

# Adtran router support guide



**BeFibre<sup>®</sup>**

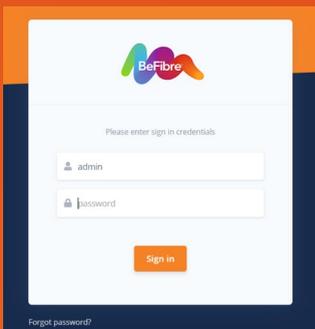
Broadband as it should **Be<sup>™</sup>**

# Contents

Log in to your router .....	03
Change your wireless channel .....	04
Run a speed test .....	05

# How to log in to your router

- 1 You need to be connected to the router wirelessly or by ethernet.
- 2 Open a web browser on your chosen device.
- 3 Enter **192.168.1.1** into your web browser and press **enter**. At this point, the router login screen will appear.



- 4 The username is '**admin**', and the password is what was set up at the time of installation.

If you do not know this or you have forgotten, please call our support team on **0330 088 8383**, or email us at **support@be-fibre.co.uk**.

- 5 You should now be logged in and see the dashboard.

# How to change your wireless channel

Our Adtran routers are capable of **transmitting** and **receiving** data using both **2.4 GHz** and **5 GHz** frequencies, either **simultaneously** or **one at a time**.

The **2.4** and **5 GHz** Wi-Fi signal ranges are divided into **wireless channels**. Each of these wireless channels translates to a specific radio frequency.

If multiple devices are transmitting on the same frequencies, you might experience interference.

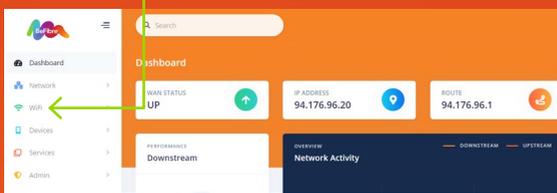
This could be down to:

- **Your own electronic devices**
- **Other Wi-Fi signals in your area**

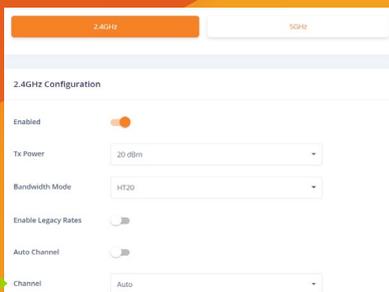


## Changing channels is a good way to reduce interference and optimise your Wi-Fi. To do this:

- 1 Log in to your router using the instructions above.
- 2 Select **Wi-Fi** on the left hand side of the router dashboard.



- 3 On the next page, select **Radios**. You will now see your wireless radio screen.
- 4 The channel is currently on auto (this is a default setting that lets your router make changes). Click on the drop-down list and select a **channel number**. There are 12 channels within the 2.4Ghz frequency, the most commonly used channels are **1, 6 or 11**.



- 5 Once you have selected a channel, a save message will appear - click **save**.
- 6 Repeat this process for the 5Ghz network by selecting the 5Ghz network to the right of the 2.4Ghz option, and clicking **save**. The most common channels for 5Ghz are **36-48**.

# How to run a speed test

We advise running a speed test directly from within the router, as this will give you an accurate result of the speed we're providing to you.

Remember that the speed you see on your devices can be impacted by a number of factors, including the **age of the device**, the **number of devices you are using**, if you are connecting by **Wi-Fi** and the **quality of the ethernet cable (for wired connections)**.

- 1 Click **admin** on the left-hand side of the router dashboard.
- 2 Select **speed test** and press '**Go**'.



- 3 Your results will populate after a few seconds.

## Need support?

If you have any problems, please contact our support team:



0330 088 83 83



support@be-fibre.co.uk

Mon-Fri: 8:30-18:00 Sat: 8:30-13:00 Sun: Closed

For support outside of our opening hours, please visit  
**be-fibre.co.uk**