How to Configure Your Router - Complete Guide

TeleCorp - Customer Support

Before You Start

You will need:

- Your TeleCorp router
- Power cable
- Ethernet cable
- Your phone or computer
- Your account information (found on your bill)

Time required: 10-15 minutes

Step 1: Connect the Router

Physical Connections

1. **Connect the power cable** to the back of the router
2. **Plug into wall outlet** and press the power button
3. **Connect ethernet cable** from modem to router's "WAN" port (usually colored differently)
4. **Wait 2-3 minutes** for all lights to turn solid (not blinking)

LED Status Guide

- **Power LED:** Solid green = Good
- **Internet LED:** Solid green = Connected to internet
- **WiFi LED:** Solid green = WiFi is broadcasting
- **Red or blinking lights:** See troubleshooting section below

---

Step 2: Access Router Settings

Method 1: Using Your Computer

1. Connect your computer to router with ethernet cable

2. Open web browser (Chrome, Firefox, Safari)
3. Type in address bar: `192.168.1.1` or `192.168.0.1`
4. Press Enter

Method 2: Using WiFi (if already configured)

1. Connect to network: `TeleCorp_XXXX` (XXXX = last 4 digits of router serial)
2. Default password is on router label (usually bottom)
3. Open browser and go to `192.168.1.1`

Login Credentials

- **Username:** admin
- **Password:** Check router label or use: admin/password

Step 3: Initial Setup Wizard

Quick Setup Process

1. **Select your language** and time zone
2. **Choose connection type:** PPPoE (most common for TeleCorp)
3. **Enter your internet credentials:**
     - Username: Your TeleCorp account email
     - Password: Your internet service password (on bill)
4. **Click "Connect" and wait** for internet test

Internet Connection Test

- Green checkmark = Success, proceed to Step 4
- Red X = Check credentials or call support: 1-800-TELECORP

Step 4: Configure WiFi Settings

WiFi Network Setup

1. **Network Name (SSID):**
     - Default: TeleCorp_XXXX
     - Recommended: Change to something personal (e.g., "Smith_Home")
2. **WiFi Password:**
     - Must be 8+ characters
     - Use mix of letters, numbers, symbols
     - Example: MyHome2024!

3. **Security Type:**
    - ○ Select: WPA2/WPA3 (most secure)
4. **WiFi Band Settings:**
    - ○ 2.4GHz: Longer range, slower speed
    - ○ 5GHz: Shorter range, faster speed
    - ○ Recommendation: Enable both

Advanced WiFi Options

- ● **Guest Network:** Enable for visitors (optional)
- ● **WiFi Schedule:** Set times WiFi turns on/off (optional)
- ● **Channel Width:** Auto (recommended)

Step 5: Security Configuration

Change Default Passwords

1. **Router Admin Password:**
    - ○ Go to Administration > User Accounts
    - ○ Change from default to strong password
    - ○ Write it down safely
2. **Enable Firewall:**
    - ○ Security > Firewall
    - ○ Set to "High" protection level
3. **Disable WPS** (if not needed):
    - ○ WiFi > WPS Settings
    - ○ Turn OFF for better security

Step 6: Update Firmware

Check for Updates

1. Go to Administration > Firmware Update
2. Click "Check for Updates"
3. If available, click "Download and Install"
4. **DO NOT unplug during update** (takes 5-10 minutes)

Step 7: Test Your Connection

Speed Test

1. Connect device to WiFi
2. Go to speedtest.net
3. Click "GO"
4. Results should match your TeleCorp plan speed

Range Test

Walk around your home with connected device to check WiFi coverage in all rooms.

Troubleshooting Common Issues

No Internet Connection

- **Check all cables** are firmly connected
- **Restart modem first**, then router
- **Verify account status** - call TeleCorp if service suspended

WiFi Not Showing Up

- **Check WiFi LED** is solid green
- **Restart router** (unplug 30 seconds, plug back in)
- **Check WiFi name** in router settings

Slow WiFi Speed

- **Test wired connection** first (ethernet cable)
- **Move closer to router** for 5GHz band
- **Check for interference** from other devices
- **Restart router** to clear temporary issues

Can't Access Router Settings

- **Try different browser** or incognito/private mode
- **Clear browser cache** and cookies
- **Try both IP addresses:** 192.168.1.1 and 192.168.0.1
- **Reset router** if all else fails (see below)

Reset to Factory Settings

1. **Locate reset button** (small, recessed button)
2. **Hold for 10 seconds** while router is powered on
3. **Release button** and wait 2 minutes
4. **Reconfigure from Step 1**

Optimal Router Placement

Best Locations

- **Central location** in your home
- **Elevated position** (on shelf, not floor)
- **Open area** away from walls and metal objects
- **Away from other electronics** (microwaves, baby monitors)

Avoid These Locations

- Closets or cabinets
- Near metal objects
- Basements or attics
- Next to other routers

When to Contact Support

Call TeleCorp Support (1-800-TELECORP) if:

- Internet LED stays red after 10 minutes
- You cannot access router settings after reset
- Speed test shows less than 50% of your plan speed
- WiFi keeps disconnecting frequently
- You need help with advanced features

Have ready when calling:

- Your account number
- Router model number
- Description of the problem
- What troubleshooting steps you've tried

Quick Reference

Default Router Information

- **IP Address:** 192.168.1.1
- **Username:** admin
- **Default Password:** (on router label)
- **Default WiFi:** TeleCorp_XXXX
- **Support:** 1-800-TELECORP

Important Notes

- **Change default passwords** for security
- **Update firmware** regularly
- **Restart monthly** to maintain performance
- **Keep router clean** and well-ventilated

Last Updated: September 2025
Document Version: 1.0

Need more help? Visit our online support center or chat with us 24/7 on our website.