

MyHitronLite

User's Guide

Version 1.0 - 02/2023



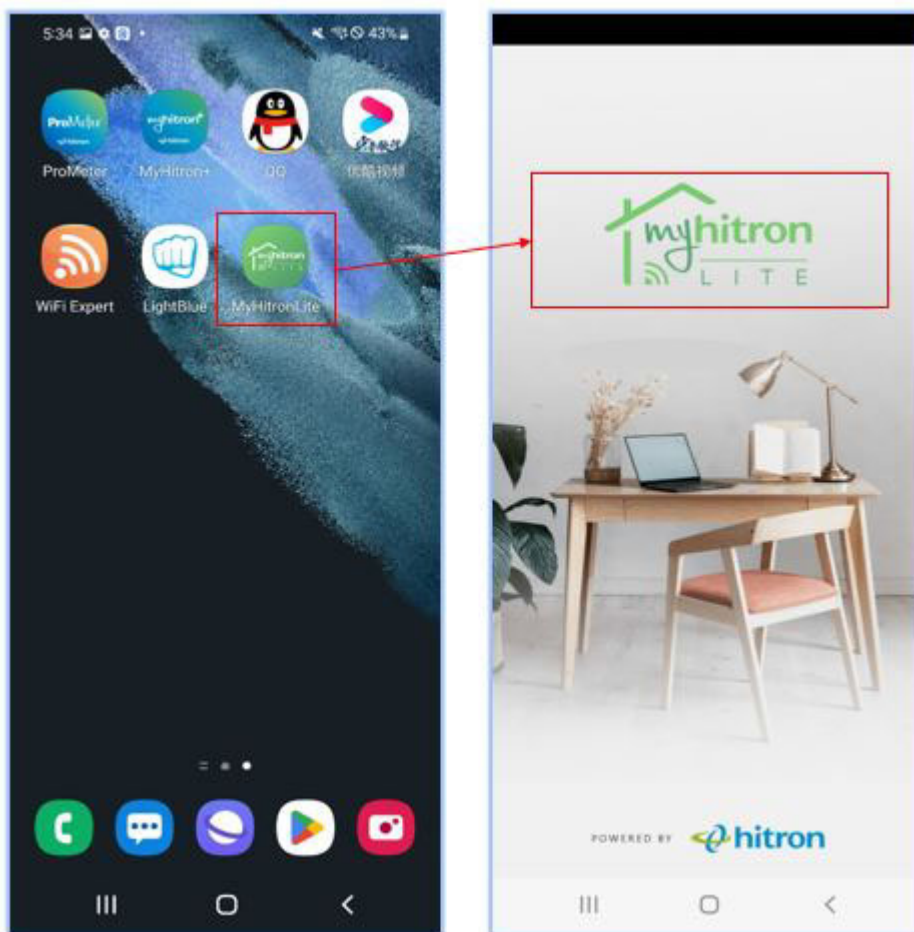
MyHitronLite Overview

Intended Audience

This manual provides a brief introduction to MyHitronLite app and regulatory information.

MyHitronLite provides user a convenient way to check the data of device and WiFi equipment; It also helps users to implement parental control to their home network quickly and remotely.

Figure 1: [Overview](#)



How to Use this User's Guide

This manual contains information on each the MyHitronLite's GUI screens, and describes how to use its various features.

- ▶ Use the [MyHitronLite Overview](#) on page 2 to see an overview of the topics covered in this manual.
- ▶ Use the [Table of Contents](#) (page 4), and [List of Figures](#) (page 7) to quickly find information about a particular GUI screen or topic.
- ▶ Use the [Index](#) (page 83) to find information on a specific keyword.
- ▶ Use the rest of this User's Guide to see in-depth descriptions of the MyHitronLite's features.

Customer Support

For technical assistance or other customer support issues, please consult your Hitron representative.

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Table of Contents

MyHitronLite Overview	2
Table of Contents	4
List of Figures	7
Login & Register	9
1.1 For Registered User	10
1.2 Forget Password	11
1.3 New User	12
1.4 Verification Code	13
1.5 Sign In	14
Add Equipment	15
2.1 Add WiFi Equipment	16
2.2 New Install	17
2.3 Already Assigned	25
2.4 New User	26
Overview	29
3.1 My Devices and My Network Topology	30
3.2 My Devices	31
3.3 My Network Topology	32
3.4 Switch Network & Share WiFi	33
3.5 Share WiFi	34
Parental Control	36
4.1 Add New User	37
4.2 User Information	38

4.3 Pause Schedule	39
4.4 Add Device	41
4.5 Device User Information	42
4.6 Pause & Resume	43
4.7 Device Information	44
My Devices	45
5.1 My Devices	46
5.2 Pause & Resume	47
5.3 Device Information	48
5.4 New User	51
My WiFi	53
6.1 My WiFi	54
6.2 WiFi Details	55
Notifications	57
7.1 Security & Performance	58
More	59
8.1 Tools & Management & Application	60
8.2 Check WiFi Performance	61
8.3 My Networks	63
8.4 Edit Network Name	64
8.5 Transfer to Another Account	65
8.6 Delete Network	66
8.7 Add A New Network	67
8.8 Add An Extender	68
8.9 MyHitronLite App Account	69
8.10 Account Information	70
8.11 Account Management	71
8.12 Set Language	73
8.13 About	74

8.14 Biometric Protection	75
8.15 Feedback	76
8.16 Logout	77
Network Offline	78
9.1 Reconnect	79
Index	83

List of Figures

Figure 1: Overview	2
Figure 2: For Registered User	10
Figure 3: Forget Password	11
Figure 4: New User	12
Figure 5: Verification Code	13
Figure 6: Sign In	14
Figure 7: Add WiFi Equipment	16
Figure 8: New Install-1	17
Figure 9: New Install-2	18
Figure 10: New Install-3	19
Figure 11: New Install-4	20
Figure 12: New Install-5	21
Figure 13: New Install-6	22
Figure 14: New Install-7	23
Figure 15: New Install-8	24
Figure 16: Already Assigned	25
Figure 17: New User-1	26
Figure 18: New User-2	27
Figure 19: New User-3	28
Figure 20: My Devices and My Network Topology	30
Figure 21: My Devices	31
Figure 22: My Devices	32
Figure 23: Switch Network & Share WiFi	33
Figure 24: Share WiFi-1	34
Figure 25: Share WiFi-2	35
Figure 26: Add New User	37
Figure 27: User Information	38
Figure 28: Pause Schedule	39
Figure 29: Pause Schedule-2	40
Figure 30: Add Device	41
Figure 31: Device User Information	42
Figure 32: Pause & Resume	43

Figure 33: Device information	44
Figure 34: My Devices	46
Figure 35: Pause & Resume	47
Figure 36: Device Information-1	48
Figure 37: Device Information-2	49
Figure 38: Device Information-3	50
Figure 39: New User-1	51
Figure 40: New User-2	52
Figure 41: My WiFi	54
Figure 42: WiFi Details-1	55
Figure 43: WiFi Details-2	56
Figure 44: Security & Performance	58
Figure 45: Tools & Management & Application	60
Figure 46: Check WiFi Performance	61
Figure 47: Check WiFi Performance-2	62
Figure 48: My Networks	63
Figure 49: Edit Network Name	64
Figure 50: Transfer to Another Account	65
Figure 51: Delete network	66
Figure 52: Add A New Network	67
Figure 53: Add An Extender	68
Figure 54: MyHitronLite App Account	69
Figure 55: Account Information	70
Figure 56: Account Management	71
Figure 57: Account Management-2	72
Figure 58: Set Language	73
Figure 59: About	74
Figure 60: Biometric Protection	75
Figure 61: Feedback	76
Figure 62: Logout	77
Figure 63: Reconnect-1	79
Figure 64: Reconnect-2	80
Figure 65: Reconnect-3	81
Figure 66: Reconnect-4	82

1

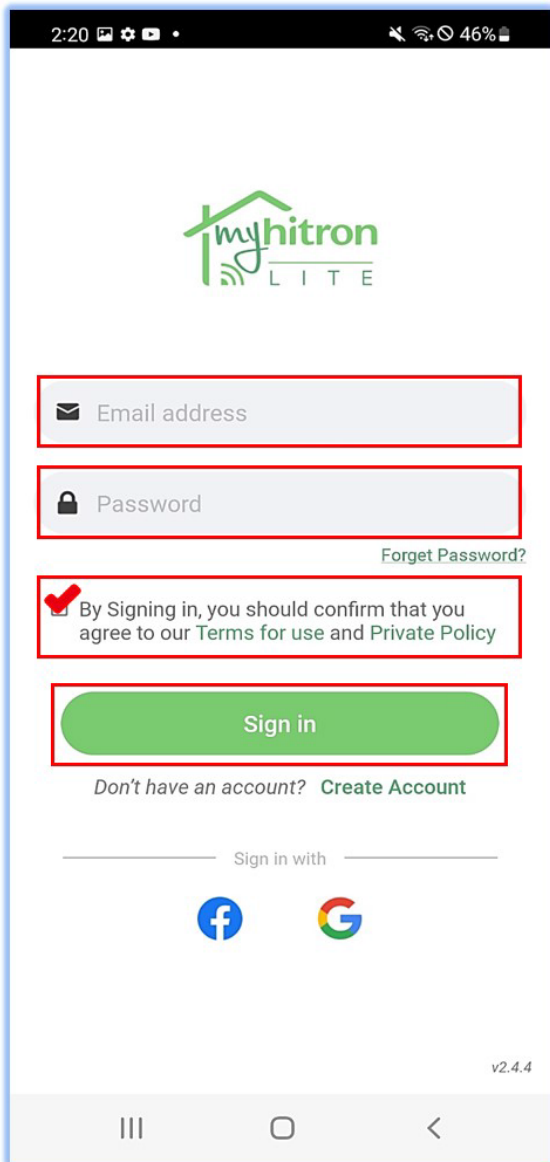
Login & Register

- ▶ [For Registered User](#) on page 10
- ▶ [Forget Password](#) on page 11
- ▶ [New User](#) on page 12
- ▶ [Verification Code](#) on page 13
- ▶ [Sign In](#) on page 14

1.1 For Registered User

- ▶ Registered user can log in MyHitronLite directly with their **Email address** and **Password**;
- ▶ **Check the box** before the term and click **Sign in**, user can enter the application and start to use the service;
- ▶ MyHitronLite also supports sign in with **Facebook** and **Google account**.

Figure 2: For Registered User



2:20 46%

myhitron
LITE

Email address

Password



[Forget Password?](#)

☒ By Signing in, you should confirm that you agree to our Terms for use and Private Policy

Sign in

[Don't have an account? Create Account](#)

Sign in with

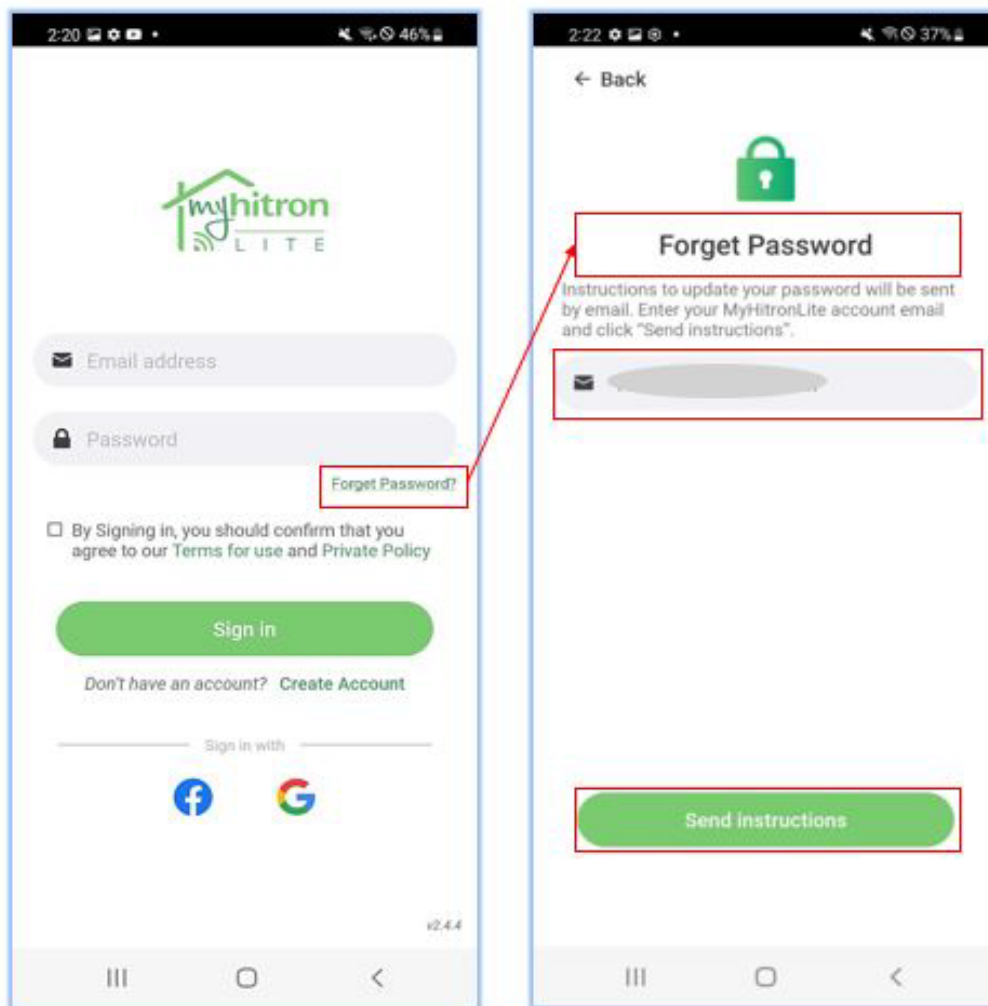
 

v2.4.4

1.2 Forget Password

- ▶ If the user forgets his password, click **Forget Password**;
- ▶ Enter the **Email address** in the box;
- ▶ Click **Send instruction**, and the user account will receive an **instruction email** to update password.

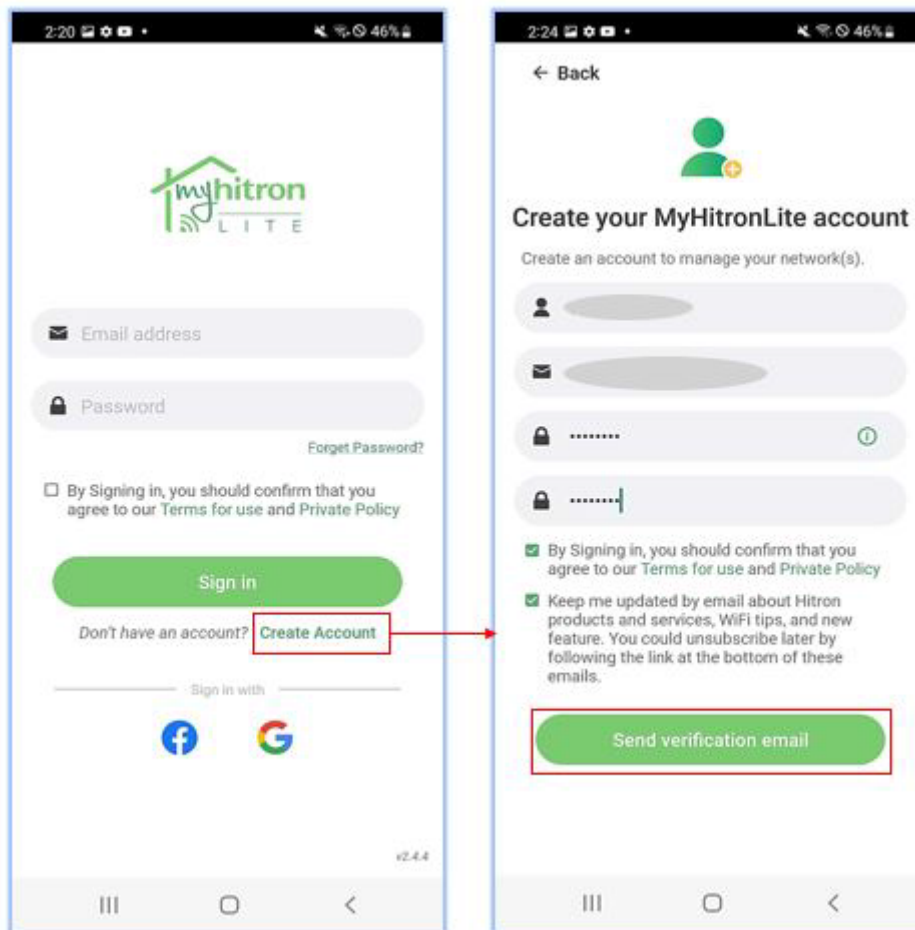
Figure 3: Forget Password



1.3 New User

- ▶ New user can click **Create Account** to create a new MyHitronLite account;
- ▶ Enter the **Name**, **Email address**, **Password** and **Confirm password** in the corresponding box;
- ▶ **Check the box** before the two terms and click **Send verification email**, user's mailbox will receive an email which contains **the verification code** from **HitronCloud**.

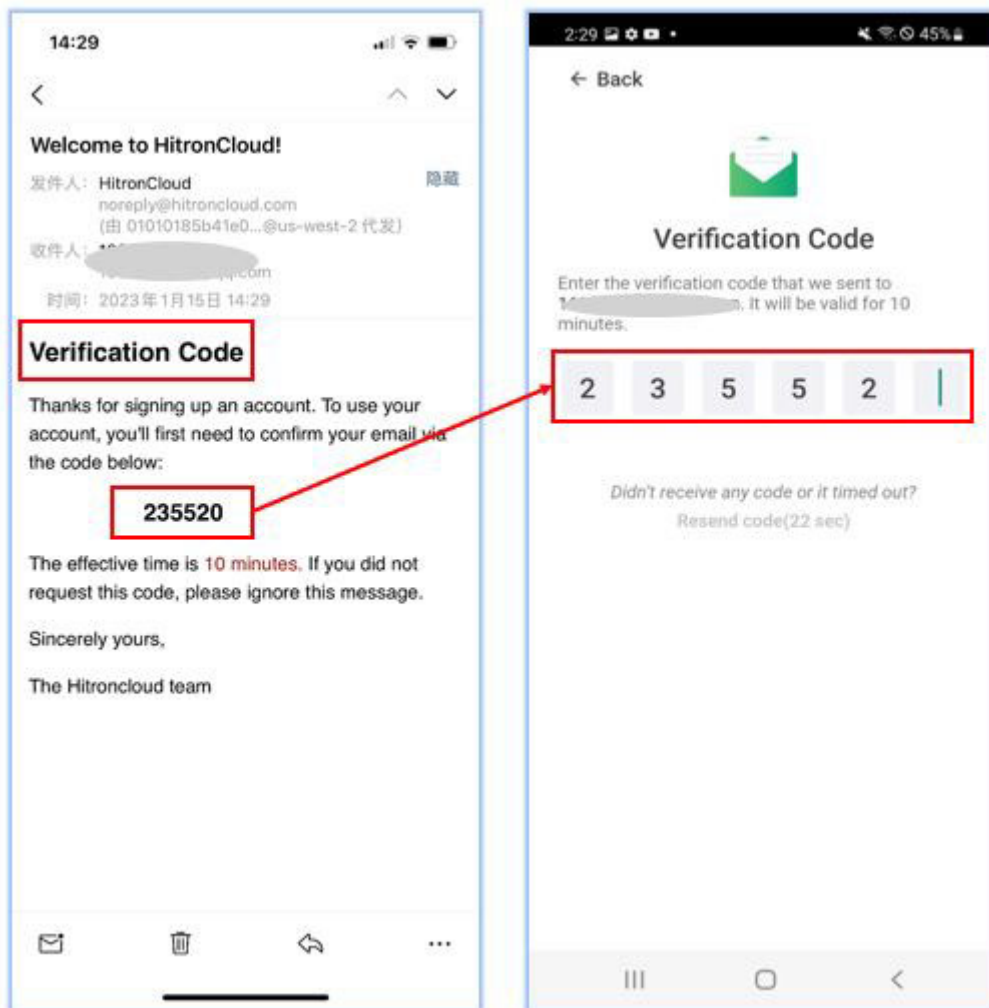
Figure 4: New User



1.4 Verification Code

- ▶ After the email is sent, user need to check the mailbox and enter the verification code **within 10 minutes**;
- ▶ If the user did not receive any code or it timed out, **wait one minute** and click the **Resend code**.

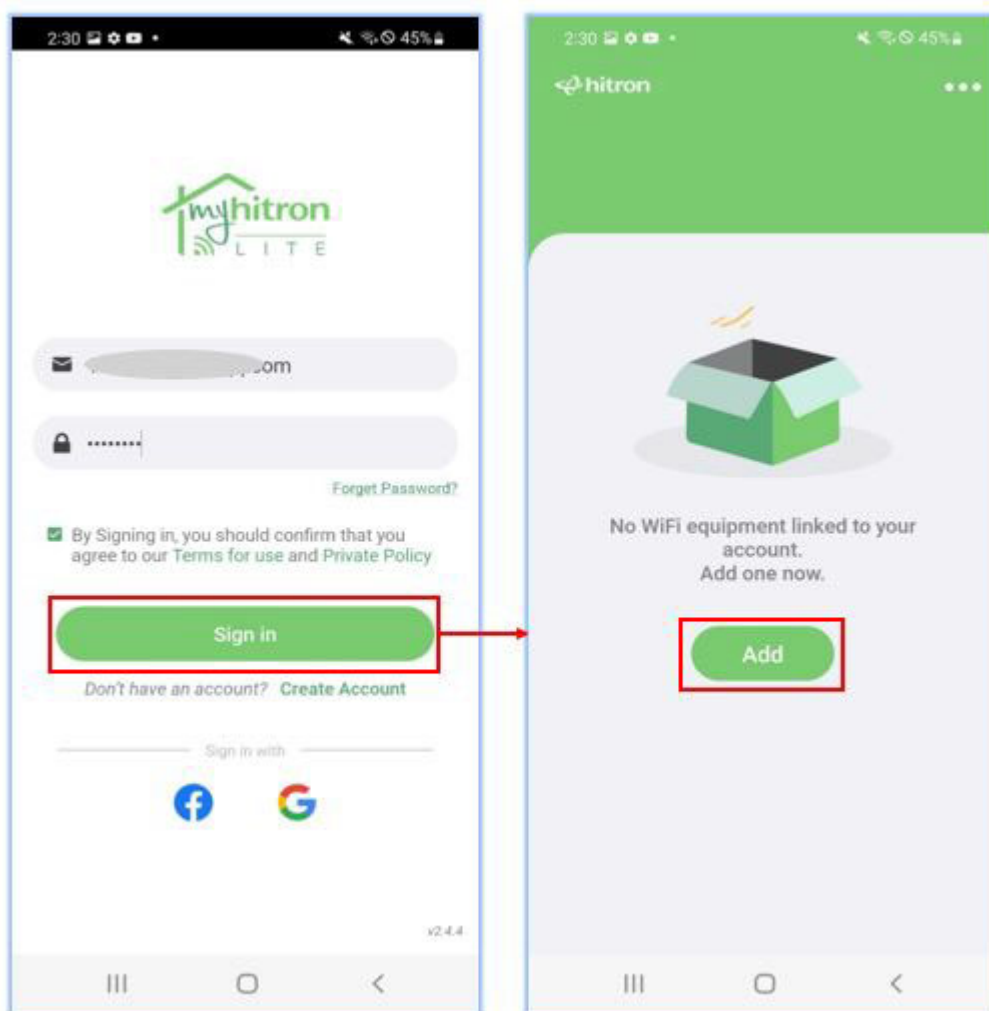
Figure 5: Verification Code



1.5 Sign In

- ▶ After the verification code is entered, the page will automatically jump back to the **login page**;
- ▶ User can **login** with the registered **email address** and **password**;
- ▶ Click **Sign in**, user can start to **Add WiFi equipment**.

Figure 6: Sign In



2

Add Equipment

- ▶ [Add WiFi Equipment](#) on page 16
- ▶ [New Install](#) on page 17
- ▶ [Already Assigned](#) on page 25
- ▶ [New User](#) on page 26

2.1 Add WiFi Equipment


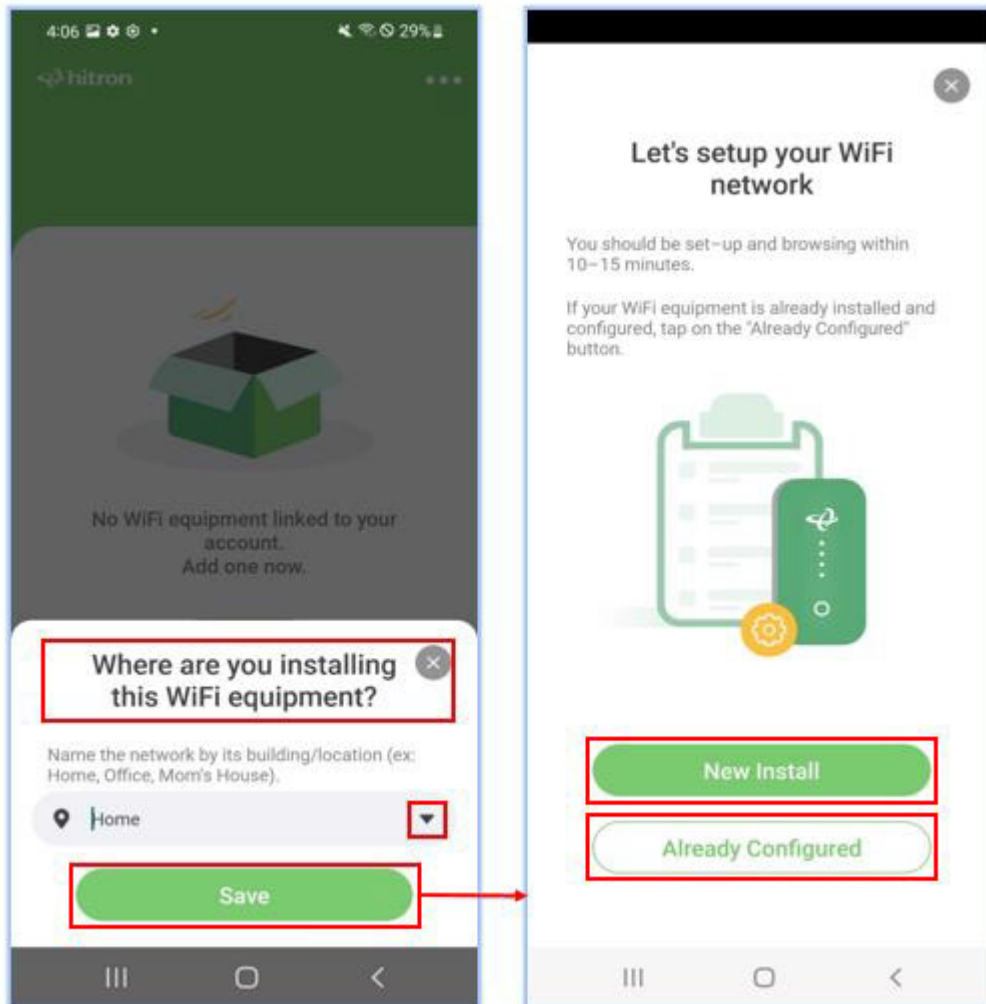
- ▶ After click **Add**, the page will pop up a dialog box that asks user the **location** of installing the WiFi equipment;
- ▶ Click the  icon to **select Home, Office** or user can **selfdefine** a location name;
- ▶ Click **Save**, user can start to **setup the WiFi network**;
- ▶ For equipment that has already installed and configured, user can click on **Already Configured**; otherwise, click on **New Install**.

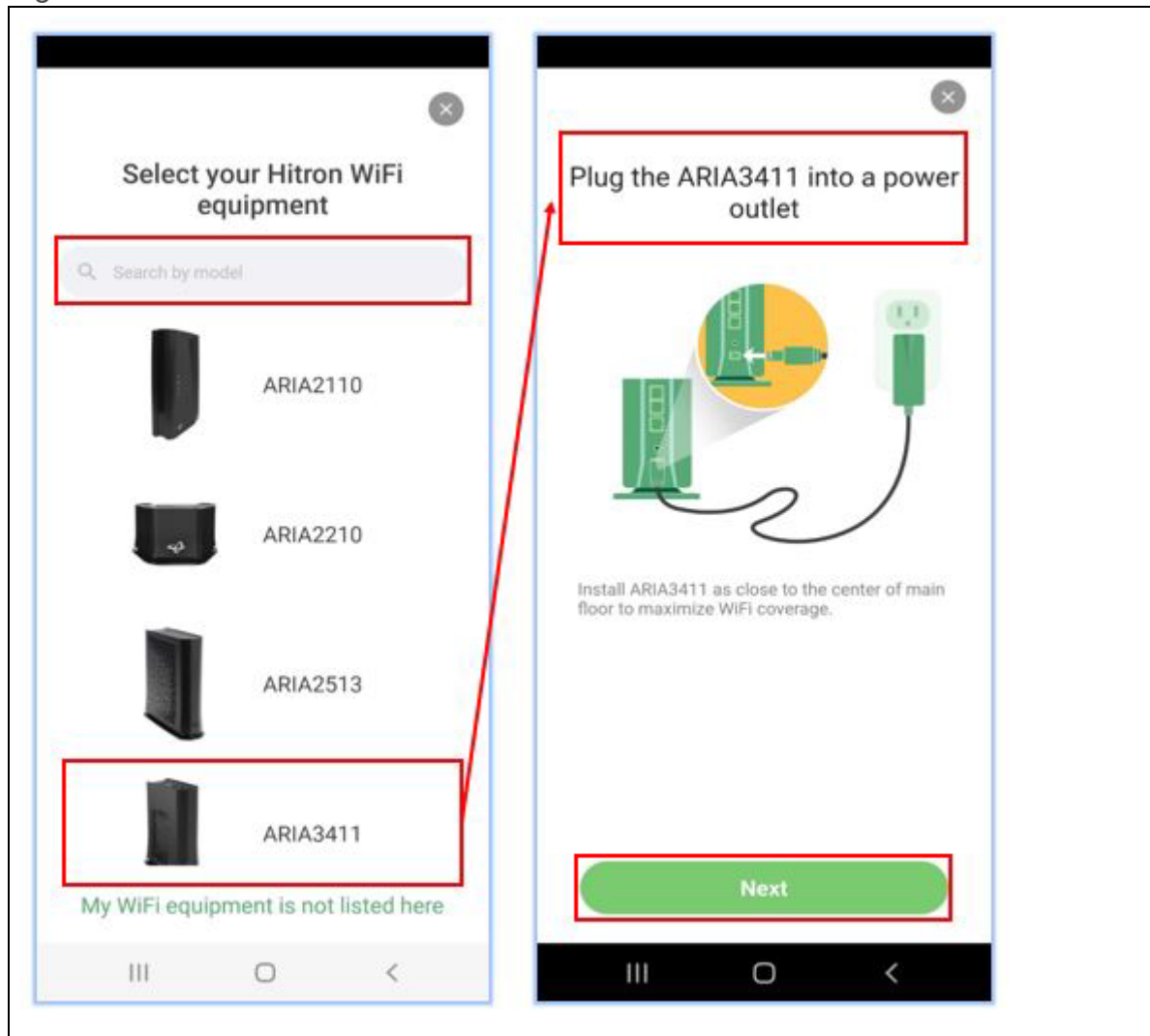
Figure 7: Add WiFi Equipment



2.2 New Install

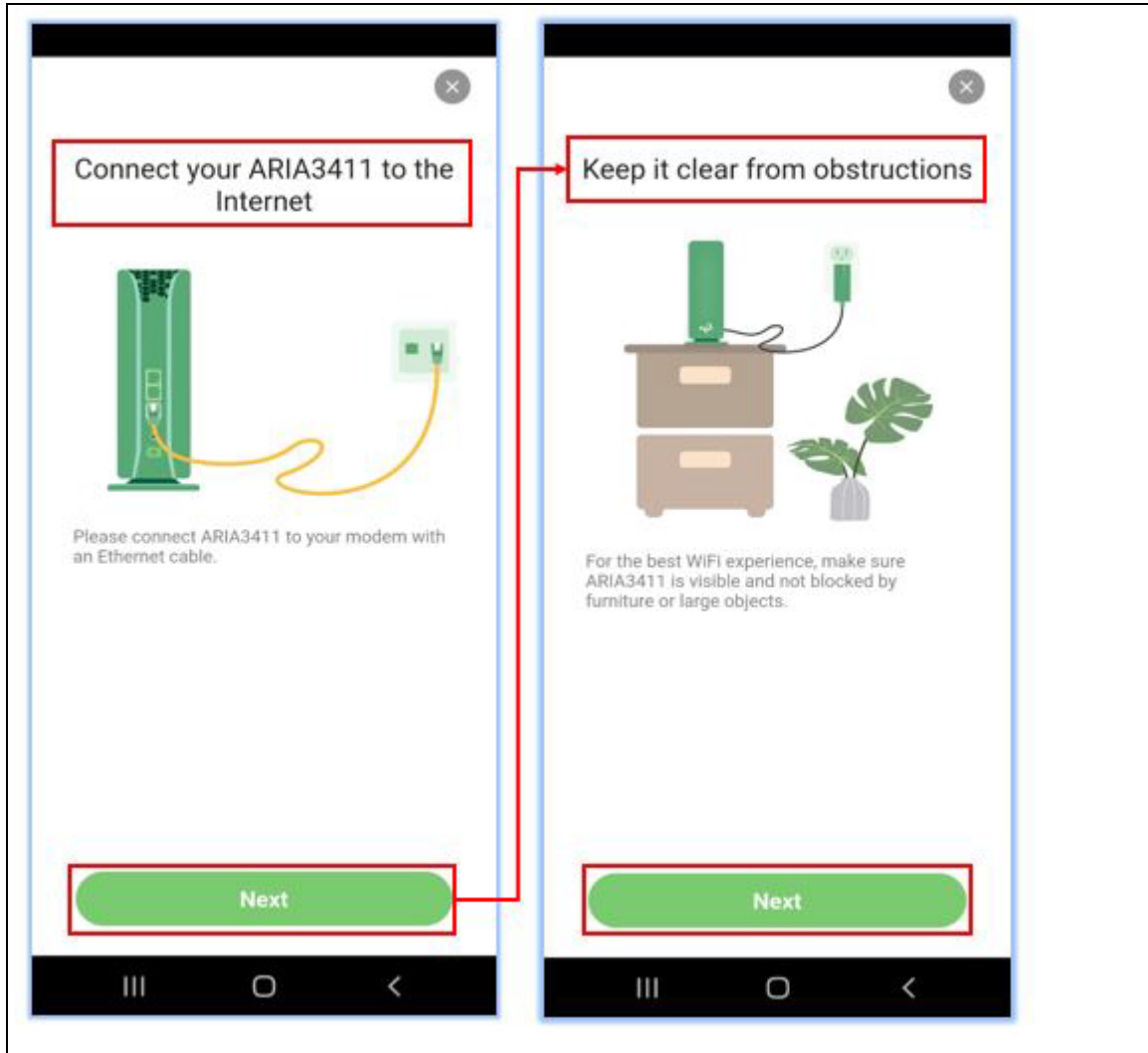
- ▶ Click **New Install**, user can select the Hitron WiFi equipment in the list below;
- ▶ User can enter the **equipment name** in the search box to find the desired device (**Fuzzy search is supported**);
- ▶ Select an equipment, the page will **notice** the user to **Plug the equipment into a power outlet**;
- ▶ To **maximize WiFi coverage**, it is recommended to install the equipment close to the **center of main floor**.

Figure 8: New Install-1

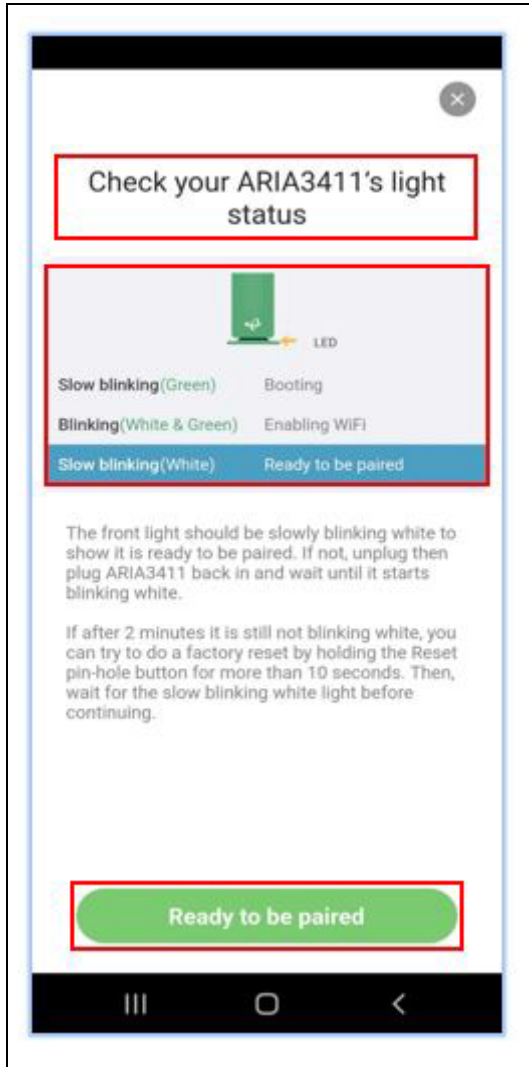


- ▶ Click **Next**, the page will notice the user to **Connect the WiFi equipment to the Internet**;
- ▶ Click **Next** again, the page will notice the user to **Keep the equipment clear from obstructions** and not blocked by large objects.

Figure 9: [New Install-2](#)

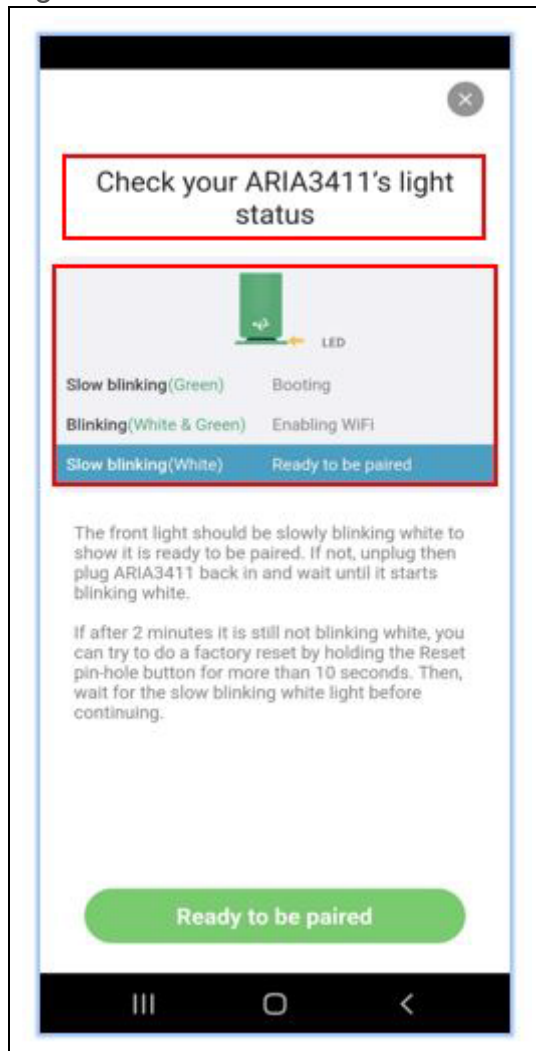


- ▶ After click **Next**, the page will notice the user to **Check the light status** of the equipment;
- ▶ **Green light slow blinking** indicates that the equipment is **booting**;
- ▶ **White & Green light blinking** indicates that the equipment is **enabling WiFi**.

Figure 10: [New Install-3](#)

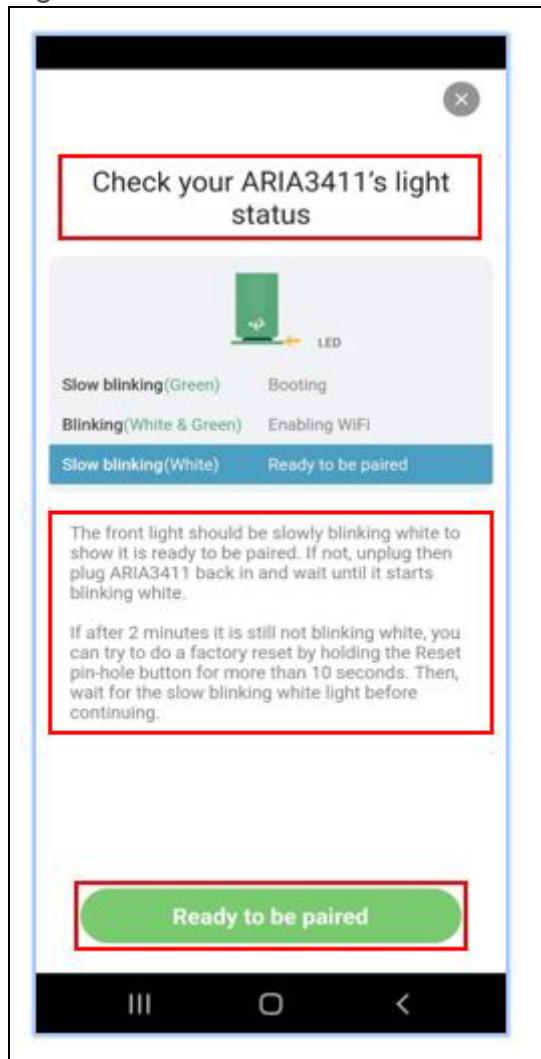
- ▶ **White light slow blinking** indicates that the equipment is **ready to be paired**;
- ▶ **Blue light blinking** indicates that the **bluetooth is pairing**;
- ▶ **Red & White light blinking** indicates that there is an **error**.

Figure 11: New Install-4



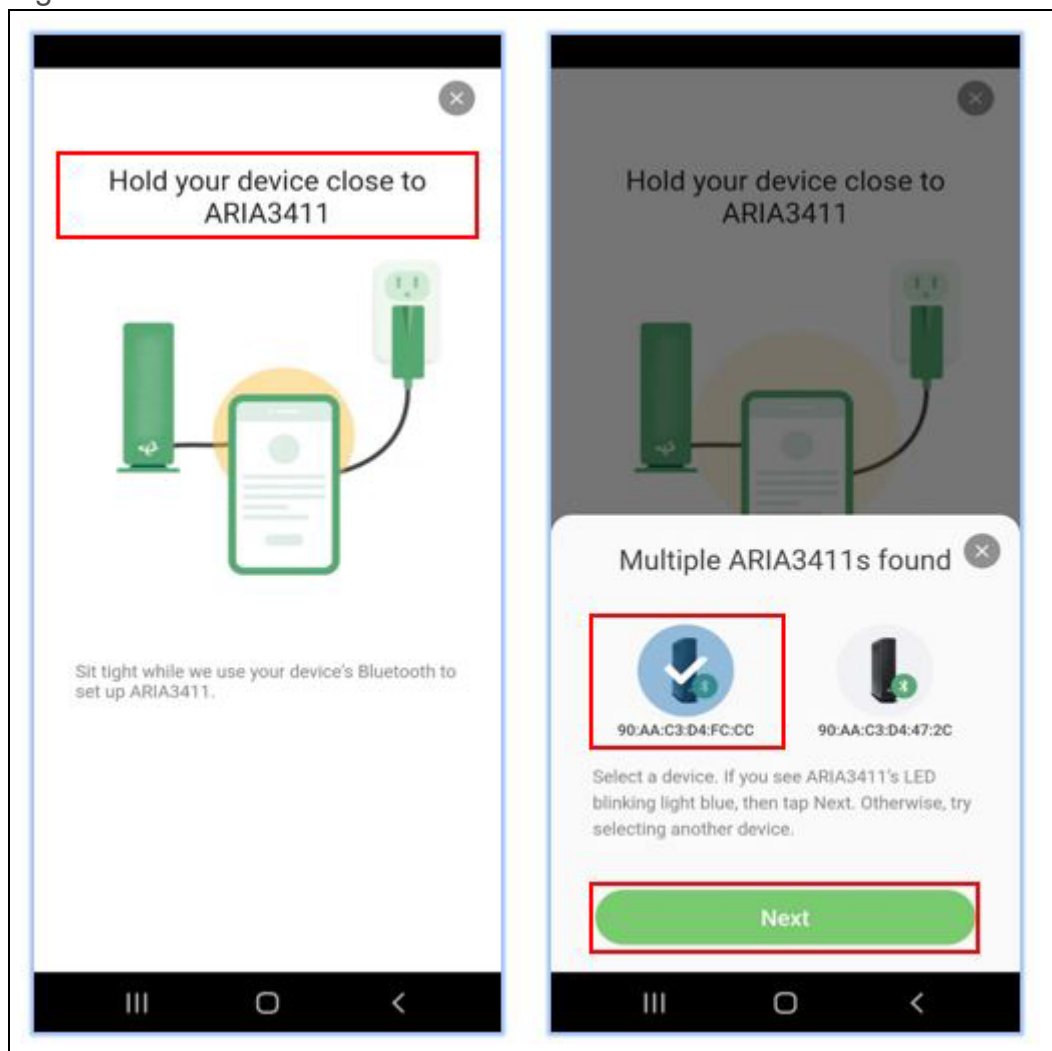
- ▶ If the front light is not blinking white, **unplug** the equipment and **plug back again**. Then wait for **2 minutes** until the light blinking white;
- ▶ If after 2 minutes, the equipment still doesn't blink white, user can try to do a **factory reset** by holding the **Reset pin-hole button** for more than **10 seconds**. Then wait for the light to **blink white**;
- ▶ After this step is completed, click **Ready to be paired**.

Figure 12: New Install-5



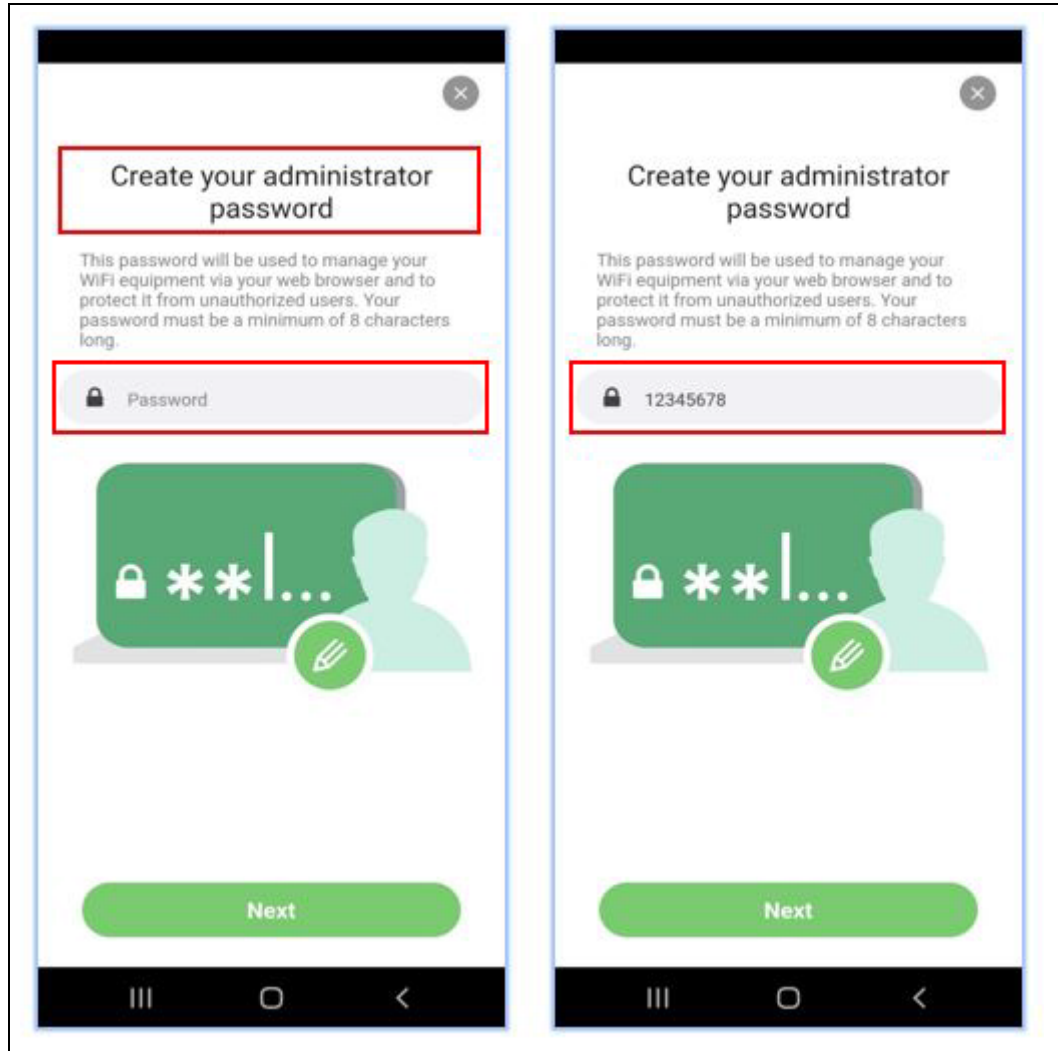
- ▶ User need to **hold the device close to the equipment**;
- ▶ User can enter the equipment name in the search box to find the desired device (Fuzzy search is supported);
- ▶ After equipment nearby is **recognized**, user need to **select** one equipment if there is multiple equipment;
- ▶ If equipment is **not recognized**, check whether it is **powered on and blinking white**, or device is **within 30cm** from equipment;
- ▶ Click **Next** after the equipment light **blinking blue**; otherwise try another one.

Figure 13: New Install-6



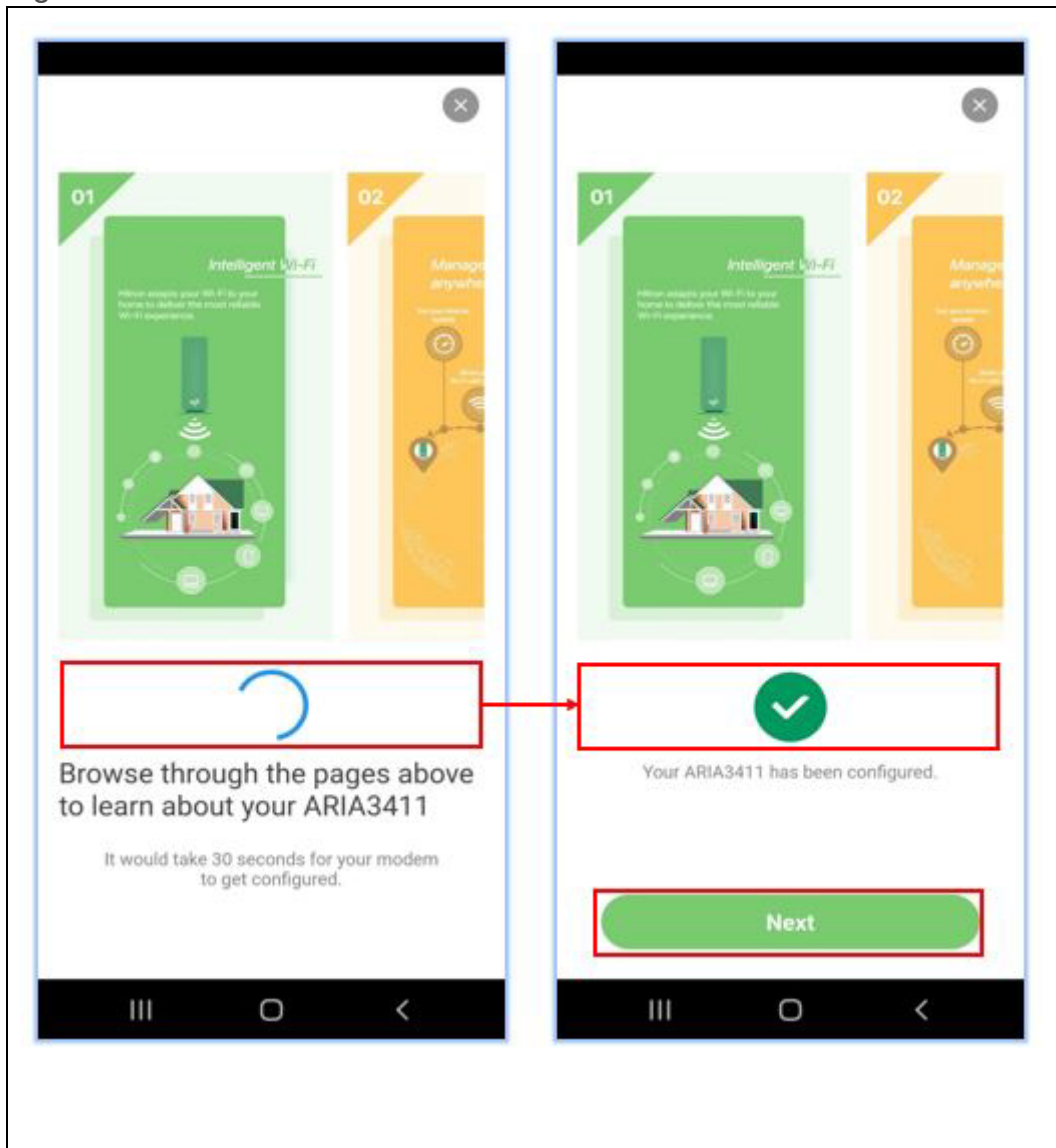
- ▶ User need to **create the administrator password** in the new page;
- ▶ The **password** must be **at least 8 characters**;
- ▶ It will be used to **manage** WiFi equipment via Web browser and **protect** it from unauthorized user.

Figure 14: [New Install-7](#)



- ▶ After click **Next**, the equipment will start to **configure**;
- ▶ It would take **30 seconds** for the modem to get configured;
- ▶ Click **Next** if the device has been configured successfully.

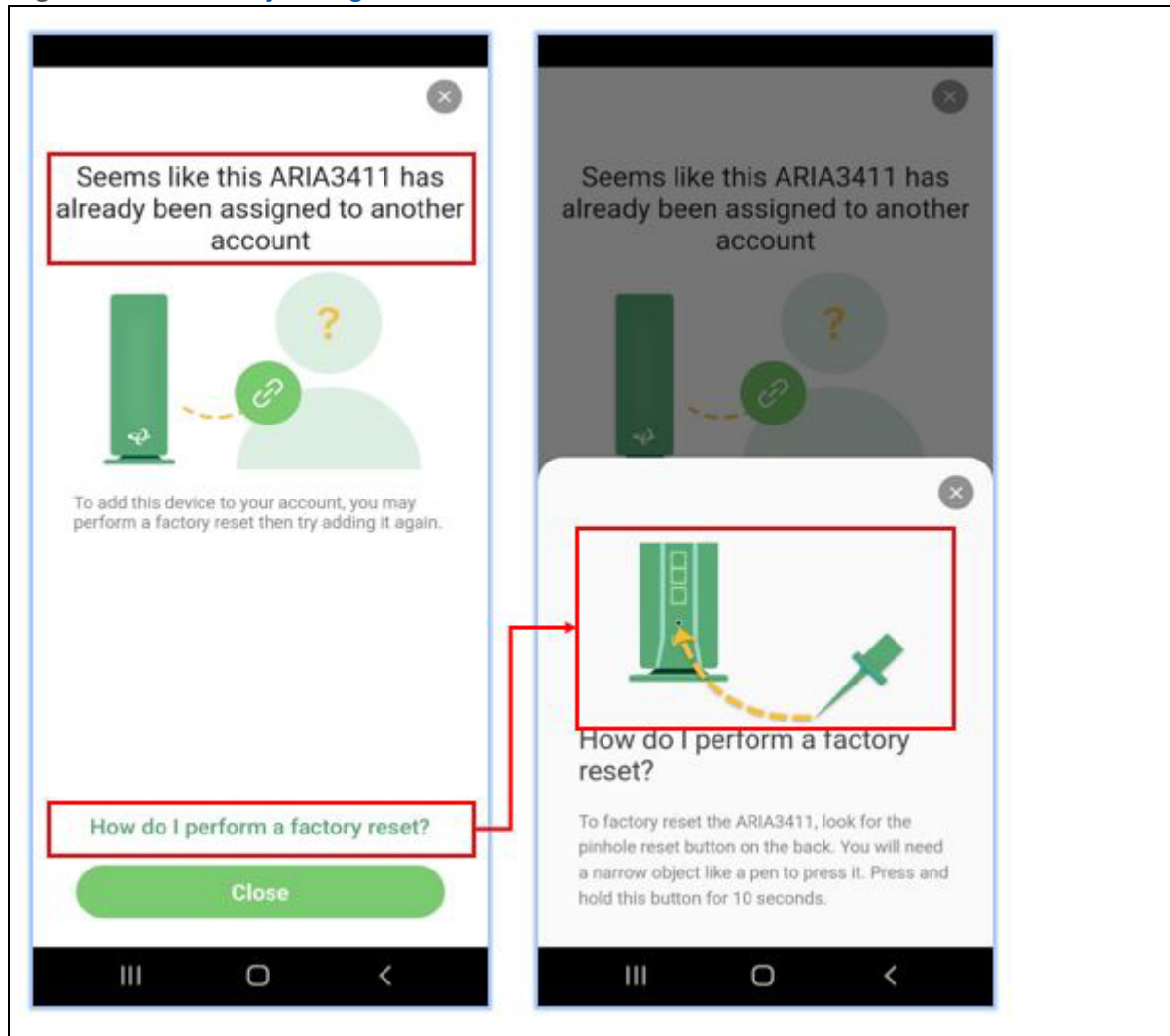
Figure 15: New Install-8



2.3 Already Assigned

- ▶ If the page notice: **Seems like the equipment has already been assigned to another account;**
- ▶ User can perform a **factory reset** to try again, or **unbind** the previously bound device;
- ▶ User can use a **narrow object** to press into the **pinhole** button on the equipment and hold for **10 seconds** to complete factory reset.

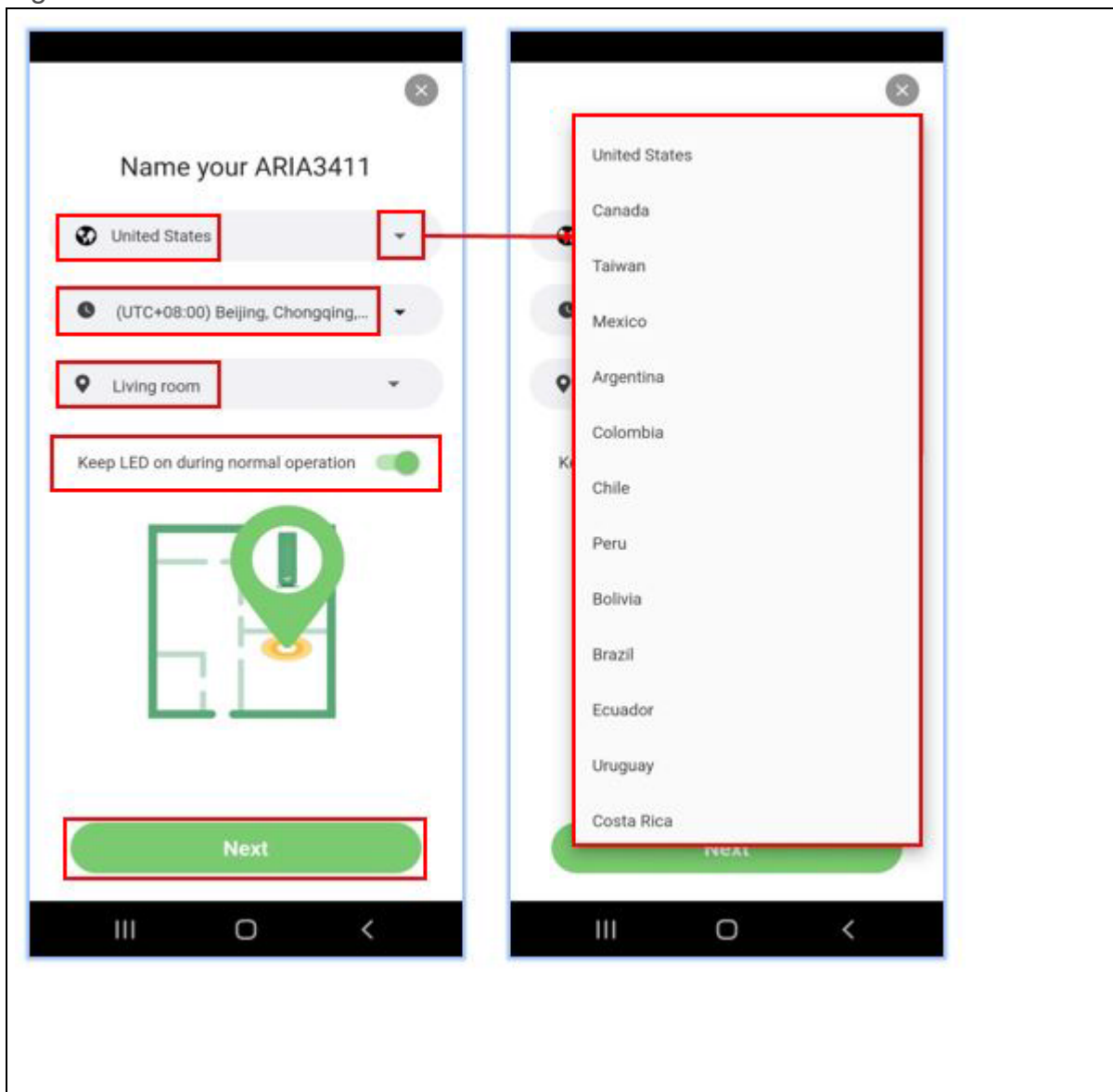
Figure 16: [Already Assigned](#)



2.4 New User

- ▶ User need to select the **country**, **time zone** and **home location** in drop-down box by clicking the ▼ icon;
- ▶ User can select to turn on or turn off the function of **Keep LED on during normal operation**;
- ▶ Click **Next** to go to the next page

Figure 17: New User-1




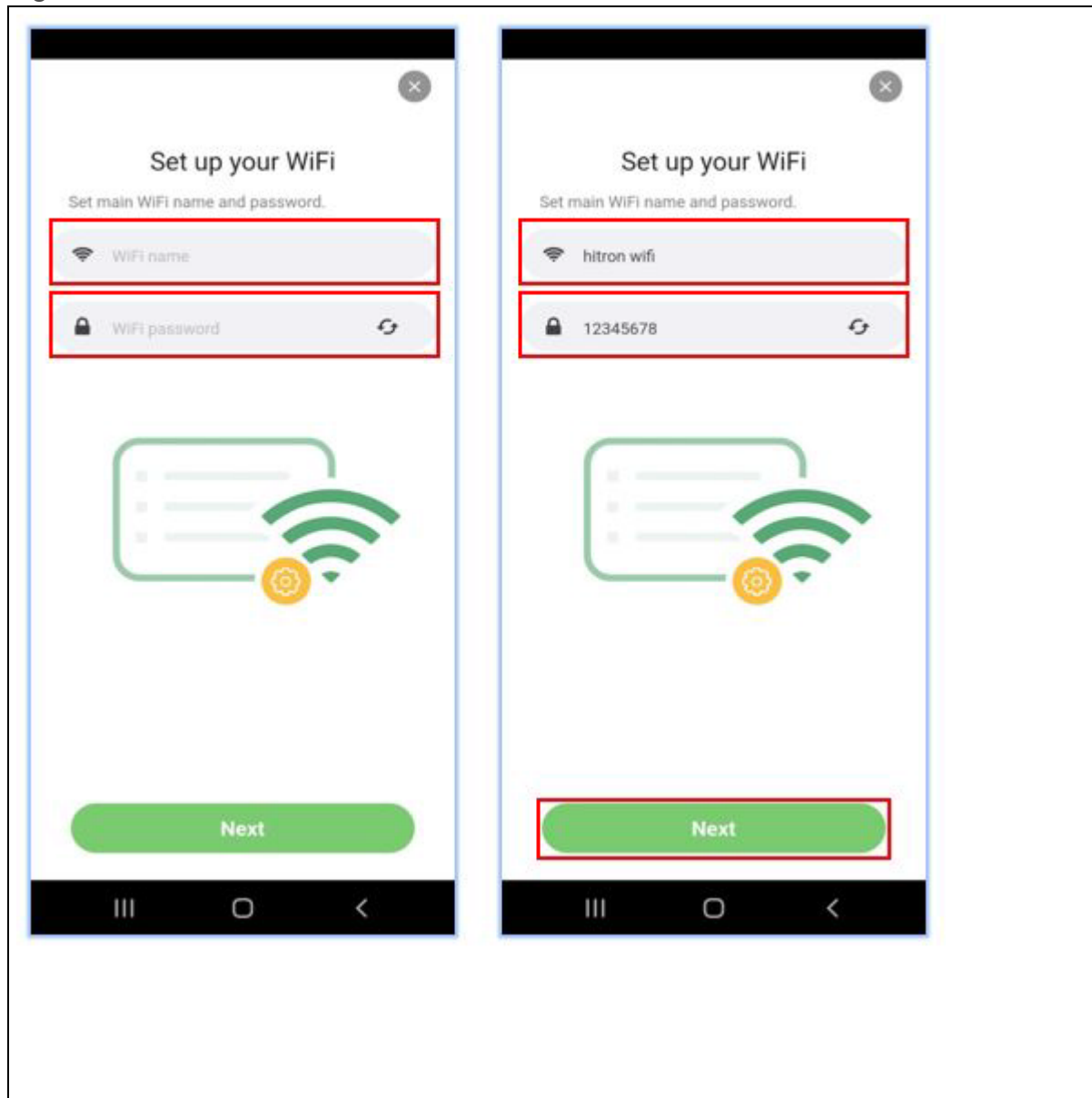
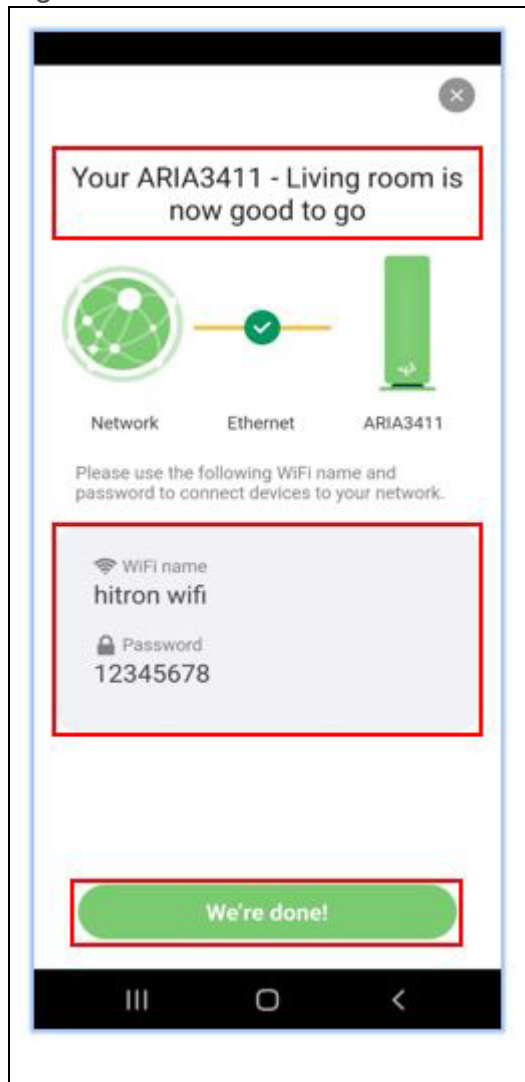
- ▶ User need to enter the **main WiFi name** and **WiFi password** in the box;
- ▶ The SSID does **not allow** start or end with a **space**;
- ▶ Click the  icon, the system will **automatically recommend** a password to the user, and the user can select a password to set in this way;
- ▶ Click **Next** to go to the next page.

Figure 18: [New User-2](#)

- ▶ This page means the network is configured successfully and ready to be connected with;
- ▶ User can use the **WiFi name** and **Password** in the box to **connect** devices to network;
- ▶ Click **We're done** to go to the **Overview** page.

Figure 19: [New User-3](#)



3

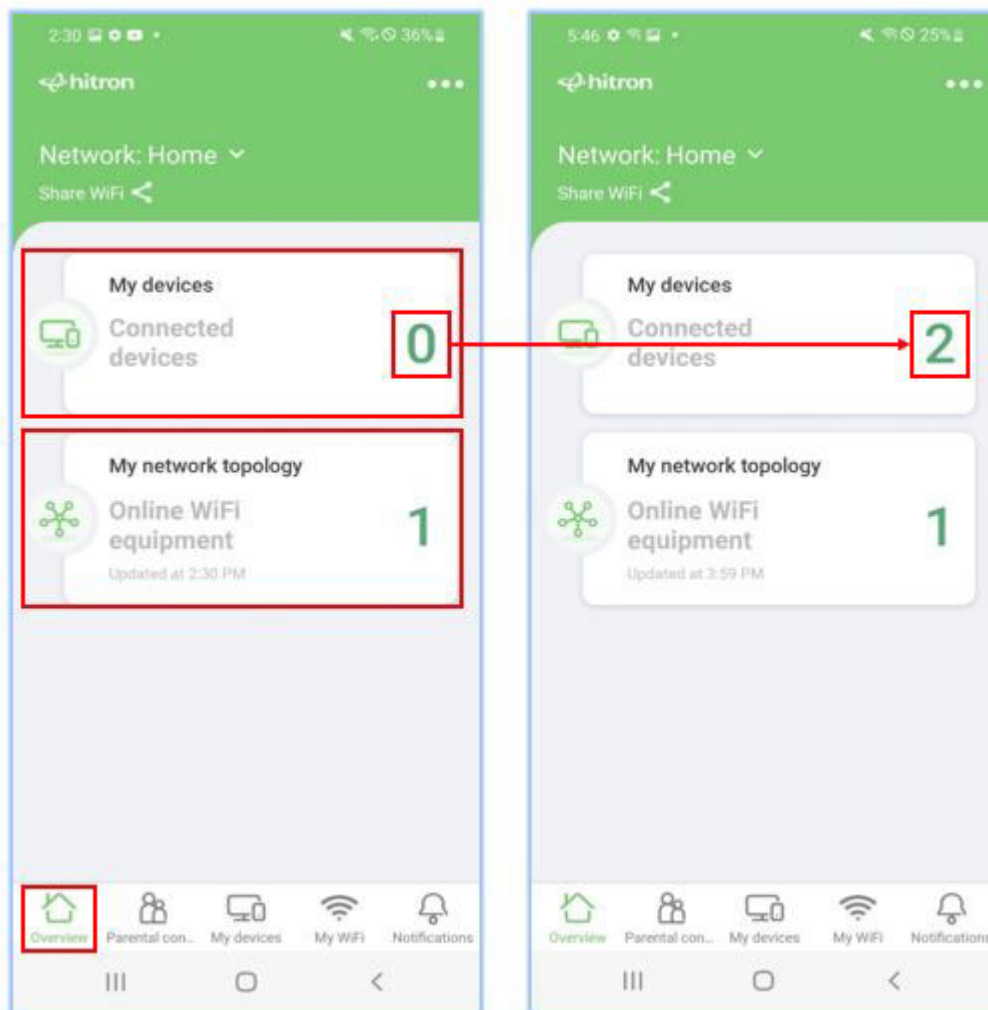
Overview

- ▶ [My Devices and My Network Topology](#) on page 30
- ▶ [My Devices](#) on page 31
- ▶ [My Network Topology](#) on page 32
- ▶ [Switch Network & Share WiFi](#) on page 33
- ▶ [Share WiFi](#) on page 34

3.1 My Devices and My Network Topology

- ▶ User can see **My devices** and **My network topology** in the **Overview** page;
- ▶ After devices are connected to the network successfully, the page will show the **number of Connected device**.

Figure 20: My Devices and My Network Topology



3.2 My Devices


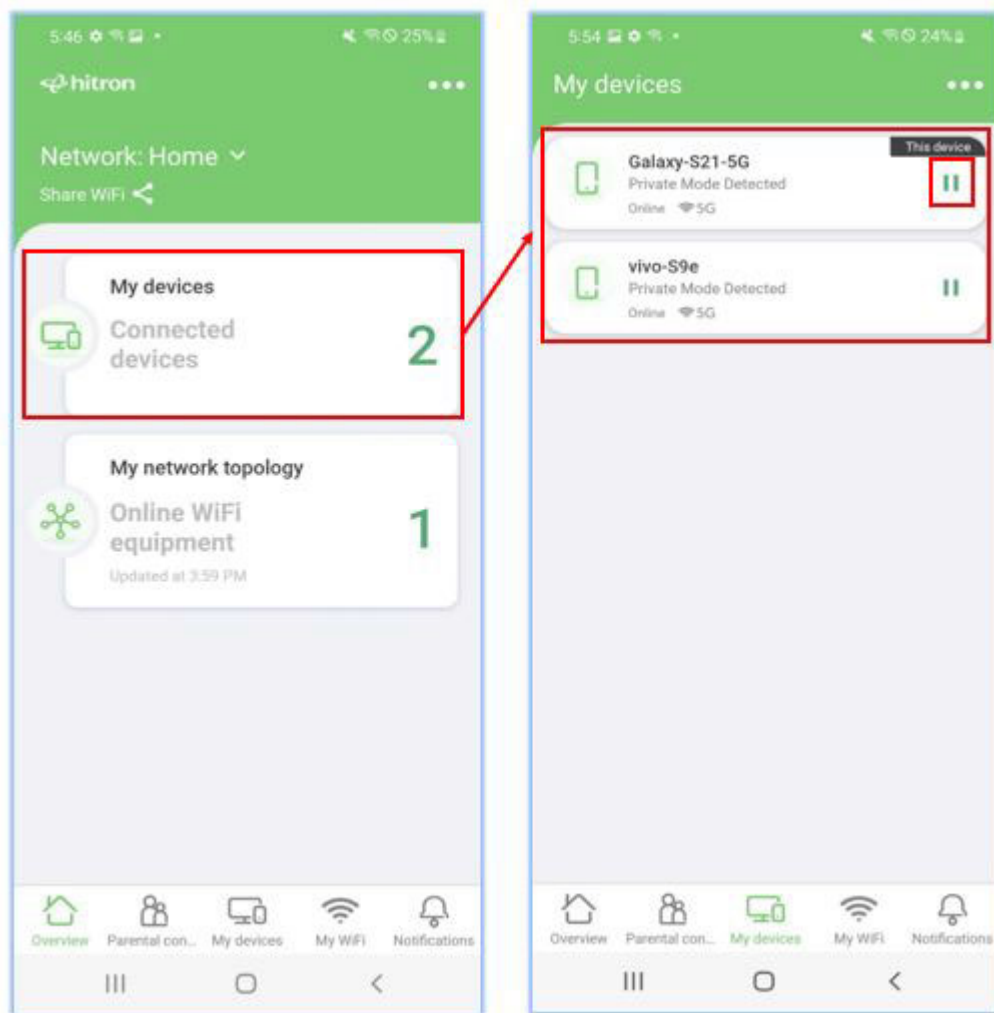
- ▶ Click **My device**, user can check the detailed **device information**;
- ▶ User can check the **device model**, **mode** and **status**;
- ▶ Click the  icon, user can **Pause this device** which will pause the **Internet access** for the device

Figure 21: [My Devices](#)



3.3 My Network Topology


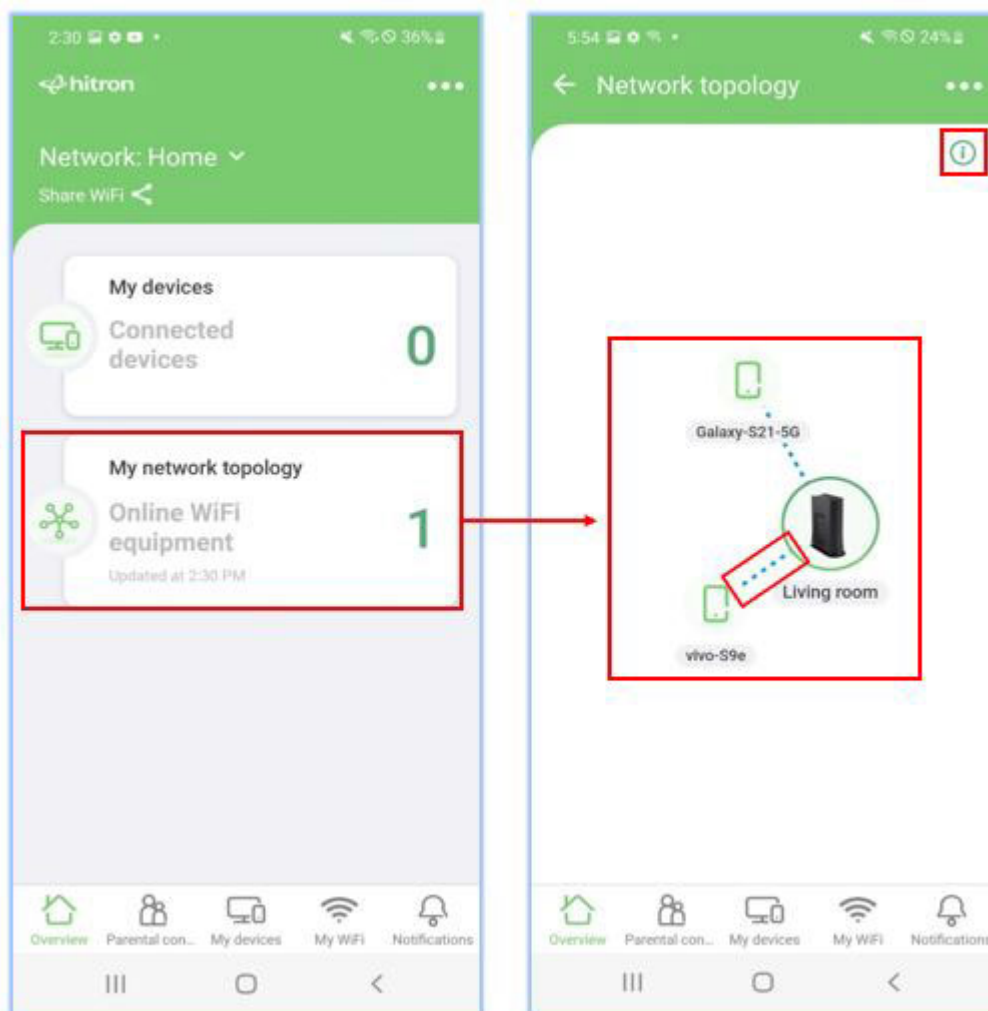
- ▶ Click **My network topology**, user can check the **online WiFi equipment** and **connected devices**;
- ▶ Click the  icon, user can learn the **detailed meaning** of different types of **lines**, for example:
- ▶ The **solid blue line** represents **Ethernet**;
- ▶ The **dashed blue line** represents **High speed WiFi (5G/6G)**;
- ▶ ...

Figure 22: My Devices



3.4 Switch Network & Share WiFi


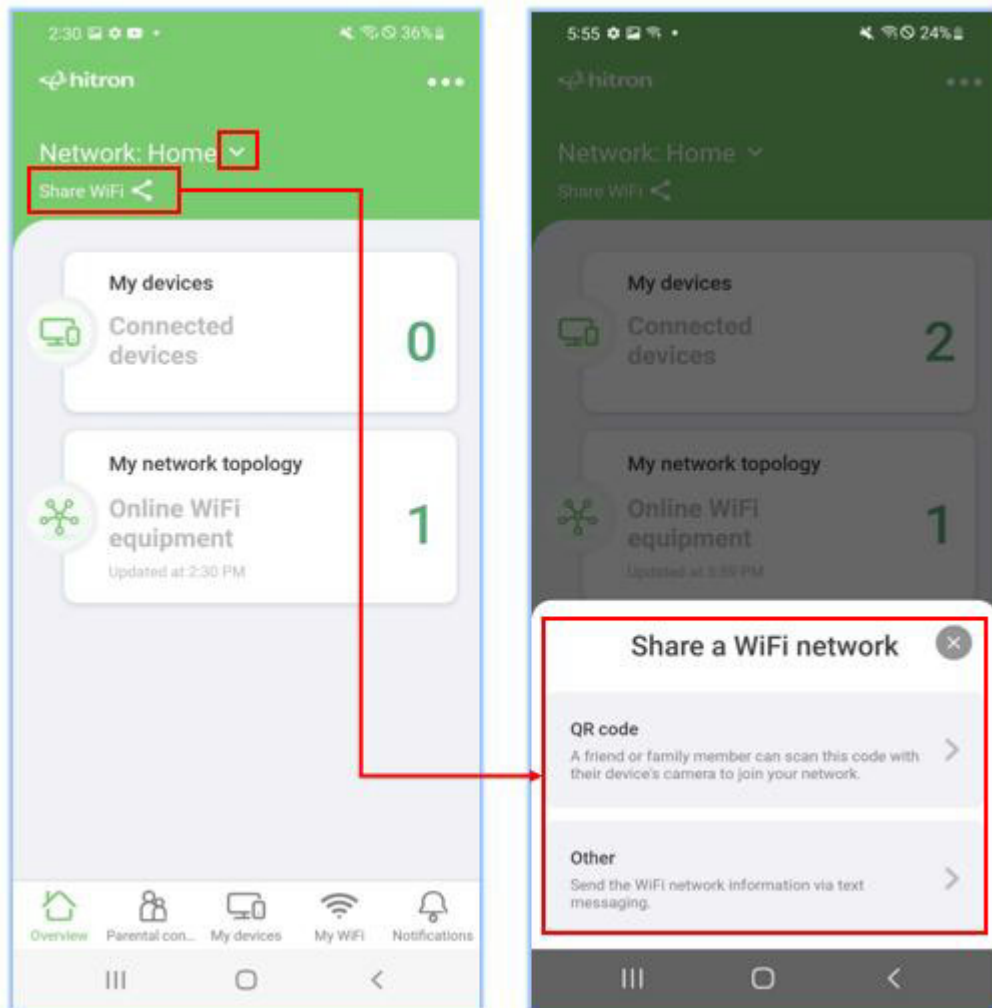
- ▶ If there is several networks, user can click the  icon to **switch network**;
- ▶ Click **Share WiFi**, user can share WiFi network with other people through **QR code**, **text message** or other **applications**.

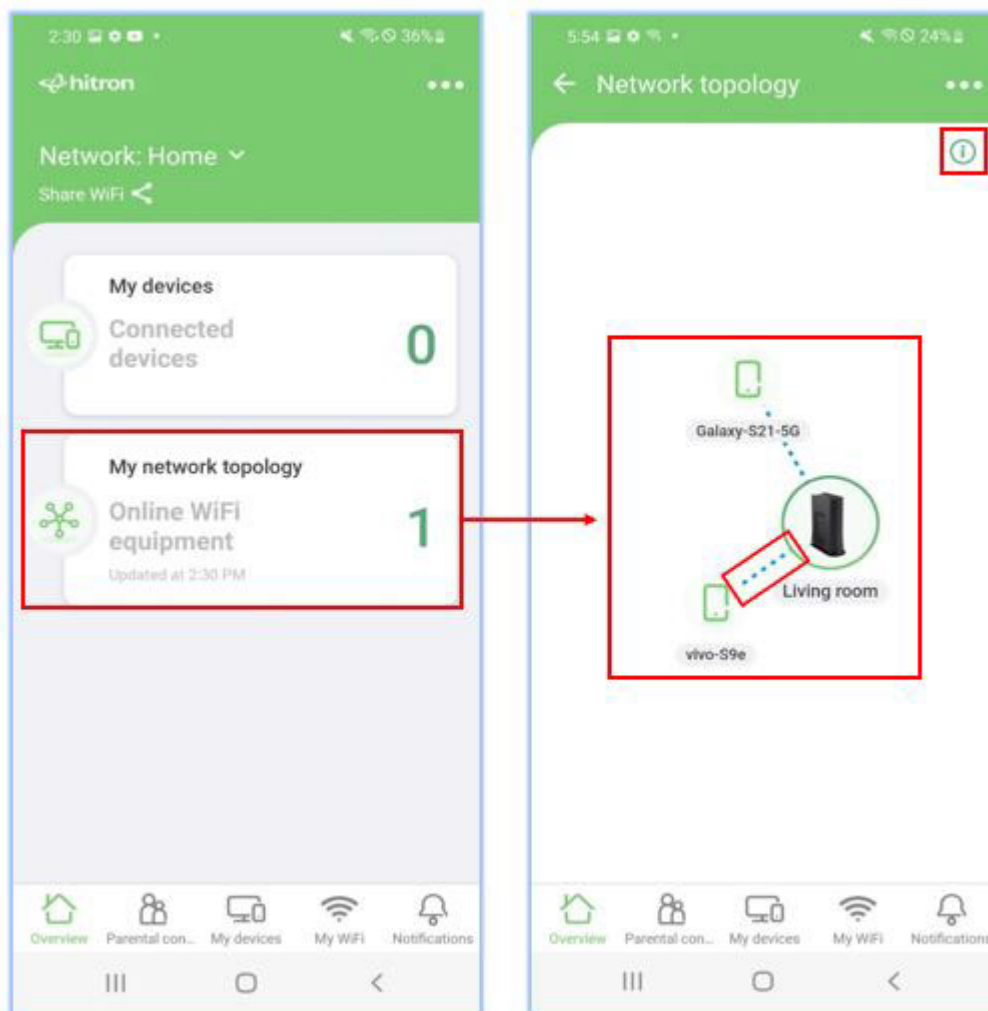
Figure 23: Switch Network & Share WiFi



3.5 Share WiFi

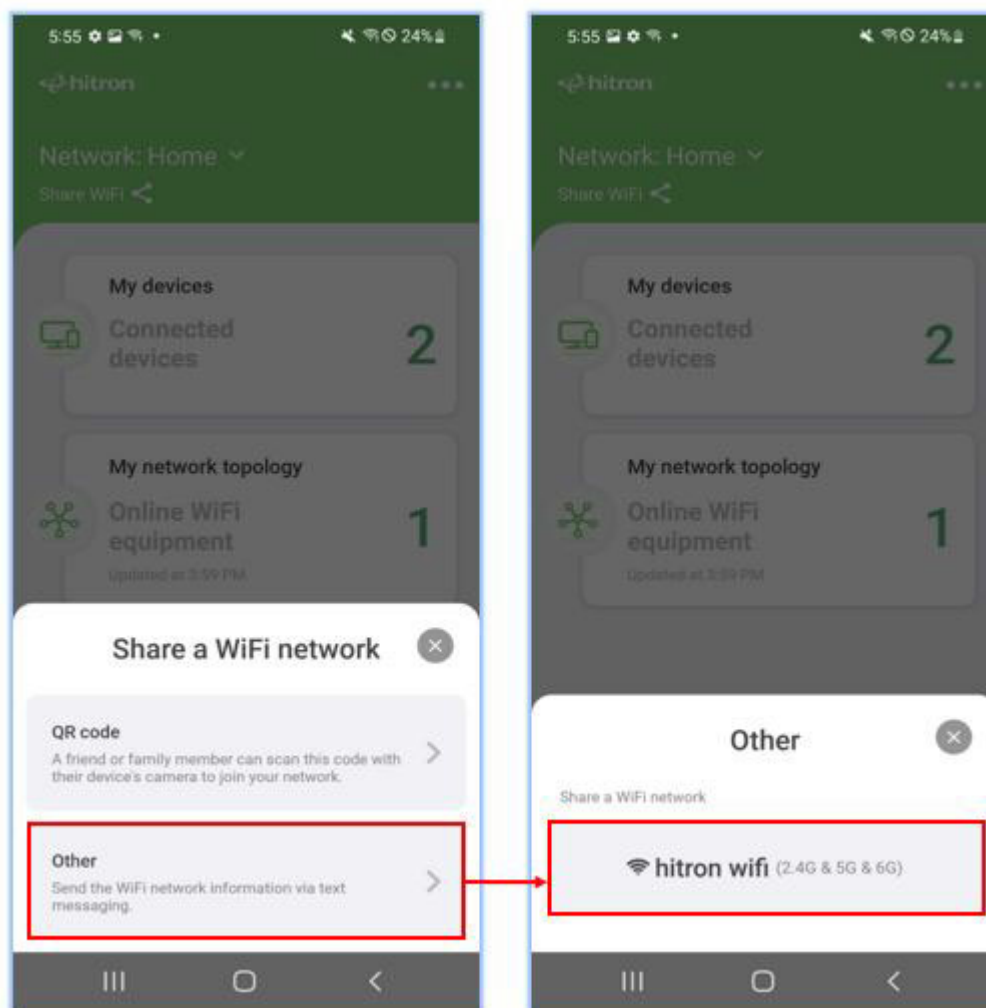
- ▶ Click **QR code**, the page will pop up a QR code image;
- ▶ Other users can **connect** to the network by **scanning the QR code**.

Figure 24: Share WiFi-1



- ▶ Click **Other**, the page will pop up a dialogue box that shows the **WiFi name**;
- ▶ Click on the WiFi name, user can **copy the WiFi name** and **Password** to other people, or **share it through other applications**.

Figure 25: Share WiFi-2



4

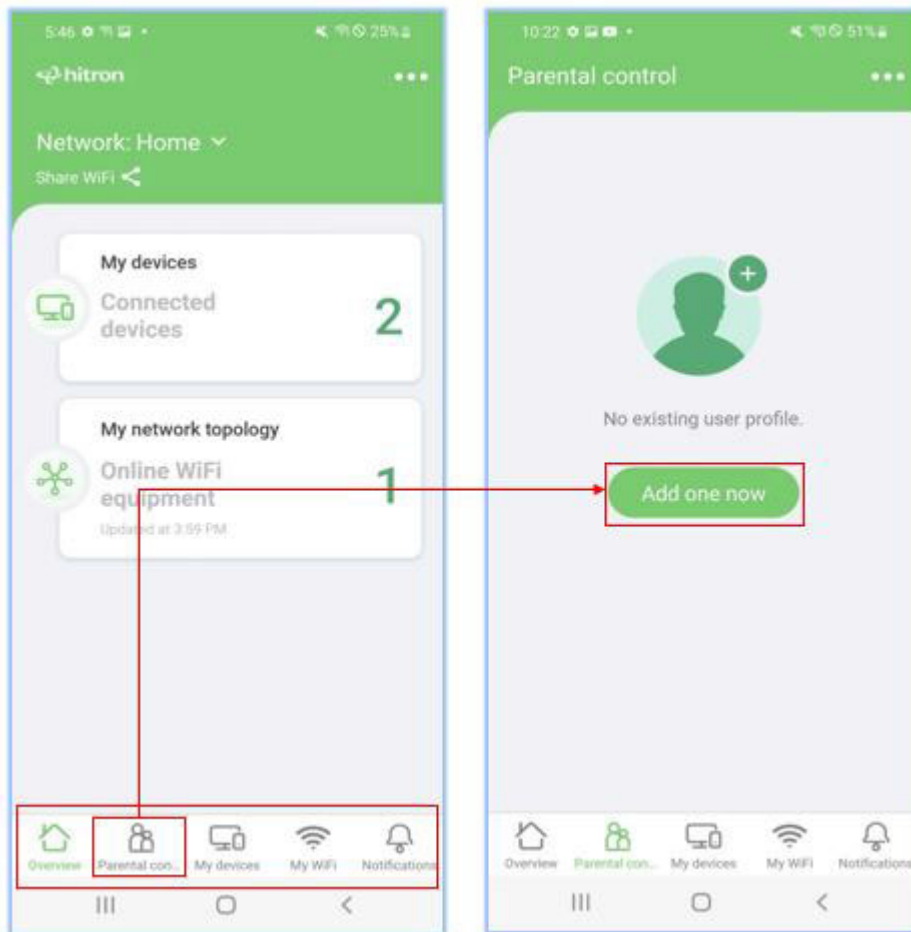
Parental Control

- ▶ [Add New User](#) on page 37
- ▶ [User Information](#) on page 38
- ▶ [Pause Schedule](#) on page 39
- ▶ [Add Device](#) on page 41
- ▶ [Device User Information](#) on page 42
- ▶ [Pause & Resume](#) on page 43
- ▶ [Device Information](#) on page 44

4.1 Add New User

- ▶ There is a **navigation bar** at the bottom of the page;
- ▶ Click **Parental control**, the page will forward to **Parental control** page;
- ▶ **Parental control** allows parents to realize **real-time** and **remote** control to their home network through **mobile APP**;
- ▶ New user can click **Add one now** to create a user profile.

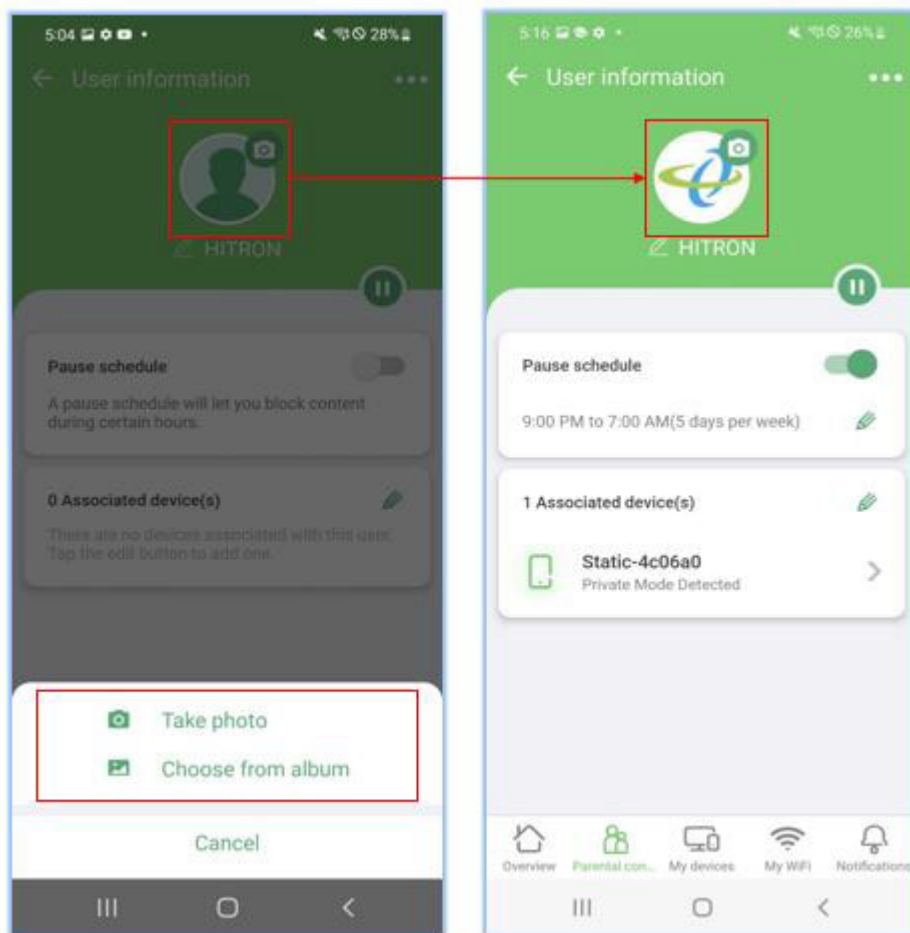
Figure 26: Add New User



4.2 User Information

- ▶ After click Add one now, user will enter the **User information** page;
- ▶ Click on the avatar area, user can **edit the user avatar**;
- ▶ User can select a picture through **Take photo** or **Choose from album**;
- ▶ Click **Save**, and the avatar will be displayed on the page.

Figure 27: User Information



4.3 Pause Schedule


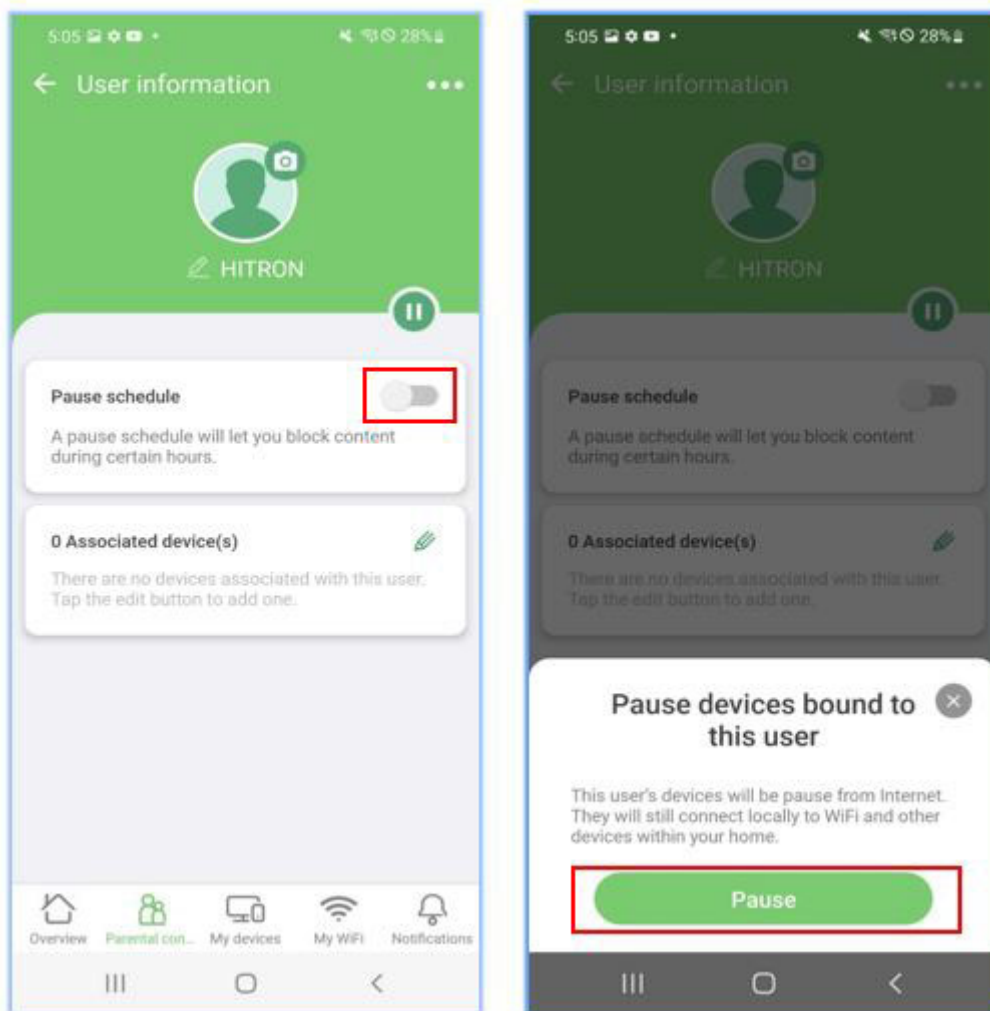
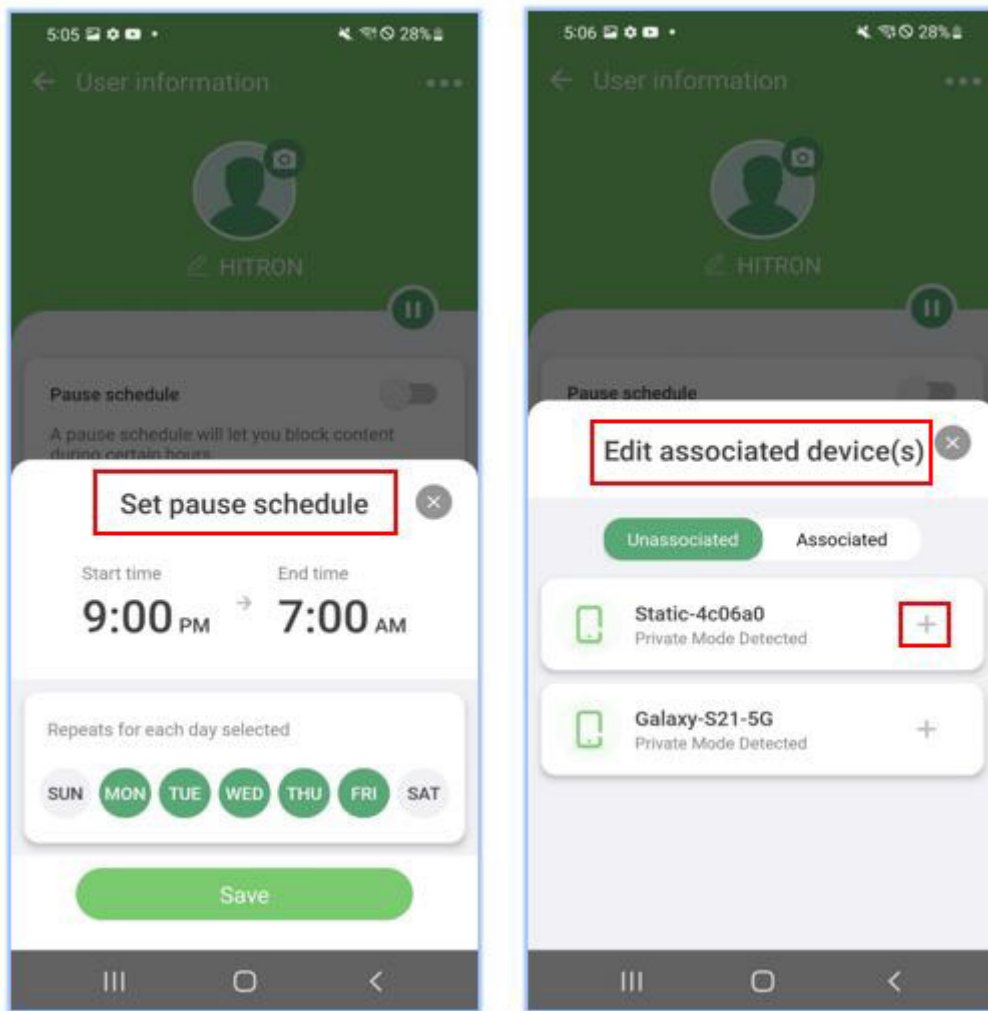
- ▶ Click the  button, user can **pause devices bound to this user**;
- ▶ After click **Pause**, the user device will still connect to the WiFi but it is **blocked from the Internet**;
- ▶ Click **Pause** in the pop-up box to **confirm** the action.

Figure 28: Pause Schedule



- ▶ User can select the **Start time** and **End time** to determine the pause duration;
- ▶ User can **check** any day from **Sunday** to **Saturday** to determine the repeat day;
- ▶ Click **Save**, the page will notice user to **Edit associated device(s)**;
- ▶ User can click the **+** icon to **add** associated device.

Figure 29: Pause Schedule-2



4.4 Add Device


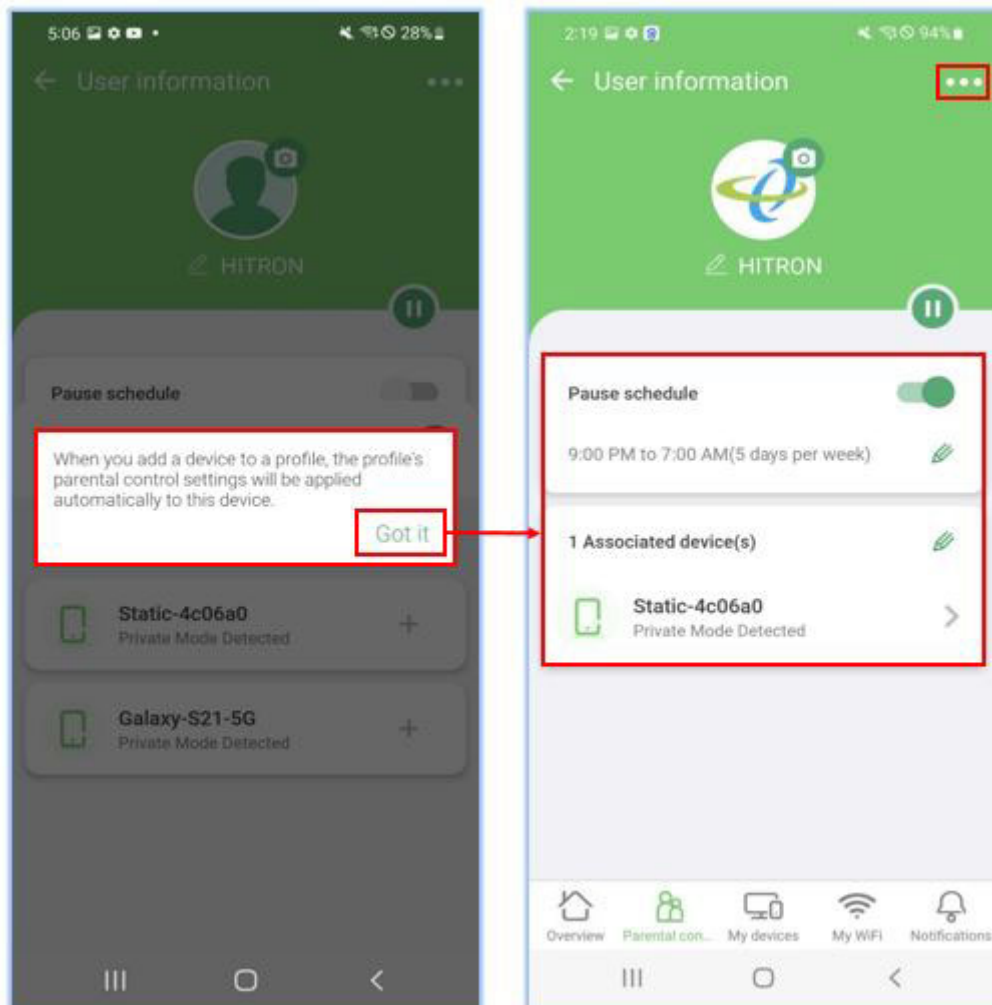
- ▶ The page will pop up a dialogue box to **notice** user that the parental control settings will be applied to the associated device;
- ▶ Click **Got it**, and refresh the page;
- ▶ User can see the **detailed pause schedule** and **associated device** in the page;
- ▶ Click the  icon, user can click **Delete** button to delete the user profile.

Figure 30: Add Device



4.5 Device User Information



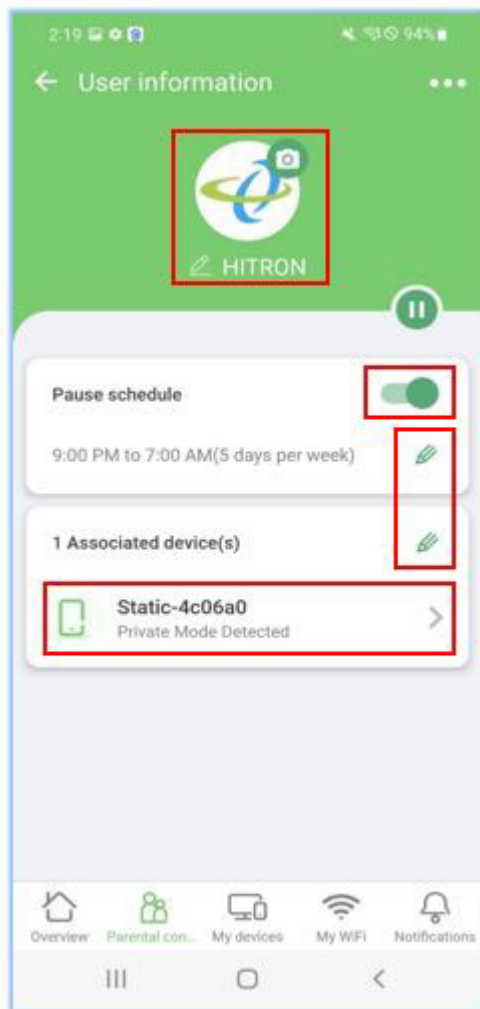
- ▶ User can **edit** the **user avatar** and **name** by clicking on the corresponding area;
- ▶ Click the  button, user can **suspend** the **Pause Schedule**;
- ▶ Click the  icon, user can **edit** the **Pause schedule** and **associated device** separately;
- ▶ Click on the associated device, the page will jump to **Device information** page ([Device Information](#) on page 44).

Figure 31: Device User Information



4.6 Pause & Resume



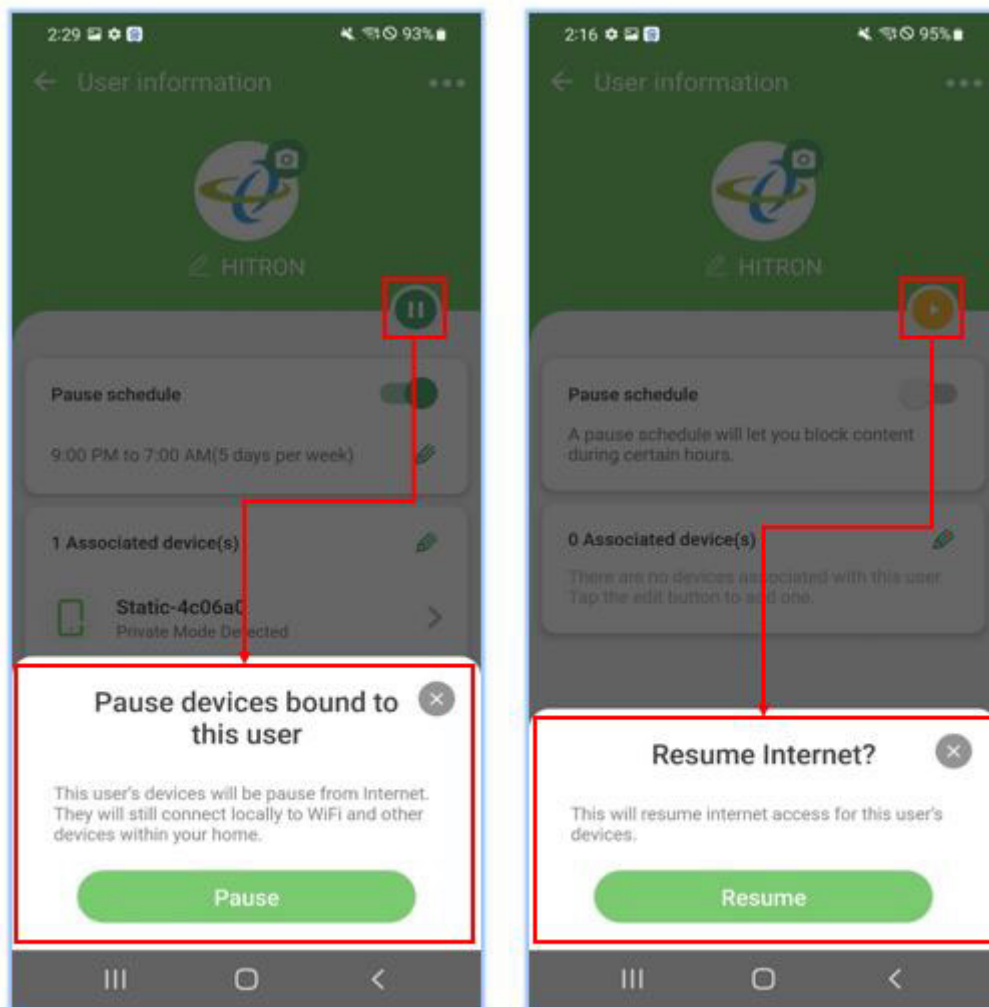
- ▶ Click the  icon, user can **Pause devices** bound to this user;
- ▶ Click the  icon, user can **Resume Internet access** for the device.

Figure 32: Pause & Resume



4.7 Device Information


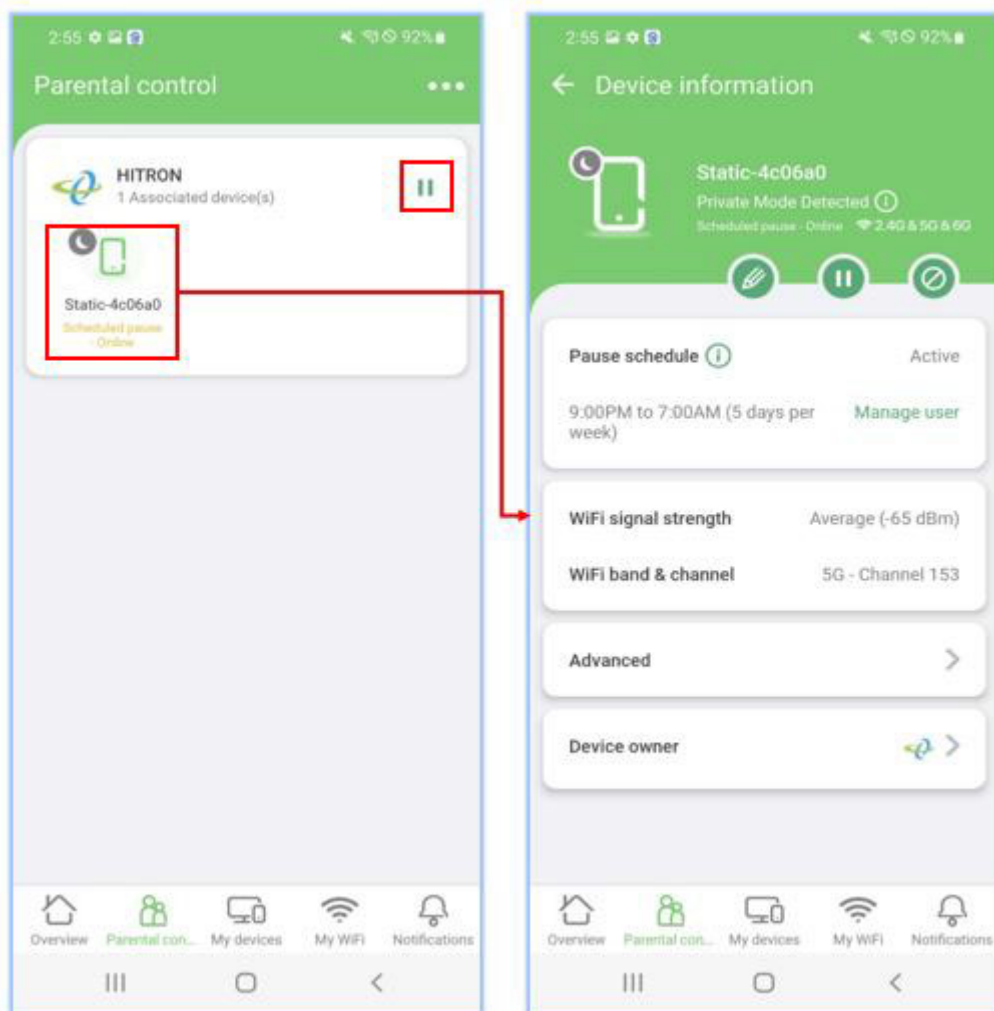
- ▶ After the device is bound, user can see the associated device in the **Parental control** page;
- ▶ Click on the device, user can enter the **Device information** page;
- ▶ Click the  icon, user can **pause** devices bound to the user.

Figure 33: Device information



5

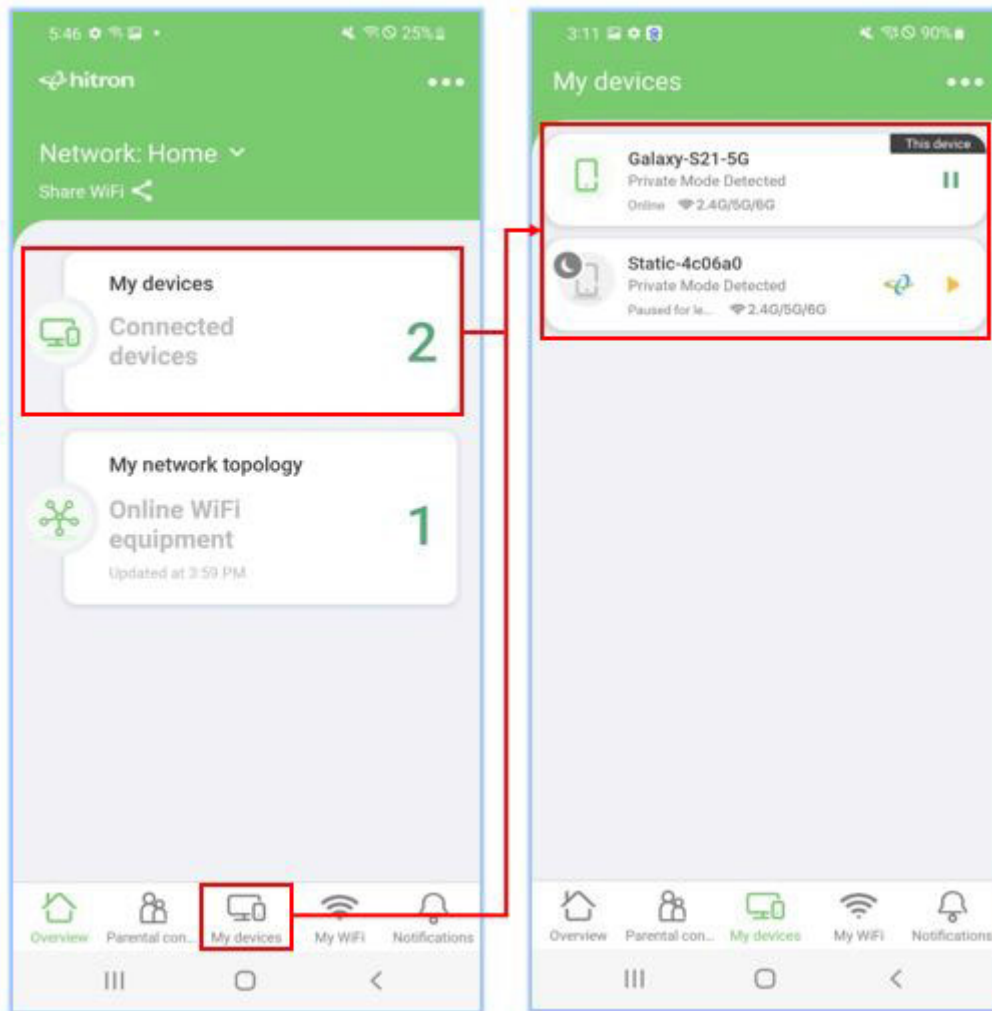
My Devices

- ▶ [My Devices](#) on page 46
- ▶ [Pause & Resume](#) on page 47
- ▶ [Device Information](#) on page 48
- ▶ [New User](#) on page 51

5.1 My Devices

- ▶ Click **My devices**, user can check devices connected to the network.

Figure 34: My Devices



5.2 Pause & Resume



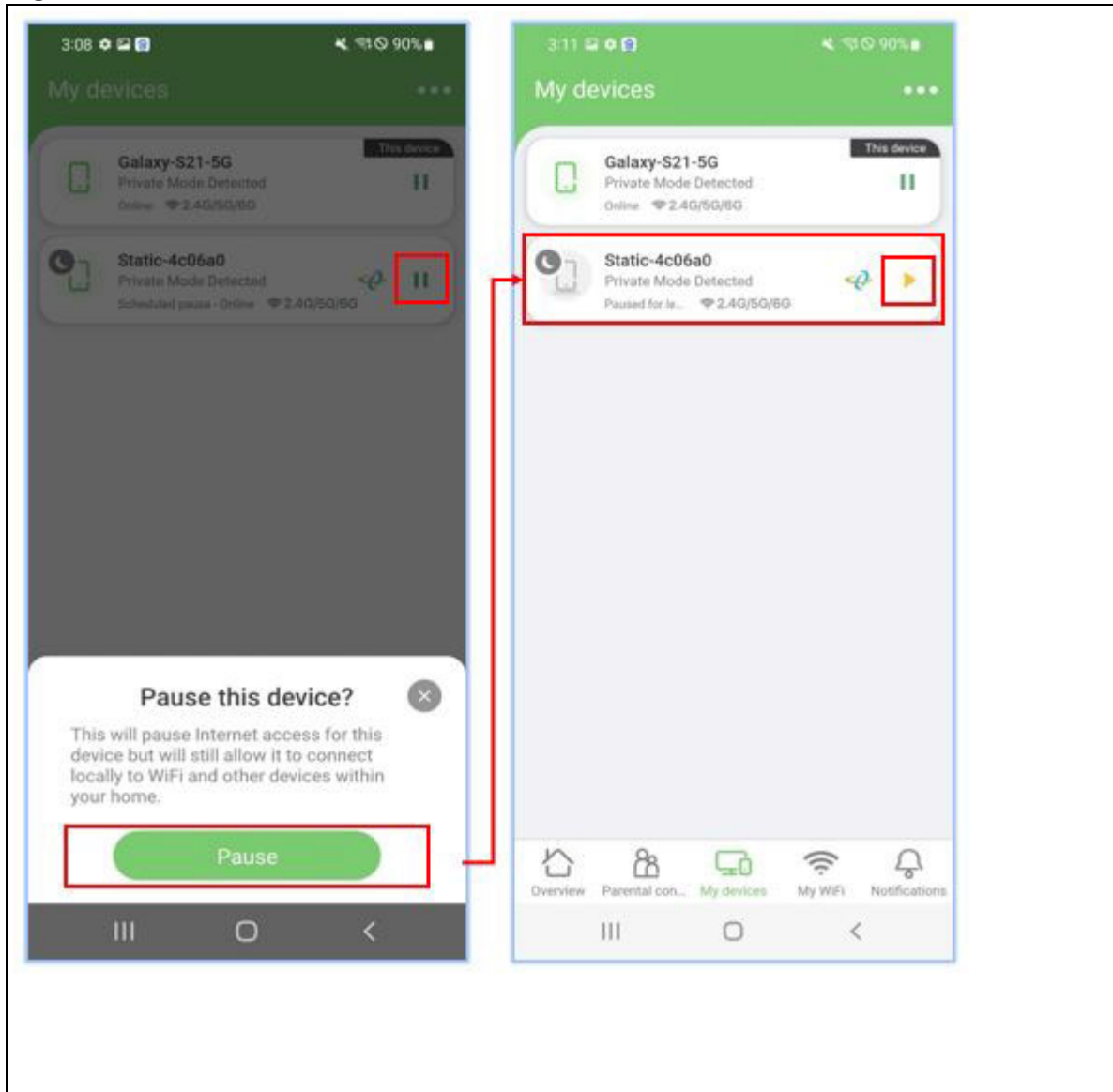
- ▶ Click the  icon, user can **Pause Internet Access** for the device;
- ▶ Click the  icon, user can **Resume Internet Access** for the device.

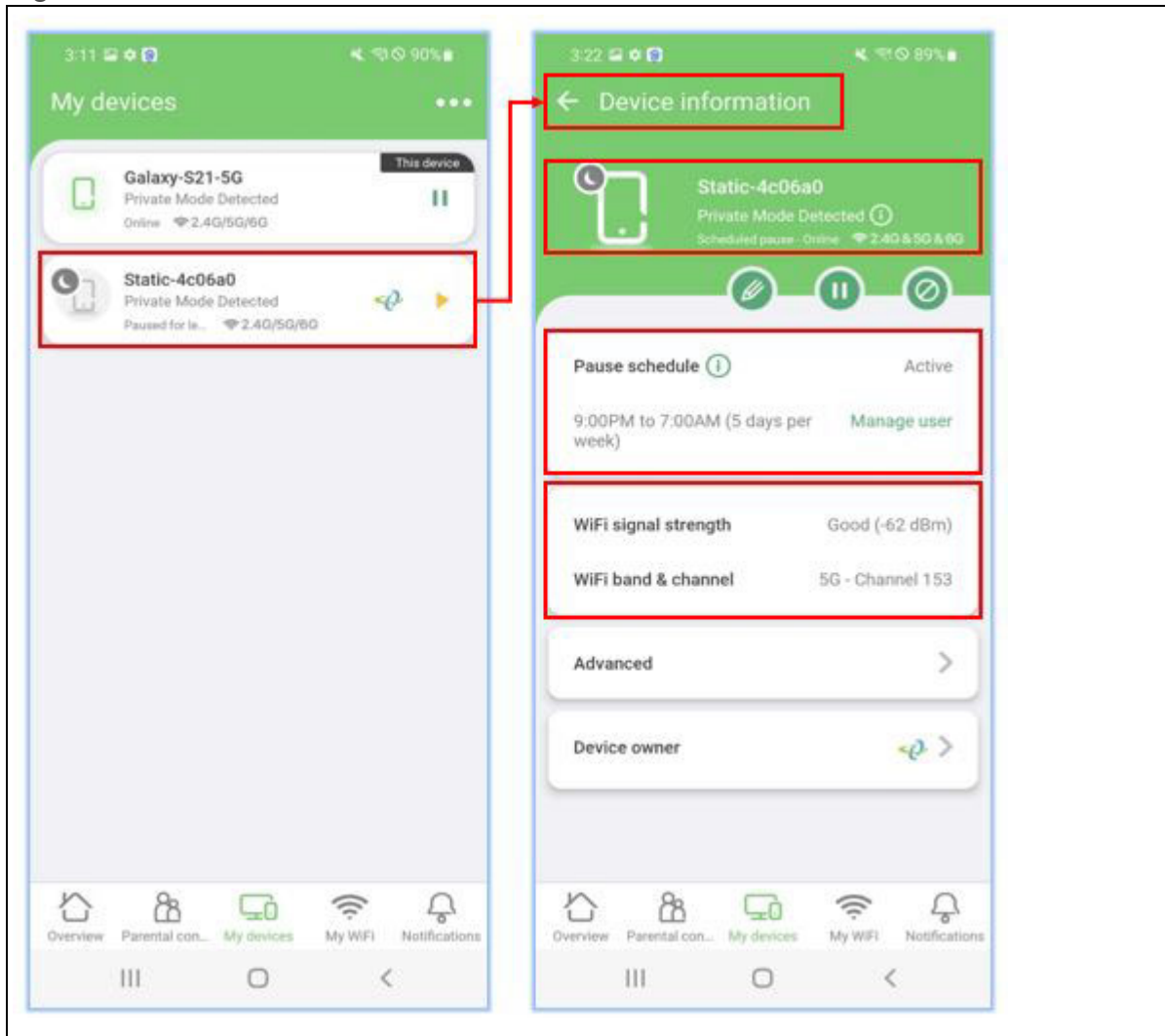
Figure 35: Pause & Resume



5.3 Device Information

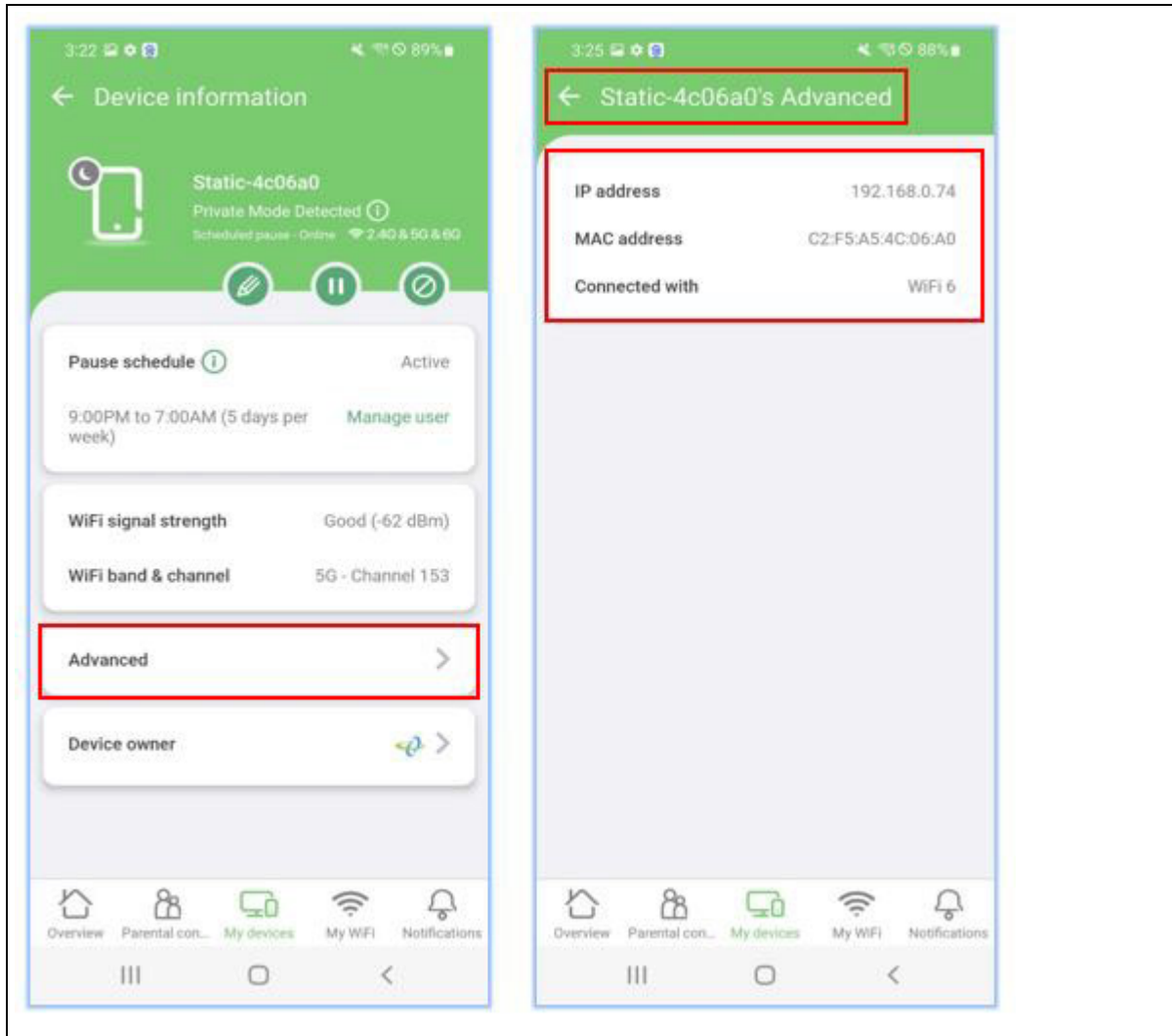
- ▶ Click on the device, the page will jump to **Device information** page;
- ▶ User can check the **device information**, **Pause schedule settings**, **WiFi signal strength** and **WiFi band & channel** in this page.

Figure 36: Device Information-1



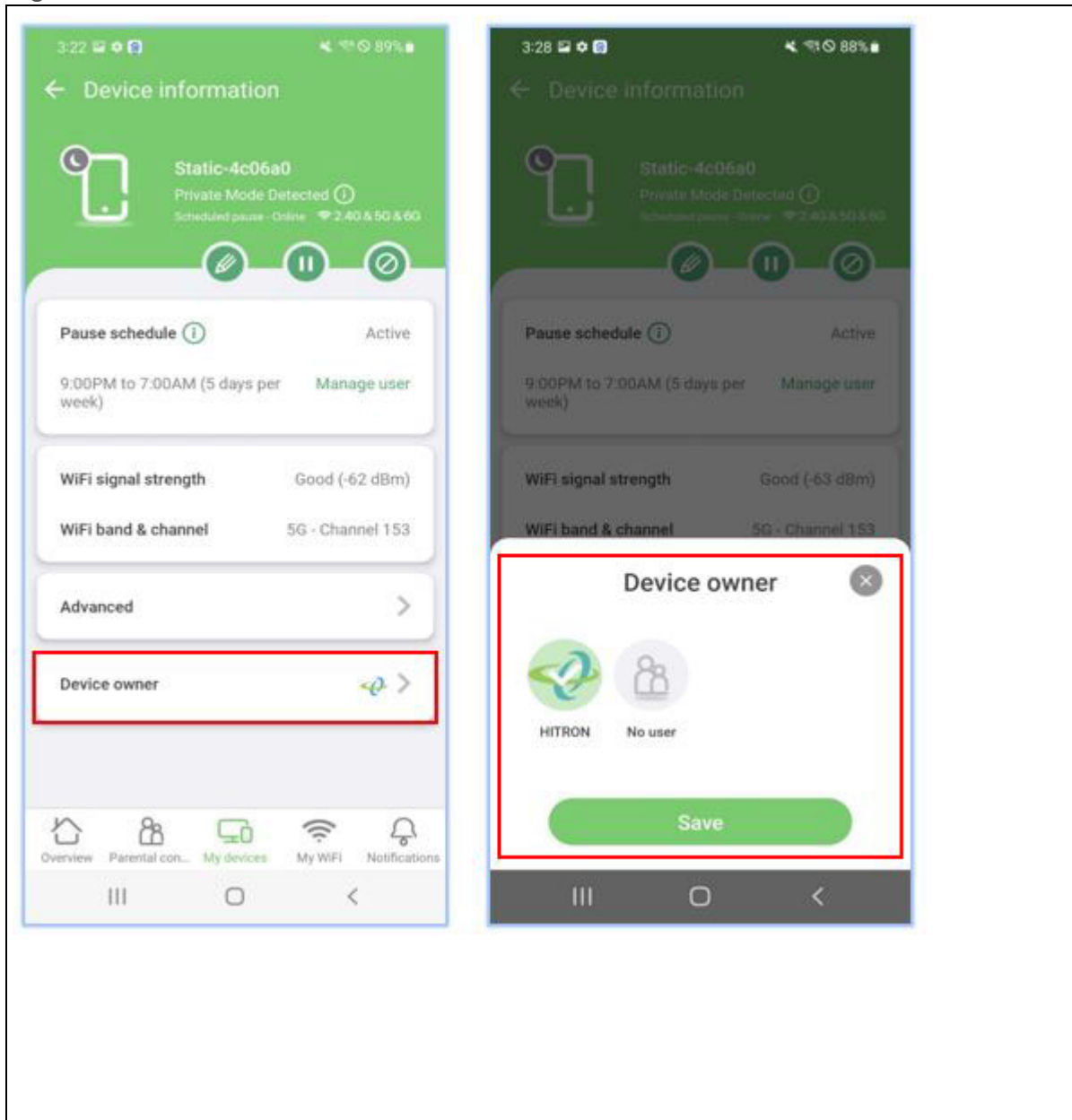
- ▶ Click **Advanced**, user can check the data of **IP address**, **MAC address** and **Connected WiFi**.

Figure 37: Device Information-2



- ▶ Click **Device owner**, user can **check** and **change** the device owner;
- ▶ Click **Save**, the modification will take effect..

Figure 38: Device Information-3



5.4 New User




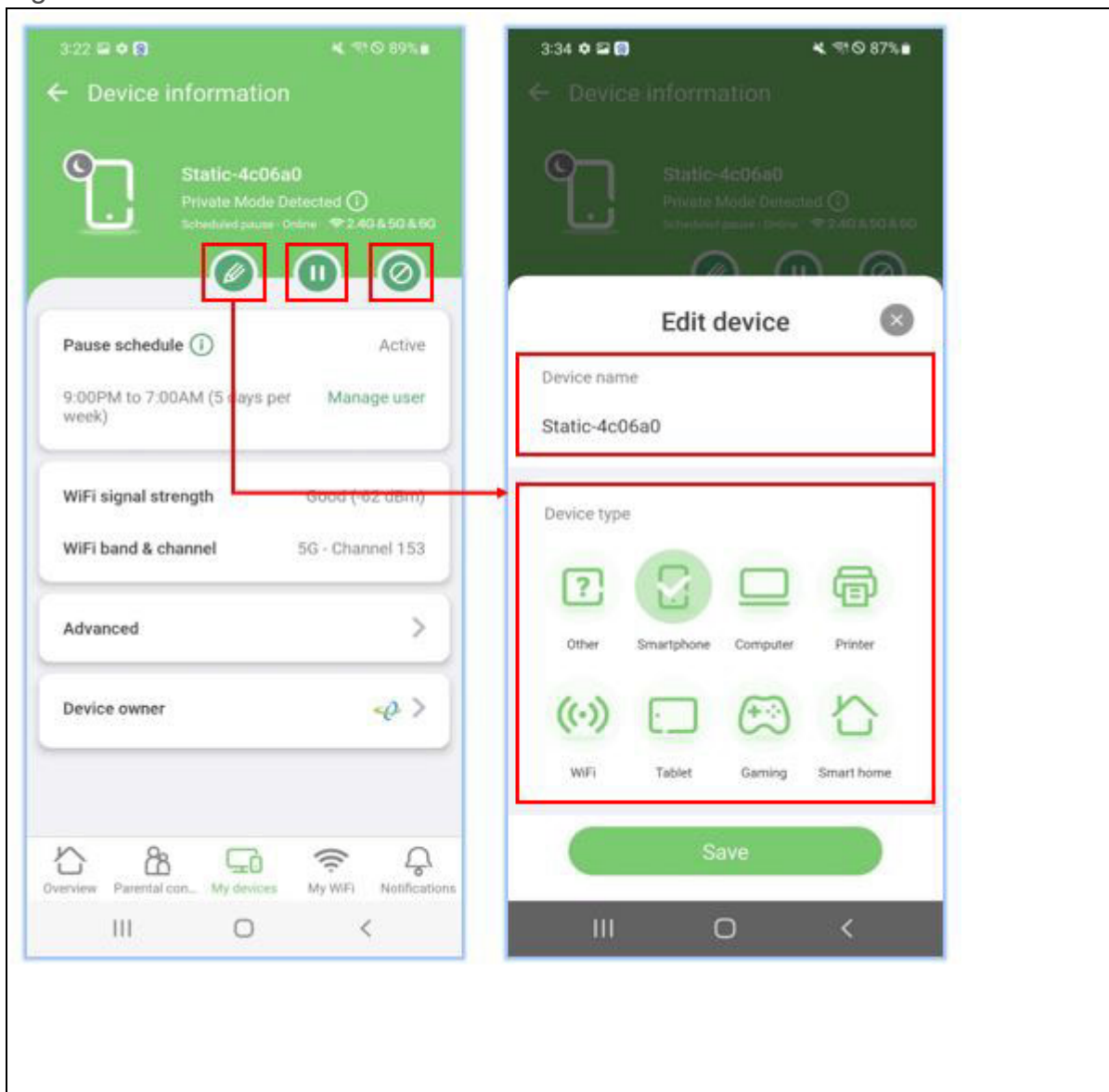
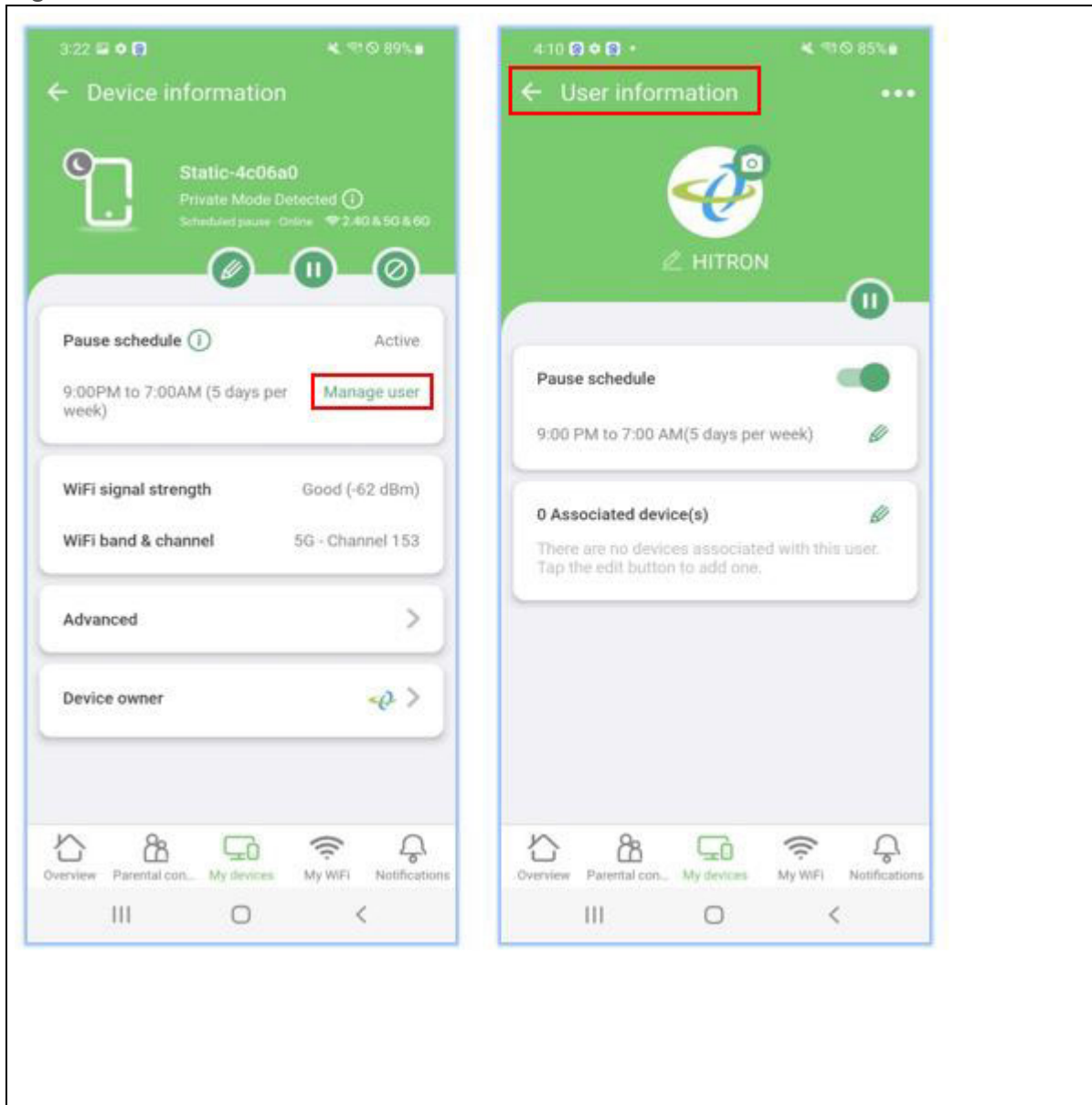
- ▶ Click the  icon, user can **edit** the **Device name** and **Device type** in this page;
- ▶ Click the  icon, user can **pause Internet access** for the device;
- ▶ Click the  icon, user can **block** both **Internet access** and **WiFi connection** of the device.

Figure 39: New User-1



- ▶ Click **Manager user**, the page will jump to the User information page;
- ▶ User can **pause schedule**, **edit schedule** and **associated device** in this page.

Figure 40: New User-2



6

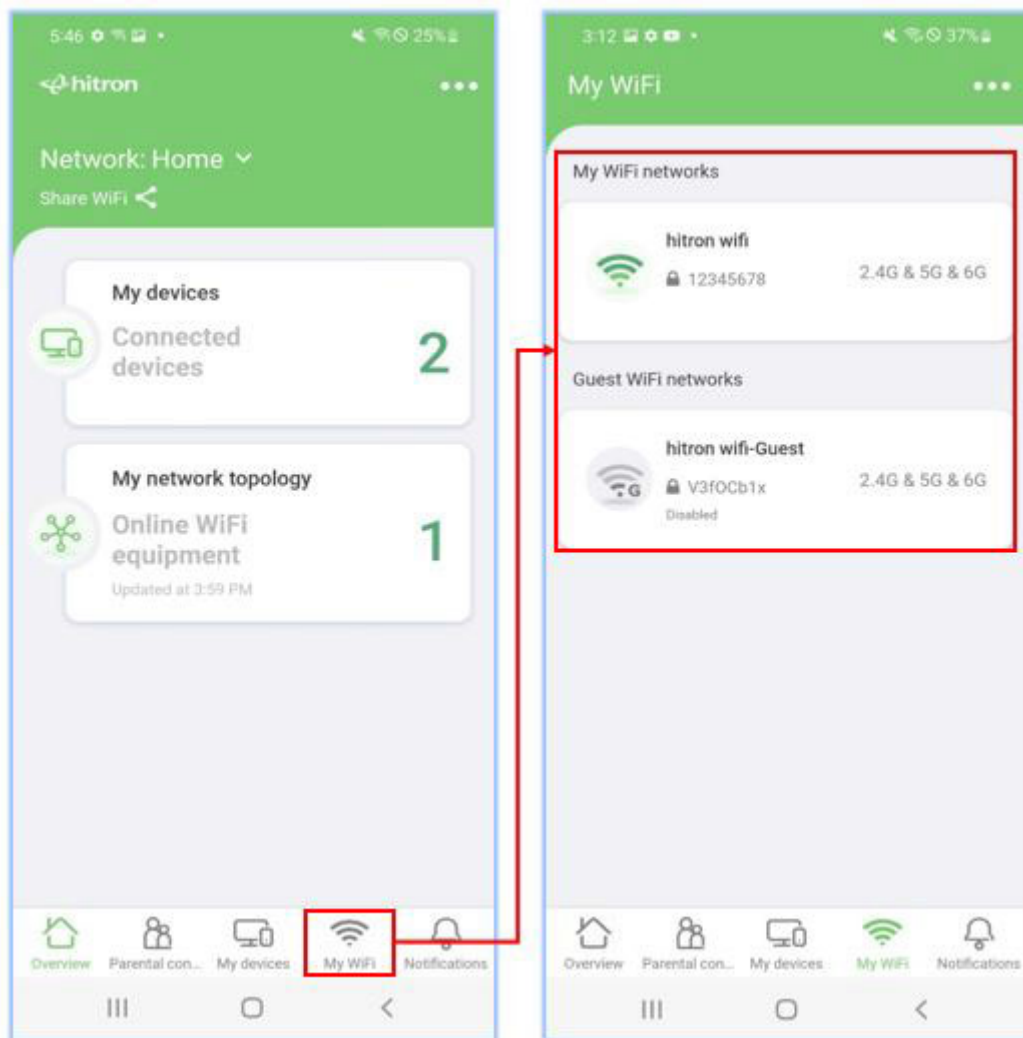
My WiFi

- ▶ [My WiFi](#) on page [54](#)
- ▶ [WiFi Details](#) on page [55](#)

6.1 My WiFi

- ▶ Click **My WiFi**, the page will forward to My WiFi page;
- ▶ User can see **My WiFi networks** and **Guest WiFi networks**.

Figure 41: My WiFi



6.2 WiFi Details



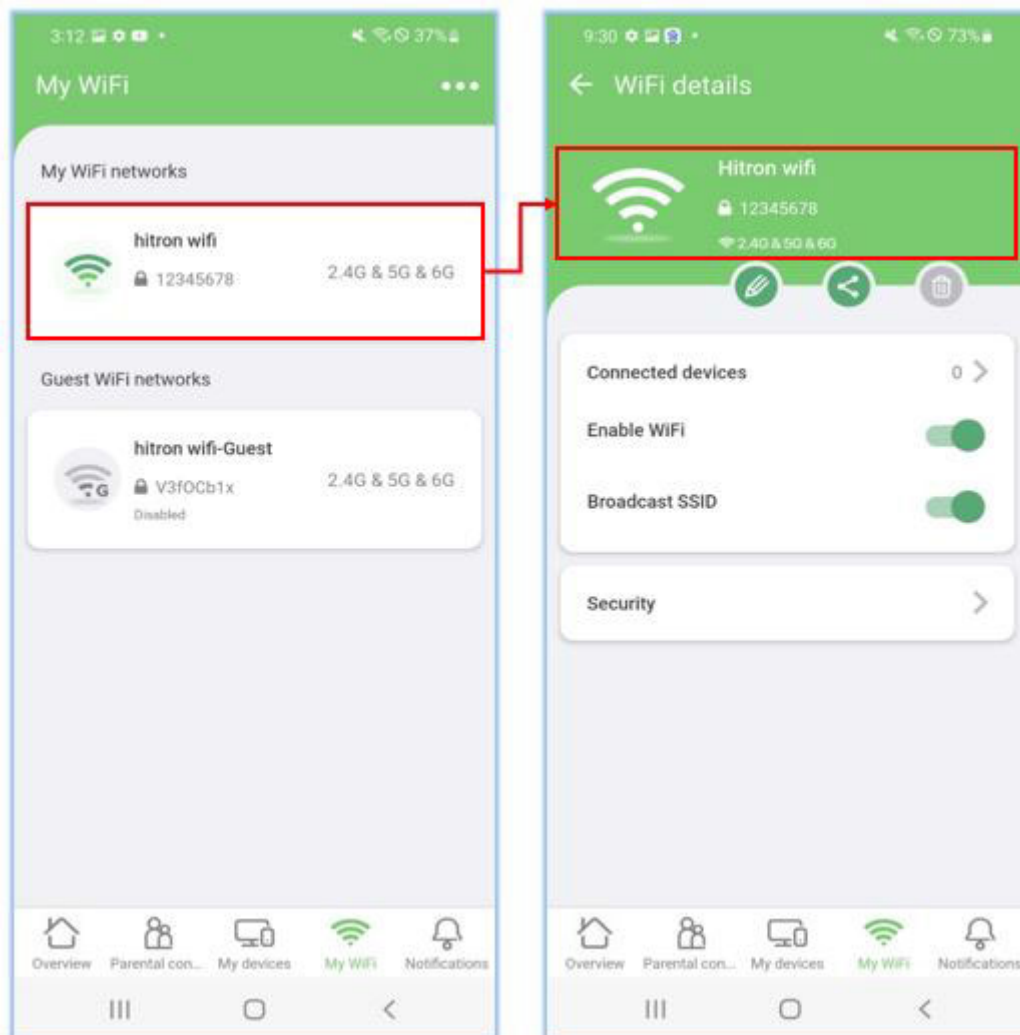
- ▶ User can select **My WiFi networks** to check the WiFi details;
- ▶ Click the  icon, user can **edit** WiFi including the **WiFi network name (SSID)** and **WiFi password**;
- ▶ Click the  icon, user can **share** WiFi network with others through **QR code** or **text message**.

Figure 42: WiFi Details-1




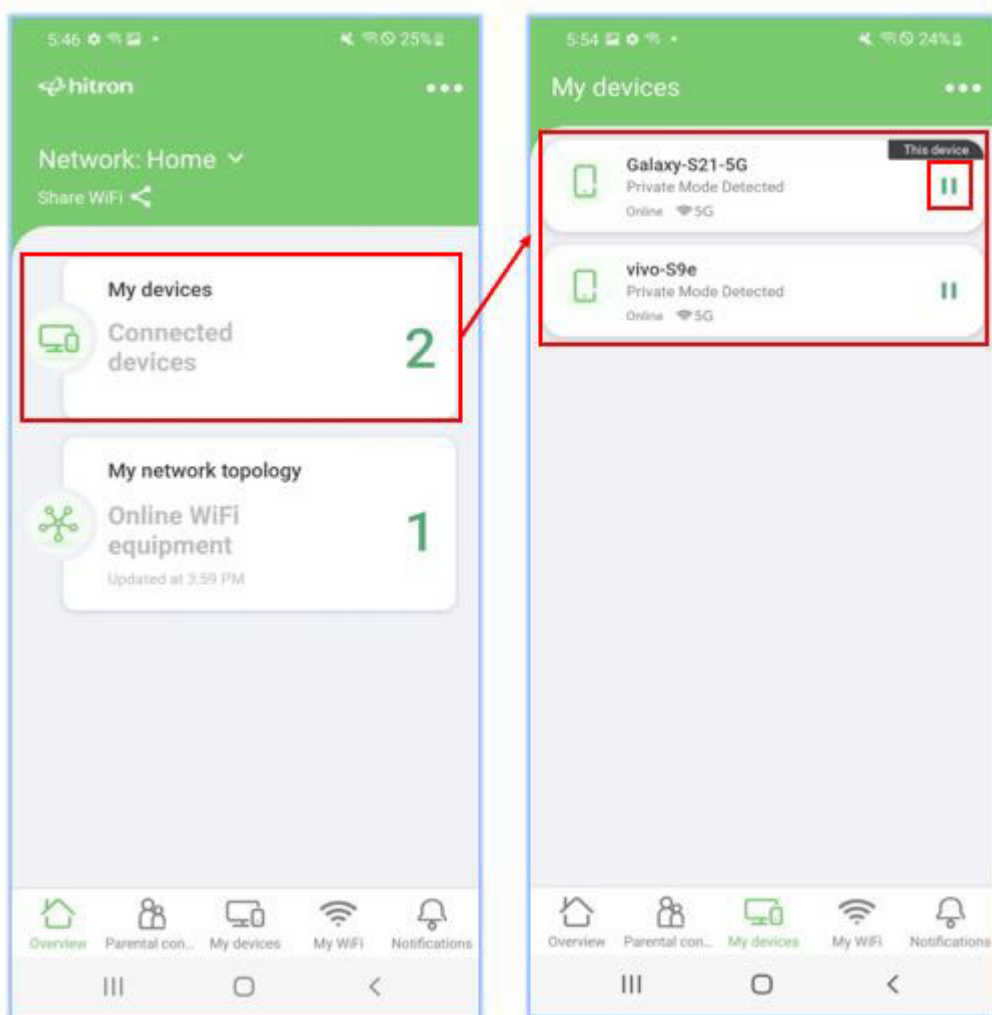
- ▶ Click **Connected devices**, user can check devices that have connected to the network;
- ▶ User can **turn on** or **turn off** **Enable WiFi** and **Broadcast SSID** by clicking the  button;
- ▶ Click **Security**, user can **edit** the **WiFi type**, **password** in this page.

Figure 43: WiFi Details-2



7

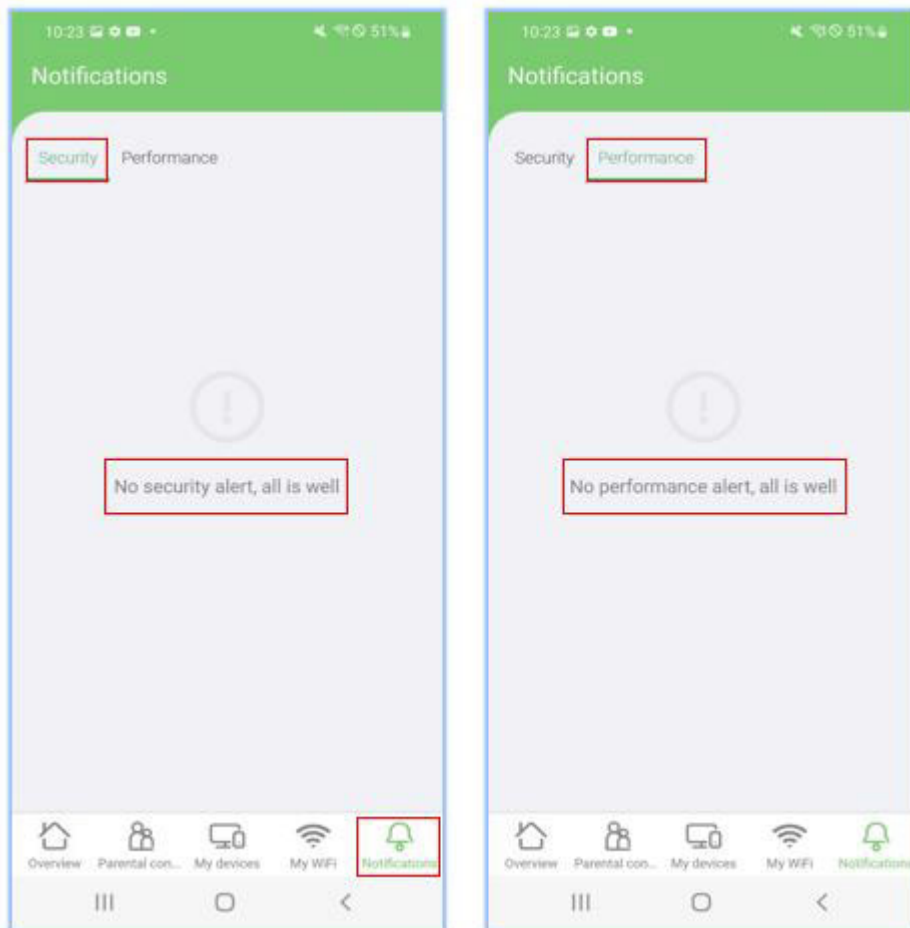
Notifications

▶ [Security & Performance](#) on page 58

7.1 Security & Performance

- ▶ Click **Notifications**, the page will forward to Notification page;
- ▶ User can check the **Security** and **Performance** notifications in this page;
- ▶ Normally, the page will notice user **No security/performance alert, all is well**.

Figure 44: Security & Performance



8

More

- ▶ [Tools & Management & Application](#) on page 60
- ▶ [Check WiFi Performance](#) on page 61
- ▶ [My Networks](#) on page 63
- ▶ [Edit Network Name](#) on page 64
- ▶ [Transfer to Another Account](#) on page 65
- ▶ [Delete Network](#) on page 66
- ▶ [Add A New Network](#) on page 67
- ▶ [Add An Extender](#) on page 68
- ▶ [MyHitronLite App Account](#) on page 69
- ▶ [Account Information](#) on page 70
- ▶ [Account Management](#) on page 71
- ▶ [Set Language](#) on page 73
- ▶ [About](#) on page 74
- ▶ [Biometric Protection](#) on page 75
- ▶ [Feedback](#) on page 76
- ▶ [Logout](#) on page 77

8.1 Tools & Management & Application


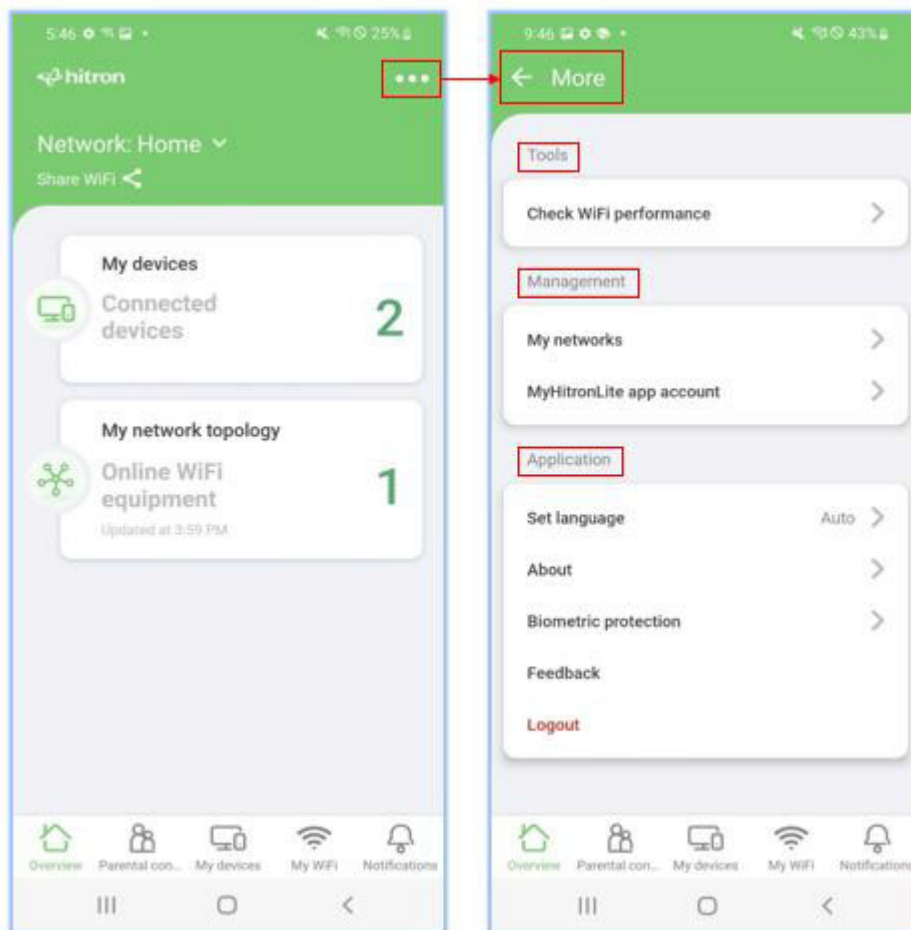
- ▶ Click the  icon, the page will forward to the **More** page;
- ▶ User can see three sections of **Tools**, **Management** and **Application** in the page.

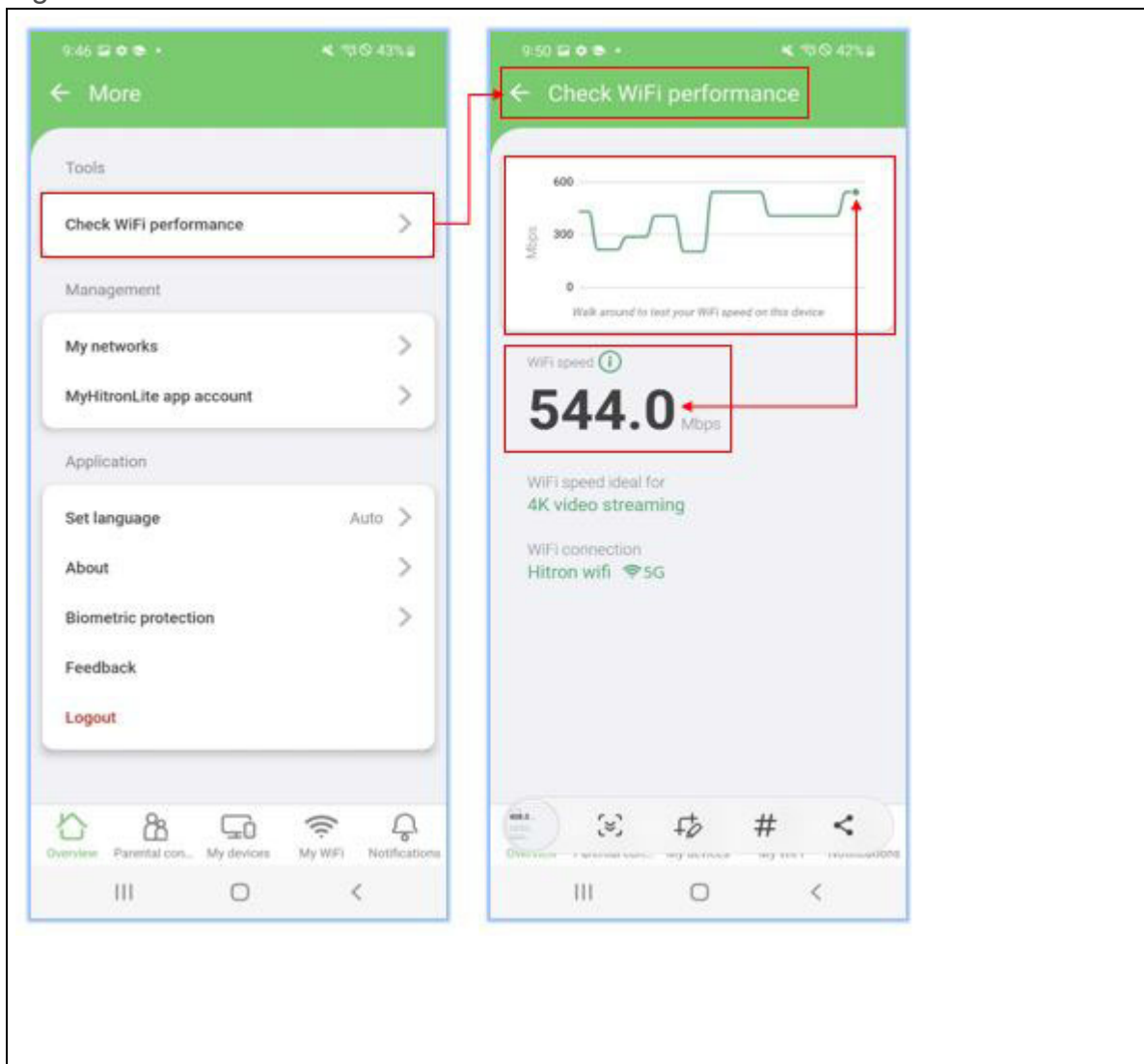
Figure 45: Tools & Management & Application



8.2 Check WiFi Performance

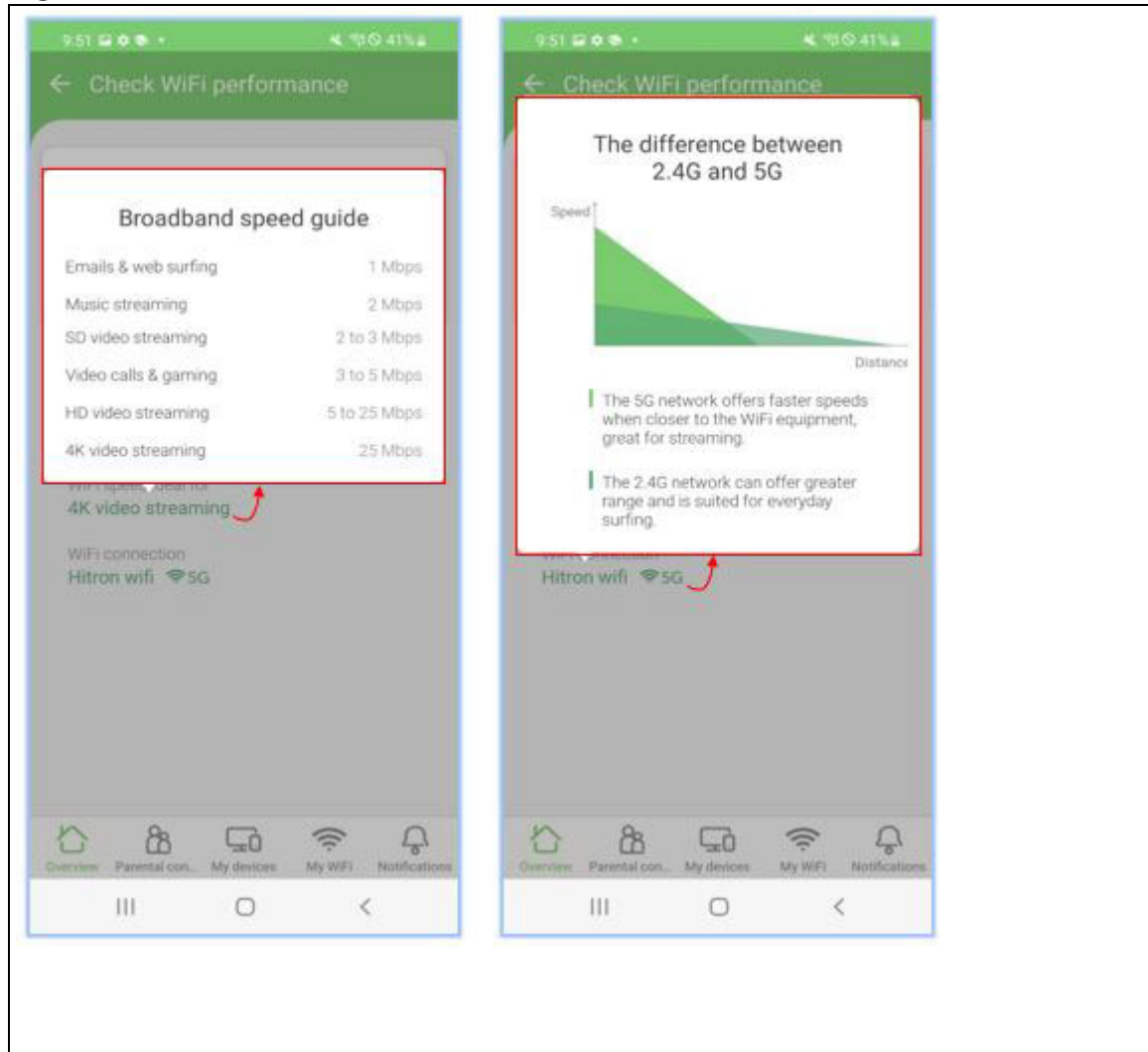
- ▶ Click **Check WiFi performance**;
- ▶ User can **walk around** to check the **WiFi speed** in the form of **line chart & number**;
- ▶ The **WiFi speed** is the speed between **the current device** and the **WiFi equipment**;
- ▶ User can also see the **WiFi guide** below.

Figure 46: Check WiFi Performance



- ▶ **WiFi speed ideal for 4K video streaming** indicates the **best** network condition;
- ▶ User can click the first green line to check the detailed **Broadband speed guide**;
- ▶ User can click the second green line to check **The difference between 2.4G and 5G**.

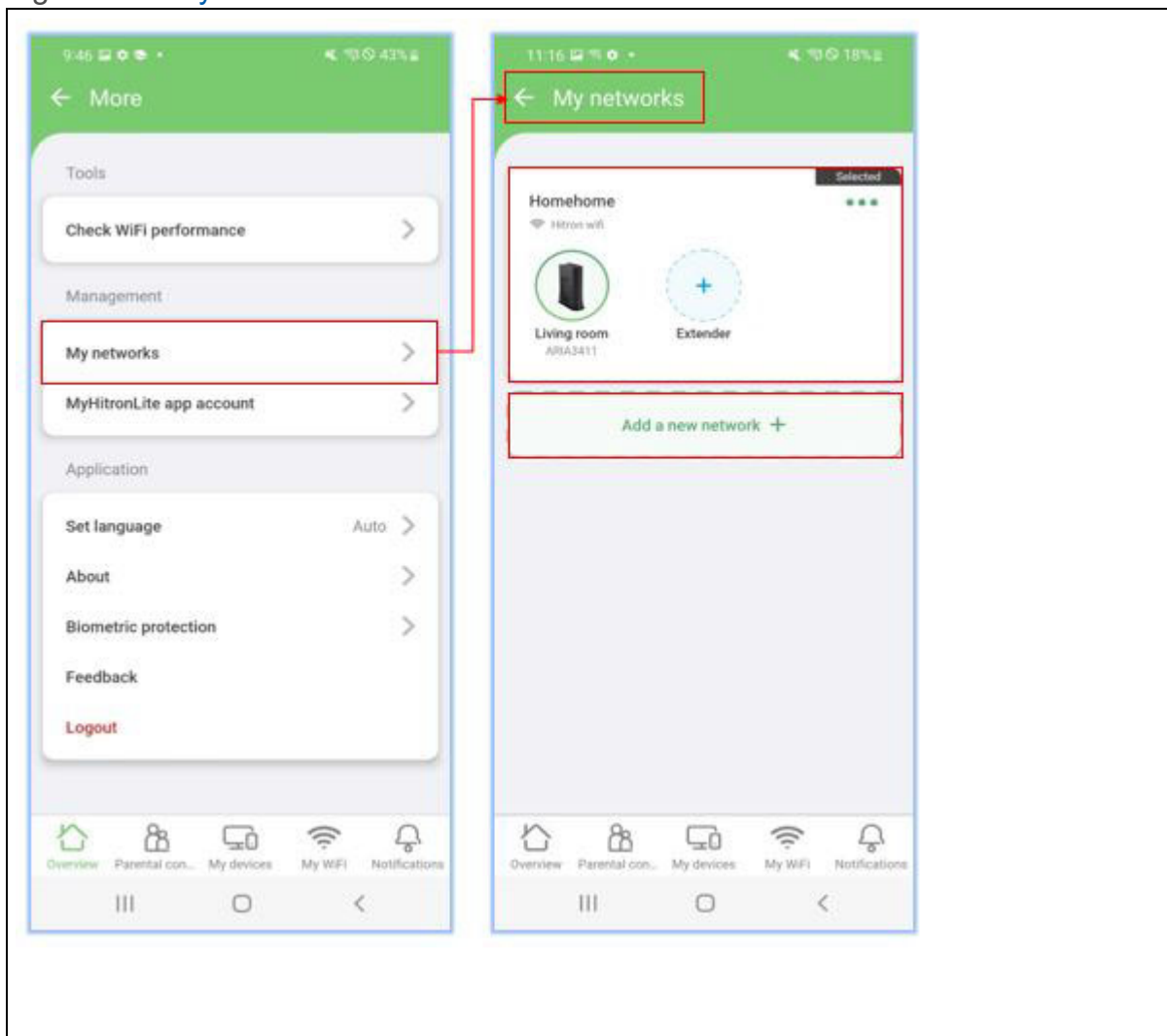
Figure 47: Check WiFi Performance-2



8.3 My Networks

- ▶ Click **My networks**;
- ▶ User can **check** the WiFi equipment data including **WiFi name**, **location** and **equipment model**;
- ▶ User can **add** an **Extender** or a **new network** in this section.

Figure 48: My Networks



8.4 Edit Network Name


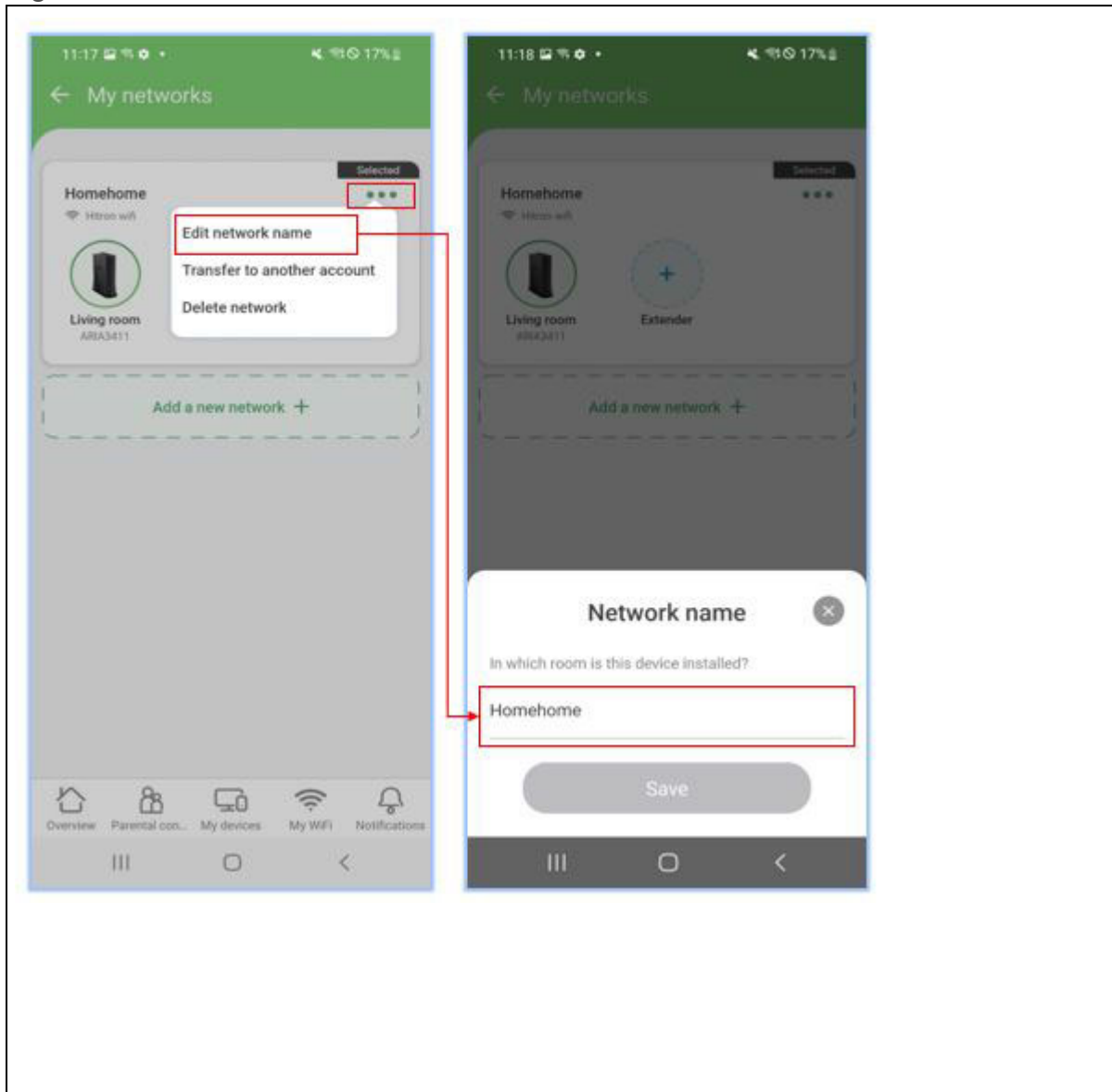
- ▶ Click the  icon and select **Edit network name**;
- ▶ User can **enter a new name** on the line, and click **Save** the name will be edited successfully.

Figure 49: Edit Network Name



8.5 Transfer to Another Account


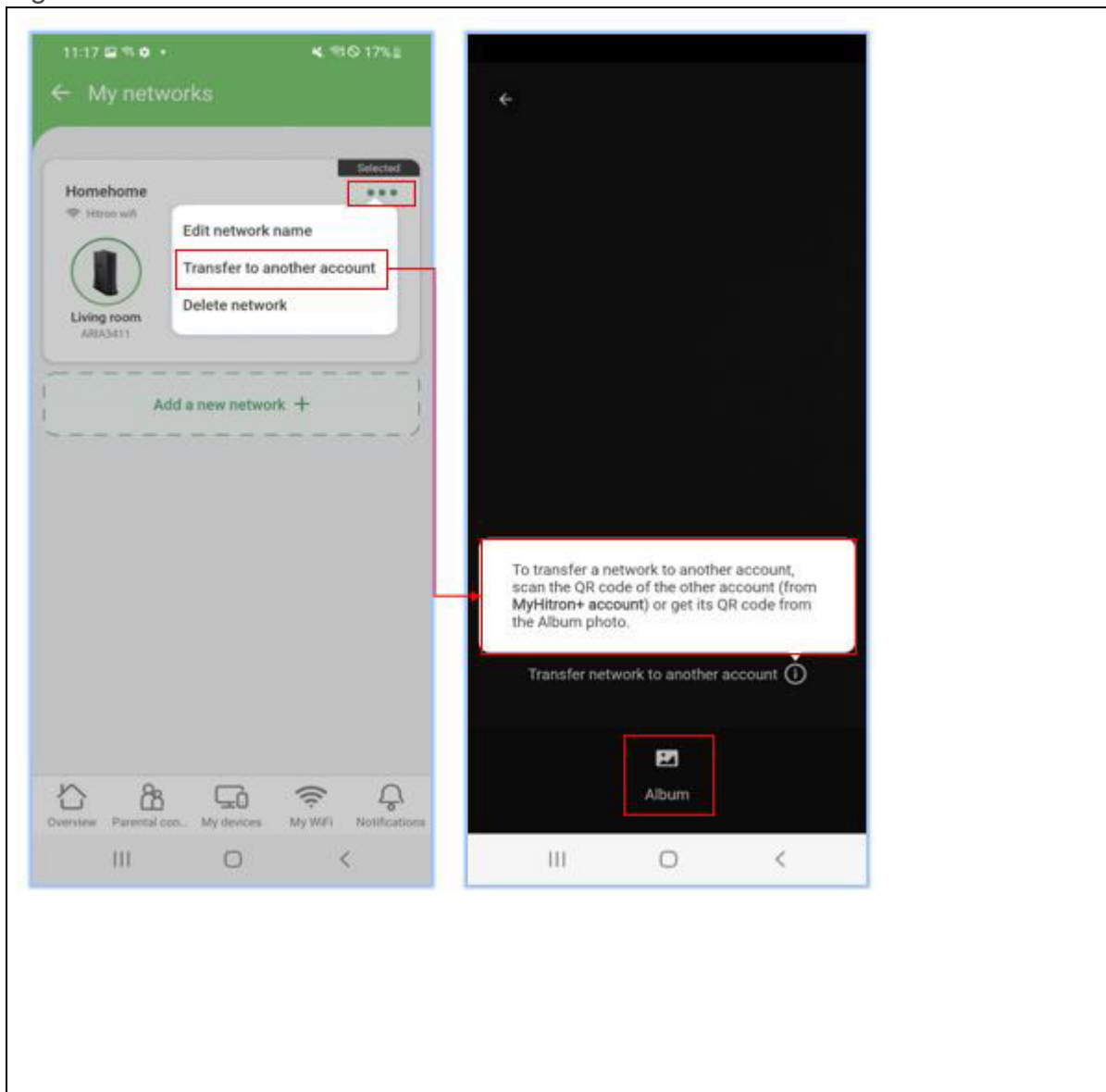
- ▶ Click the  icon and select **Transfer to another account**;
- ▶ User need to **scan** the **QR code** of the other account, or get the QR code from the **Album** to transfer the account.

Figure 50: Transfer to Another Account



8.6 Delete Network


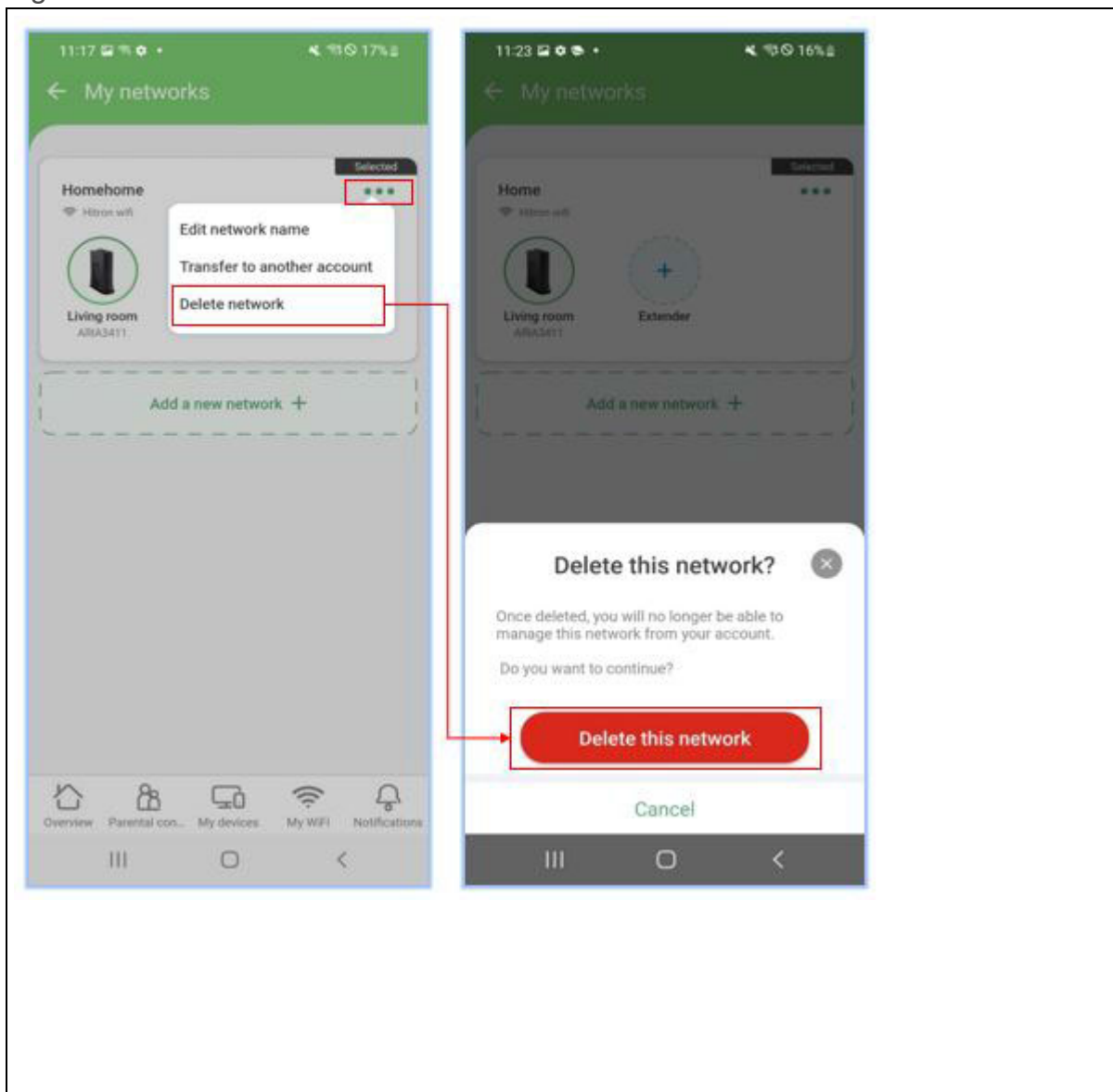
- ▶ Click the  icon and select **Delete network**;
- ▶ User can delete the network by clicking the **Delete this network** button to confirm the action;
- ▶ Once deleted, user will no longer be able to manage the network from his account.

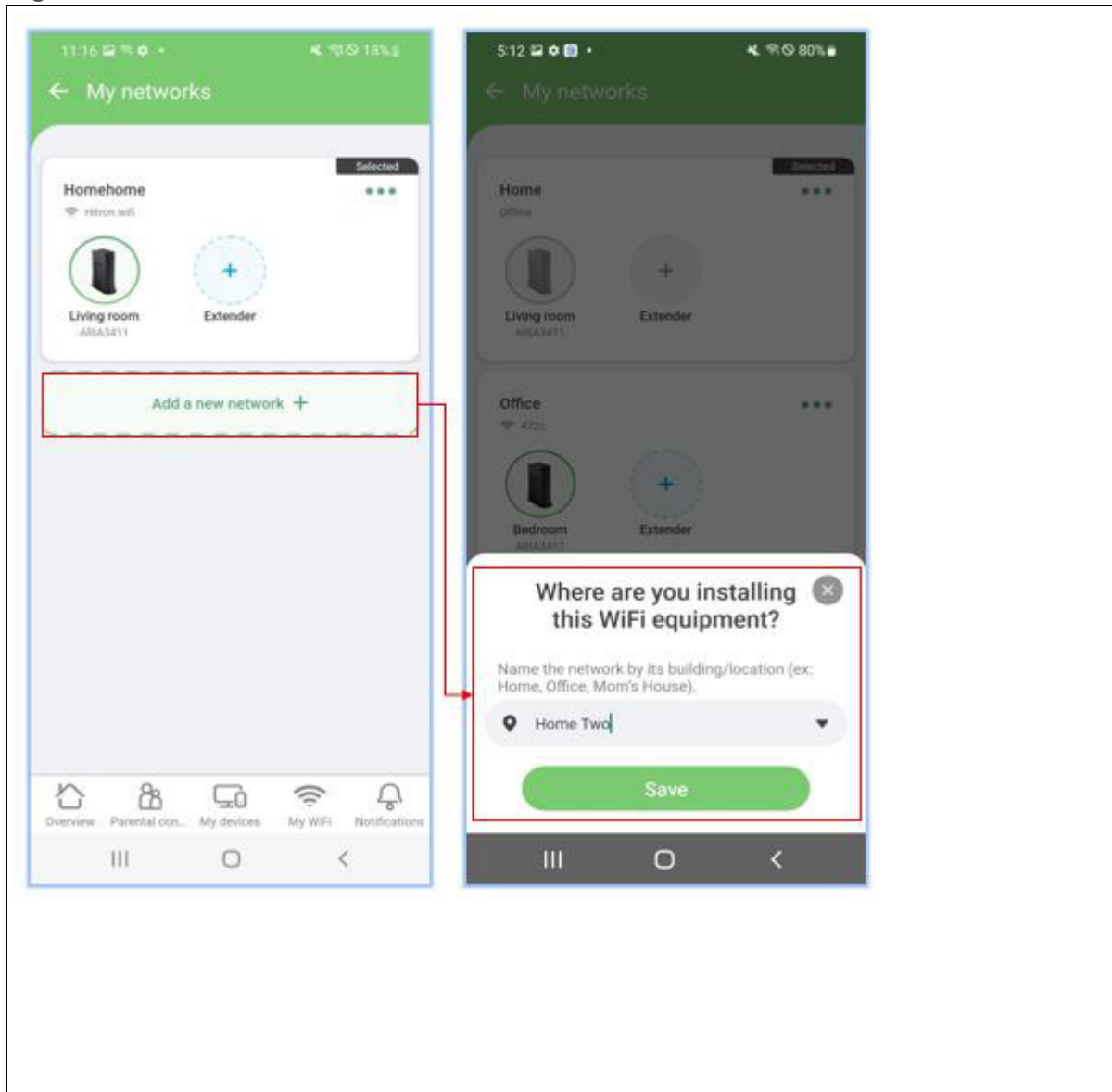
Figure 51: Delete network



8.7 Add A New Network

- ▶ Click **Add a new network**;
- ▶ User can **repeat the same step as Add Equipment** to set up a new WiFi network (Back to [Add Equipment](#) on page 15)

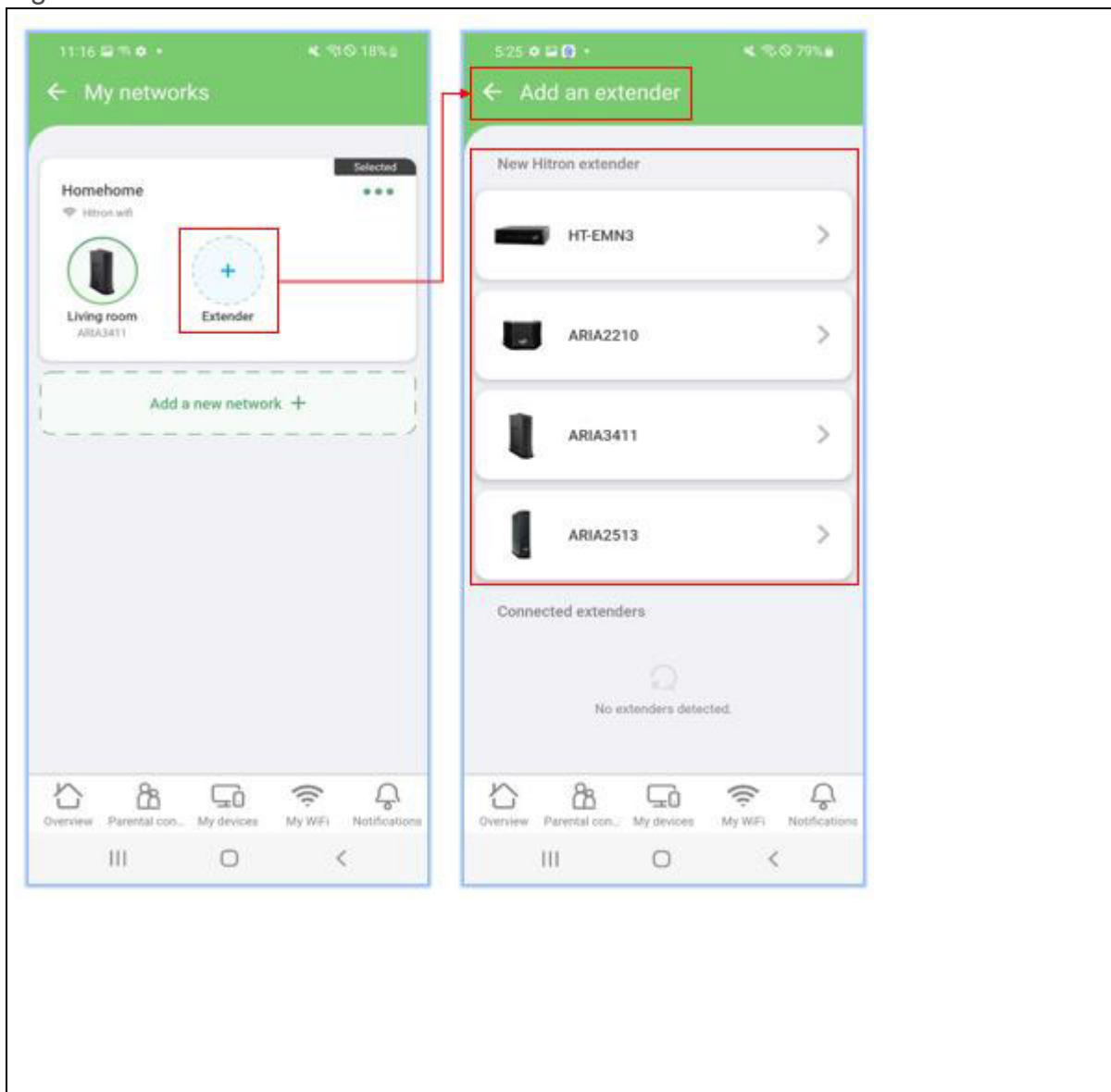
Figure 52: Add A New Network



8.8 Add An Extender

- ▶ Click **Extender**;
- ▶ User can **select a new Hitron extender** in the list;
- ▶ After user selecting the equipment, **repeat the same step as Add Equipment** to set up a new WiFi network (Back to [Add Equipment](#) on page 15)

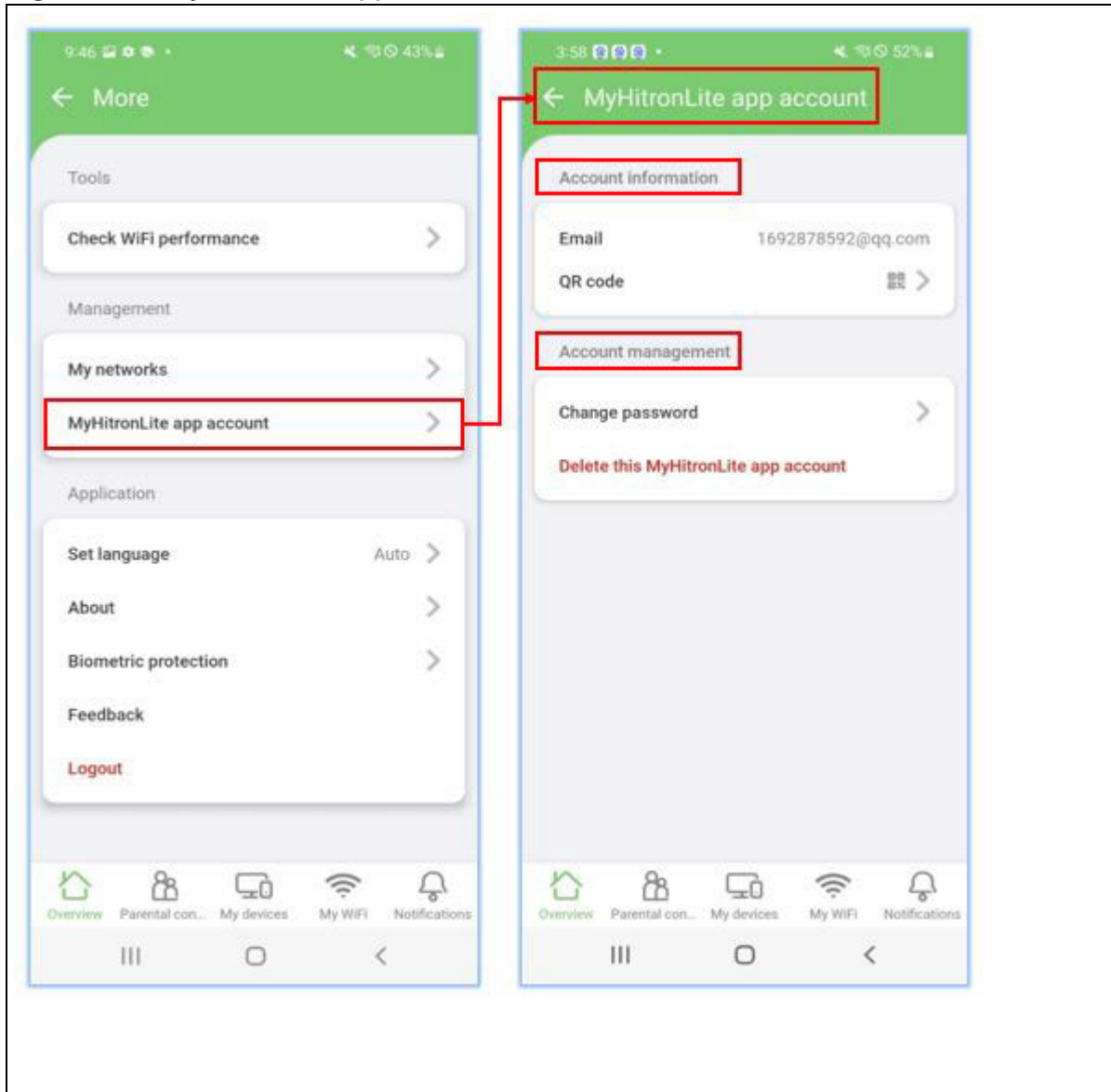
Figure 53: Add An Extender



8.9 MyHitronLite App Account

- ▶ Click **MyHitronLite App Account**;
- ▶ User can check **Account information** and implement **Account management**.

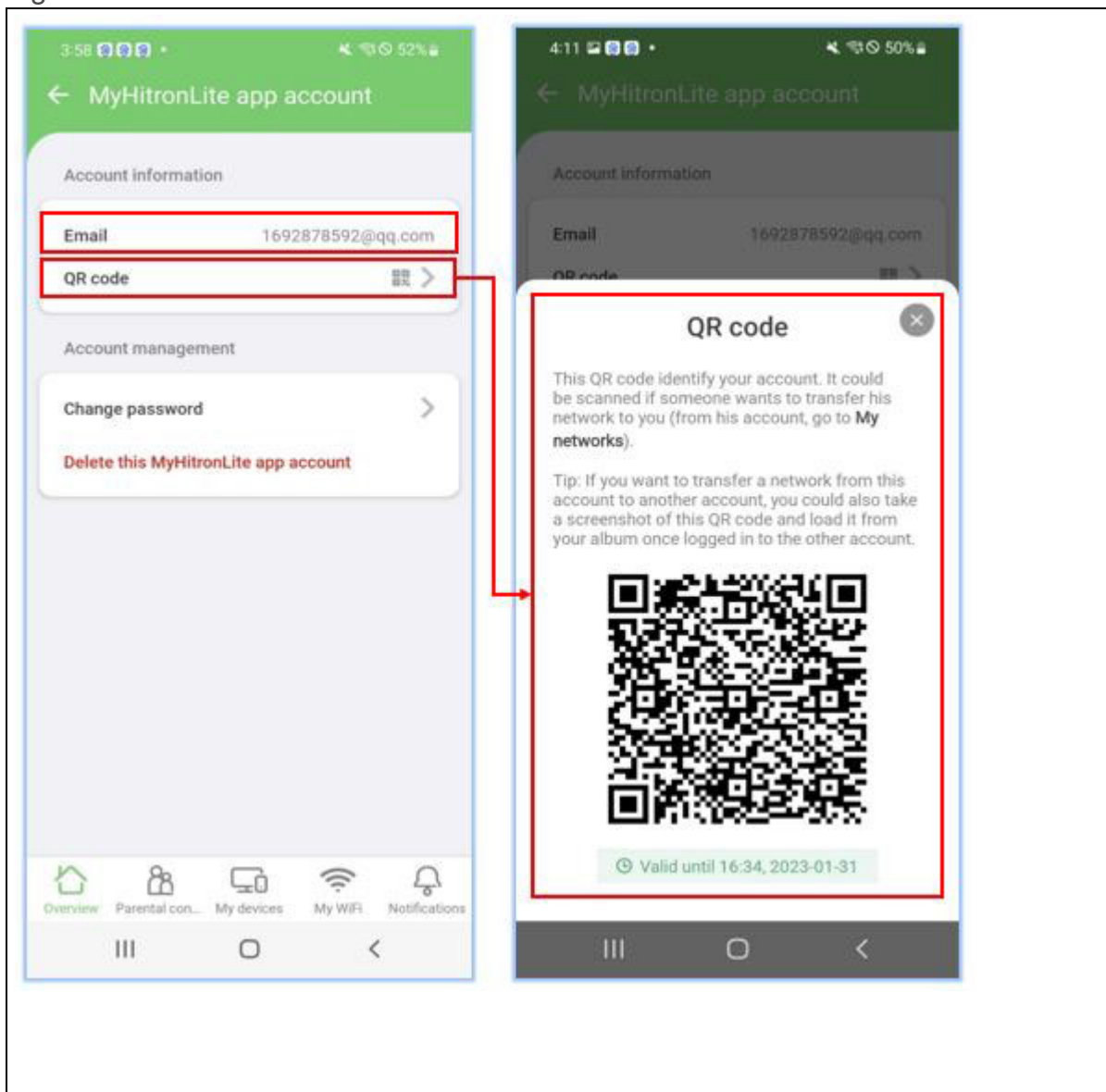
Figure 54: MyHitronLite App Account



8.10 Account Information

- ▶ User can check the Email address of this account;
- ▶ Click **QR code**, user can check the QR code which **identifies user account**;
- ▶ User can **transfer** the network by having someone else **scan the QR code**;
- ▶ The QR code is **valid for 30 minutes**.

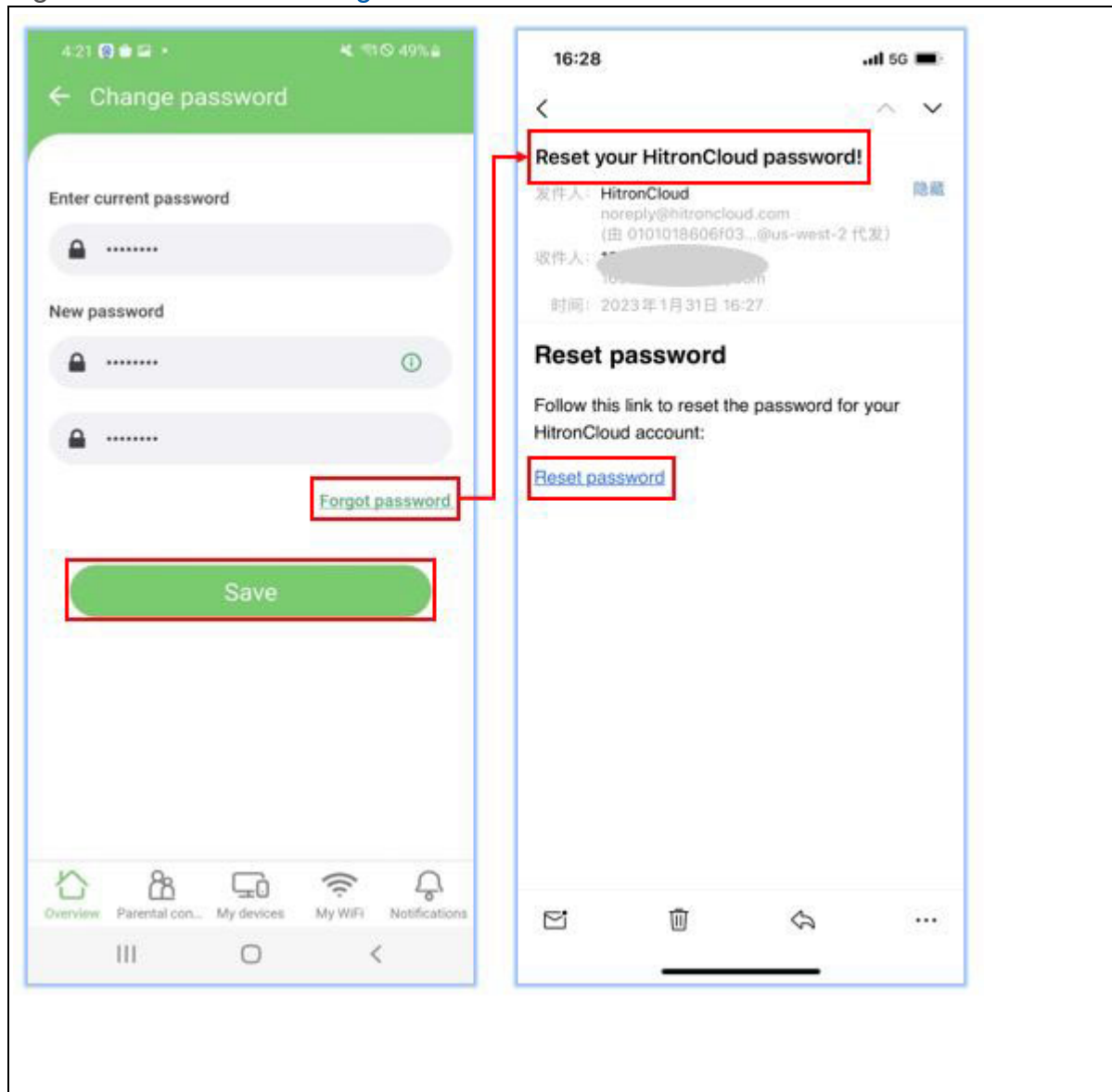
Figure 55: Account Information



8.11 Account Management

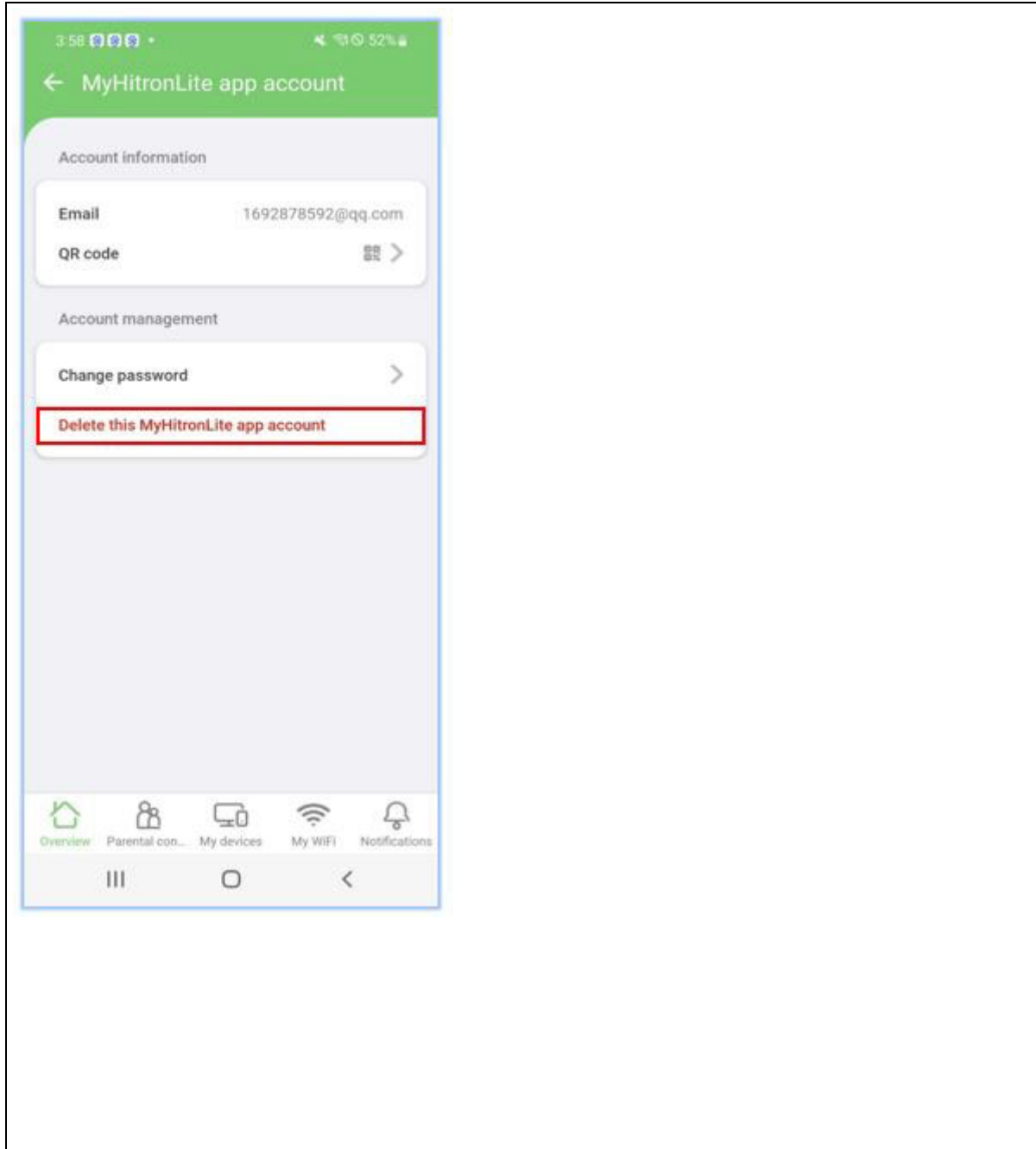
- ▶ Click **Change password**, user can **edit** the **password** for the account;
- ▶ User need to enter both the **current password** and **new password** in the box;
- ▶ Click **Save**, the new password will be saved;
- ▶ If the user forgets the password, click **Forgot password** and HitronCloud will send an **email** that contains a link to help user **Reset password**.

Figure 56: Account Management



- ▶ Click **Delete this MyHitronLite app account**, user can delete this user account.

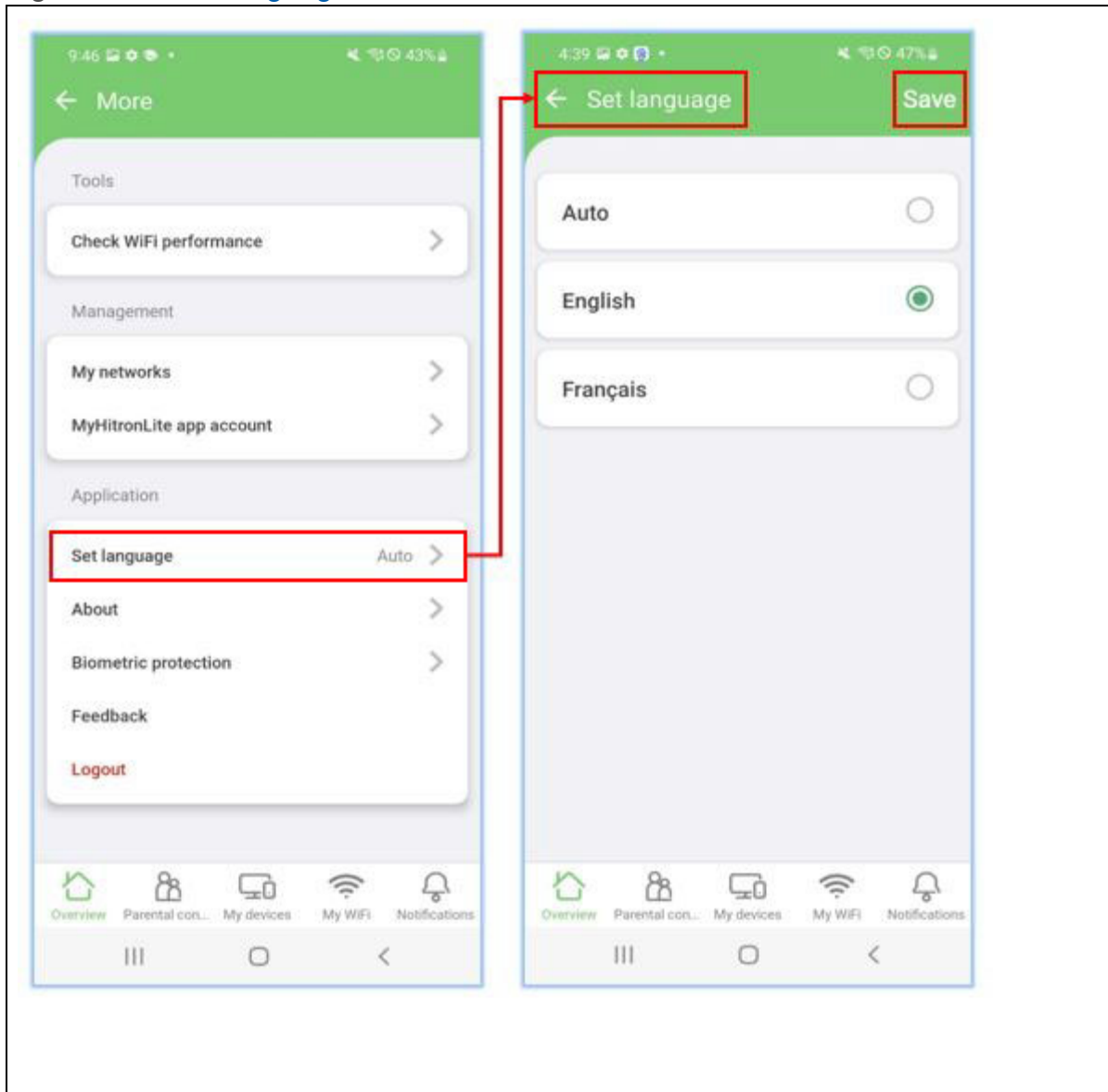
Figure 57: Account Management-2



8.12 Set Language

- ▶ Click **Set language**, user can select language among **Auto**, **English** and **Français**;
- ▶ Click **Save** to save the new language setting.

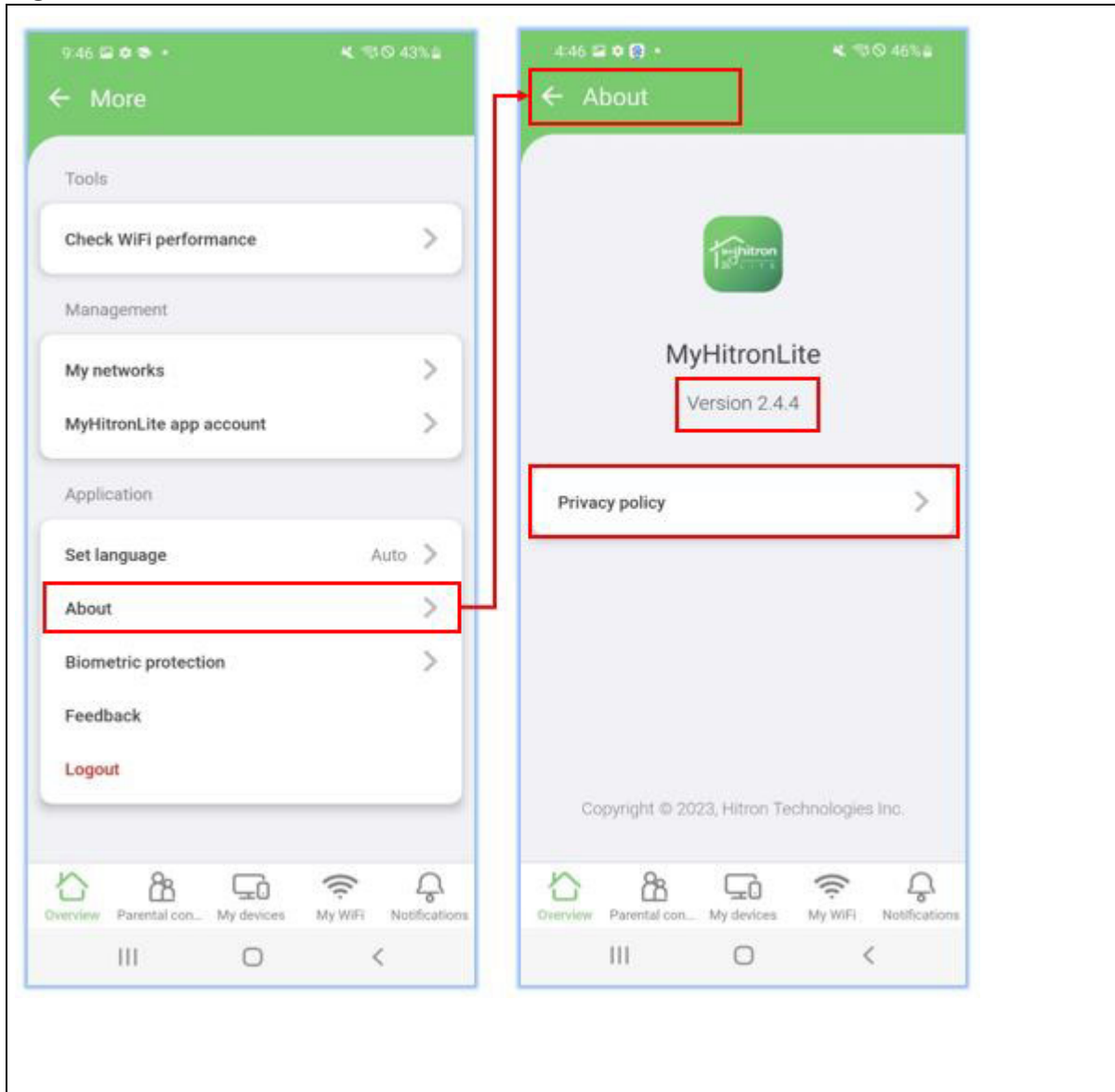
Figure 58: Set Language



8.13 About

- ▶ Click **About**, user can check the **current version** of **MyHitronLite**;
- ▶ Click **Privacy policy**, user can check the detailed privacy terms.

Figure 59: About



8.14 Biometric Protection


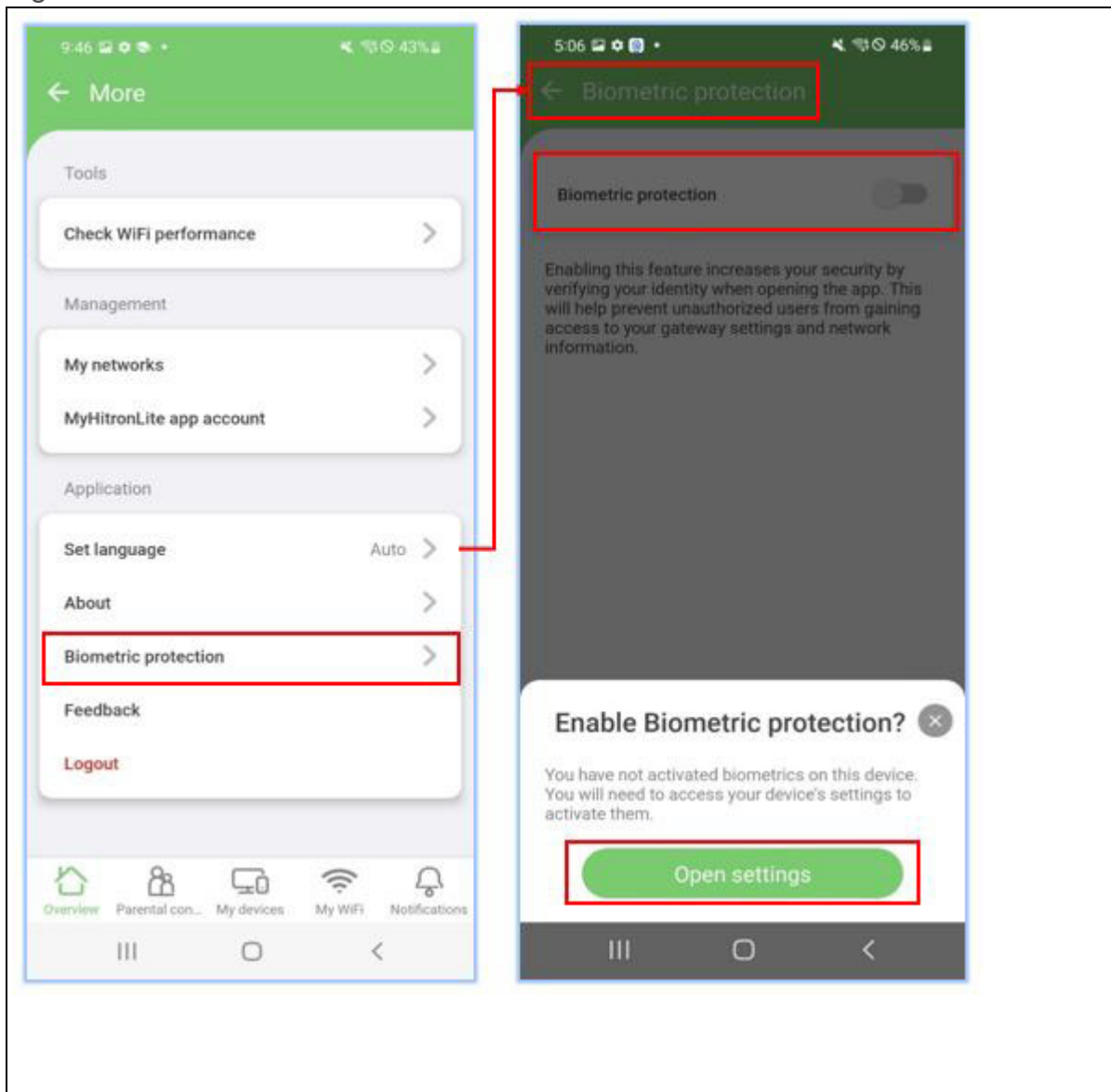
- ▶ Click **Biometric protection**, user can enable this feature to increase the **account security** by clicking the  button;
- ▶ Click **Open settings**, user can **activate** this **biometric protection** in the device settings section.

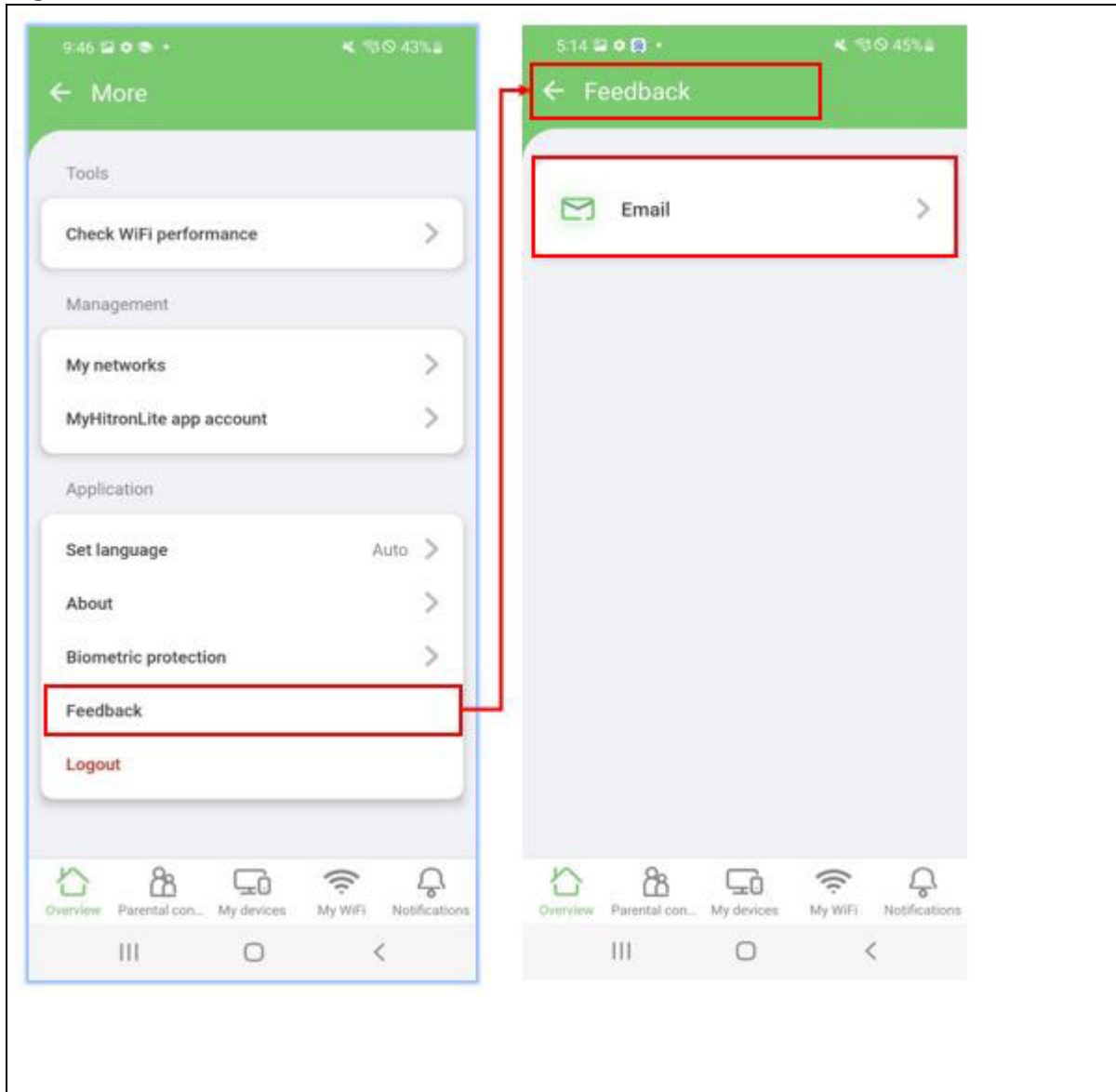
Figure 60: Biometric Protection



8.15 Feedback

- ▶ Click **Feedback**, user can send an **email** to **HitronCloud** to share **feedback** or suggestion on **MyHitronLite** to improve the service.

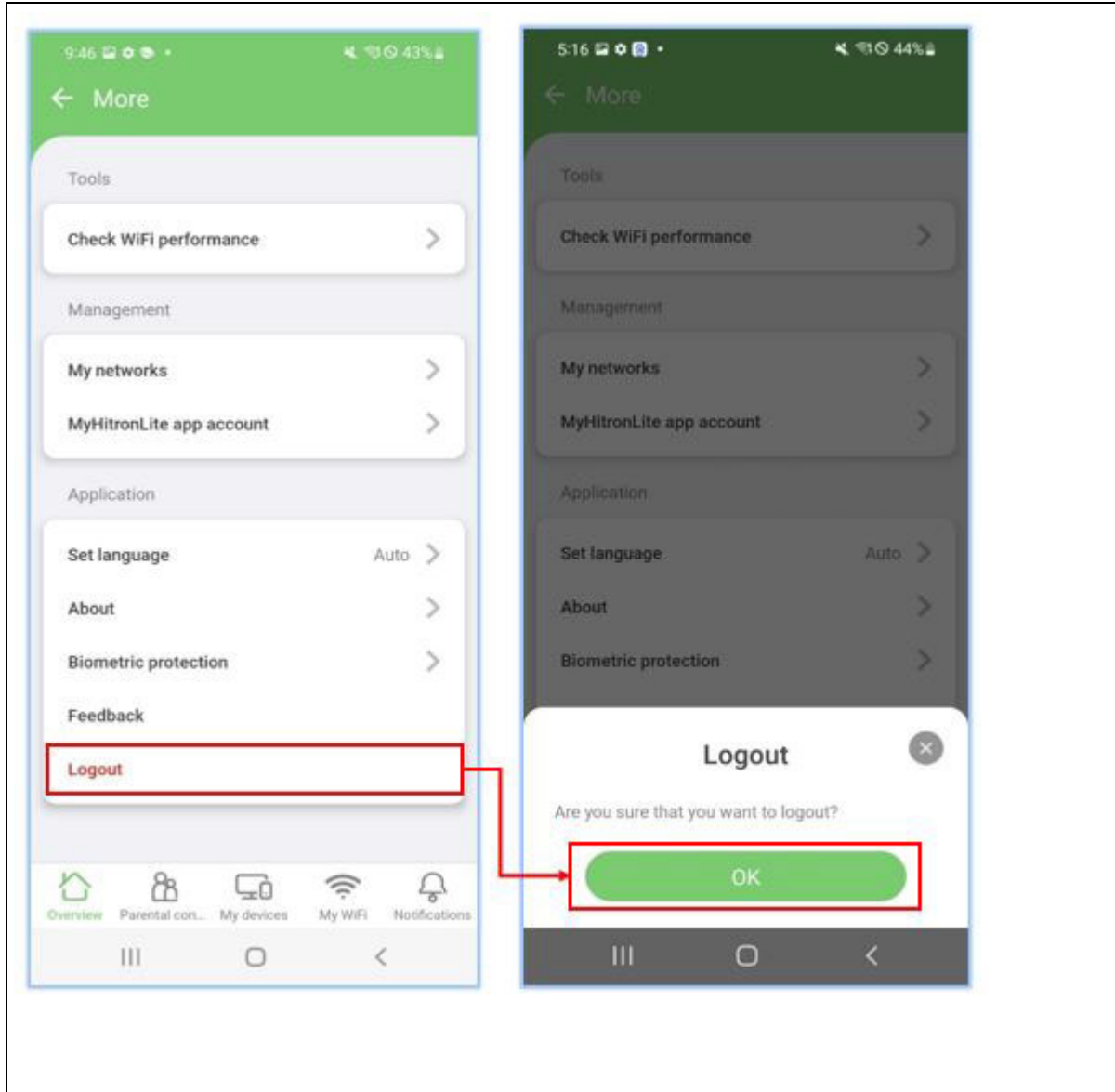
Figure 61: Feedback



8.16 Logout

- ▶ Click **Logout**, user can logout the current account by clicking **OK** to confirm the action.

Figure 62: Logout



9

Network Offline

▶ [Reconnect](#) on page [79](#)

9.1 Reconnect


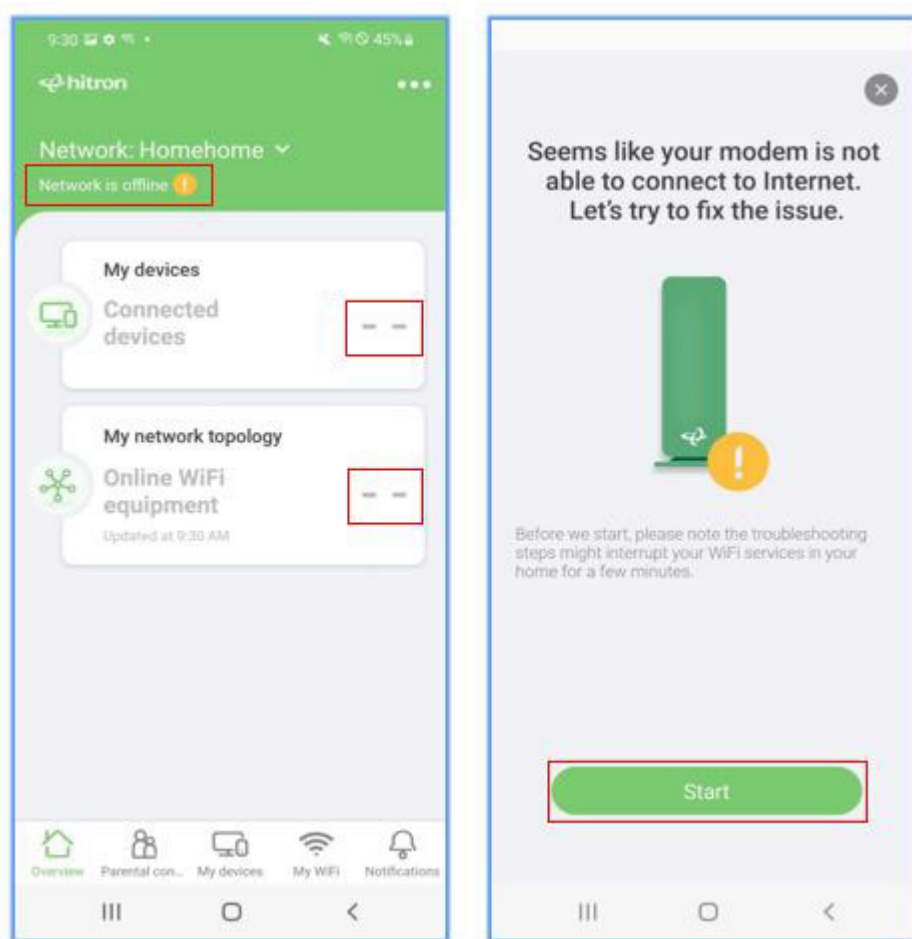
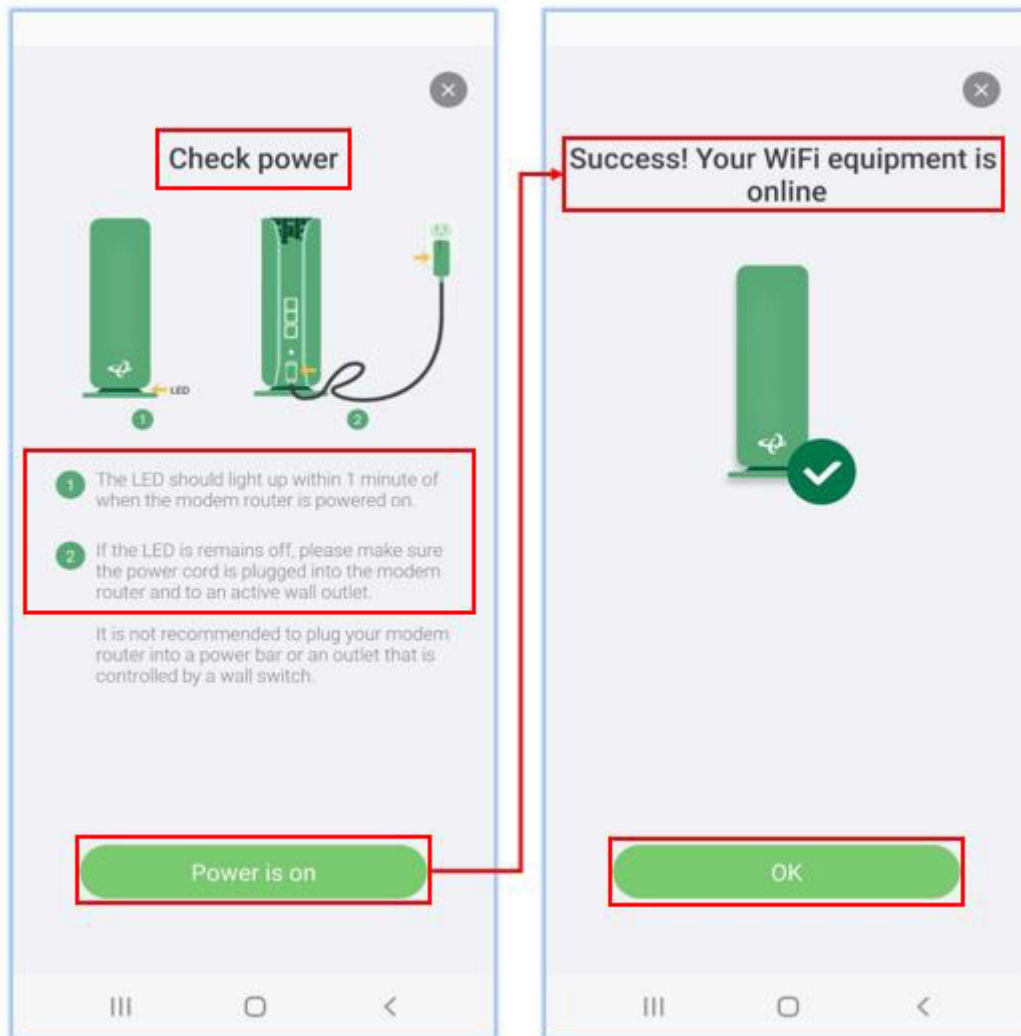
- ▶ If the network is **offline**, user will not be able to get the device data on the **Overview** page;
- ▶ User can click the  icon to try to **reconnect** to the network;
- ▶ Click **Start**, the device will start **troubleshooting**, during which the **WiFi** may **be interrupted for a few minutes**.

Figure 63: Reconnect-1



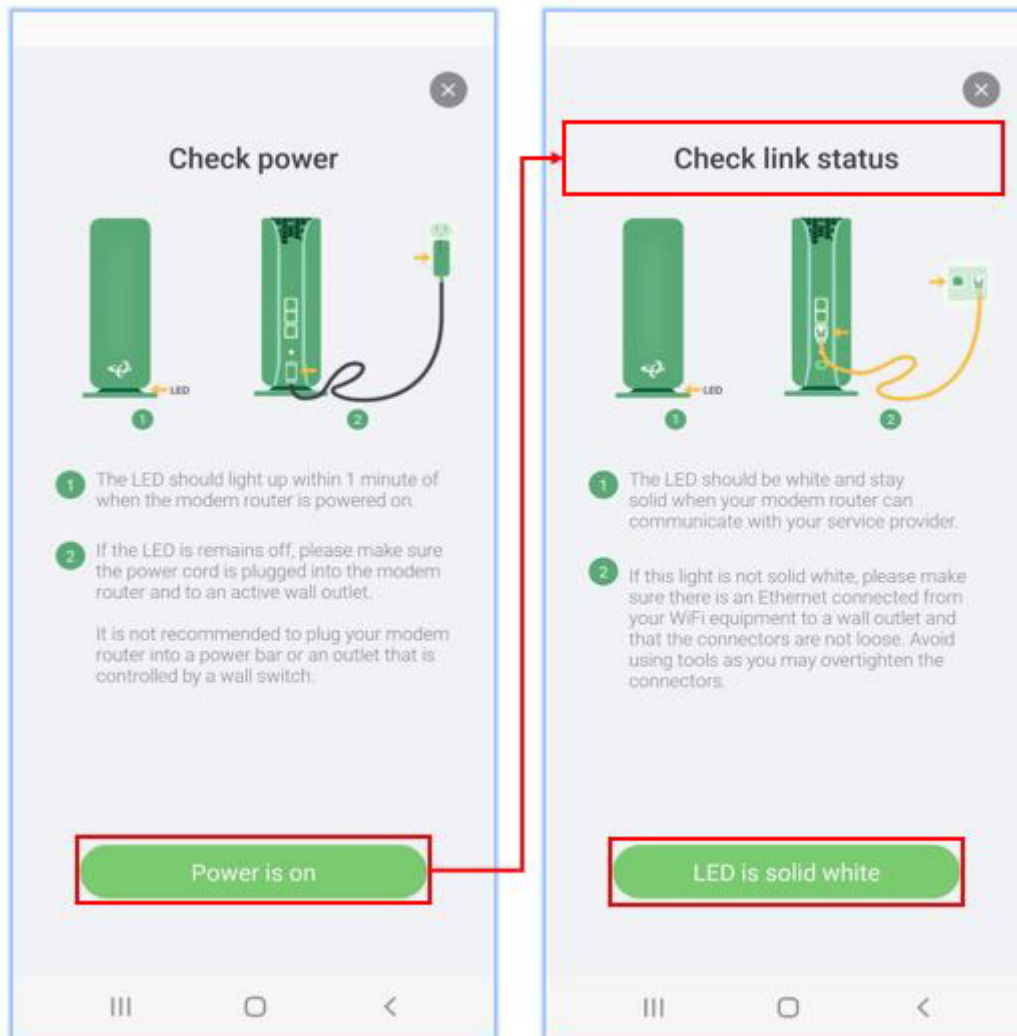
- ▶ Before troubleshooting, user need to **make sure**:
 1. The **modem router** is **powered** on to an active wall outlet;
 2. The **LED light up** within one minute;
- ▶ Click **Power is on**, if the page jump to **Success** page;
- ▶ Click **OK** and **refresh** the **Overview** page, the network will be **online**.

Figure 64: Reconnect-2



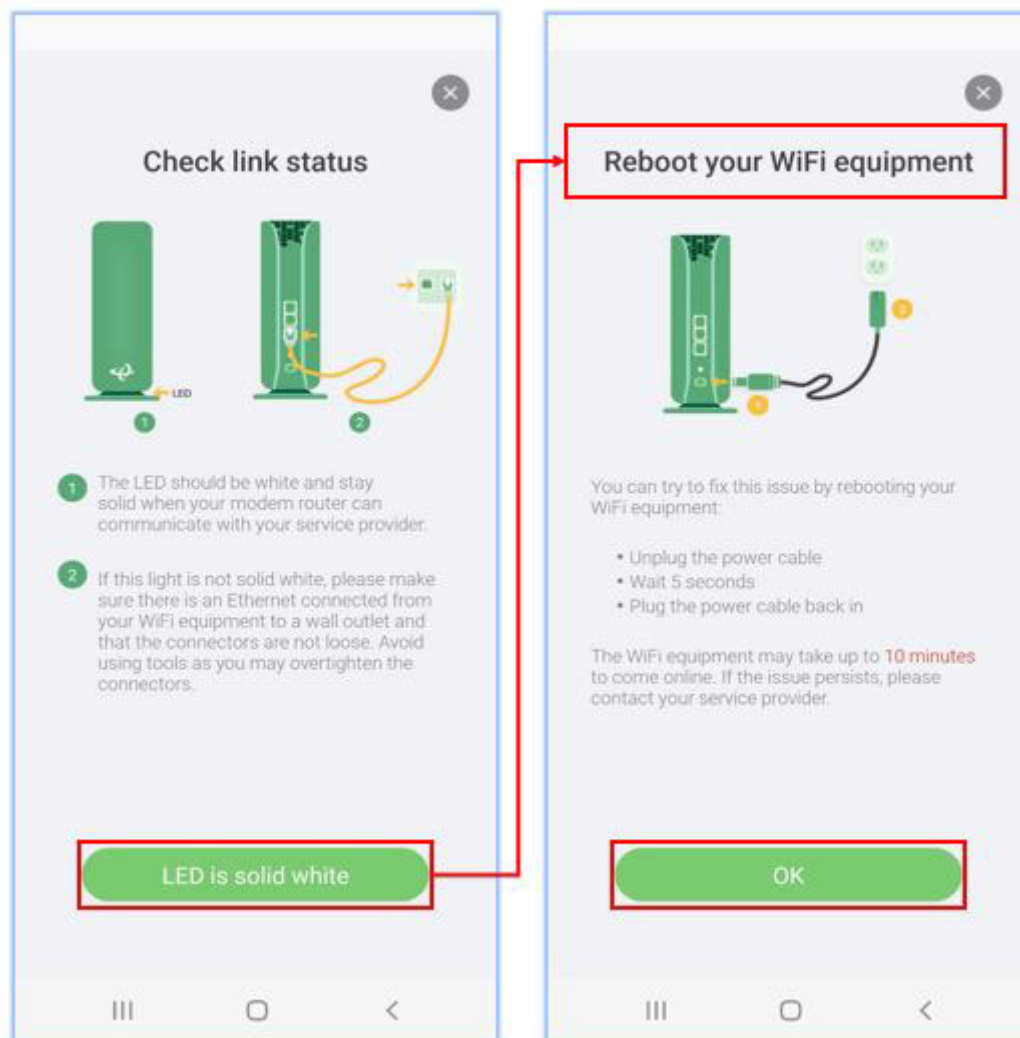
- ▶ Click **Power is on**, if the page jump to **Check link status** page;
- ▶ Make sure **the LED is white and stay solid**, otherwise check the **Ethernet connection** between the WiFi equipment and wall outlet is appropriate;
- ▶ Click **LED is solid white**, the **Overview** page will refresh automatically and show **Network is online** if the problem is fixed.

Figure 65: Reconnect-3



- ▶ Click **LED is solid white**, if the problem is not fixed, the page will notice the user to **Reboot WiFi equipment** which may take **10 minutes** to fix the problem;
- ▶ User can **unplug** the power cable and **plug back** again after **5 seconds**;
- ▶ After rebooting, the Overview page will show **Network is online** for a short time;
- ▶ If the **issue persists**, please **contact the service provider**.

Figure 66: Reconnect-4



Index

B

buttons [11](#), [38](#)

C

cable connection [10](#), [37](#), [58](#)

cable modem [10](#), [37](#), [58](#)

customer support [3](#)

H

hardware [11](#), [38](#)

L

login screen [13](#), [41](#)

M

modem [10](#), [37](#), [58](#)

P

ports [11](#), [38](#)

S

status [15](#), [45](#), [59](#)

support, customer [3](#)

system information [15](#), [45](#), [59](#)