



GeoSmartPro

Your Home, Your Lifestyle

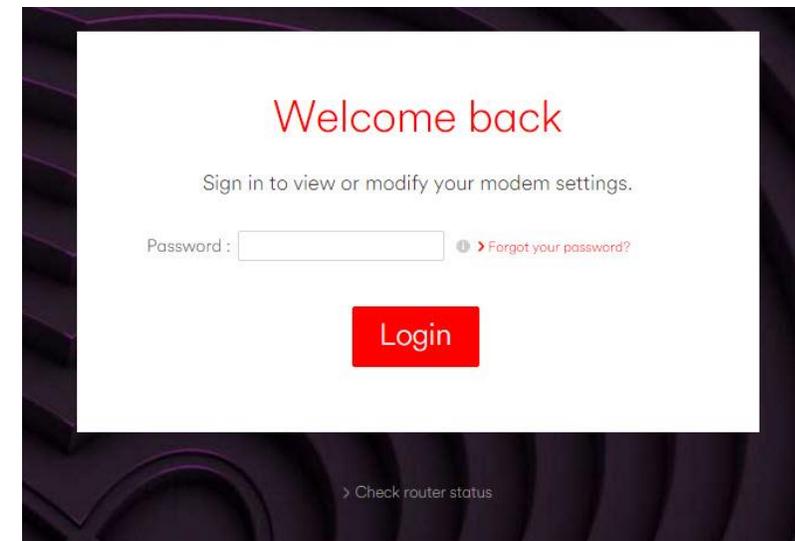
AIRGO TROUBLESHOOT GUIDE USING VIRGIN MEDIA



1. Visit: <https://www.virginmedia.com/help/virgin-media-configure-advanced-settings-on-your-hub>
2. Select your Hub.
3. Take a look at the sticker, which looks like one of the following, on the bottom of the Hub 3 and locate the web address under to access the settings page.



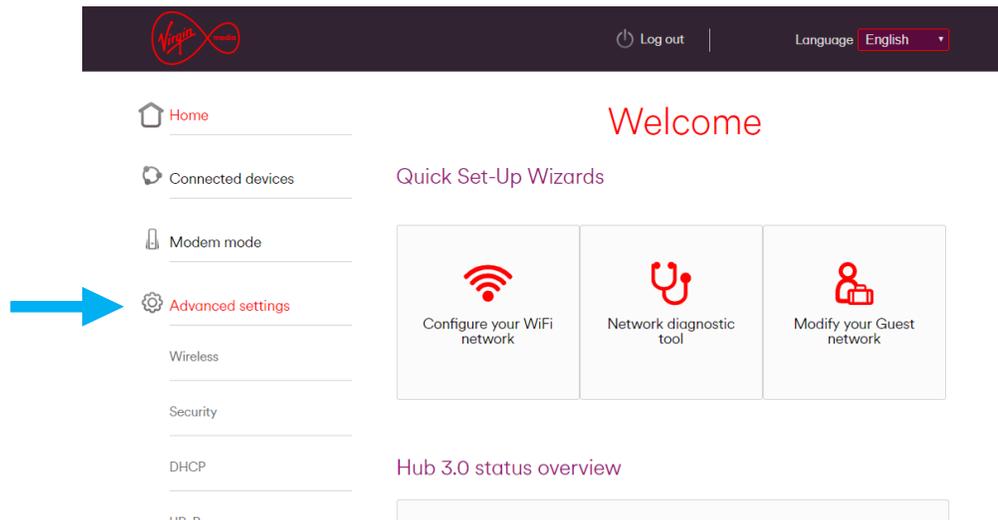
4. Open a Web browser on a device connected to your WiFi (e.g. Internet Explorer) and enter the address <http://192.168.0.1>
Note: If you have enabled Modem Mode on your Hub 3 you will need to use 192.168.100.1 instead.
5. When prompted, enter the settings password shown on the sticker



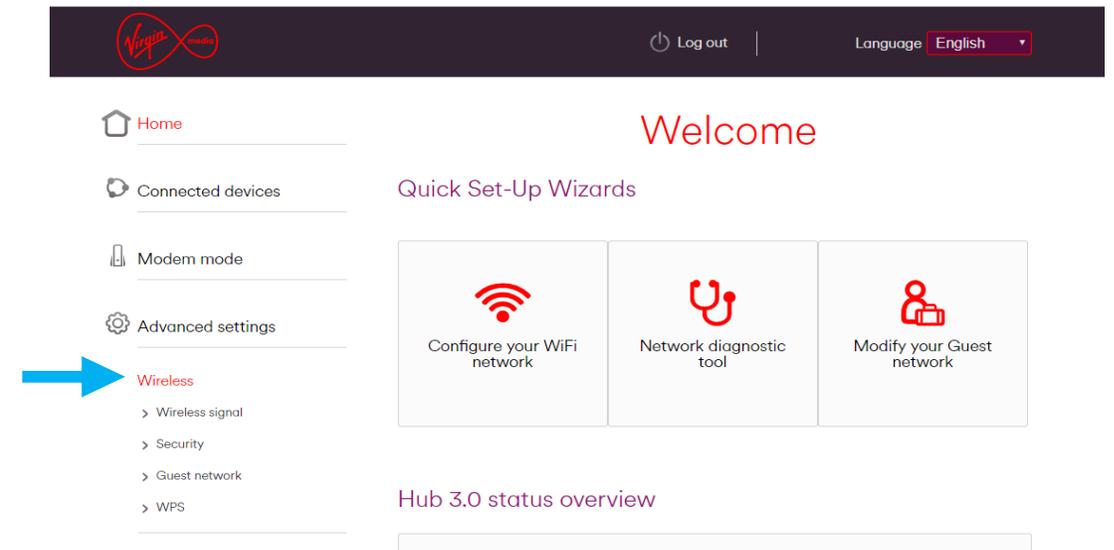
6. Once you've accessed the page there are a variety of settings you can change. There are additional settings you can change from the menus on the left:

- **Modem Mode** - you can enable or disable modem mode
- **Advanced Settings** - you can change all your WiFi and network settings
- **Admin** - allows you to change the password for accessing this page

Select **Advanced setting** from the option menu on the left.

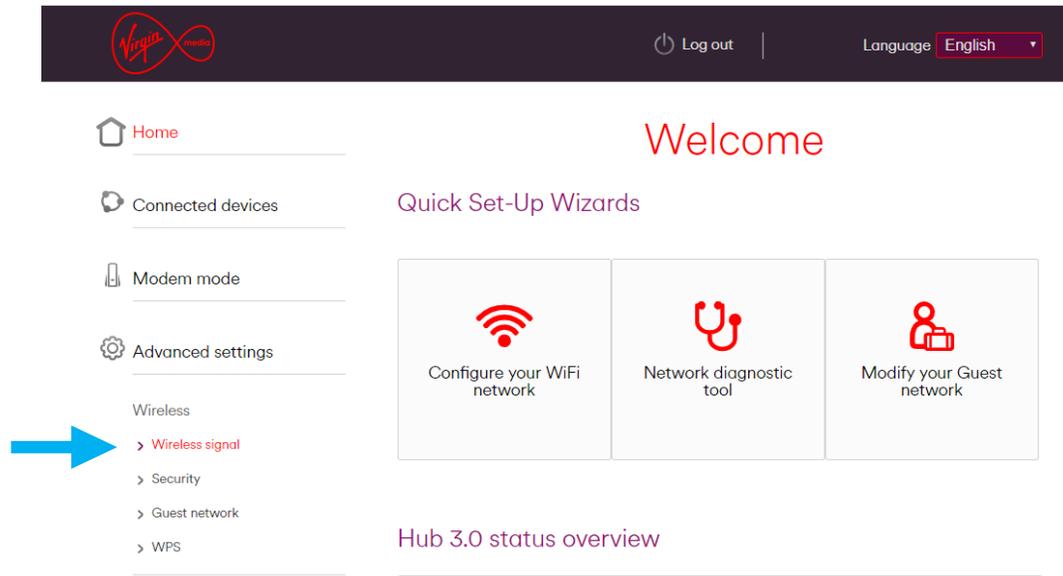


7. Next, select **Wireless** from the drop down menu option on the left:

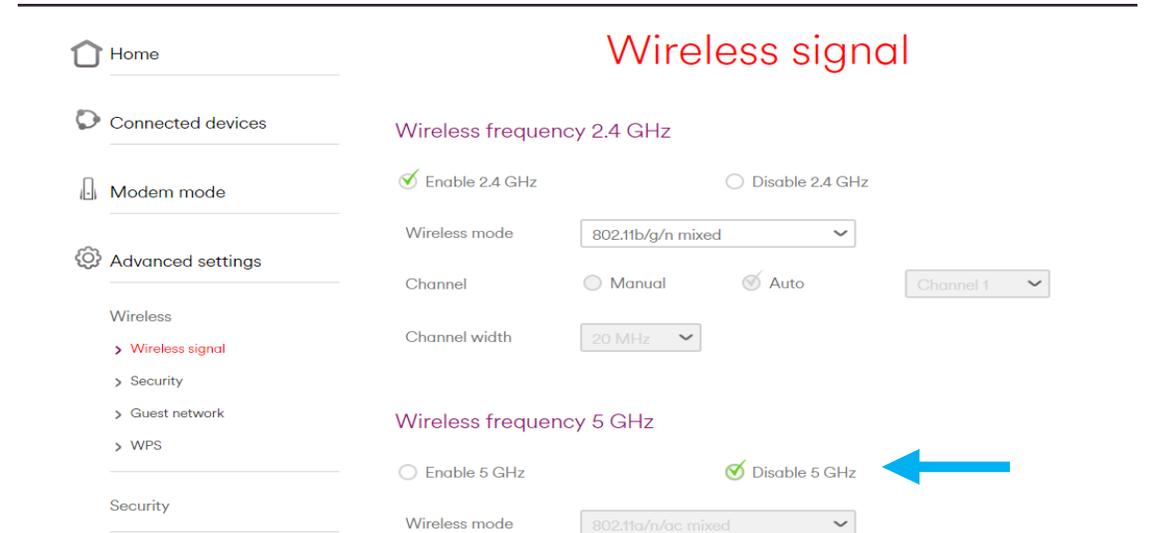


CONNECTION DIAGNOSTIC FOR VIRGIN MEDIA

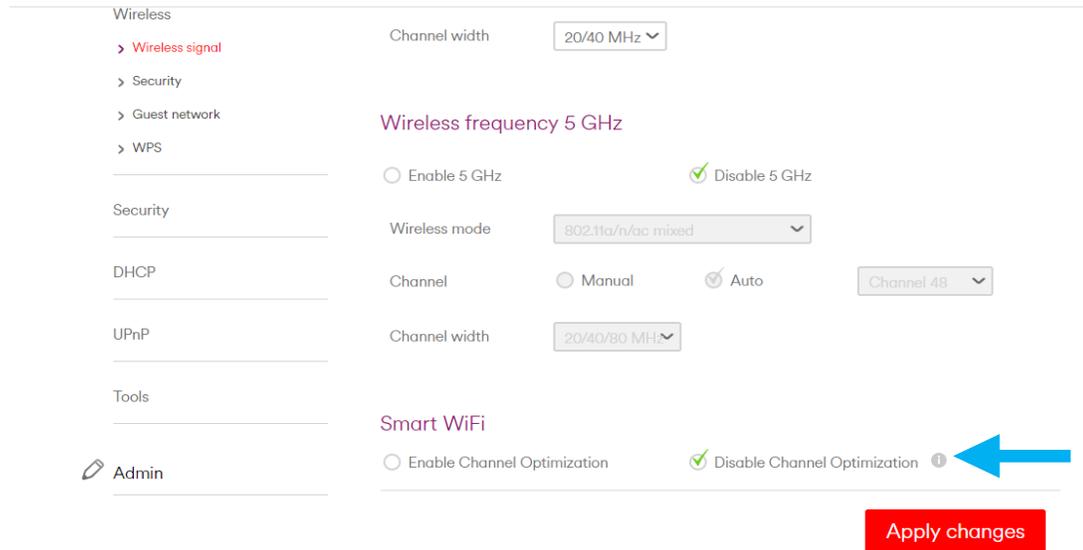
8. Next, select **Wireless signal** from the drop down menu option on the left:



9. Now, select **Disable 5 GHz** by clicking the circle as shown below (A green tick will appear once selected):

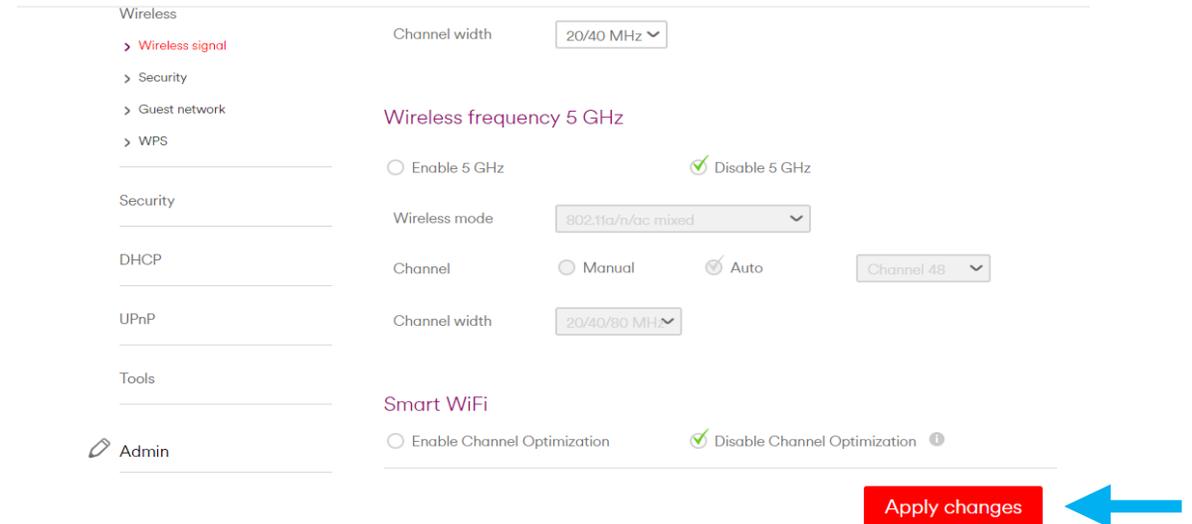


10. Once Disable 5 GHz has been selected, scroll down and select **Disable Channel Optimization**:



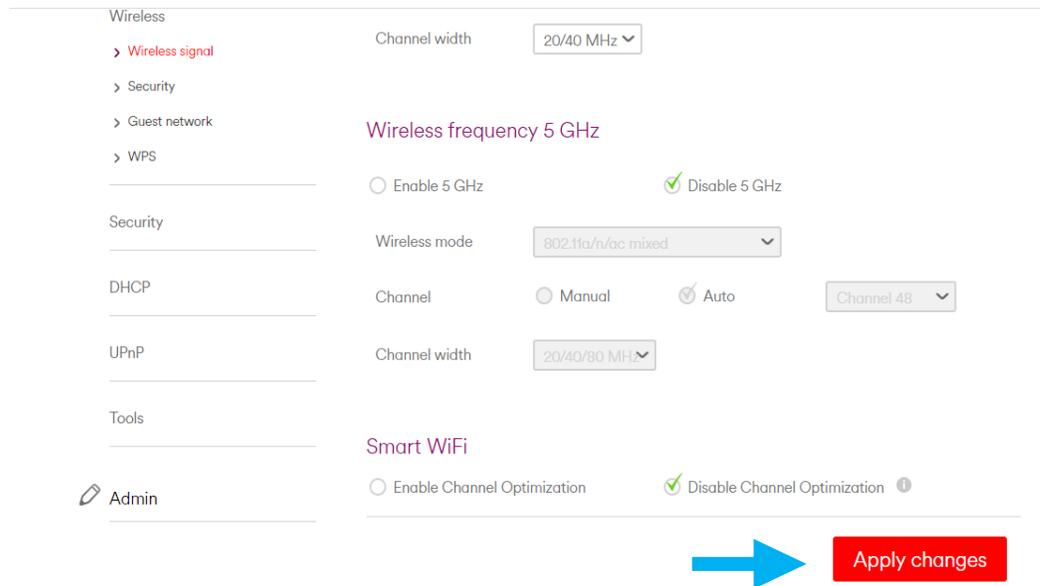
The screenshot shows the router's configuration page. On the left is a navigation menu with 'Admin' at the bottom. The main content area is divided into sections: 'Wireless frequency 5 GHz' and 'Smart WiFi'. In the 'Wireless frequency 5 GHz' section, 'Disable 5 GHz' is selected with a checkmark. In the 'Smart WiFi' section, 'Disable Channel Optimization' is selected with a checkmark and a blue arrow points to it. A red 'Apply changes' button is at the bottom right.

11. Finally, click on **Apply changes**:



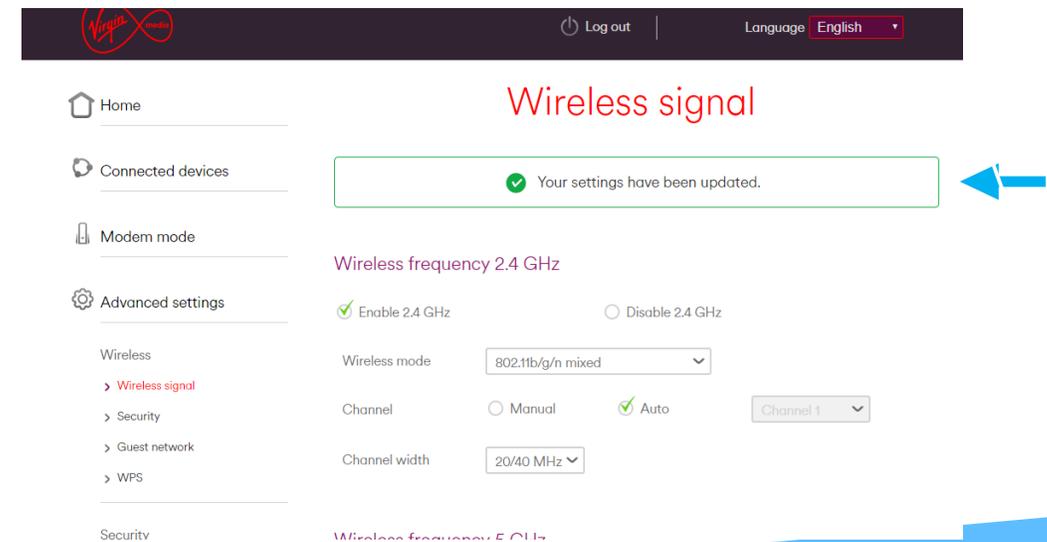
The screenshot shows the same router settings page as in step 10. The 'Smart WiFi' section is now expanded, and a blue arrow points to the red 'Apply changes' button at the bottom right.

12. You should now see the screen below which shows the updated setting are being configured:



A message confirming your setting has been updated will appear once the configuration has completed.

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)

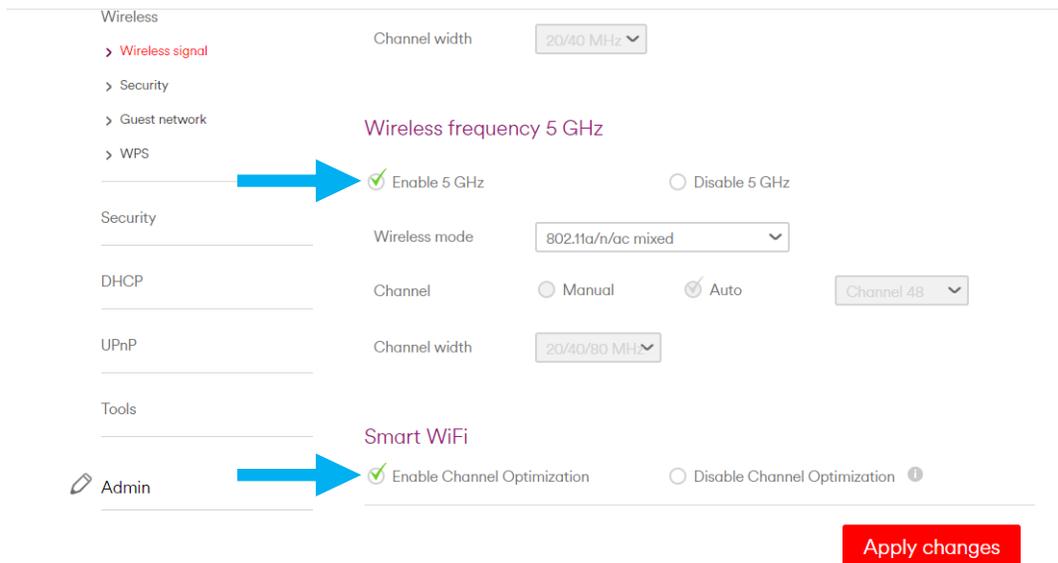


CONNECTION DIAGNOSTIC FOR VIRGIN MEDIA

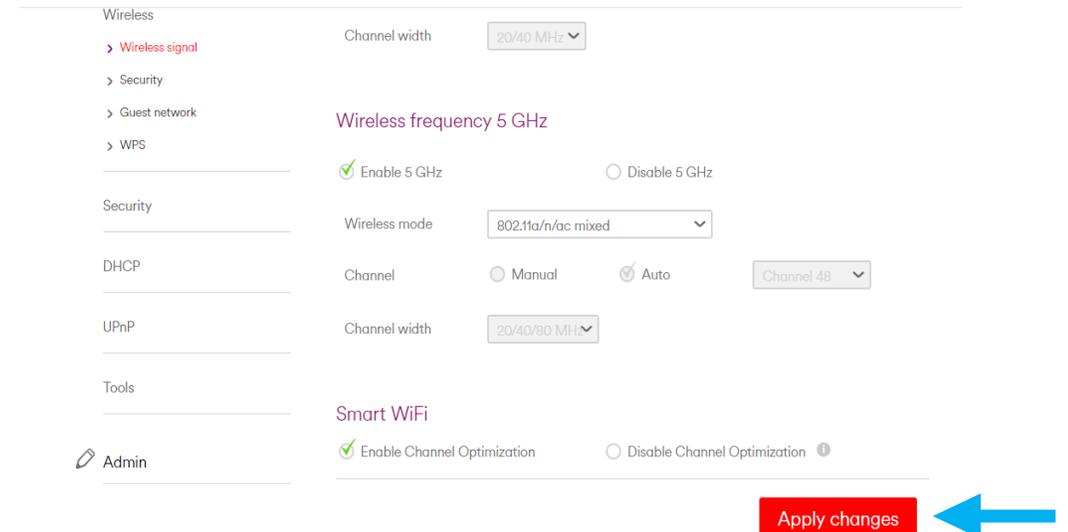
13. Please follow the steps on your GeoSmartPro App now to connect your AirGo Smart Fan.

14. Once your AirGo Smart Fan is connected, please repeat the process from Step 4 to Step 8 to enable your 5 GHz setting and Channel Optimization.

15. Now, select Enable 5 GHz & Enable Channel Optimization by clicking the circle as shown below (A green tick will appear once selected):



16. Finally, click on **Apply changes**:



Thank You

