change settings.



The screenshot shows the 'Smart Hub 2 Manager' interface for BT. The breadcrumb navigation is 'Home > Wireless'. A blue arrow points to the 'Change settings' button. Below the navigation, there is a text block: 'Here you can see your BT Smart Hub's wireless settings. If you want to change anything, click on Change settings to go to the advanced wireless page where you can customise your set-up.' Below this is a table with two columns: '2.4 GHz' and '5 GHz'. The table contains the following settings:

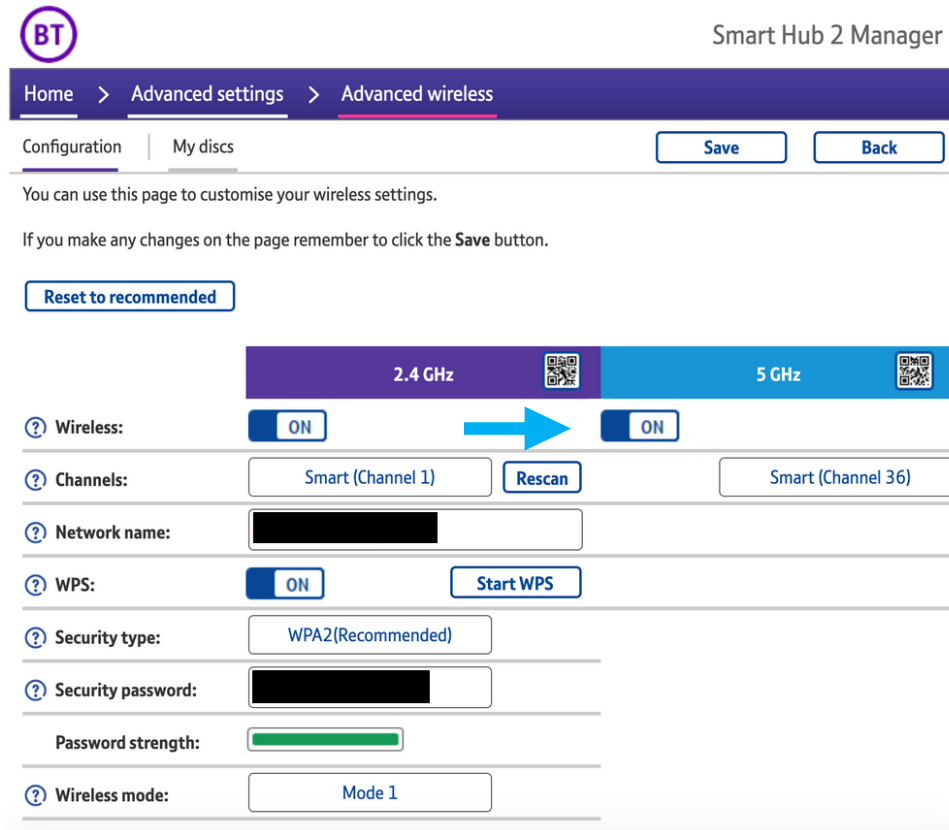
	2.4 GHz	5 GHz
Wireless:	On	On
Channels:	Smart (Channel 1)	Smart (Channel 36)
Network name:	[Redacted]	
WPS:	On	
Security type:	WPA2 (Recommended)	
Wireless mode:	Mode 1	

4. This will prompt to enter the Admin password. This can be found on the back of the router and on the removable card. Click 'OK' once you have entered the password.



The screenshot shows the same 'Smart Hub 2 Manager' interface as in step 3, but with a modal dialog box overlaid. The dialog box has a purple header with a warning icon and the text 'Please enter the admin password'. It contains a password input field with masked characters, a 'Show characters' button, and a 'Help' button. Below the input field, there is a text block: 'If you've forgotten your admin password or can't login press the 'Help' button below'. At the bottom of the dialog are 'OK' and 'Cancel' buttons. A blue arrow points to the 'OK' button.

5. Select and toggle Off your 5GHz setting.



BT Smart Hub 2 Manager

Home > Advanced settings > Advanced wireless

Configuration | My discs Save Back

You can use this page to customise your wireless settings.

If you make any changes on the page remember to click the **Save** button.

Reset to recommended

2.4 GHz QR 5 GHz QR

Wireless: ON → ON

Channels: Smart (Channel 1) Rescan Smart (Channel 36)

Network name:

WPS: ON Start WPS

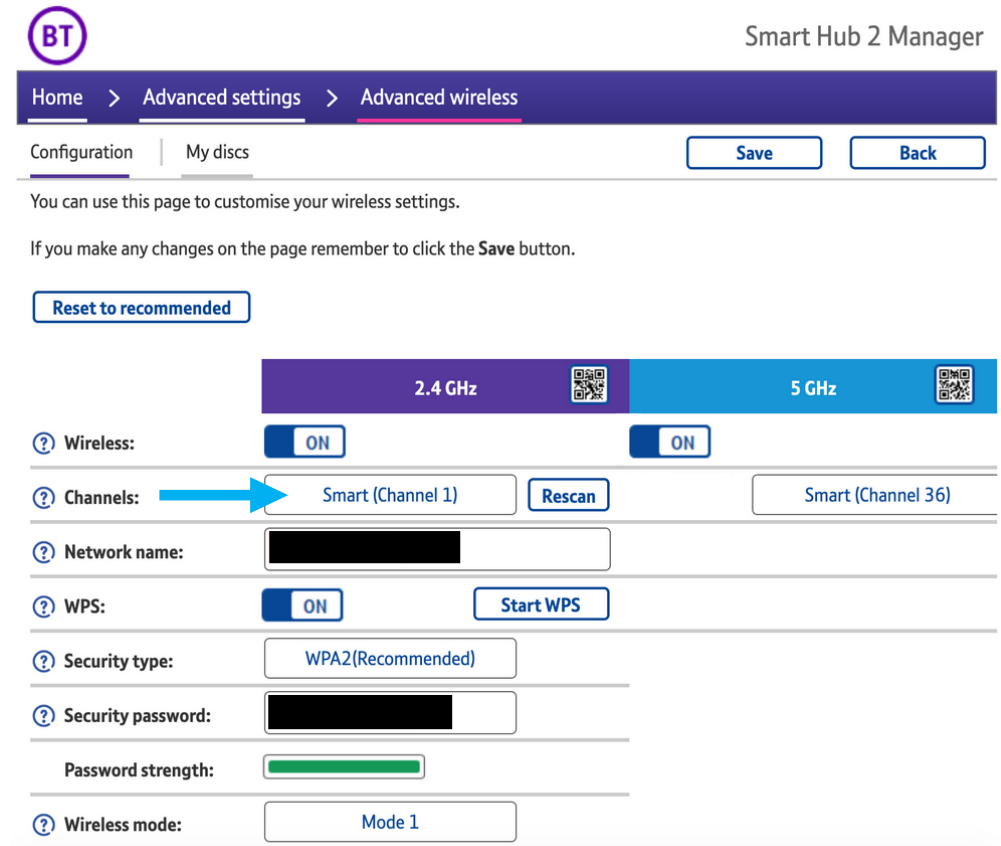
Security type: WPA2(Recommended)

Security password:

Password strength: ██████████

Wireless mode: Mode 1

6. Ensure your 2.4 GHz channel setting is set to Smart.



BT Smart Hub 2 Manager

Home > Advanced settings > Advanced wireless

Configuration | My discs Save Back

You can use this page to customise your wireless settings.

If you make any changes on the page remember to click the **Save** button.

Reset to recommended

2.4 GHz QR 5 GHz QR

Wireless: ON ON

Channels: → Smart (Channel 1) Rescan Smart (Channel 36)

Network name:

WPS: ON Start WPS

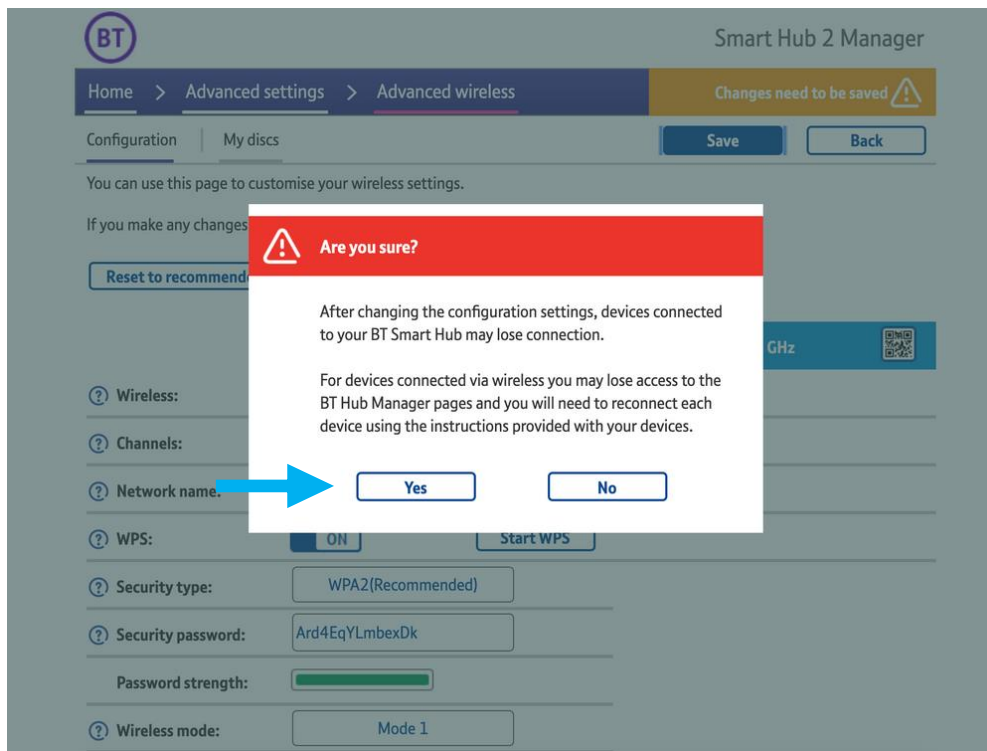
Security type: WPA2(Recommended)

Security password:

Password strength: ██████████

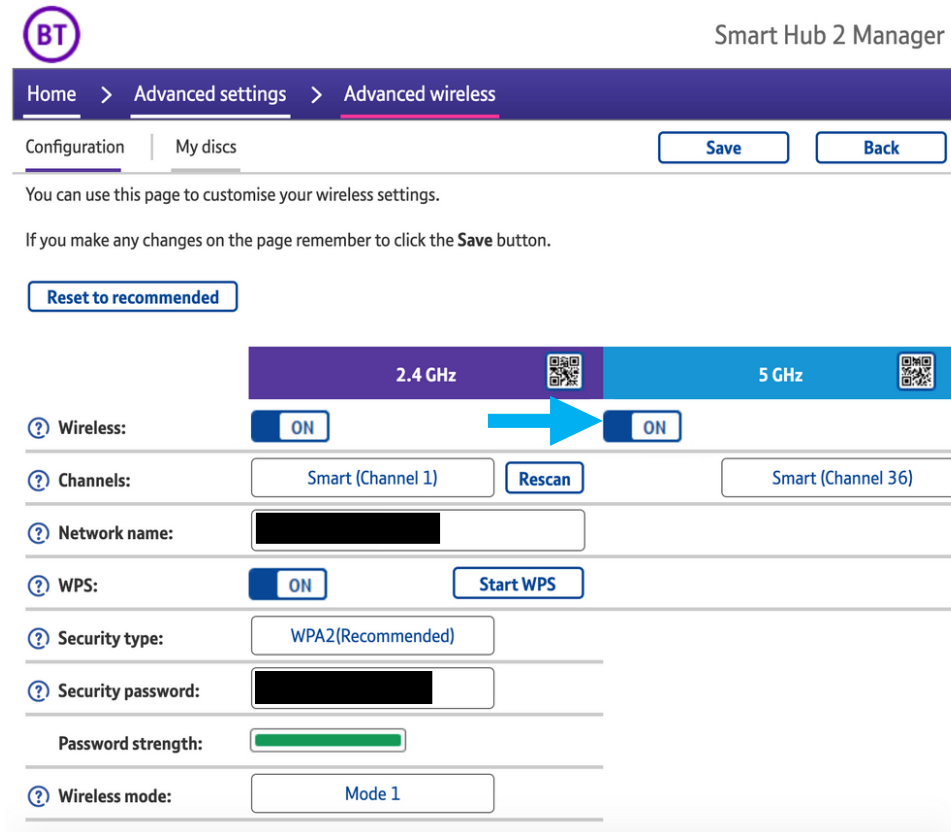
Wireless mode: Mode 1

7. When prompted, click Yes to save settings.



8. 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)
9. Please follow the steps on your GeoSmartPro App now to connect your AirGo Smart Fan.

10. Once your AirGo Smart Fan is connected, please repeat the process to turn your 5 GHz back on, repeat the same steps with change in step 5. Select and toggle ON your 5 GHz setting.



The screenshot shows the 'Advanced wireless' settings page in the Smart Hub 2 Manager. At the top, there is a breadcrumb trail: Home > Advanced settings > Advanced wireless. Below this, there are 'Save' and 'Back' buttons. A message states: 'You can use this page to customise your wireless settings. If you make any changes on the page remember to click the Save button.' A 'Reset to recommended' button is also present. The main settings are organized into two columns. The left column includes: 'Wireless' (ON), 'Channels' (Smart (Channel 1) with a 'Rescan' button), 'Network name' (redacted), 'WPS' (ON with a 'Start WPS' button), 'Security type' (WPA2(Recommended)), 'Security password' (redacted), and 'Password strength' (a green progress bar). The right column includes: '2.4 GHz' (ON) and '5 GHz' (ON) sections, each with a QR code. A blue arrow points from the '2.4 GHz' section to the '5 GHz' section. At the bottom, the 'Wireless mode' is set to 'Mode 1'.



Tip: if the connection still fails after trying the above steps, please try changing the wireless mode from Mode 1 to Mode 2, this should solve the issue.

Thank You

