What if my mobile device does not connect to the wireless network?
(NB304n)
What if my mobile device does not connect to the wireless network?

Some mobile devices, like smart phones and tablets, cannot connect wirelessly to the router. This is often caused by a compatibility issue of the mobile device with wireless security settings. This guide will take you through the steps to configure your router with the recommended wireless settings for mobile devices.


2. Enter “admin” for both username and password when prompted then click OK.

3. Click on the Wireless menu then click the MAC Filter option.

4. Ensure that the Mac Restrict Mode is Disabled. This will enable wireless devices connect to your router without needing to type in the MAC Address. Note that you will still need to use a wireless security key to connect in most instances.
5. Click on the **Wireless** menu then click the **Security** option.

6. Ensure that the **Network Authentication** type is **WPA-PSK**.

7. Click on the **Apply/Save** button.

8. Click the link that says **Click here to display** to display the current wireless security key.

9. A small window will pop up and display the current wireless security key. The example below shows the security key as **a1b2c3d4e5**. You will need the security key to connect your device to the wireless network.
If you still cannot connect your mobile device using the WPA-PSK network authentication, use the WEP network authentication by following these steps:

1. In the Wireless Security option, change the Network Authentication type to Open and WEP to Enabled.

2. The current wireless security key is the corresponding Network Key. In this example, it is Network Key 1 since the Current Network Key is also 1 and the security key is 0987654321. You will need the security key to connect your device to the wireless network.