

Following are the steps changing the Wireless Channel:

*Note: For best results, if possible connect the device directly to the router via Ethernet cable.

Step 1: Access the modem

Open a browser, and navigate to 192.168.1.1



A prompt for username and password will appear.
By default, username is 'admin' and password is 'admin'



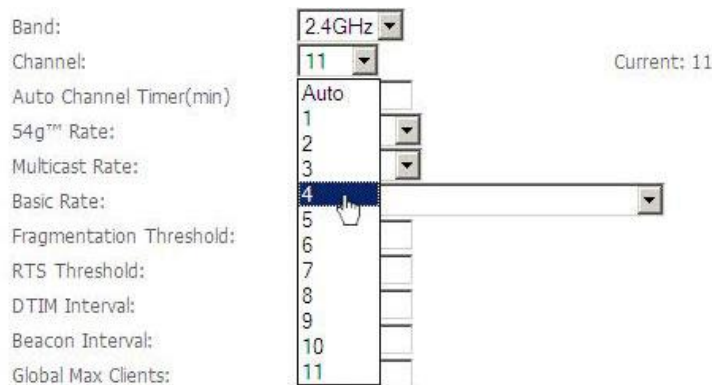
Step 2: Access Wireless Settings

Once logged in, Choose 'Wireless' on the left menu, Choose 'Advanced' under the sub-menu.



To view/change the current wireless channel

By default, it is set to 'Auto', beside the selection box indicates the current wireless channel used.
To change the channel, use the drop down and choose the appropriate channel desired.



It requires some trial and error to find a clear channel depending on the area/surroundings.
Typically try to choose a channel frequency opposite from its troubled channel frequency.
For example; if currently set to channel 11, try changing it to channel 1.

Step 3: Save

Hit 'Save/Apply' and the modem will broadcast on the new channel.



Most devices will re-connect on the new channel automatically.
If it does not re-join the network, select the WiFi connection on the device again to resume.

Note: If using Ethernet, disconnect it and allow the device to re-connect wirelessly.
If the wireless issues persist, repeat the steps above to attempt to find a clear channel.
If you are unable to resolve the issue on any channel, contact support for advanced troubleshooting.