# How can I change Wi-Fi Channel when I'm facing some Wi-Fi disconnections

- First of all you have to ping your modem's gateway IP from the command prompt on your desktop/laptop when no traffic on your connection:
  - Open the CMD (Command Prompt)
  - Type ping 192.168.1.1 –t or ping 192.168.1.254 (each modem has it own default gateway) then Enter.
    - If the time of many reply will be < 10 ms → seems good Wi-Fi channel and no need to change it , check the below example for good Wi-Fi channel :</p>

```
C:\Users
                     ping 192.168.1.1 -t
Pinging 192.168.1.1 with 32 bytes
Reply from 192.168.1.1: bytes=32 time=5ms
                                           TTL=65
Reply from 192.168.1.1: bytes=32 time=8ms
                                           TTL=65
Reply from 192.168.1.1: bytes=32 time=2ms
                                           TTL=65
nReply from 192.168.1.1: bytes=32 time=2ms
                                           TTL=65
Reply from 192.168.1.1: bytes=32 time=2ms
                                           TTL=65
Reply from 192.168.1.1: bytes=32
                                  time=6ms
                                           TTL=65
Reply from 192.168.1.1: bytes=32 time=5ms TTL=65
Reply from 192.168.1.1: bytes=32 time=5ms
                                           TTL=65
Reply from 192.168.1.1: bytes=32 time=6ms
                                           TTL=65
Reply from 192.168.1.1: bytes=32
                                  time=2ms
                                           TTL=65
```

If the time of many replies will be > 10 ms, channel should be changed by the below steps:

## Technicolor v1 /Thomson:

- 1. Connect to the Wi-Fi network of your modem
- 2. Open any browser, and enter the gateway address (the default one is 192.168.1.1) username : admin , password : admin
- 3. Press on home network  $\rightarrow$  WLAN



### 4. Press on configure :

÷	Wireless Access Po	oint - Thomson7BCECC	
•	Configuration		
	Interface Enabled:	Yes	/
	Physical Address:	08:76:FF:7B:CE:CC	/
	Network Name (SSID):	Thomson7BCECC	
	Interface Type:	802.11b/g/n	<b>1</b>
	Actual Speed:	65 Mbps	
	Band:	2.4G Hz	
	<ul> <li>Security</li> </ul>		
	Allow New Devices:	New stations are allowed (automatica	ally)
			••

5. Change the channel selection from automatic to manual, and choose the correct channel number reference to ping reply from the CMD (by testing the ping on ever channel to find the best one):

#### • Configuration

-	
Interface Enabled:	
Physical Address:	08:76:FF:7B:CE:CC
Network Name (SSID):	Thomson7BCECC
Interface Type:	802.11b/g/n
Actual Speed:	65 Mbps
Band:	2.4G Hz
Channel Selection:	Manual V 1
Region:	USA
Channel:	<sup>11</sup> 2

## Technicolor v2 :

- 1. Connect to the Wi-Fi network of your modem
- 2. Open any browser, and enter the gateway address (the default one is 192.168.1.1):

	Username: admin,	password: access ke	y on the back of	the modem
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Sian in	
<u>.</u>	
2	
admin	
<b>a</b>	

3. Press on wireless :



4. Change the channel from auto to manual , and choose the correct channel number reference to ping reply from the CMD (by testing the ping on ever channel to find the best one ):

CCESS POINTS 2.4GHZ	Interface		
INCAP6642D3	interface		
Guest6642D3			
CCE\$\$ POINT\$ 5GHZ	Radio Enabled		
INCAP6642D3-5G	Frequency band	2.4GHz	
Guest6642D3-5G			
WIRELESS DATA	MAC address	E0:B9:E5:66:42:D3	
Analyzer 2.4GHz	Speed	54Mbos	 
Analyzer 5GHz	Channel	Auto	
Client Monitoring	Channer	Auto	<
	Current channel	-1	
	Access Point		
	Enabled		
		f anno 1995 anno 1997	
	SSID name	INCAP6642D3	