

CUSTOMER SUPPORT • STEP-BY-STEP GUIDE

How to Change Your Wi-Fi Channel

Facing drops, lag or a slow connection on Wi-Fi? A crowded channel is a common cause. This walkthrough covers the routers and modems Cyberia provides — one simple method, a quick way to tell if you even need it, plus the exact address, login and menu for every model.

DSL	Fiber (ONT)	Wi-Fi Router	Mesh System
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START HERE

First, check whether you actually need to change it

The Wi-Fi channel is only worth changing when the band you're on is congested. A 30-second ping test to your modem tells you if that's happening — do it on the device that drops, with nothing else downloading:

1. Pause any downloads or streaming so the connection is idle.
2. Open **Command Prompt (CMD)** on a Windows PC (search "cmd").
3. Type **ping 192.168.1.1 -t** and press Enter. Use your own gateway if it differs — some modems answer on **192.168.1.254** or **192.168.100.1**.
4. Watch the reply times. Mostly **under 10 ms** → your channel is fine, leave it on Auto. Many replies **over 10 ms**, or spikes and time-outs → the channel is likely crowded; change it.
5. Press **Ctrl + C** to stop the test.

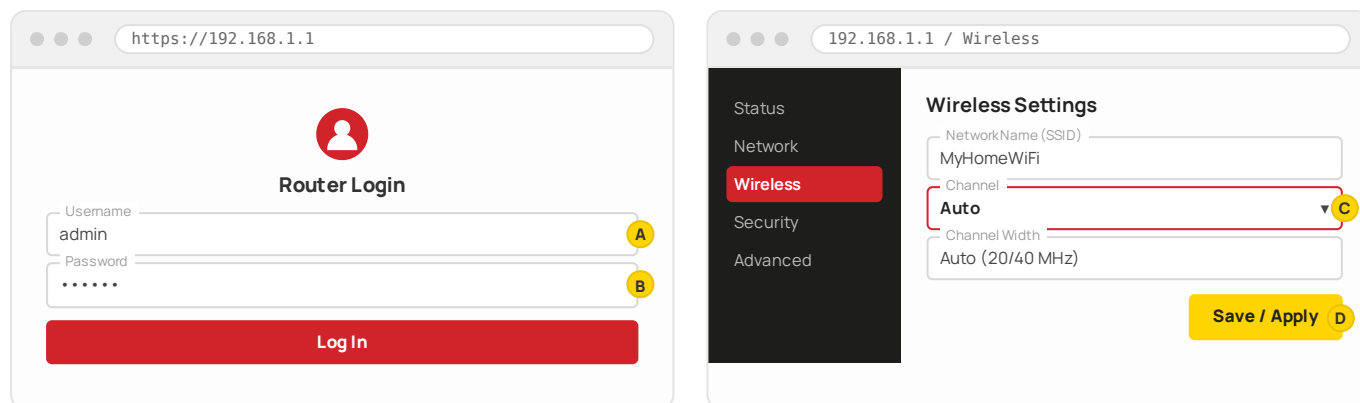
The method that works on (almost) every device

Whatever your connection type, the steps are the same: open the device's settings, find the wireless section, switch the channel from automatic to manual and pick a clear one, then save. Only the address, the login and the menu name change — those are listed for every model in the table on the next page.

1. **Connect** — join the device's Wi-Fi, or plug a LAN cable into one of its yellow ports.
2. **Open the page** — in a browser type the gateway address (e.g. 192.168.1.1) and press Enter.
3. **Log in** — enter the admin user & password, usually printed on the sticker under the device.
4. **Open Wireless** — find Wireless / WLAN / Wi-Fi. The channel usually sits under **Basic** or **Advanced** (not Security).
5. **Set the channel** — change Channel from **Auto** to **Manual** and pick a clear one (on 2.4 GHz use 1, 6 or 11).
6. **Save & re-test** — click Save / Apply, reconnect, then run the ping test again to confirm it improved.

Where is the channel setting? The channel lives in the Wireless / WLAN section under **Basic** or **Advanced** — the password lives under Security, the channel does not. Dual-band devices (2.4 GHz + 5 GHz) have a separate channel for each band; 2.4 GHz is the one that gets crowded, so start there. A free **Wi-Fi analyzer** app shows which channels your neighbours use — even clearer than ping.

What the channel screen looks like



Left: address bar (top), then **A** username & **B** password. Right: **C** the Channel field, **D** the Save button.

Illustrations show the typical layout. Exact wording and colours vary between firmware versions, but the labels you're looking for – **Channel**, **Auto / Manual**, **Save** – are the same everywhere.

CHEAT SHEET

Quick reference – by connection type

Find your device's connection type, type the address into a browser, log in (sticker or default), open the listed menu, switch Channel to **Manual** and pick a clear one.

Model	Address to type	Default login *	Where the channel lives
DSL MODEMS			
D-Link DSL-124	192.168.1.1	admin / admin	Wireless → Basic → Wireless Channel (uncheck Auto)
D-Link DSL-2878	192.168.1.1	admin / admin	Wireless → Advanced (Wireless Settings) → Channel
TP-Link TD-W9950	192.168.1.1 / tplinkwifi.net	admin / admin	Wireless → Basic → Channel
Technicolor DWA0100	192.168.1.1	admin / Sticker	Wireless / Wi-Fi → Channel (Automatic → Manual)
FIBER TERMINALS (ONT)			
Huawei EchoLife EG8145V5	192.168.100.1 (or .1.1)	Sticker (often admin/...)	WLAN → WLAN Advanced → Channel
Nokia ONT 2428A1	192.168.1.1	Sticker on unit	Network / WLAN → Channel
Zhone 2466GN	192.168.1.1	admin / Sticker	Wireless → Basic (Radio) → Channel
Zhone ONT 2428	192.168.1.1	admin / Sticker	WLAN → Basic → Channel
WI-FI ROUTER			
TP-Link Archer AX12	192.168.0.1 / tplinkwifi.net	password you set on first use	Advanced → Wireless → Wireless Settings → Channel
MESH SYSTEM			
TP-Link Deco M5	– (app only)	TP-Link ID in the app	Channel is automatic – no manual setting (see p.5)
TP-Link Deco X50	– (app only)	TP-Link ID in the app	Channel is automatic – no manual setting (see p.5)

* Auto is often the best choice – only switch to a manual channel if the ping test or a Wi-Fi analyzer shows the band is crowded. On 2.4 GHz, only channels **1**, **6** and **11** don't overlap; pick whichever your neighbours use least.

STEP-BY-STEP BY TYPE

Walkthroughs for each connection type

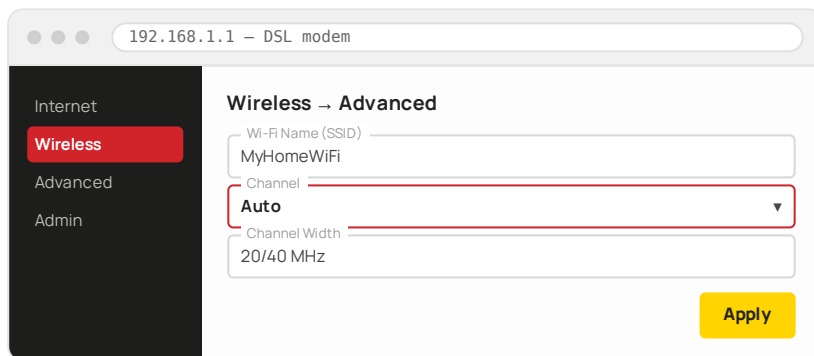
DSL

DSL modems

D-Link DSL-124 • D-Link DSL-2878 • TP-Link TD-W9950 • Technicolor DWA0100

Model	Address / login	Channel menu path
D-Link DSL-124	192.168.1.1 · admin/admin	Wireless → Basic → Wireless Channel
D-Link DSL-2878	192.168.1.1 · admin/admin	Wireless → Advanced → Channel (per band)
TP-Link TD-W9950	tplinkwifi.net · admin/admin	Wireless → Basic → Channel
Technicolor DWA0100	192.168.1.1 · sticker	Wireless / Wi-Fi → Channel

1. Connect by Wi-Fi or a LAN cable, open a browser and type the address for your model.
2. Log in with the admin account (sticker or default).
3. Open **Wireless**. The channel sits under **Basic** (D-Link DSL-124, TP-Link) or **Advanced / Wireless Settings** (D-Link DSL-2878); on Technicolor it's on the main Wi-Fi page.
4. Switch **Channel** from Auto to **Manual** and choose 1, 6 or 11 on 2.4 GHz — test each with the ping to find the clearest.
5. If 2.4 GHz and 5 GHz are listed separately, the 2.4 GHz channel matters most; then click **Apply / Save**.



DSL modem wireless / advanced page (typical).

FIBER

Fiber terminals (ONT)

Huawei EG8145V5 • Nokia ONT 2428A1 • Zhone 2466GN • Zhone ONT 2428 • Technicolor DWA0100

Model	Address / login	Channel menu path
Huawei EchoLife EG8145V5	192.168.100.1 · sticker	WLAN → WLAN Advanced → Channel
Nokia ONT 2428A1	192.168.1.1 · sticker	Network / WLAN → Channel
Zhone 2466GN	192.168.1.1 · sticker	Wireless → Basic (Radio) → Channel
Zhone ONT 2428	192.168.1.1 · sticker	WLAN → Basic → Channel

1. Connect to the ONT, open a browser and type the address for your model.
2. Log in with the username/password on the **sticker** (these fiber units use unique per-device logins).
3. Open **WLAN** (Huawei/Zhone), **Network → WLAN** (Nokia) or **Wireless** (Technicolor). On Huawei the channel is under **WLAN Advanced**, not WLAN Basic.
4. Switch **Channel** from Auto to Manual and pick a clear one (1, 6 or 11 on 2.4 GHz).
5. Set the 2.4 GHz and 5 GHz channels if dual-band (e.g. EG8145V5), then click **Apply / Save**.

Huawei EG8145V5 WLAN Advanced page (others similar).

Two logins on some fiber units: ISP fiber terminals may have a limited user account and a full admin / telecom account. The user account on the sticker is enough to change the channel. **Avoid changing internet / WAN settings**, as that can drop your fiber connection – call Cyberia support if unsure.

WI-FI

Wi-Fi router

TP-Link Archer AX12

Model	Address / login	Channel menu path
TP-Link Archer AX12	tplinkwifi.net · password you set	Advanced → Wireless → Wireless Settings → Channel (or Tether app)

1. Connect, then browse to tplinkwifi.net (or 192.168.0.1).
2. Log in. The Archer AX12 has **no** admin/admin default – use the password you set during setup (reset the unit if forgotten).
3. Go to **Advanced** → **Wireless** → **Wireless Settings** (Smart Connect off lets you set each band separately).
4. Change **Channel** from Auto to a manual channel for 2.4 GHz (and 5 GHz if you like). Leave **Channel Width** on Auto, then click **Save**.

Phone option: the free TP-Link **Tether** app → select the router → Tools / Wireless → edit the channel → Save.

TP-Link Archer web UI (typical).

MESH

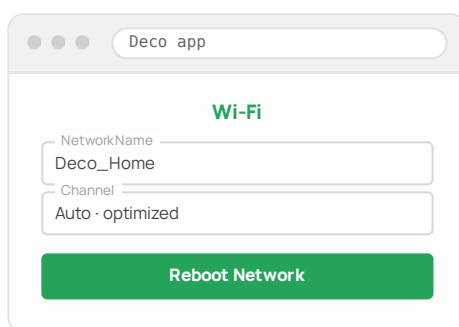
Mesh system – app only

TP-Link Deco M5 • TP-Link Deco X50

Model	Managed via	Channel handling
TP-Link Deco M5	Deco app • TP-Link ID	Automatic – no manual channel picker
TP-Link Deco X50	Deco app • TP-Link ID	Automatic – no manual channel picker

Deco mesh systems **choose and switch their channel automatically** to avoid interference, so there is no manual channel setting in the app. If a channel is congested, the fix is to trigger a fresh scan and reduce interference:

1. Open the **Deco** app on the phone that set up the system.
2. There is no manual channel option – the system scans and re-selects the best channel on its own.
3. To force a fresh scan, **reboot the network**: More → (⋮) / Network settings → **Reboot**, or power-cycle the main unit. It re-selects a channel on restart.
4. Reduce interference: keep units away from other routers, microwaves and cordless phones; spread them out.
5. If congestion persists, call Cyberia support – we can review the mesh from our side.



Deco app – channel is managed automatically (typical).

Pick a good channel & finish up

2.4 GHz – use 1, 6 or 11

Only these three don't overlap. Pick whichever your neighbours use least; it reaches further but gets crowded.

5 GHz – lots of room

Far less congested and faster for nearby devices. Channels 36–48 or 149–161 are good starting points.

Re-test after changing

Run the ping test (or a Wi-Fi analyzer) again. If it's no better, try another channel – this is normal trial and error.

If something doesn't work

Auto is often best. Only go manual if the ping test or an analyzer shows congestion. If a manual channel doesn't help, set it back to Auto.

Wi-Fi drops for a moment. Changing the channel briefly disconnects the network – that's normal; devices reconnect on their own.

No channel option? Mesh systems (Deco) and some ISP units manage the channel automatically – reboot the unit to trigger a fresh scan.

The page won't open. Make sure you're on this device's network, not mobile data or a neighbour's Wi-Fi. Try the alternative address and type it in the address bar (not a search box).

Factory reset is a last resort. It erases all settings – on fiber and DSL units the internet may need reconfiguring, so contact Cyberia support before resetting those.



Still need help?

Contact Cyberia customer support

04-727575

Addresses, default logins and menu names reflect the typical firmware for each model.