

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



There are currently 2 ways for you to be able to see what you WIFI details are for your device. The first method is to check the sticker on the bottom of the modem. From there you will be able to see what the default WIFI networks name are. Below is an example of where you can find the WIFI details.

The default Wi-Fi network name (SSID) and password (Wi-Fi Key) are provided the manufacturer sticker that is on the bottom of the modem.



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.





 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 192.168.1.1. If this does not produce results, the alternative URL is 192.168.0.1



Login with your modem credentials, the default credentials are:

- Username: fadmin
- 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.

Setup Wireless	Security Access Restrict		Administration	Status	Log OFF	
WPS Radio Settings	Wireless Security Gu	st Network MAC Filte	r Advanced Settings	QoS		
2.4GHz Wireless Netwo		0	0			Help
	Wireless Interfa	ce 🖲 Enable	Disable			

3. Here you can access both 2.4Hz and 5Hz network settings, below are the recommended settings:

WPS Radio Settings Wireles	ss Security Guest Network MAC Fi	Iter Advanced Settings QoS		
2.4GHz Wireless Network				Help
	Wireless Interface	Disable		
	Network Mode: G/N Mixed	Scan 2.4GHz APs		
	Channel Width: 20MHz Only Standard Channel: Auto V (Ch	Thannel: 1)		
	Extended Channel: Auto T			
	Wireless Network Name (SSID)	BSSID	Broadcast SSID	
	87DD79	78:F2:9E:31:33:78		
5GHz Wireless Network	Wireless Interface	O Disable		
	Network Mode: A/N/AC Mixe			
	Channel Width: Auto (20, 40	or 80MHz) V		
	Standard Channel: Auto V (Ch	hannel: 44)		
	Extended Channel: Auto			
	Wireless Network Name (SSID)	BSSID	Broadcast SSID	
	870079	78:F2:9E:31:33:80		
		Save Settings	Cancel Changes	

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Wireless Interface: This is where you will find if the Wi-Fi is enabled or disabled. This can also be toggled via the On/Off button on the back of the modem. Careful not to press the button accidentally!

Wireless Network Name (SSID): This is the Wi-Fi network name, since this modem can broadcast both 2.4GHz and 5Hz **networks simultaneously, you will want to differentiate them by name to reduce trouble with login later.**

- 4. Click "Apply" to save any changes made, if you do not do this all changes will be lost.
- 5. Next, navigate to Wireless from the top menu, then the Wireless Security in the sub-menu

Setup Wireless Se	curity Access Restrictions	Applications Administration Status Log OFF & Gaming	
WPS Radio Settings Wirele	ss Security Guest Net	vork MAC Filter Advanced Settings QoS	
2.4GHz Wireless Security	Network Name (SSID): Security Mode: Encryption:	87DD79 WPA or WPA2-Personal V AES-TNOP V	Help
	Pre-Shared Key: Key Renewat	Show key	_
SGHz Wireless Security	Network Name (SSID): Security Mode: Encryption:	87DD79 WPA or WPA2-Personal •	
	Pre-Shared Key: Key Renewal	Show key	
		Save Settings Cancel Changes	

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

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



Wi-Fi Settings for the Thomson DPC3848v

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

		olications aming	Administration	Status	Log OFF	
WPS Radio Settings Wireless Security	Guest Network	MAC Filter	Advanced Settings	QoS		
2.4GHz Wireless Network Wireless	Interface 🔘	Enable	Disable			Help

2. Here you can access both 2.4Hz and 5Hz network settings, below are the recommended settings:

WPS Radio Settings Wirel	ess Security Guest Network MAC Filt	er Advanced Settings QoS		
2.4GHz Wireless Network	Wireless Interface	O Disable		Help
	Channel Width: 20MHz Only	Scan 2.4GHz APs		
	Standard Channel: Auto V (Cha Extended Channel: Auto V Wireless Network Name (SSID)	BSSID	Broadcast SSID	
5GHz Wireless Network	870079	78:F2:9E:31:33:78	Ø	
	Wireless Interface Enable Network Mode: A/N/AC Mixed	Disable Scan 5GHz APs		
	Channel Width: Auto (20, 40 o Standard Channel: Auto ▼ (Cha Extended Channel: Auto ▼	r 80MHz) V		
	Wireless Network Name (SSID) 87DD79	BSSID 78:F2:9E:31:33:80	Broadcast SSID	
		Save Settings	Cancel Changes	





Wireless Interface: This is where you will find if the Wi-Fi is enabled or disabled. This can also be toggled via the On/Off button on the back of the modem. Careful not to press the button accidentally!

Wireless Network Name (SSID): This is the Wi-Fi network name, since this modem can broadcast both 2.4GHz and 5Hz **networks simultaneously, you will want to differentiate them by name to reduce trouble with login later.**

Standard Channel: This determines the channel your Wi-Fi signal will be broadcasted on. Change this to avoid conflicts with other Wi-Fi networks.

(Channel #): This shows the channel the modem is currently operating on.

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