Following are the steps to change the Wireless password and/or Network name:
*Note: For best results, if possible connect device directly to the router via Ethernet cable.

Step 1: Access the modem
Open a browser, and navigate to 192.168.100.1, A prompt for a username and password will appear.
By default, the username is 'admin' and the password is located on the label underneath the device.

Step 2: Access Wireless settings

Once logged in, click on 'Wireless' on the top option bar.

Choose 'Radio' on the left menu

To view/change the current wireless channel (Labelled as 'Control Channel')
By default, it is set to 'Auto', beside the selection box indicates the current channel and status.
To change the channel, use the drop down and choose the appropriate channel desired.

After changing the wireless channel, verify its status, if it is still high/severe, try another channel.
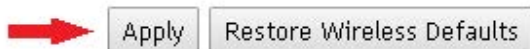

It requires some trial and error to find a clear channel depending on your area/surroundings.
Typically you want to choose a channel frequency opposite from its troubled channel frequency.
For example; if currently set to channel 6, try changing it to channel 11.

Step 3: Apply Changes
Click 'Apply' 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.