

## Changing Wi-Fi Router Security Settings Telstra Mobile Wi-Fi

### Process Overview

It has been observed that some end users experience connection 'time-outs' and subsequently are not able to establish a Wi-Fi connection to the computer. Some early Wi-Fi adapters are not able to meet the default 'Security Mode' and 'WPA Algorithm' settings of WPA-PSK and TKIP+AES respectively. Please ensure your computer supports these security settings or alternatively this procedure outlines how to change the Wi-Fi Security Settings.

**Please Note:** An alternate computer is required for this procedure. The end use will need to find a computer that the Wi-Fi Router will connect to. If unable to do so a computer technician will need to perform this procedure.

### *A. On an alternate computer with Wi-Fi Support.*

#### Change the Wi-Fi Security Settings:

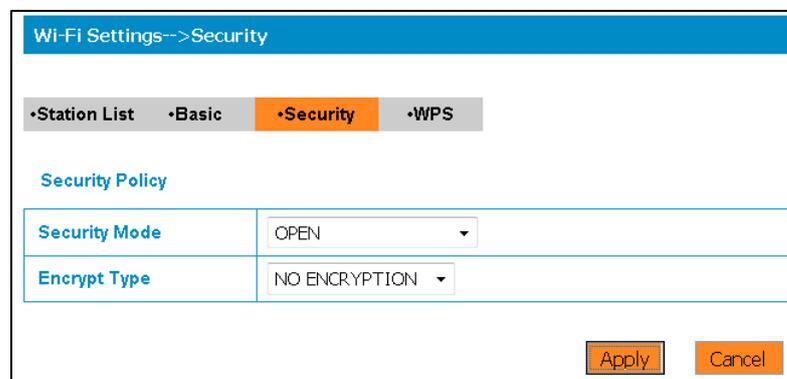
**Note:** If you experience the same issues on this alternate computer locate another alternate computer or engage a computer technician.

1. **SWITCH** on the device, **WAIT** until Wi-Fi is ON then **ESTABLISH** a connection
2. **OPEN** a web browser (eg. Internet Explorer) and enter <http://192.168.0.1> in the address bar
3. **ENTER** your username and password (admin and admin)
4. **TICK** the 'Save' box, then **PRESS** 'Login' (as shown)



USER NAME:	<input type="text" value="admin"/>
PASSWORD:	<input type="password" value="....."/>
	<input checked="" type="checkbox"/> Save
	<input type="button" value="Login"/> <input type="button" value="Clear"/>

5. From the 'Home Page' **NAVIGATE** to Wi-Fi Settings --> Security
6. From the *Security Mode* pull down box **SELECT** 'OPEN'
7. From the *Encrypt Type* pull down box **SELECT** 'NO ENCRYPTION' (as shown)



Wi-Fi Settings-->Security			
•Station List	•Basic	•Security	•WPS
Security Policy			
Security Mode	OPEN		
Encrypt Type	NO ENCRYPTION		
			<input type="button" value="Apply"/> <input type="button" value="Cancel"/>

8. **CLICK** 'Apply'

*B. Return to the original computer where time-outs were experienced.*

**Assign a new Security Settings:**

As connection 'time-outs' have been experienced on this computer it appears the security policy settings WPA-PSK & TKIP+AES are not supported by this computer (it's wireless adapter specifically). To remedy we will assign alternate security settings.

1. **SWITCH** on the device, **WAIT** until Wi-Fi is ON then **ESTABLISH** a connection
2. **OPEN** a web browser and enter <http://192.168.0.1> in the address bar
3. **ENTER** your username and password, **TICK** the 'Save' box, then **PRESS** 'Login'
4. From the 'Home Page' **NAVIGATE** to Wi-Fi Settings --> Security
5. From the *Security Mode* pull down box **SELECT** 'SHARED'
6. **SET** the 'Default Key' box to "Key 1"
7. In the WEP Key 1 field, **INPUT** a an ACII key of 5 or 13 characters or a Hex key of 10 or 26 characters. If you do not know what Hex requires, choose any 5 or 13 combination of letters or numbers. (as shown)

•Station List		•Basic	•Security	•WPS
Security Policy				
Security Mode		SHARED		
Wire Equivalence Protection (WEP)				
Default Key		Key 1		
WEP Keys	WEP Key 1 :	hello	ASCII	
	WEP Key 2 :		ASCII	
	WEP Key 3 :		ASCII	
	WEP Key 4 :		ASCII	
				Apply Cancel

8. On a separate piece of paper, **WRITE DOWN** the key you have entered. Keep this information in a safe place. In this example we used the word "hello".
9. **CLICK** 'Apply'

**Note:** A message stating "Internet Explorer cannot display the webpage" will be displayed.



### *C. Tidy Up and Reconnect*

1. **TURN-OFF** the Wi-Fi Router
  2. **REBOOT** your computer
  3. **SEARCH** for available wireless networks
  4. **DELETE** the wireless network for this device (identified by the SSID)
  5. **TURN ON** the Wi-Fi Router, **WAIT** until Wi-Fi is ON
  6. **SEARCH** for wireless networks in range
  7. **IDENTIFY** the Wi-Fi Router SSID
  8. When prompted **ENTER** the security key you entered you wrote down earlier
- Note:** The key must be entered exactly as you entered previously. ie. match case (eg. hello).
9. Attempt to establish connection
  10. Test if browse by opening an Internet Browser

If you are still experiencing issues, test on an alternate computer. This will identify if there is an issue with the Wi-Fi router. Alternatively contact a computer technician for further assistance.