

Wireless Networking Guide

Technicolor routers



Updated July 2021

Contents

1. Connecting to a wireless network	2
2. Troubleshooting a wireless connection	3
3. Other things to consider when connecting wirelessly	4
4. Changing the router's settings	5

1. Connecting to a Wireless Network

You will find a sticker attached to your router. It will contain the following information:

- **Your SSID:** The name of your wireless network associated with your router
- **Your 5GHz SSID:** The name of your 5GHz wireless network associated with your router
- **WPA2 PSK:** The password you will need to enter on your PC's wireless client to gain access to this network

You will find more instructions on how to set up a wireless connection in our [Internet User Guide](#)

FYI:

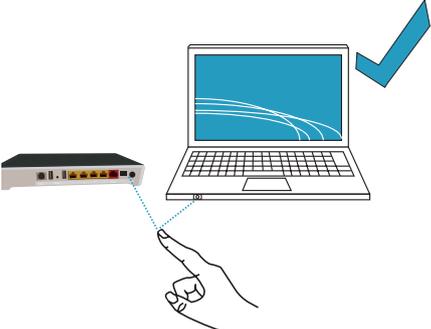
SSID: Or Service Set Identifier, is used to identify wireless networks. By displaying a list of SSIDs in your range you can select one to connect to.

WPA2: Security protocols used to secure wireless computer networks.

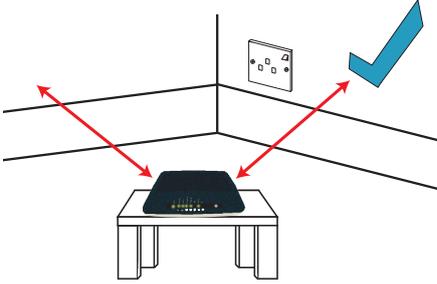
2. Troubleshooting a wireless connection

Wireless networking is a great way of accessing the internet. However, due to the nature of wireless networking and environmental influences - for example interference from other equipment or thickness of internal walls - we cannot guarantee that wireless will work in every location.

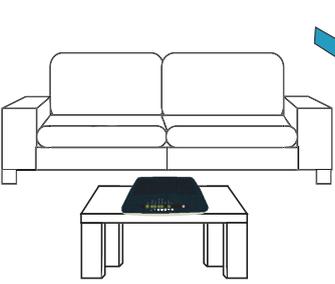
Like radio and television waves, wireless is subject to interference from electrical sources. If you have low signal strength, or you keep losing connection, it could be because some objects are interfering with your router and causing 'noise'. Your wireless signal will be the strongest when it is clear of any obstacles and is in a clear space. Try these tips to get the best out of your wireless:



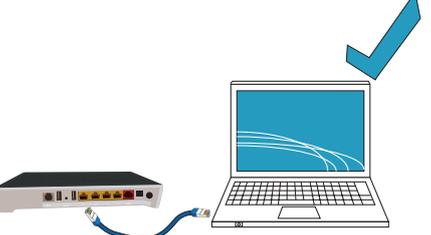
Power on and off your PC/laptop and router to see if this helps.



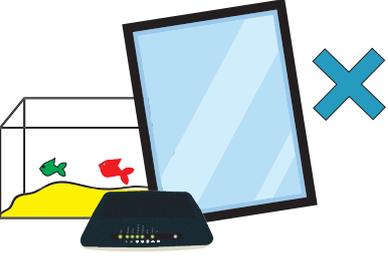
Thick walls can reduce the range of your wireless connection. Place the router away from walls



Move your router to a common area, such as a living room. Make sure your router isn't crowded and is in a central location.



A wired connection is always going to be faster than wireless. For faster speeds, try connecting your PC and router with an ethernet cable and leave Wi-Fi for your other devices.



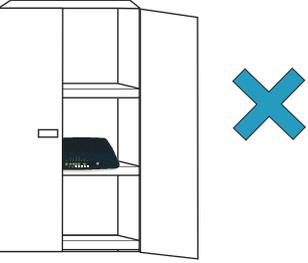
Keep your router away from reflective or shiny surfaces such as fish tanks, mirrors, windows and filing cabinets, as the signal can bounce off these objects.



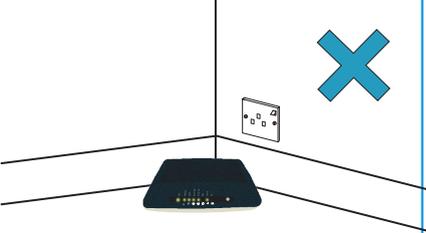
Do not place your router next to metallic objects, microwaves, cordless phones or RF transmission devices as these send out radio signals which can interfere with your router,



Bluetooth equipped devices like mobile phones send out radio signals. which can interfere with your router. Try turning these off one at a time to see if it make a difference.



Do not place your router in an enclosed space, such as a cupboard as this can limit the signal. Your router needs space and should be in your line of sight.



Ensure your router is in an upright position and is NOT on the floor

3. Other things to consider when connecting wirelessly

- Most wireless routers will provide a range of approximately 100 meters. If you live in a larger property and need greater coverage then you may need to add an additional wireless access point. If you are unsure on how to do this we recommend you contact a local computer technician to assist.
- Your wireless performance could be slowing down due to interference from other wireless networks in your area. Your router will automatically look for the channel with the least interference or “noise”, however from time to time, other devices in your area could overlap onto the channel your router is broadcasting on and will compete for the airwaves, causing the Wi-Fi to slow down. You can try and overcome this by changing the channel/frequency that your router will communicate on. We have provided instructions in section [4. Changing the wireless channel](#) on how to do this.
- Try disabling your firewall software and then try to connect again. If this works then contact your firewall supplier for more help
- Remove any old wireless networks as your router may be trying to connect to these instead of the new one. See section [6. Removing wireless networks](#)
- Change the Wireless Network Name (SSID) of the router and then try connecting to this newly named network. If you are using a router not supplied by seethelight from Sky then refer to the manufacturer’s instructions.
- Check your computer for viruses by running an anti-virus software.
- And remember...wireless Encryption Keys are case sensitive
- Check the lights on your router to make sure there are no faults here. More about your routers’ lights can be found in the internet user guide, hosted on our website at www.seethelight.co.uk

If none of the above solutions worked, we recommend connecting your PC to the router via an Ethernet cable and check for online solutions, or getting a computer technician to look at the problem.

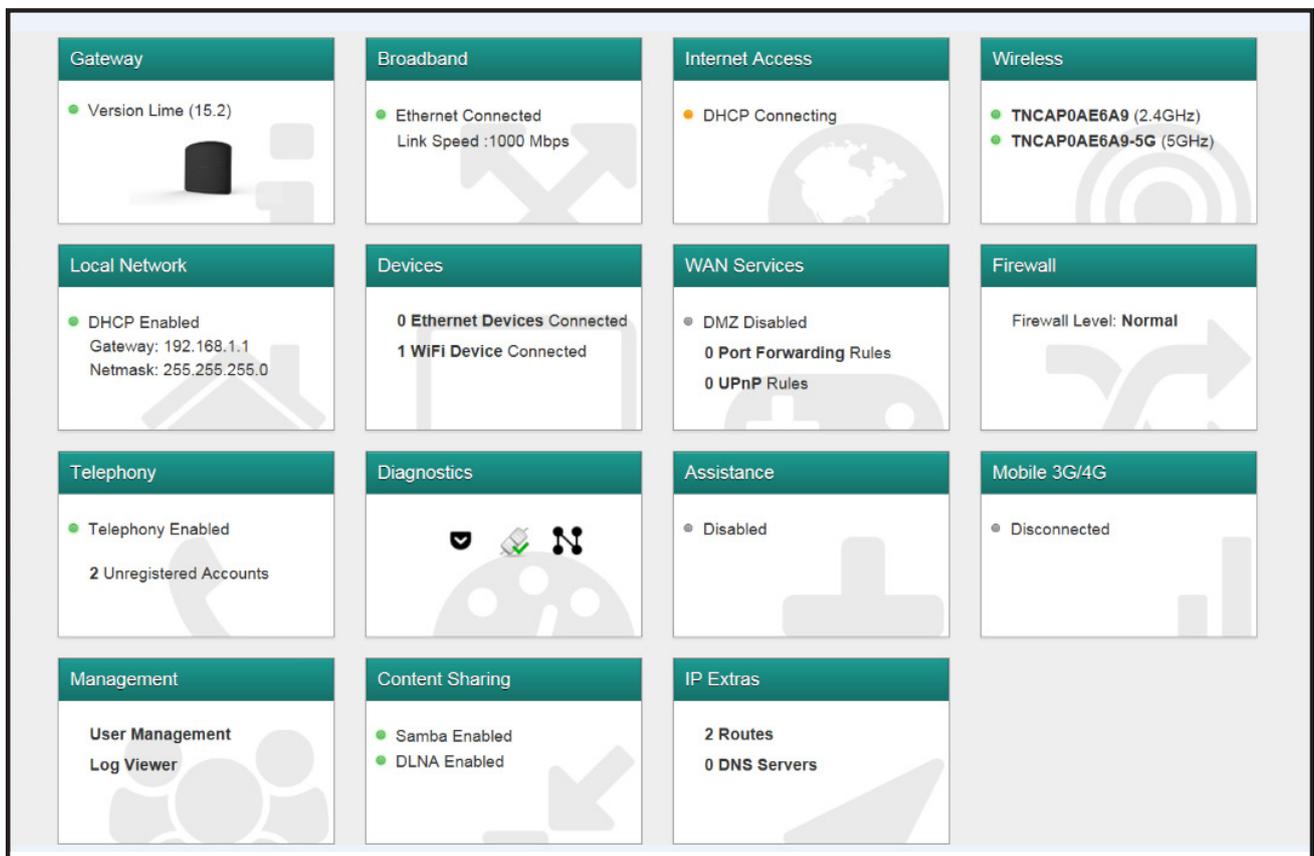
4. Changing the router's settings

From time to time, you may want to change some of your router's settings, for example:

- Changing the wireless router's channel/frequency and network name (SSID),
- Changing the encryption type and key (password)
- Changing the wireless name (SSID)
- Enabling band steering
- Removing wireless networks

To change any of the above:

1. Connect your router to your computer or laptop via an Ethernet Cable or using a wireless connection
2. Launch the router's administration webpage by typing the address `http://192.168.1.254` into your web browser. When prompted, enter the username `admin` and the router's password which you can find on the router's label. On some of the older versions of the router, the password is quick.
3. From the router's homepage, navigate to the 'Wireless' section and you will be able to change the router's settings.



Please note, the homepage for your router type may vary slightly in design.