

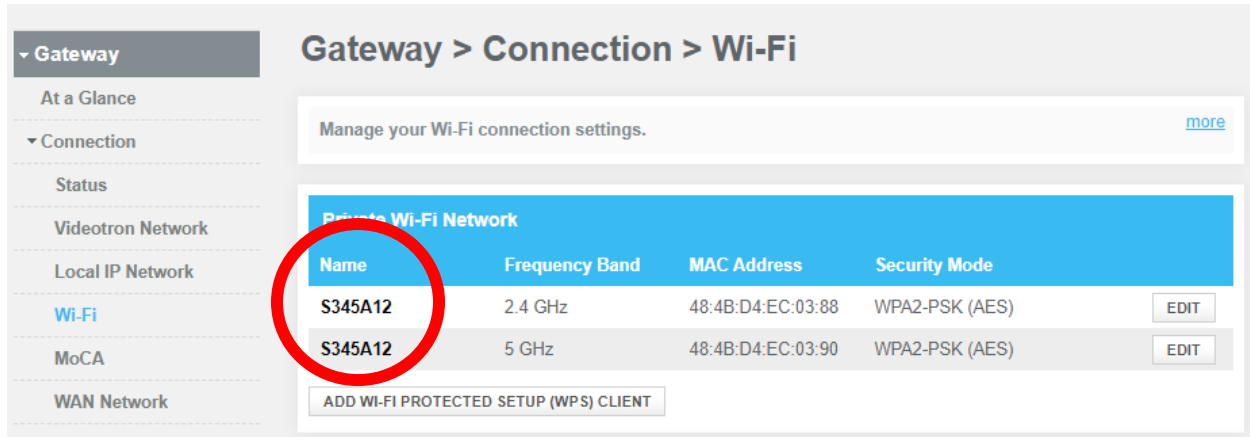
Frequent problems with the router

SSID 5 and SSID 2.4 GHz have the same name (Factory setting)

If you use the factory reset button, you must configure the SSID correctly.

With the same name, the device connected to it does not know which frequency to work on.

The screenshot below shows an installed router.



The screenshot shows the router's web interface for Wi-Fi settings. The breadcrumb navigation is "Gateway > Connection > Wi-Fi". The main heading is "Manage your Wi-Fi connection settings." with a "more" link. Below this is a table titled "Private Wi-Fi Network" with the following data:

Name	Frequency Band	MAC Address	Security Mode	
S345A12	2.4 GHz	48:4B:D4:EC:03:88	WPA2-PSK (AES)	EDIT
S345A12	5 GHz	48:4B:D4:EC:03:90	WPA2-PSK (AES)	EDIT

Below the table is a button labeled "ADD WI-FI PROTECTED SETUP (WPS) CLIENT". The "Name" column in the table is circled in red.

You must change the SSID names to, for example:

S345A12-2 for 2.4GHz

S345A12-5 for 5GHz

In the opposite case, the device that wants to connect is lost because it no longer knows on which frequency to communicate.

Click on EDIT for each band and change the name of each one.

Restart your router

If you have a Telus router

TELUS Smart Wi-Fi technology does not work well with IoT devices (Internet of things).

If your 5G and 2.4G networks are not separated, **the best thing you can do is to turn off 5G when configuring your IoT device.**

You can try to separate the networks. Below is a link from Telus that explains how to separate the 2.4 and 5 GHz networks.

<https://www.telus.com/en/support/article/enable-smart-wifi-on-your-advanced-wifi-modem>

forum:

<https://forum.telus.com/t5/Internet-Home-Phone/Change-default-name-and-password-of-2-4G-ssid/mp/134662>