Home WiFi Customization

Residential Tier 1 Agents

Reference Guide

Tier 1: Home WiFi Customization Reference Guide Revisions

Note: Most recent revision at the top

Revision Date	Effective Date	Author	Approval	What Changed
4/13/2015	4/13/2015	A. Garcia		Added new GUI
1/17/2015	1/17/2015	A. Garcia		Document Created

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Goal

To help limit the amount of calls you will have to transfer to an advanced technical group for basic customization of a wireless network and provide a better customer experience.

Objectives

Upon completion of this module, you will be able to:

- Explain the best encryption type to use depending on the customer's set up
- Explain Pre-Shared key restrictions
- Walk a customer through logging into their gateway
- Identify where to change a customer's SSID, KEY, and Channel on different gateway types

Why Customize?

Customers want to have the ability to make their services custom tailored to their likes and needs. We still want to explain the benefits of using the default wireless log in information. If the customer insists on customizing their wireless information we can support them in doing this.

What do I need to know about customizing?

There are a couple of things to keep in mind revolving around the types of encryptions (password types) that are available and other wireless settings.

- **Encryption** – Our newer gateways come set to WPA2-PSK set by default, although most devices are compatible with this you may still have to change it for the best type of connection.
  - **WPA-PSK** – Seems to work better with Apple products (ipods, ipads, iphones, etc.), and some Nintendo gaming systems.
  - **WPA2-PSK** – Seems to work better with Windows PCs, Android devices, and just about everything else.
  - **WPA/WPA2-PSK** – Works best when the customer has a mix of products.
    - **Note:** To accomplish this set up on some gateways you will manually have to enable both WPA-PSK, and WPA2-PSK.
  - **WEP 64-bit** – This is an older type of encryption; even though it is still an available option in our gateways it is not recommended.
    - It is not supported by Wireless N, meaning we would have to change the gateway to Wireless G/B. If this is done a customer's wireless speed would cap around 20Mbps.
- **Algorithm** – Sometimes labeled encryption as well.
  - Your options will be **TKIP**, **AES**, or both **TKIP/AES**. You will want to stick to the combo (**TKIP/AES**) as it will be universal.
- **Wireless SSID** – Name of the network.
  - This can be just about anything the customer wants; we would just want to recommend that it is not personally identifiable information (like any ones name, or address).
- **Pre-Shared Key** – Network password restrictions.
  - **WPA-PSK or WPA2-PSK** – Must be **at least 8 characters** long. Can be made up of letters (A–Z), numbers (0–9), and special characters (!@#$). Case sensitive.
  - **WEP 64-bit** – Must be **exactly 10 characters** long. Can be made up of letters (A – F), and numbers (0 – 9). Case sensitive.
- **Wireless Channel** – By default wireless channels are set to channels 1, 11, or auto. If there are interference issues because of other wireless networks, change it. You may have to go through multiple channels to find the best one.
  - Changing the wireless channel takes effect immediately after clicking apply, and typically will not drop the connection unless you chose a channel that happens to be more congested than the last.

What do I need to get started?

The customer needs to be connected to their gateway in order to access their gateway's wireless settings. This can be accomplished wirelessly or with a direct connection (using an Ethernet cable).
Note: The customer does not need to be online to access their gateway settings.

How do I get the customer in?

1. Once the customer is connected to their gateway (wired or wireless) the customer will first need to **open a browser** (webpage).
2. Once the webpage is open, have the customer click into the **address bar** (**not a search bar**), type in **192.168.0.1** (alternate address: 192.168.1.1), and press enter.

3. The customer should be taken to a log in page for their gateway. The customer will then have to **log in using the admin info** for their specific type of gateway. **Examples Below:**

Gateway	Admin User Name	Admin Password
Arris TG862G/DG860A Gateways	**admin**	**password**
Arris TG1672G/DG1670A Gateways	**admin**	**password**
Netgear CDG24G	**admin**	**password**
Motorola Gateways	**admin**	**motorola**
SMC Residential Gateways	**cusadmin**	**password**
Technicolor	**admin**	**password**
Ubee Gateways	**user**	**user**
Ubee DDW36C	**admin**	**Password printed on the manufacturer's label.**

Note: If you click on the gateway types you will be redirected to the simulation for it (If available). Simulations are available through the Equipment Library.

4. Once logged in, the customer will have to navigate to their wireless settings and adjust **SSID, Key, and Channel** as desired. Examples of where the customer will want to go below (based on type of gateway):

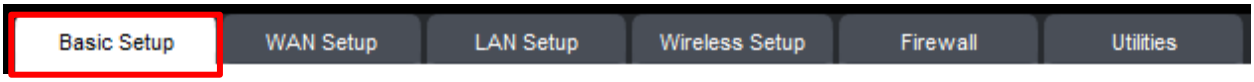
What will the customer see?

You will see the common gateways we currently use. The sections will be explained for the Arris, refer to this initial gateway for breakdowns of each customizable option.

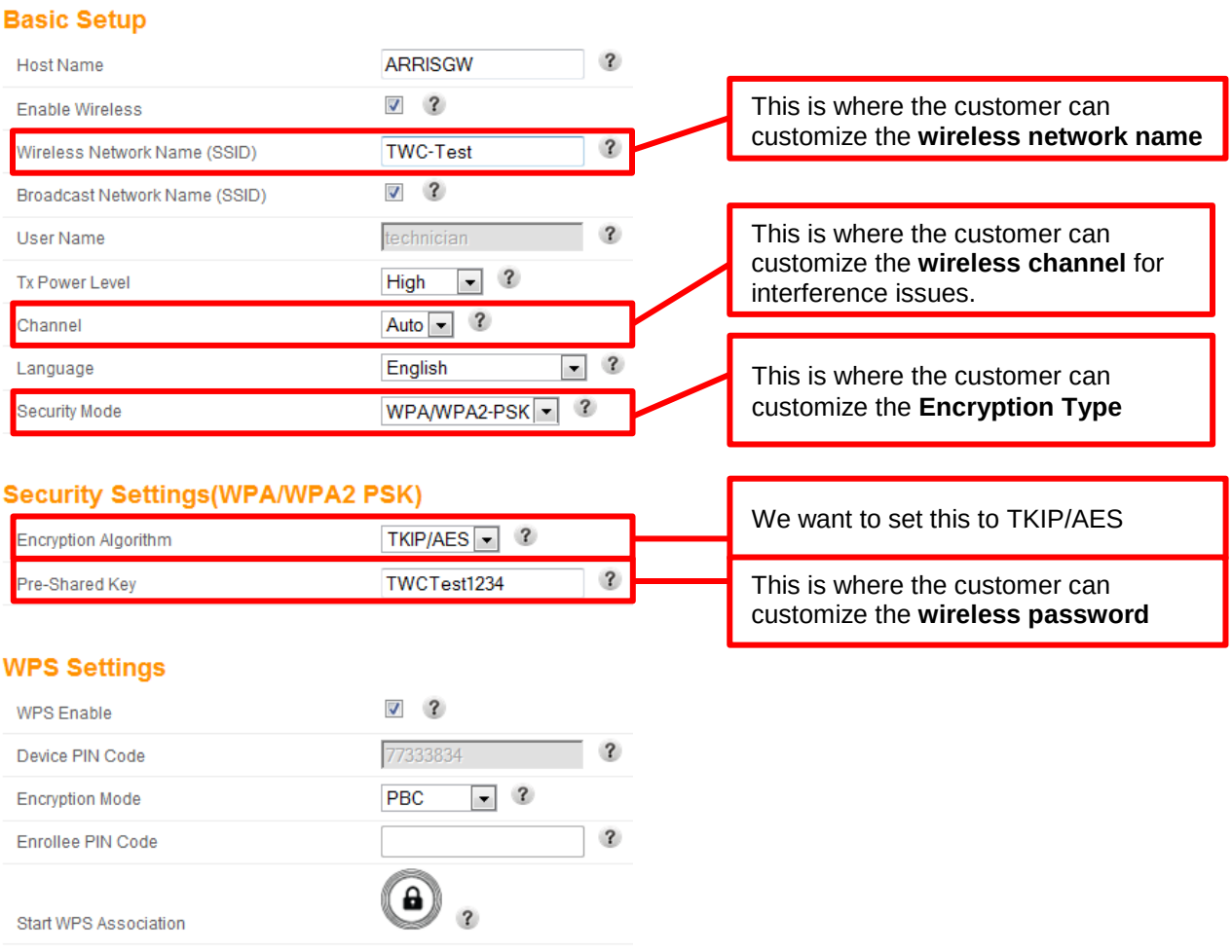
Arris:

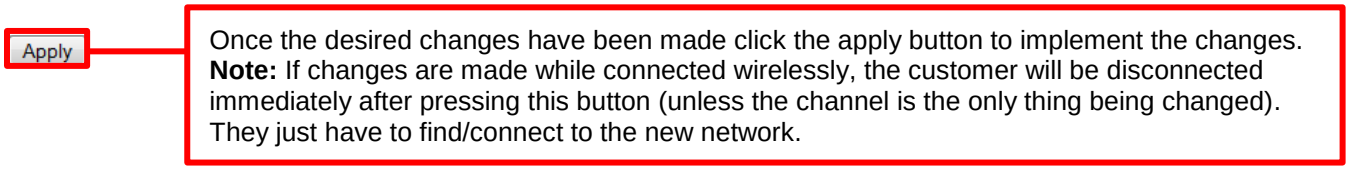
TG862G/DG860A

Once inside an Arris gateway you will begin in the Basic Set up section. You can change your SSID, Key, and channel from here!



Once inside the Basic Setup section have the customer customize as desired.

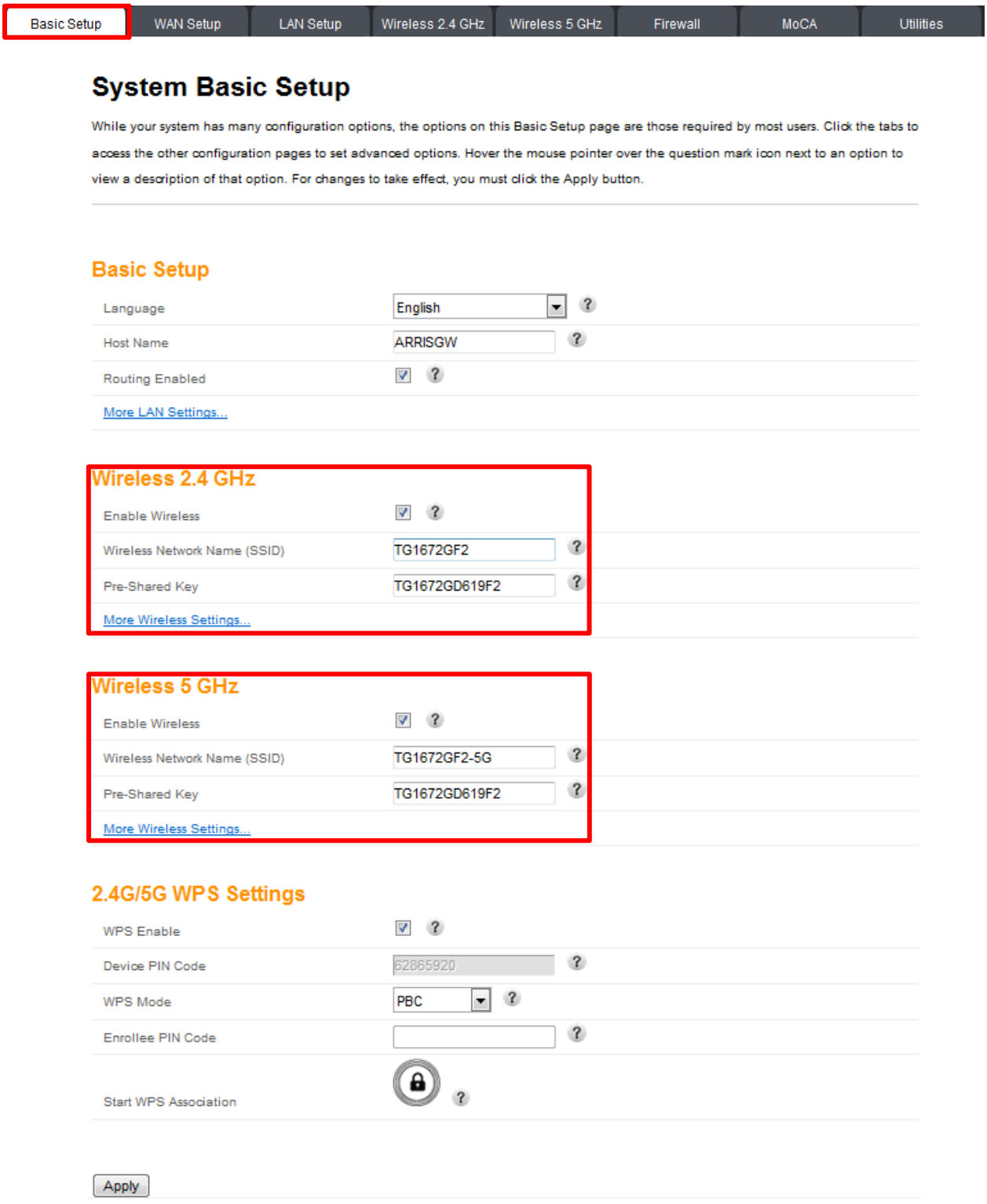


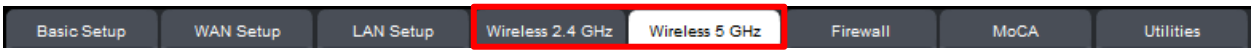


TG1672G/DG1670A

Once inside an Arris gateway you will begin in the Basic Set up section. You can change your SSIDs, and KEYs for both 2.4 GHz and 5 GHz.

Note: To change the channel or encryption go to the specific 2.4/5 GHz section.





System Basic Setup

While your system has many configuration options, the options on this Basic Setup page are those required by most users. Click the tabs to access the other configuration pages to set advanced options. Hover the mouse pointer over the question mark icon next to an option to view a description of that option. For changes to take effect, you must click the Apply button.

Wireless

SSID: TG1672GF2-5G

Basic Setup

Enable Wireless	☑
Wireless Network Name (SSID)	TG1672GF2-5G
Broadcast Network Name (SSID)	☑
Tx Power Level	High
Channel	Auto
AP Isolation	☐
Enable WMM	☑
Security Mode	WPA2-PSK (AES) (Recommended)
Pre-Shared Key	TG1672GD619F2

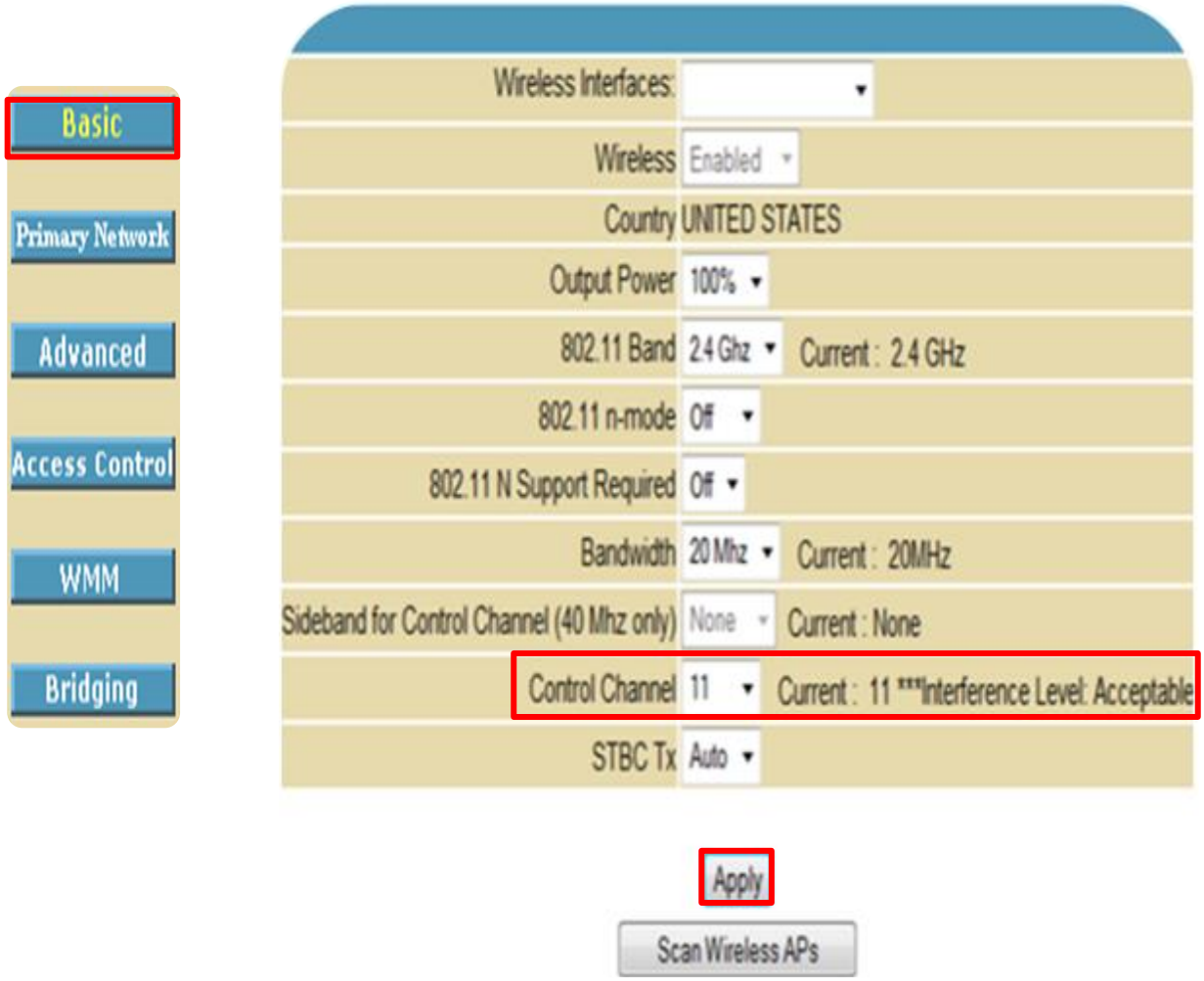
Apply

Motorola (Old GUI):

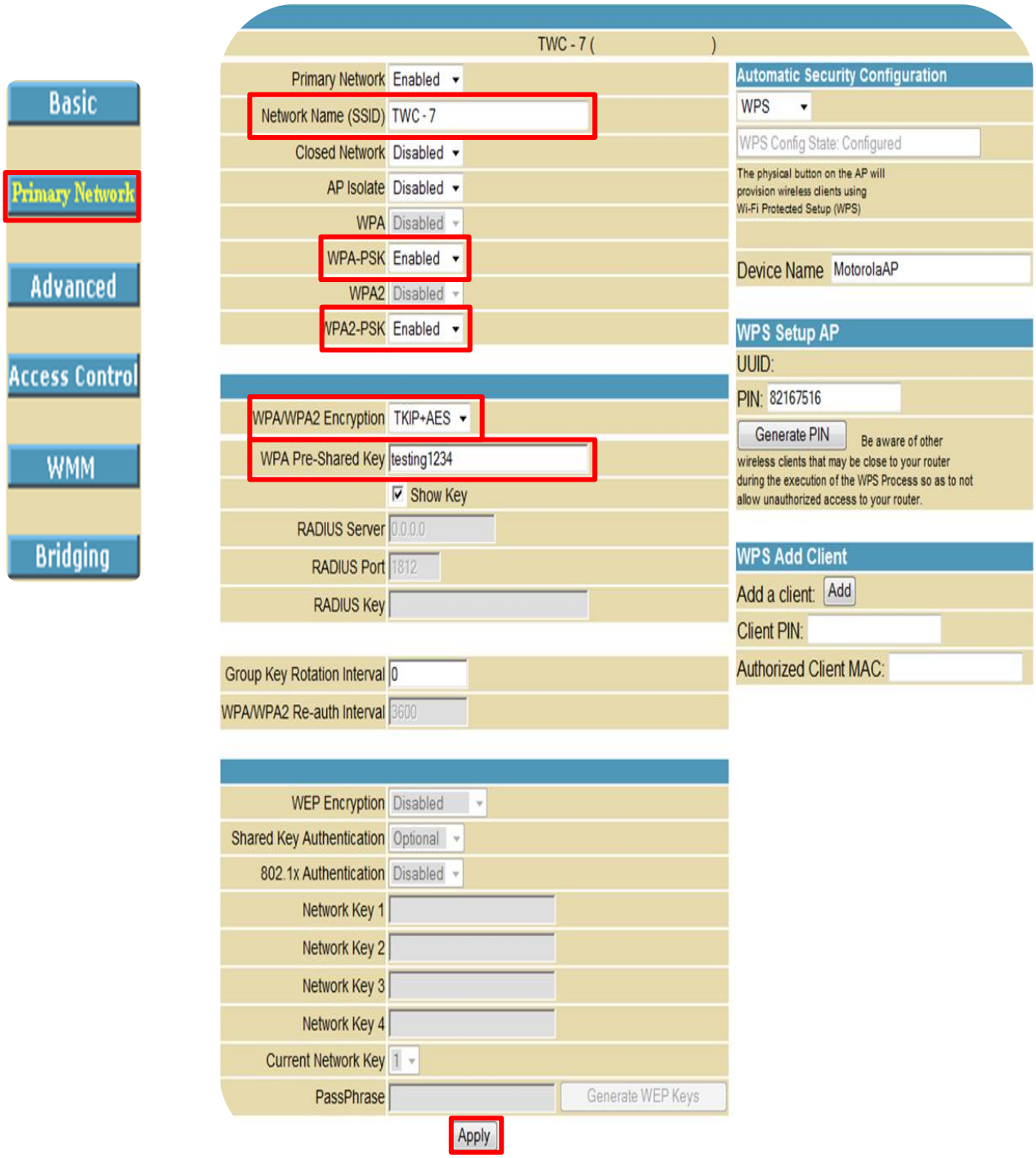
Once inside a Motorola you will have to click on the Wireless option on the Top Menu.

Motorolas will have 2 Menus on the left you will potentially use depending on whether you are trying to change the wireless channel or the SSID and Key.

Menu 1: **Basic** – This is where you can change the wireless channel.
Note: If you only change the wireless channel it should take effect immediately after pressing apply and should not disconnect the customer (unless the interference is worse on the channel they change to).



Menu 2: **Primary Network** – This is where you can change the SSID (wireless name), Key, Encryption Type, and Algorithm.

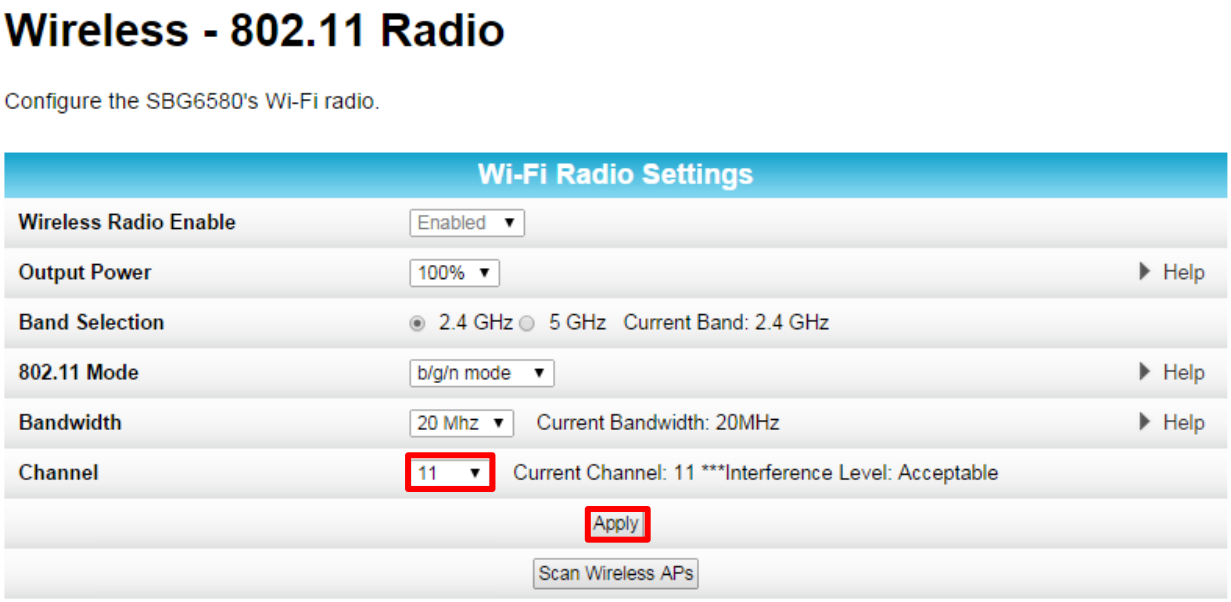


Motorola (New GUI):

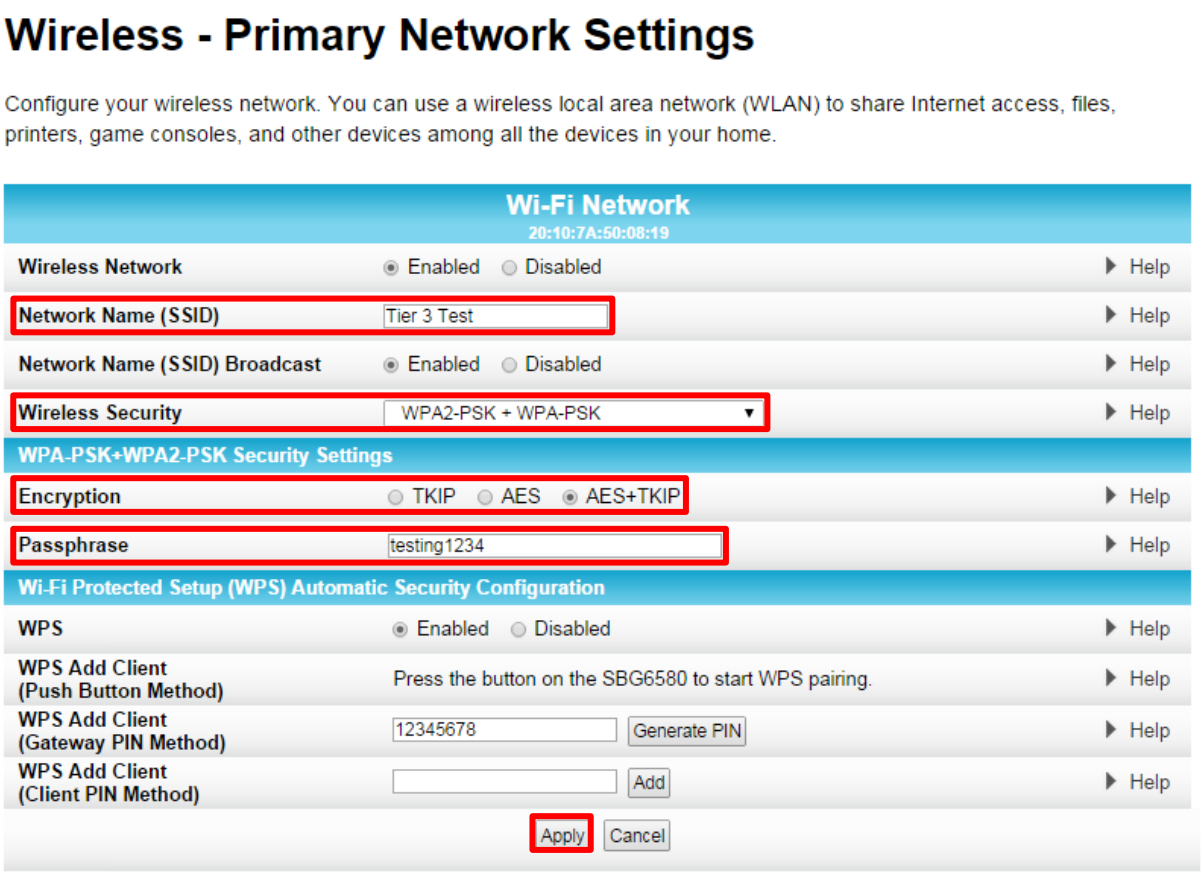
Once inside a Motorola you will have to click on the Wireless option on the Top Menu.

Motorolas will have 2 menus from the drop down you will potentially use depending on whether you are trying to change the wireless channel or the SSID/Key.

Menu 1: **Basic** – This is where you can change the wireless channel.
Note: If you only change the wireless channel it should take effect immediately after pressing apply and should not disconnect the customer (unless the interference is worse on the channel they change to).



Menu 2: **Primary Network Settings** – This is where you can change the SSID (wireless name), Key, Encryption Type, and Algorithm.

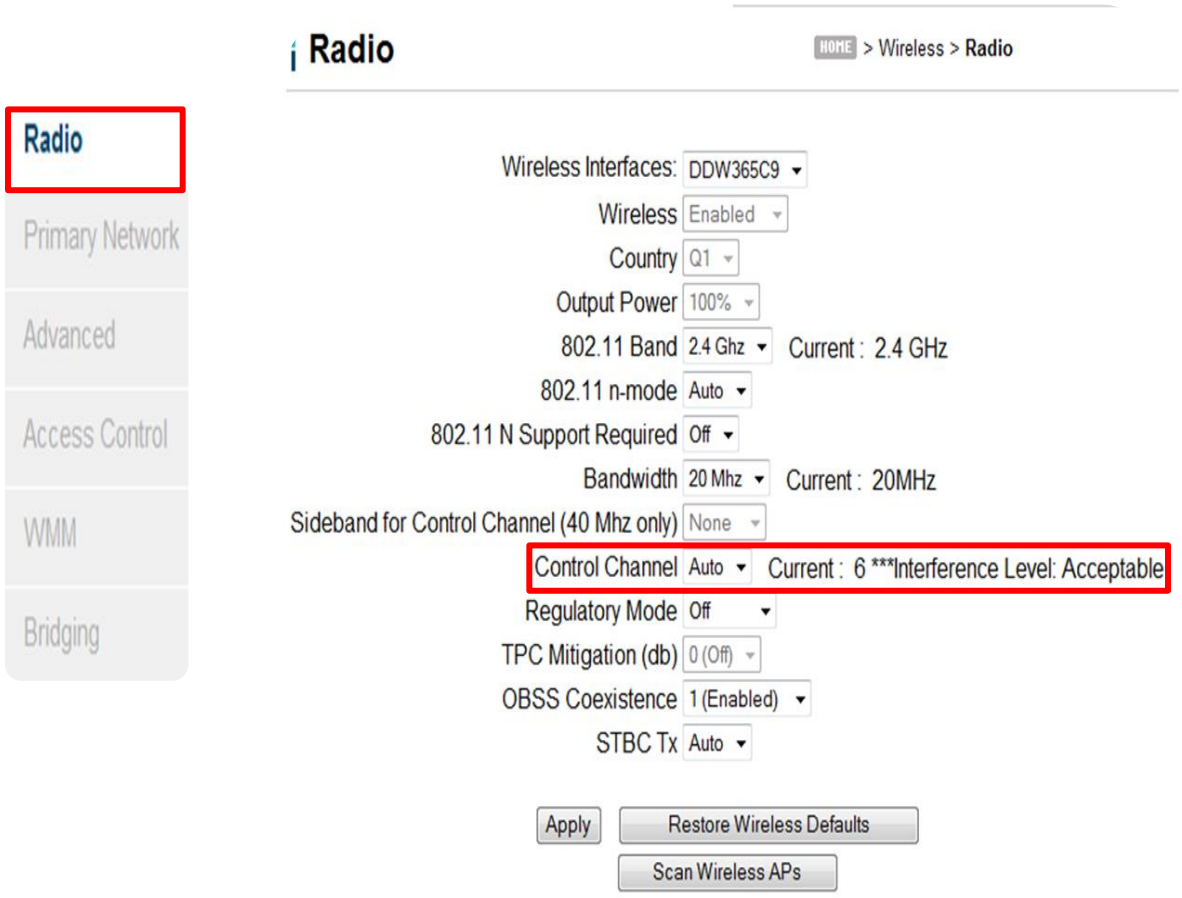


Ubee:

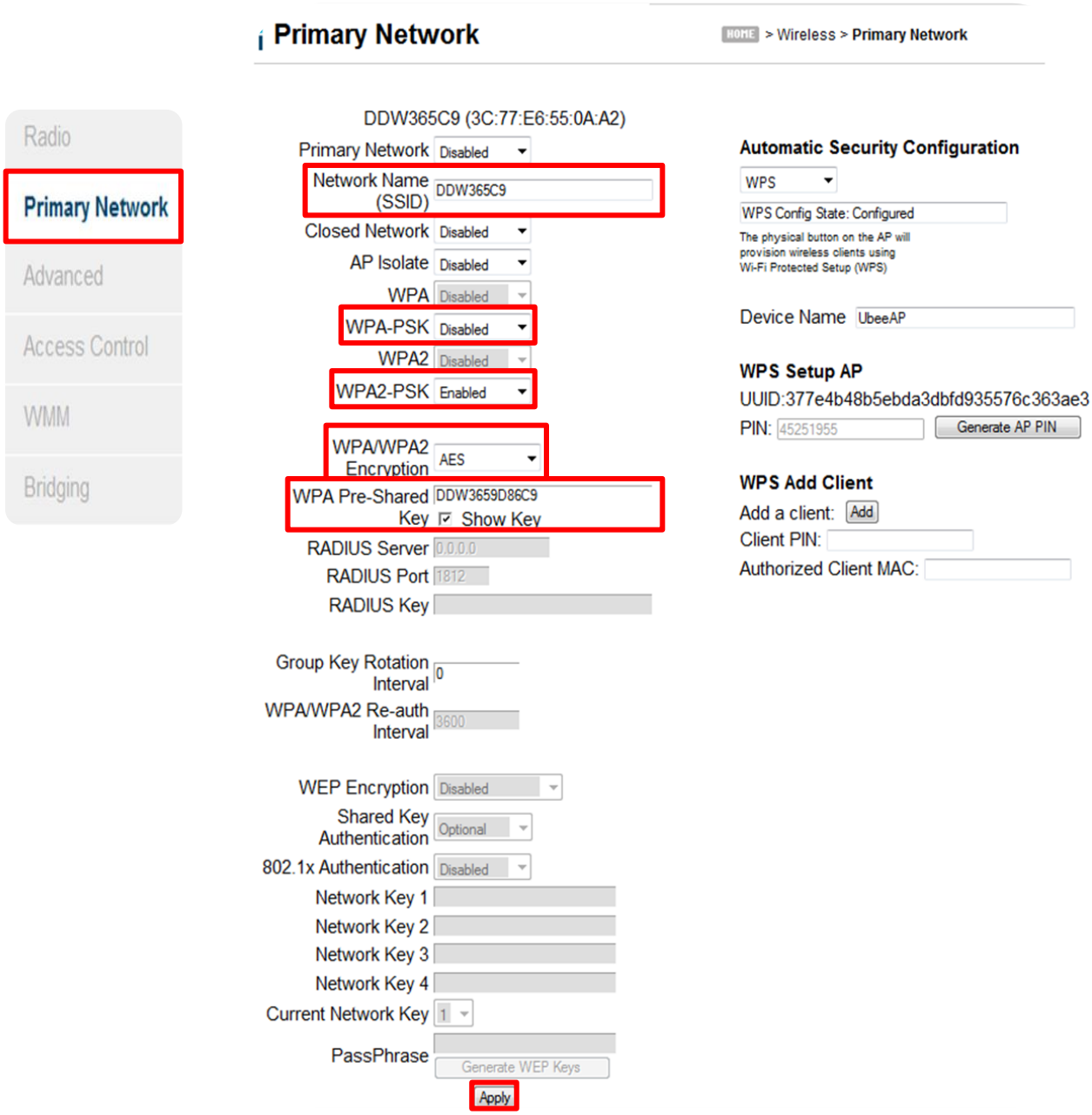
Once inside a Ubee you will have to click on the Wireless option on the Top Menu.

Ubees will have 2 Menus on the left you will potentially use depending on whether you are trying to change the wireless channel or the SSID and Key.

Menu 1: **Radio** – This is where you can change the wireless channel.
Note: If you only change the wireless channel it should take effect immediately after pressing apply and should not disconnect the customer (unless the interference is worse on the channel they change to).



Menu 2: **Primary Network** – This is where you can change the SSID (wireless name), Key, Encryption Type, and Algorithm.



Technicolor:

Once inside a Technicolor go to Connection from the side menu, then select Wi-Fi. Select the network you wish to edit the SSID, Encryption, and Key for and click the Edit button to the right of it. If you want to change the channel then scroll down to the Basic Settigs for that connection.