



How to Troubleshoot Wireless Access (Wi-Fi) on the Qwest® Standard Modem: Actiontec® M1000 with the Qwest® Wireless Module: Actiontec® W1000

Internet Service Provider (ISP):
All



Use this document if:

You want to change one or more of the following settings to troubleshoot your Qwest Standard Modem: Actiontec M1000 for wireless issues:

1. Reset your modem to factory defaults (Step 4)
2. Reprogram your modem (Step 9)
3. Change your SSID or Network Name (Step 16)
4. Security key (Step 16)
5. Channel and power settings (Step 20)

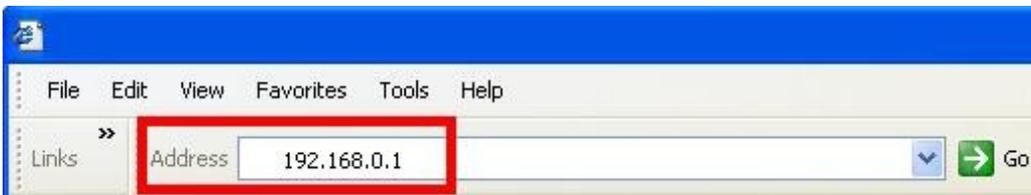
This document assumes:

- That you have your PPP username and password that was provided by your Internet Service Provider (ISP). [Click here](#) to look up your ISP's contact information.
- Your computer is directly connected to the modem using an Ethernet cable.
- The Qwest Standard Modem: Actiontec M1000 is powered on.

1. First, make sure you have fully installed the Qwest Wireless Module: Actiontec W1000 into the Qwest Standard Modem: Actiontec M1000. If not, click [here](#) for installation instructions.



2. Open a web browser, type 192.168.0.1, and press enter.



3. If you have the solid blue screen on the left as shown below, proceed to step 4. If you have the blue and white screen to the right, click [here](#) to see those directions.



4. These are the steps for resetting your modem to factory defaults. Select **Utilities**.



5. Select **Restore Default Settings**.



6. Select **Restore Default Settings** again.



7. Select **OK**.



8. Click **Here**.

Your High Speed Internet DSL Modem is now being restored back to factory default settings. When the Power LED on your Modem turns solid Green, Click [Here](#) to go to the status page of the Modem.

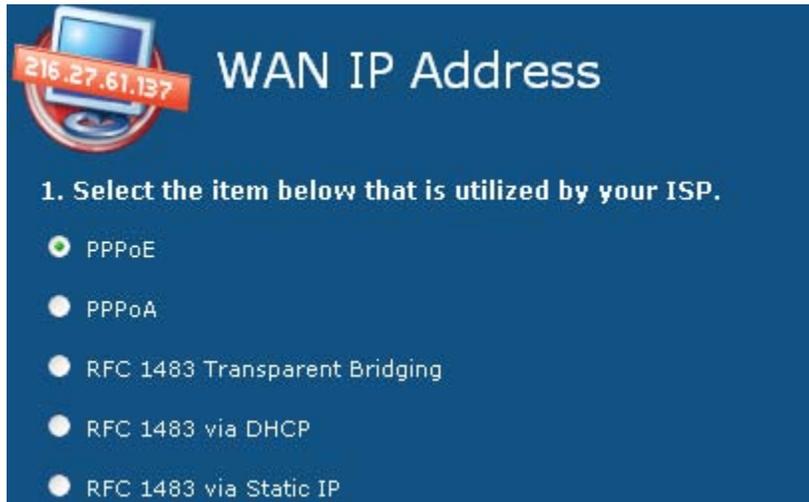
9. These are the steps for reprogramming your modem. Select **Advanced Setup**.



10. Select **WAN IP Address**.



11. Select **PPPoE**.



The screenshot shows a blue background with a laptop icon and the IP address 216.27.61.137. The title is "WAN IP Address". Below the title, it says "1. Select the item below that is utilized by your ISP." There are five radio button options: PPPoE (selected), PPPoA, RFC 1483 Transparent Bridging, RFC 1483 via DHCP, and RFC 1483 via Static IP.

12. Place a checkmark next to 'PPP Auto Connect' if it is not populated



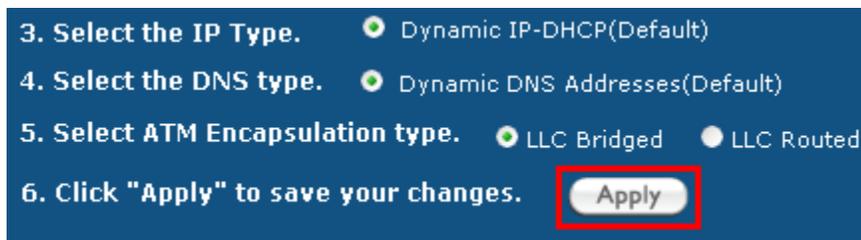
The screenshot shows a blue background with a white checkbox that is checked, followed by the text "PPP Auto Connect".

13. Enter the PPP username and password that was provided to you by your Internet Service Provider (ISP). [Click here](#) to look up your ISP's contact information.



The screenshot shows a blue background with the title "2. Enter your PPP User Name and Password. (PPPoA and PPPoE ONLY)". There are two input fields: "PPP User Name" with the value "connect@qwest.com" and "PPP Password" with the value "*****". Below the fields is a checkbox labeled "My ISP does not require a username and password." which is unchecked.

14. Complete the next steps according to your ISP's instructions, then select **Apply**. Listed below are the most common settings.



The screenshot shows a blue background with three numbered steps: "3. Select the IP Type." with "Dynamic IP-DHCP(Default)" selected; "4. Select the DNS type." with "Dynamic DNS Addresses(Default)" selected; and "5. Select ATM Encapsulation type." with "LLC Bridged" selected and "LLC Routed" unselected. Below these is step "6. Click 'Apply' to save your changes." with an "Apply" button highlighted by a red box.

15. You will see the 'Thank You' screen for a moment.



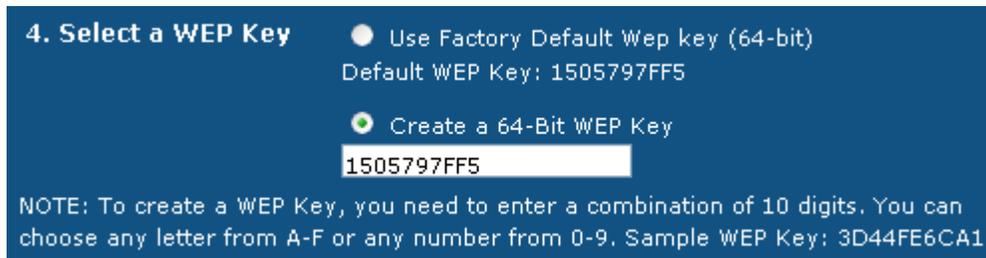
16. These are the steps for change your SSID or Network Name and WEP key. Select the **Wireless Setup**.



17. Other wireless devices will see this wireless connection myqwest2613. For troubleshooting purposes you should change it.



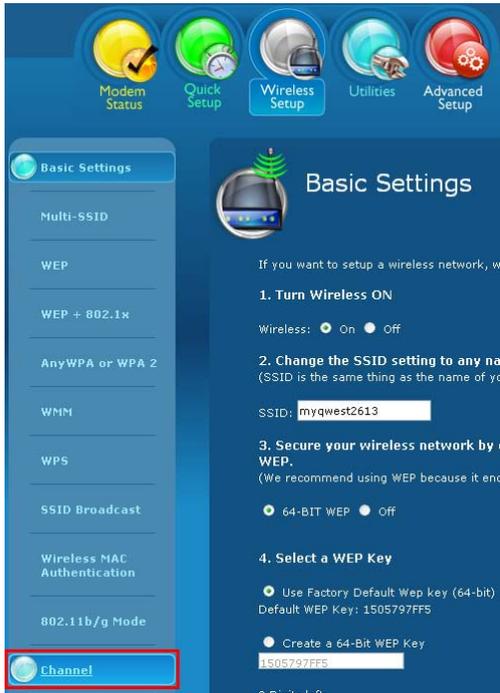
18. To create your own WEP Key, you need to enter a combination of 10 digits. You can choose any letter from A-F or any number from 0-9. Sample WEP Key: 3D44FE6CA1.



19. Select **Apply**.



20. These are the steps for changing the wireless channel and power settings for your modem. Select **channel**.



21. From the 'Select Channel' dropdown choose a channel between 1 and 11. The primary channels are 1, 6, and 11. Wireless equipment, like 2.4GHz cordless phones, wireless security cameras, and wireless baby monitors can interfere with your wireless internet.



22. From the 'Wireless Power Level' dropdown choose 75%, 50%, 25% or 6%. Then select **Apply**. You can now attempt to connect to the wireless signal being transmitted by your Actiontec M1000 wireless modem.

