

View or Change your Wi-Fi Name (SSID) and Password (Wi-Fi Key)



Once your modem is in service, there are 2 ways to see what your Wi-Fi Network name is going to be when you are using the SmartRG 804n cable modem.

The first way is to look at the manufacturer sticker that is on the bottom of the modem. The sticker will provide the default network name (Wi-Fi SSID) and the Wi-Fi password (Wi-Fi Key). If you have changed your Wi-Fi details, then these would not work. If you have reset your device through speaking with support or on your own these details would be used for your Wi-Fi connection.



The second way to find out would be to login to the modem and view what the settings are. This is how you can view the Wi-Fi details if you cannot remember what you have changed.

NOTE: These instructions require access to your modem through a physical connection. Please proceed with the steps below on a computer or laptop that is connected to your modem via an Ethernet Cable.

1. On a computer or laptop that is connected to your modem via an Ethernet Cable. Go to your internet browser (i.e. Chrome, Firefox, or Internet Explorer) and enter 192.168.0.1

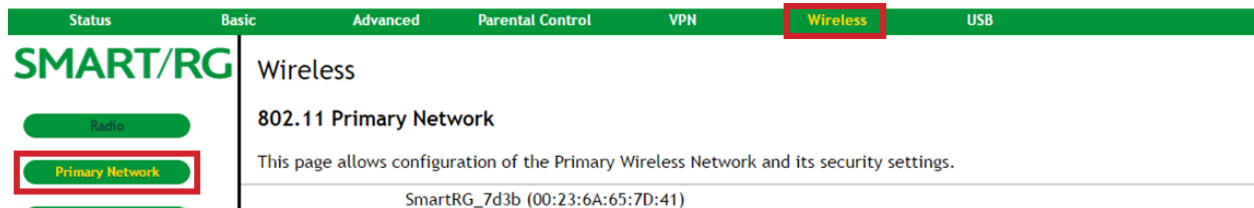


Login with your modem credentials, the default credentials are:

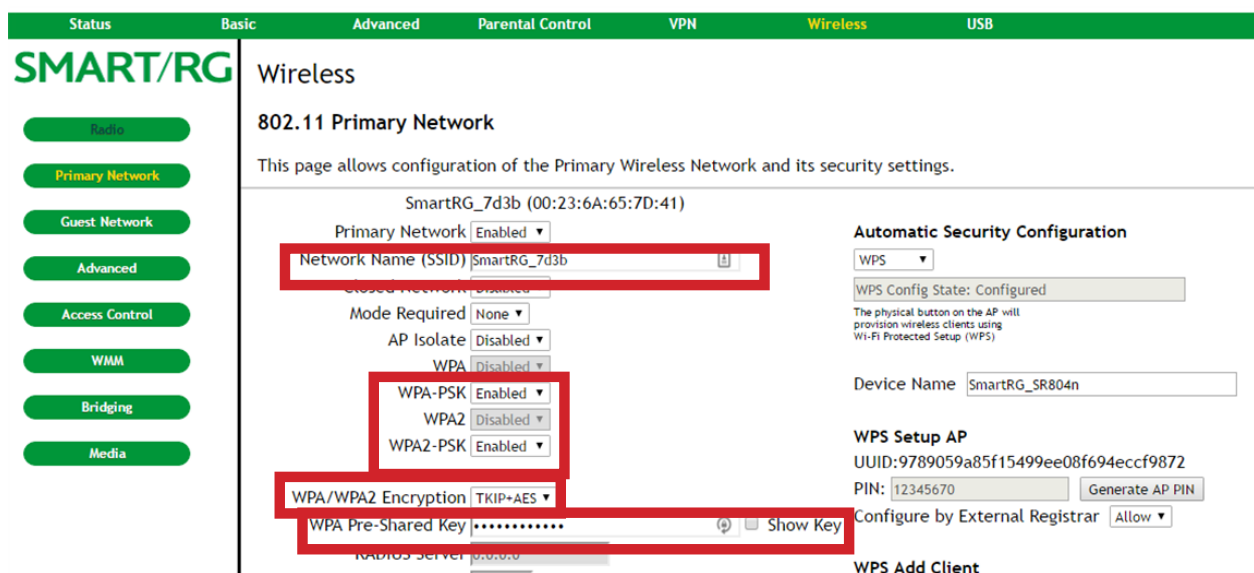
- Username: admin
- Password is the last 4 characters of MAC and last 4 digits of serial number.

If you are unable to login, please contact customer support for assistance.

2. Navigate to **Wireless** from the top menu, then **Radio Settings** on the sub-menu.



3. You can now access your wireless settings from this menu, below are the recommended modem settings:



Network Name (SSID): This is the wireless network name as it displays when you search for Wi-Fi networks, you can personalize this if you like.

WPA-PSK & WPA-PSK2: We recommend enabling both protocols as a security measure. This should be enabled by default when the modem first shipped.

WPA/WPA2 Encryption: We recommend TKIP+AES, as this encryption method is compatible with all devices that support WPA2 security. This should be the default setting when the modem first shipped.

WPA Pre-Shared Key: This is your Wi-Fi password, hidden as *****. You can check-off Show Key to reveal the password.

4. Click **"Apply"** to save any changes made, if you do not do this all changes will be lost.

Change Your Wi-Fi Frequency Setting

Did you know that you can manage your Channel Settings?

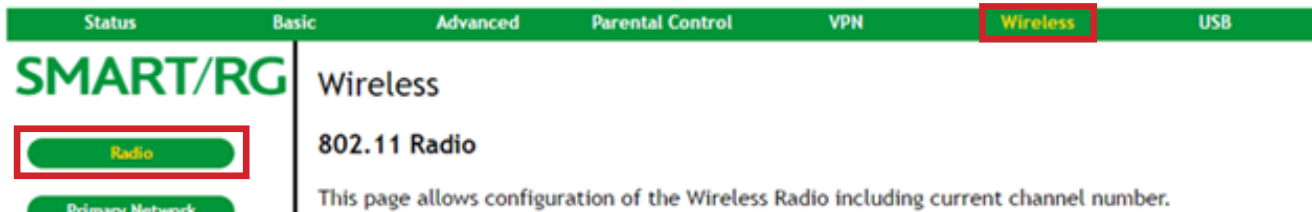
Your Wi-Fi signal runs on a frequency within the 2.4 Hz range, which is a popular choice for many wireless devices. At times, the Wi-Fi channel can become overcrowded with signals coming from other devices in the area. This causes your network to become unstable, as your modem and other devices nearby compete for space on the network. One of the ways to resolve this is to change the channel to a less populated one.

1. Go to your internet browser (i.e. Chrome, Firefox, or Internet Explorer) and enter 192.168.0.1

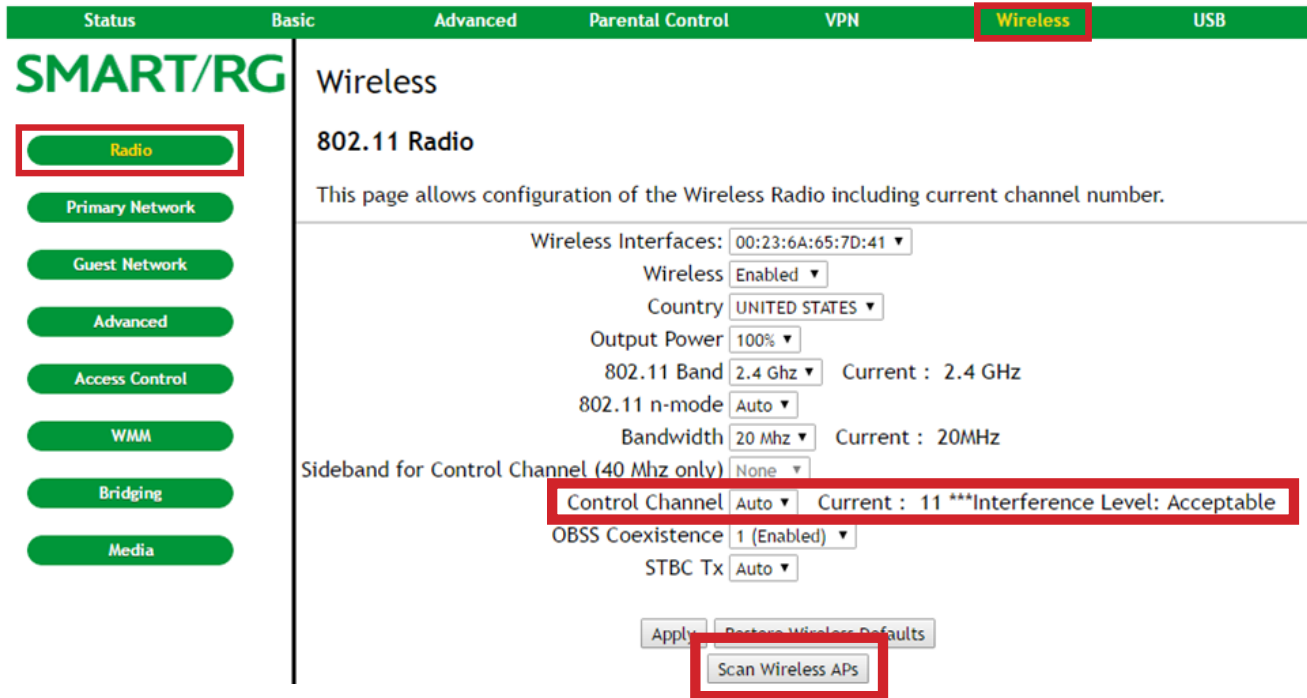


A window will pop-up asking for your modem login credentials, by default these credentials are provided on the insert included in with your modem. If you are unable to login using your modem credentials, please contact Worldline support.

2. Navigate to **Wireless** from the top menu, then **Radio Settings** on the sub-menu



3. You can now access your Wireless Radio configuration settings from this menu, below are the recommended modem settings:



The screenshot displays the configuration page for the SmartRG 804n's wireless radio. The 'Wireless' tab is active in the top navigation. The left sidebar contains several menu items, with 'Radio' highlighted. The main configuration area is titled '802.11 Radio' and includes a description: 'This page allows configuration of the Wireless Radio including current channel number.' The configuration options are as follows:

- Wireless Interfaces: 00:23:6A:65:7D:41
- Wireless: Enabled
- Country: UNITED STATES
- Output Power: 100%
- 802.11 Band: 2.4 Ghz (Current: 2.4 GHz)
- 802.11 n-mode: Auto
- Bandwidth: 20 Mhz (Current: 20MHz)
- Sideband for Control Channel (40 Mhz only): None
- Control Channel: Auto (Current: 11, ***Interference Level: Acceptable)
- OBSS Coexistence: 1 (Enabled)
- STBC Tx: Auto

At the bottom of the configuration area, there are three buttons: 'Apply', 'Restore Wireless Defaults', and 'Scan Wireless APs'. The 'Scan Wireless APs' button is highlighted with a red box.

Control Channel: This determines the channel your Wi-Fi signal will be broadcasted on. The “Auto” setting will change the channel automatically to avoid conflicts with other Wi-Fi networks.

Current: This shows the channel the modem is currently operating on.

*****Interference Level:** This is an indicator to see if the channel selected is a good choice or not. Acceptable shows right away after changing the WIFI control channel. Please allow a few mins for the system to scan the networks and confirm if the interference is acceptable or not.

Scan Wireless AP's: This function scans for competing Wi-Fi networks nearby. If the result shows more than 2-3 Wi-Fi networks on the same channel, we recommend changing the Control Channel to a less populated one.

4. Click **“Apply”** to save any changes made, if you do not do this all changes will be lost.