Fix It Yourself

Support & Troubleshooting



Most problems are the cable, the outlet, or where the Mercury gateway is sitting. Start with the problem that matches yours. You do not need a technician.

1 Nothing is on

No lights, no Wi-Fi name. Check the cable and the outlet.

2 Lights, but no internet

Read the purple and green lights, then restart.

3 Can't join Wi-Fi

Network name starts with #U-wifi. Password is on the label.

4 Slow, or weak in one room

Move the gateway to a high window. More green lights is better.

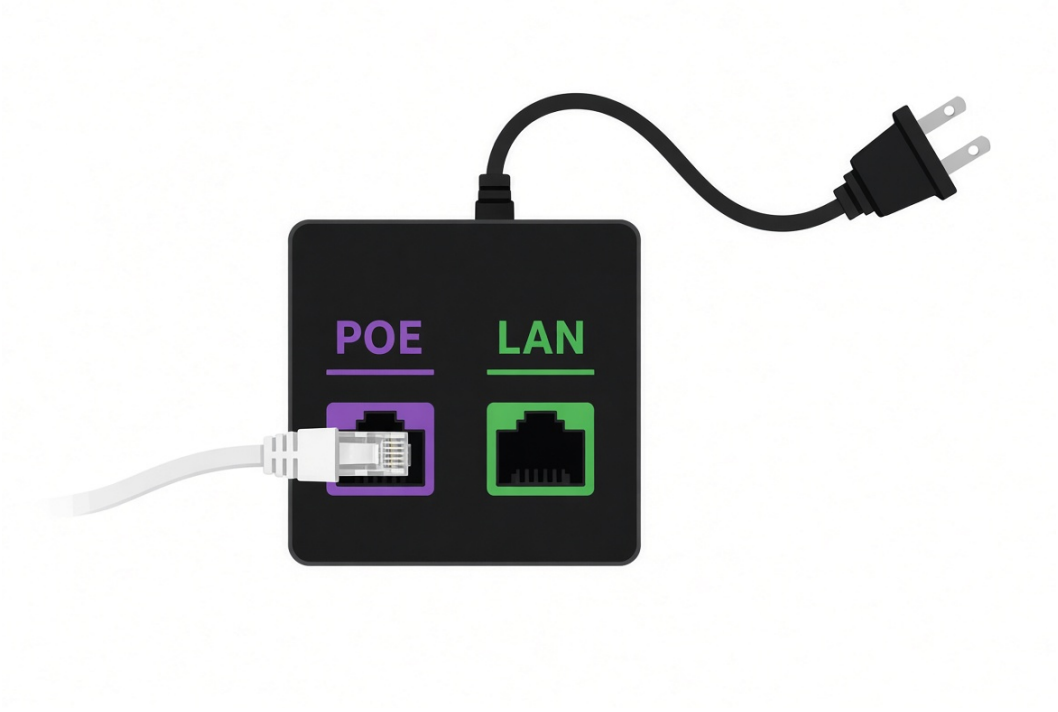
Still stuck?

844-My-U-wifi (844) 698-9434 support@u-wifi.com u-wifi.com

PROBLEM 1

Nothing is on

If the Mercury gateway has no lights, it is almost always power. The white cable must be in the POE port on the black power supply. The LAN port does not power the gateway.

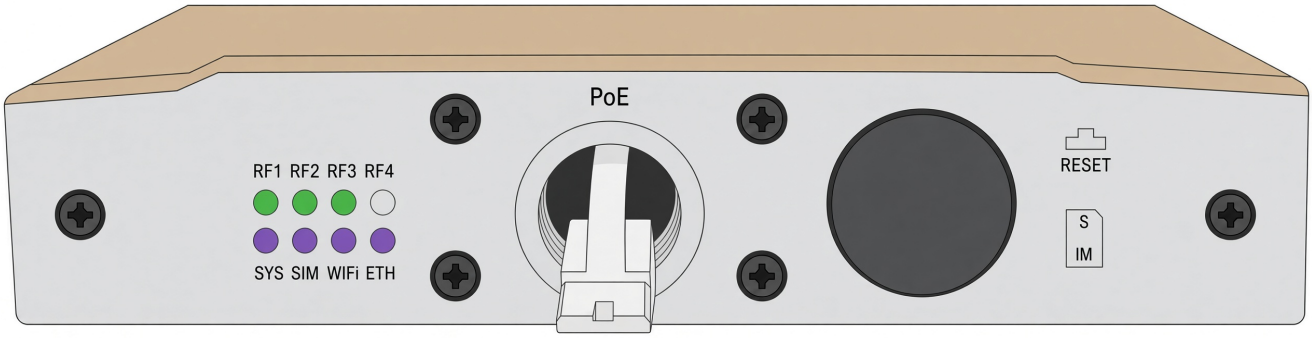


1. **Use the white ethernet cable.**
   One end goes in the threaded PoE port on the bottom of the gateway. The other end goes in the POE port on the black power supply. Not LAN.
2. **Plug in the black power cord.**
   Black cord into the power supply, then into a wall outlet. Try a lamp in that outlet if nothing happens.
3. **Wait 3 minutes.**
   Lights should come on. If the power-supply light is off on a working outlet, call support.

PROBLEM 2

Restart, then read the lights

Unplug the power supply from the wall. Wait 10 seconds. Plug it back in. Give it 3 minutes. The lights are on the bottom edge of the gateway.



What the lights mean

Ready when you see 3 purple lights (SYS SIM WiFi) and 3 or 4 green lights (RF1–RF4). Three green is strong. Four green is strongest.

Purple, 3 solid	SYS SIM WiFi. Wi-Fi is on.
Purple, 4 solid	SYS SIM WiFi ETH. LAN port is connected to Ethernet.
Purple, blinking	Still starting, or the SIM needs a reseat. Wait 3 minutes.
Green, 3 or 4	RF1–RF4. Good signal. This is what you want.
Green, 0 to 2	Weak signal. Move the gateway. See page 5.
No lights	No power. Go back to page 2.

PROBLEM 3

Can't join the Wi-Fi

Your devices join its Wi-Fi the same way they join any home network.

1. **Look for the network name**
   On your device, join the network that starts with #U-wifi.
2. **Find the password**
   On the label on the box or on the gateway. The password is the last 8 digits of the IMEI number.
3. **Type it exactly**
   No spaces. If it fails twice, power-cycle (page 3) and try again.
4. **One device only?**
   Forget the network on that device and rejoin. If every device fails, the gateway is not up yet — check the lights.

Password example

IMEI on the label: 3563920912345678

Wi-Fi password: 12345678 (last 8 digits)

PROBLEM 4

Slow, or weak in one room

Speed at the gateway and Wi-Fi across the house are different. Stand next to the gateway and test. If it is fast there and slow in the back bedroom, the 5G signal is fine — the room is just far from the gateway.



1. **Move it to a high, clear window.**
   Face the nearest tower if you know where it is. Avoid basements, closets, foil insulation, and heavy window tint.
2. **Use a mount from the box.**
   Suction cups are the best option on glass. Wall bracket and pole mount are included. The gateway can go outside.
3. **Restart after each move.**
   Count green lights. 3 or 4 green is good. More green is better.

STILL STUCK

Call us, or send it back

If you have checked the cable, restarted, and tried a high window, we will take it from here.

Support

844-My-U-wifi (844) 698-9434

support@u-wifi.com www.u-wifi.com

1. **Have these ready.**
   Your address, the serial number on the label or gateway, and what the lights are doing.
2. **Return label is in the box.**
   Good for 120 days from the purchase date. Drop the gateway, power supply, cord, cable, and mounts at any UPS store.
3. **Save the box.**
   You will need it if the gateway has to come back.
4. **Use the U-wifi app.**
   Download it from the App Store or Google Play. Manage the gateway and watch FreeU ads to lower next month's bill.

Good to know

U-wifi needs household power. It is not a 911 lifeline. Use a mobile phone in an emergency.

A battery backup can keep the gateway on if the lights go out.