

## 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:
  - o Open the CMD (Command Prompt)
  - o Type ping 192.168.1.1 -t or ping 192.168.1.254 (each modem has its own default gateway) then Enter.
    - If the time of many replies will be < 10 ms → seems good Wi-Fi channel and no need to change it, check the below example for good Wi-Fi channel :

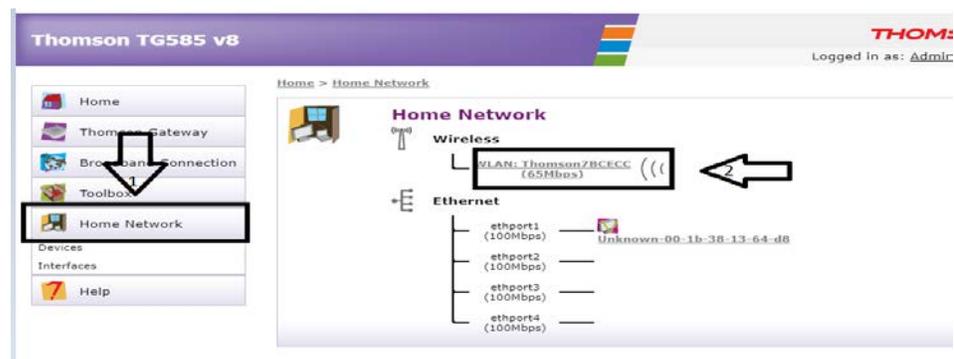
```
C:\Users\ [redacted] > ping 192.168.1.1 -t

Pinging 192.168.1.1 with 32 bytes of data:
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
Reply 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
```

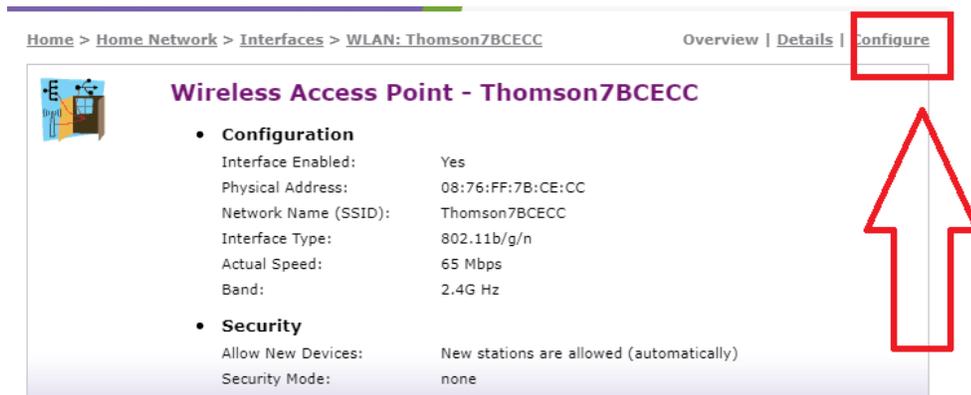
- If the time of many replies will be > 10 ms, channel should be changed by the below steps:

### Technicolor v1 /Thomson:

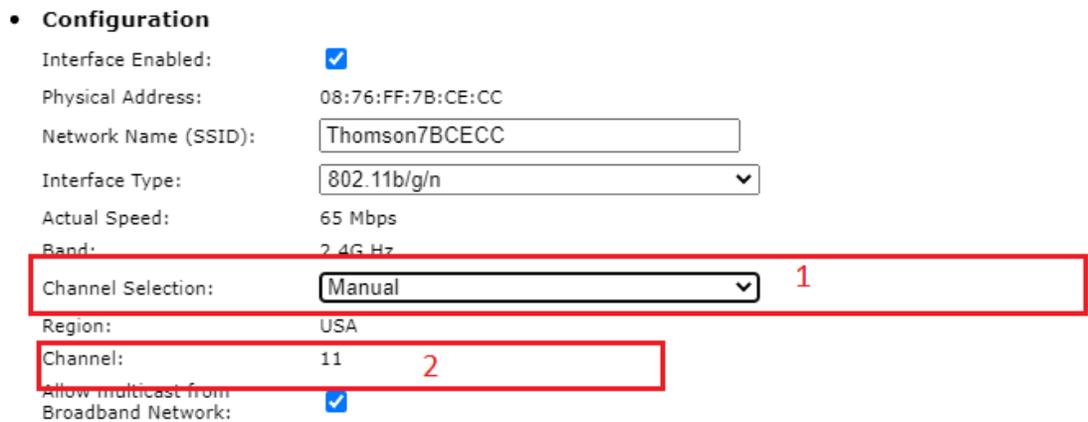
1. Connect to the Wi-Fi network of your modem
2. Open any browser, and enter the gateway address ( the default one is 192.168.1.1 ) username : admin , password : admin
3. Press on home network → WLAN



4. Press on configure :



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):



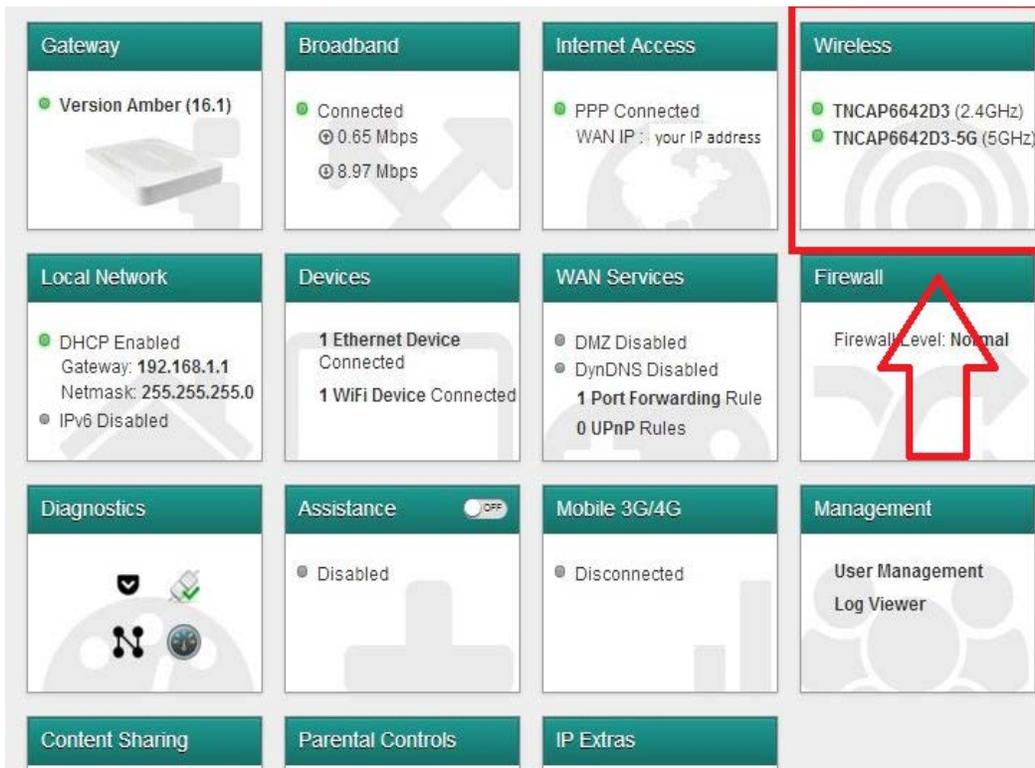
### **Technicolor v2 :**

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 key on the back of the modem



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 ):

# Wireless

show advanced

ACCESS POINTS 2.4GHZ

TNCAP6642D3

Guest6642D3

ACCESS POINTS 5GHZ

TNCAP6642D3-5G

Guest6642D3-5G

WIRELESS DATA

Analyzer 2.4GHz

Analyzer 5GHz

Client Monitoring

## Interface

Radio Enabled

Frequency band 2.4GHz

MAC address E0:B9:E5:66:42:D3

Speed 54Mbps

Channel

Current channel 1

## Access Point

Enabled

SSID name TNCAP6642D3

Close

