

Mi Wi-Fi Router 3C

Frequently Asked Questions

How do I physically connect my router?

Setting up as a primary router:

Plug in the power cable (provided) to the power source and ISP provided Ethernet/LAN cable to WAN port seen behind Mi Wi-Fi Router 3C. Login to miwifi.com or 192.168.31.1 and follow the on-screen steps.

Setting up as a wired/ wireless repeater:

Wired Repeater: Plug in the power cable (provided) to the power source and WAN port of the Mi Wi-Fi Router 3C to the LAN port of primary router via Ethernet/LAN cable. Login to miwifi.com or 192.168.31.1 and follow the on-screen steps.

Wireless Repeater: Plug in the power cable (provided) to the power source. Login to miwifi.com or 192.168.31.1 and follow the on-screen steps.

Please note: Ethernet cable is not a part of this package.

What is the IP-address of Mi WiFi Router website and its default admin login password?

The IP-address of Mi WiFi Router website is miwifi.com or 192.168.31.1. The default admin password is the same as WI-FI password, which was set during initial device set-up.

What to do if the admin login password is forgotten?

Reset the Mi WiFi Router (check for steps below in the document).

How do I find or change my wireless network password?

You can find or change the wireless network password by going to the Wi-Fi settings tab under Settings section, available on both APP and PC page i.e. miwifi.com or 192.168.31.1



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Which input connector type is compatible with Mi WiFi Router 3C?

Mi Router 3C does not have an in-built modem and *only* supports RJ45 Ethernet cables (see image below). ISPs in India which provide RJ45 Ethernet cable input are: Airtel Fibernet, YOU Broadband, ACT, Spectranet, Hathway Broadband, Tikona, Exitel, HNS etc.

List of unsupported ISPs: MTNL, BSNL, Airtel (Older Connections), Reliance Broadband, Tata Broadband.

To ensure 100% ISP-Router compatibility, please check with your Internet Service Provider. Question to ask the ISP would be: Which connector type is provided by them? Whether it's RJ45 or RJ11?



Note: In case your ISP doesn't provide a RJ45 input, you can still use Mi WiFi Router 3C in wired/ wireless amplifier mode to expand your existing network's coverage area and add more devices. Some smart features can be still accessed in wired repeater mode. To know more, please check the setup guide.

How do I assign an IP address to a specific computer or device?

The IP address can be assigned in 'DHCP Static IP assignment' tab under 'Advanced Settings', present only on the webpage, currently.

How many devices can be simultaneously connected to the router at the same time?

64 devices, however 24 devices are recommended for a stable browsing experience.



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How to reset the router ?

Use a fine object to push the reset button (which is located at the back of the router) and hold it for 8 seconds.

What does each LED indicator color on the router signify?

According to the color of the indicator and whether the indicator flashes, the status of Mi WiFi Router 3C can be inferred.

Blue light (not flashing): The system is running normally, booting has been successful.

Blue light (flashing): A system update is available.

Yellow light (not flashing): Boot starts up, system starts up, router is reset.

Yellow light (flashing): The hard disk is formatted, the hard disk is in recovery.

Red light (not flashing): System error, booting has failed.

Red light (flashing): System is in recovery mode.

How can I manage the router remotely?

After setting up the router, please use the router with Mi WiFi App to manage the visitor logins and block unwanted devices on the network remotely.

What should I do if even after connecting the network cable and completing set-up, an error message is showing?

1. Check if the network cable is connected properly.
2. Make sure you've entered the correct username and password provided by your network operator correctly.
3. Test the network using Mi WiFi App, or try to open any web page and see the results under network diagnostics.
4. Check if you see any of the below error messages:



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Error 678: The provider doesn't allow signing in with the same even after multiple attempts.

Solution: Disconnect your network cable, turn off modem or network splitter, wait for 10 minutes, and then try again.

Error 691: The password you've entered is invalid or the account has expired

Solution: Make sure the username and password provided by your network operator are correct. Confirm with your ISP's customer support that your username and password are valid.

How to update the firmware of the router?

Please visit the router admin website www.miwifi.com to check if any new firmware version is available. You can even do so by entering MiWiFi App.

How to set up and manage the router without using computer or laptop?

Please download and install Mi WiFi app for Android & iOS. Post successful setup, you will be able to manage the network remotely.

What shall I do if the network is unstable and/or has a relatively slow speed of downloading?

Try the following steps:-

1. Place the router at an appropriate height and position to ensure that the signal covers a wide enough area. Also, place the router far away from electronic devices like induction cookers, microwaves, refrigerators, Bluetooth devices etc. to eliminate signal interference.
2. If it has been a long time since the last update of firmware, please update it first.
3. Try to change the channel manually, in 2.4G WiFi you can try 1, 6, 11, 13 channels.
4. Try using the WiFi Boost feature in the Mi WiFi app.
5. Try to update wireless network card driver on your PC/Laptop.
6. If QoS is being used, please check whether you have mistakenly set up a relatively lower speed limit for the device.
7. If you suspect that there are problems about obtaining DNS automatically, you can go to website configuration and change the DNS to Google's DNS: 8.8.8.8.



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8. If phones have access to Internet but computers don't, please execute LSP restoration, and conduct a network check and browser hijack detection repair.

9. If it is dial-up Internet access, please restart the router. If you are in a complex office network, you can ask the operator if the router has been limited or confined.

Mi Router 3c (2.4G band) supports download speeds of up to 300M, but why am I receiving lower speeds at my end?

300M is the highest theoretical speed for 802.11n mode, but it needs client side support. As an example, the WiFi needs to be working under the 40 MHz bandwidth to reach 300 M speed, but if this band is crowded, it shifts back to the 20MHz band. This reduces the connection speeds. Also according to changes in signal strength, the negotiation speed of both the client and the router varies.

