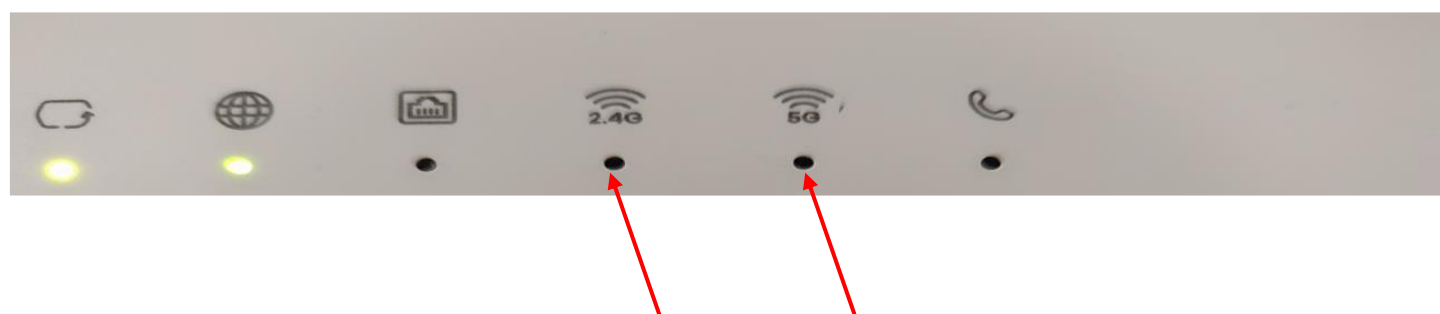




## Non-functional Wi-Fi on the Zyxel modem



- If the indicators for individual bands are not lit on the modem, but the other indicators are fine, the wifi is not working.
- At the same time, the device which is connected using a LAN cable transmits data, the problem is in the modem..
- First, we will try to hold the Wi-Fi on/off button in the back.
- The T50A has a button marked on the top.
- All our modems are set up so that Wi-Fi starts working independently of a data connection from the line when it starts up.
- Therefore, if Wi-Fi does not respond to the button, the modem needs to be reset to factory settings.



**Attention:** When resetting to factory settings, your modifications in the modem administration, such as Wi-Fi name or password settings, will be deleted. So you need to search for the Wi-Fi name according to the modem label after the reset. The Wi-Fi name on the device will match the SSID name.

## The Zyxel modem still does not transfer data over Wi-Fi:



- If the procedure did not help, there is a problem with your modem, which does not transmit Wi-Fi due to a malfunction.
- In this case, it is necessary to check whether the modem is still within the two-year warranty period. If so, it must be claimed at our nearest branch.
- If the modem is older than two years or is not from Vodafone, we recommend visiting our nearest branch to buy a new modem or you can use our e-shop.
- **We recommend purchasing a modem from us for full line usage.**

