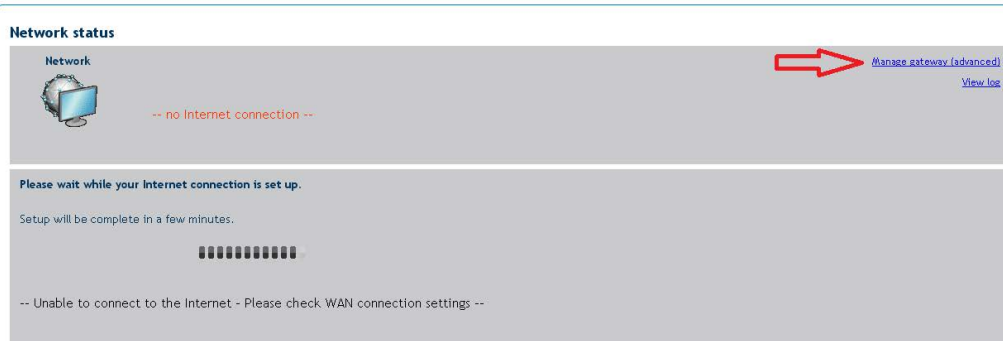Following are the steps changing the Wireless Channel:
*Note: For best results, if possible connect the device directly to the router via Ethernet cable.

Step 1: Access the modem
Open a browser, and navigate to 192.168.1.1, the screen below should appear.

Click on "*Manage gateway (advanced)*" A prompt for a username and password will appear.
By default, the username is 'admin' and the password is 'admin'.

Step 2: Access Wireless Settings

Once logged in, choose on 'Wireless' on the left menu.
After the 'Basic' options load, click on 'Advanced'

To view/change the current wireless channel
By default, it is set to 'Auto', beside the dropdown indicates the current channel and status.
To change the channel, use the drop down and choose the appropriate channel desired.
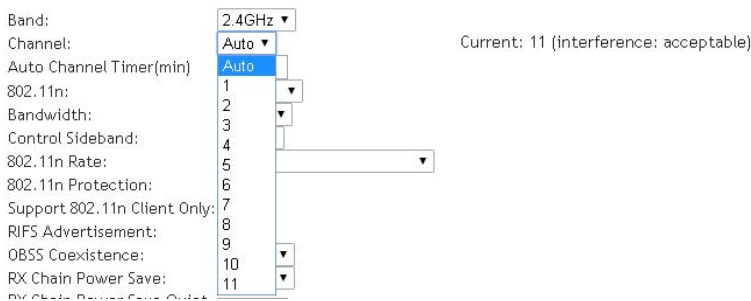
It requires some trial and error to find a clear channel depending on your area/surroundings.
Typically you want to choose a channel frequency opposite from its troubled channel frequency.
For example; if currently set to channel 11, try changing it to channel 1.

Step 3: Save
Hit 'Apply/Save' and the modem will now 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 us for advanced troubleshooting.