



## How to Troubleshoot Wireless Access (Wi-Fi) on the Qwest® Advanced Networking Modem: 2Wire® 2700 HG

**Internet Service Provider (ISP):  
All**



### **Use this document if:**

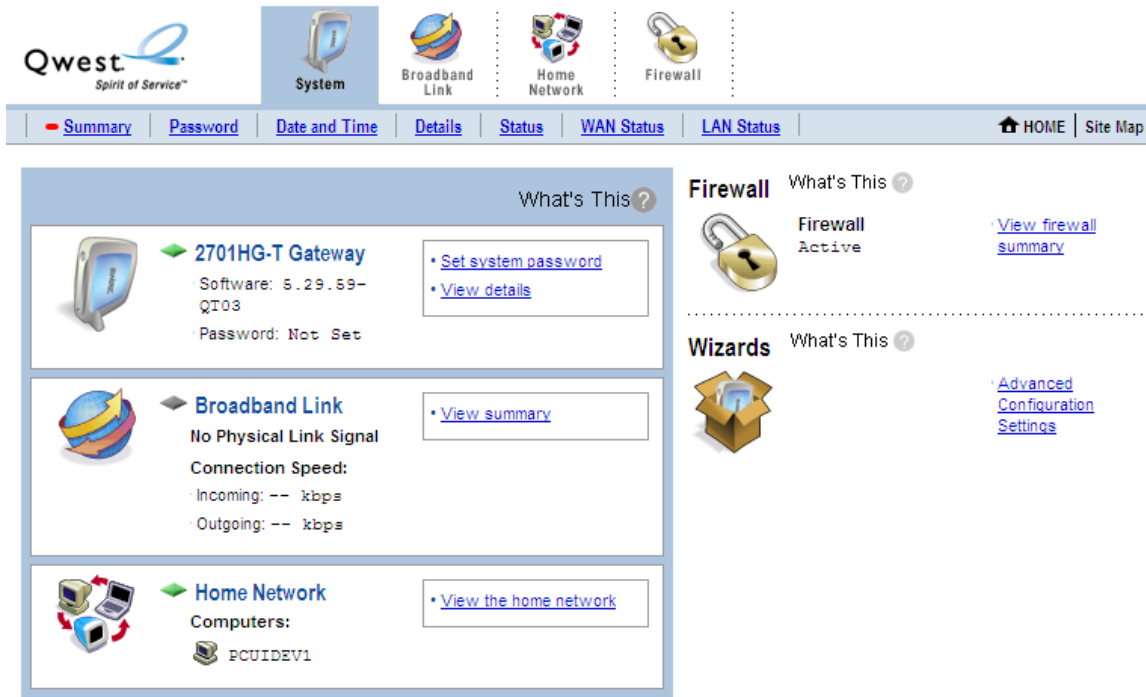
You want to change one or more of the following settings to troubleshoot your Qwest Advanced Networking Modem: 2Wire 2700 HG for wireless issues:

1. SSID (Network Name)
2. Channel
3. Security key
4. Power settings

### **This document assumes:**

- Your computer is directly connected to the modem using an Ethernet cable.
- The Qwest Advanced Networking Modem: 2Wire 2700 HG is powered on.

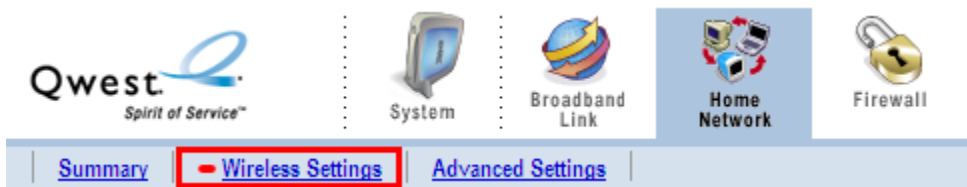
1. Open a web browser and navigate to <http://192.168.0.1> to access the 2Wire configuration page.



2. Select the **Home Network** icon to access the wireless page.



3. Select **Wireless Settings**.



4. The **Network Name** can be changed here. This is the name that your modem will broadcast publicly to any wireless users within wireless range of your network. In this example, 2WIRE525 was changed to E255R. The Network name can contain:

- Any number 0-9
- Only letters A-Z
- Are cAsE sensitive

Network Name:  Network Name:

5. The **Wireless Channel** can be changed to avoid interference from other wireless devices. Changing the Wireless Channel to 1, 6, or 11 can fix intermittent wireless connections issues

Wireless Channel:

1 (2412 MHz)
2 (2417 MHz)
3 (2422 MHz)
4 (2427 MHz)
5 (2432 MHz)
6 (2437 MHz)
7 (2442 MHz)
8 (2447 MHz)
9 (2452 MHz)
10 (2457 MHz)
11 (2462 MHz)

6. Changing the **Wireless Security** in combination with changing the **Network Name** can resolve wireless issues related cached information on your computer. If **Use custom pass phrase** is selected, choose either WEP-Open, WEP-Shared, WPA-PSK, and WPA-PSK:

- WEP = Type in 10 characters (40-bit or 64-bit) or type 26 characters (WEP 128-bit) (0-9 and A-F).
- WPA-PSK and WPA2-PSK = Uses a pass phrase that may be 8 to 63 printable ASCII characters (ASCII includes 26 alphabetic characters, 10 numerical digits, and from 11 to 25 special graphic symbols. For more information on ASCII, use your favorite search engine.)

### Wireless Security

**Enable** **Wireless Network Security**

Authentication:

Use default encryption key

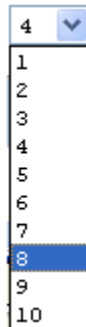
Use custom encryption key

Key:

- In the **Power Settings** drop down, select a number that is between 1 and 10.

Attention: Higher power settings are not always better. Raising the Power Settings to 10 will increase the power (in milliwatts) that the 2Wire uses for the wireless signal. The more power that is expended on transmitting the signal, the more likely distortion of the signal will occur. Distortion can slow down your connection and cause intermittent wireless problems.


**Power Setting:**



A dropdown menu for 'Power Setting'. The current selection is '4'. The menu is open, showing a list of options from 1 to 10. The option '8' is highlighted with a blue background.

4	▼
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

- Select **SAVE** to apply any changes and complete the wireless setup.



A row of four buttons: RESCAN, SAVE, CANCEL, and RESTORE DEFAULTS. The SAVE button is highlighted with a red border.

RESCAN	SAVE	CANCEL	RESTORE DEFAULTS
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