How to Connect to Your Wireless Network

Connect a Device to Your Wireless Network

1. Find your Spectrum issued WiFi network name (SSID) and password on the equipment label on the back of the Spectrum router.
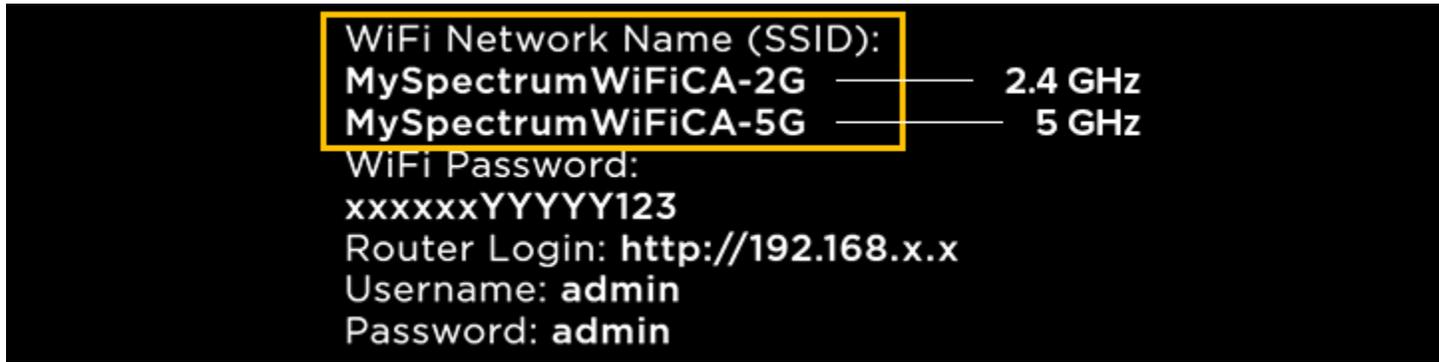
The equipment label lists the names of both your Spectrum issued 2.4 GHz and 5 GHz networks.

2. Open the WiFi settings on your wireless device (mobile phone, laptop, tablet, streaming device) and select the appropriate 5 GHz or 2.4 GHz network to connect.

Tip: Should you use 5 GHz or 2.4 GHz?

- 5 GHz is a faster network speed, but has a shorter wireless range.
- 2.4 GHz has a longer wireless range, but has a slower speed.

3. Enter the default password displayed on the back of the Spectrum router. The password is the same for either 5 GHz or 2.4 GHz.
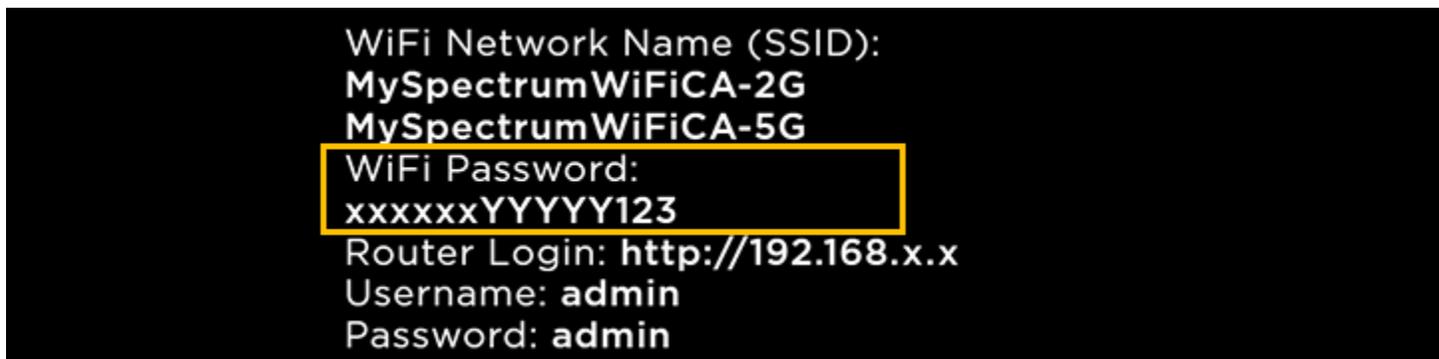
Change Your WiFi Name and Password

We recommend that you customize your WiFi network name and password so that you can:

- **Connect all your wireless devices in one easy step, by using your previous network name and password.**

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- Make it easier to remember.

Customize your WiFi network name and password using the router webpage.

Optimize Your WiFi Network

- Place your WiFi router in a central location in your home, away from household electronics such as baby monitors, microwaves and wireless headsets.
- When creating custom network names, include 5GHz and 2GHz at the end of the name so that you can assign which network you want to use for each of your wireless devices.
- **If you changed the Spectrum network name and password to match what you used for your previous network name and password, all your home devices should connect when the network name and password updated.**
- You may be able to view your WiFi network name and password on:
  - [My Spectrum App](#) — Select **Services** > **Internet**.
  - Spectrum.net Account:
    1. [Sign in](#) with your Spectrum username and password.
    2. Under **Account & Billing**, select **Manage Equipment**.
    3. Next to your router, select the **Manage** button.
    4. Select the Go button next to **Update Your WiFi Network Settings**.

That's it! You've customized the WiFi network to your needs. You can begin surfing, streaming, gaming and more on your new WiFi network. You can bookmark and revisit this page to update your network name and password whenever you like.

Maximizing Your WiFi Performance

Your Internet and WiFi experience is defined by several factors, and there are several things you can do to get the best out of your service:

- Placing your modem and WiFi router
- Avoiding signal blockers
- Using 5 GHz only
- Selecting the correct channel width
- Identifying dead spots
- Rebooting your modem and router

Placing Your Modem and WiFi Router

There are two primary options to consider when you and your technician set up your modem and WiFi router:

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- If you use WiFi equally throughout the house, the modem and router should be placed as close to the middle of your home as possible. This helps provide the best possible WiFi signal throughout. If we install your service, your technician will place the modem and WiFi router in the best possible position in your home.
- If there is a primary media room where you use WiFi the most, the modem and router should be placed there. This allows you to wire devices that require more bandwidth, such as streaming video devices or gaming systems, directly into your router and minimize the wireless needs from these devices. If your media room isn't in the middle of your home, the WiFi signal strength for other devices could be impacted the farther you move from the router.

Avoiding Signal Blockers

It's important to provide a clear area for your modem and router to establish a WiFi network. Try these steps to avoid blocking your WiFi router's signal:

- Avoid placing your router in a closet or cabinet or putting it behind something (such as a TV, aquarium or staircase) that might weaken the WiFi signal.
- Don't place your router on the floor or low to the ground.
- Don't place your router next to windows.
- Open any doors to the room where you've placed your modem and WiFi router.

Using 5 GHz Only

- Our latest WiFi routers are all able to broadcast on both the 2.4GHz and a 5GHz channels, allowing the greatest number of devices to connect. The 5GHz channel is faster, but it might have slightly less range. If your home needs less range (e.g. smaller homes, townhomes, apartments) and you're using mostly newer devices supporting 802.11n or 802.11ac, then try broadcasting only on the 5GHz channel to get faster speeds on all your devices.
- To use only the 5GHz channel, sign in to your WiFi router and turn off the broadcast of your 2.4GHz channel. For more information, consult your router's user manual.

Channel Width

- Wave 2 routers default to work on automatic channel width selection that works for most environments and most clients. However, for homes that have many neighbors nearby (e.g., apartments or townhomes) who all have their own WiFi networks, you might experience some WiFi interference. The longer your list of available networks, the more likely it is that your WiFi channel is affecting your signal strength. If you reboot your modem and router, the modem automatically selects the best available channel.

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Identifying Dead Spots

Even with Spectrum's modem and router using the latest in WiFi technology, you might experience lower WiFi speeds in certain parts of your house.

Most devices that use WiFi include a bar display to show the strength of the current WiFi signal. Watch your WiFi bars as you walk through your home with your device. The farther you are from your router, the fewer bars you'll see. There are also a number of apps you can download to measure your WiFi signal strength.

This feedback will help you determine the best rooms for using your WiFi-enabled devices, especially those requiring high bandwidth, such as streaming video or gaming systems.

Rebooting Your Modem and Router

Rebooting your modem and router may help to ensure you're getting the best possible WiFi speeds.

- Shut down your computer or mobile device.
- Unplug the power cord from the back of your **modem**. If you have Voice service with Battery Backup, remove the battery.
- Unplug the power cord from **the router**. (Skip this step if you have a modem/router combo, also called a gateway.)
- Wait 30 seconds, reinsert the battery (if applicable) and reconnect the **modem power cord**.
- Wait two minutes to allow the modem to connect. The **modem connection lights** should be solid.
- Reconnect the power to **the router**.
- Wait two minutes to allow the router to connect.
- Turn on the device you want to connect to WiFi with.
- Make sure your connected device is connected to the WiFi signal from your router.
- Attempt to visit a few different web pages to verify that you're connected to the internet.