I Forgot My Wireless Security Password

This document details how to locate your Wireless Security Password

Step 1. You will need to use a computer which is connected to your modem router via a network cable. Or a device that is already connected to your router's Wi-Fi network with pre-saved password.

Open your Internet Browser and in the address field type **http://192.168.1.1**.
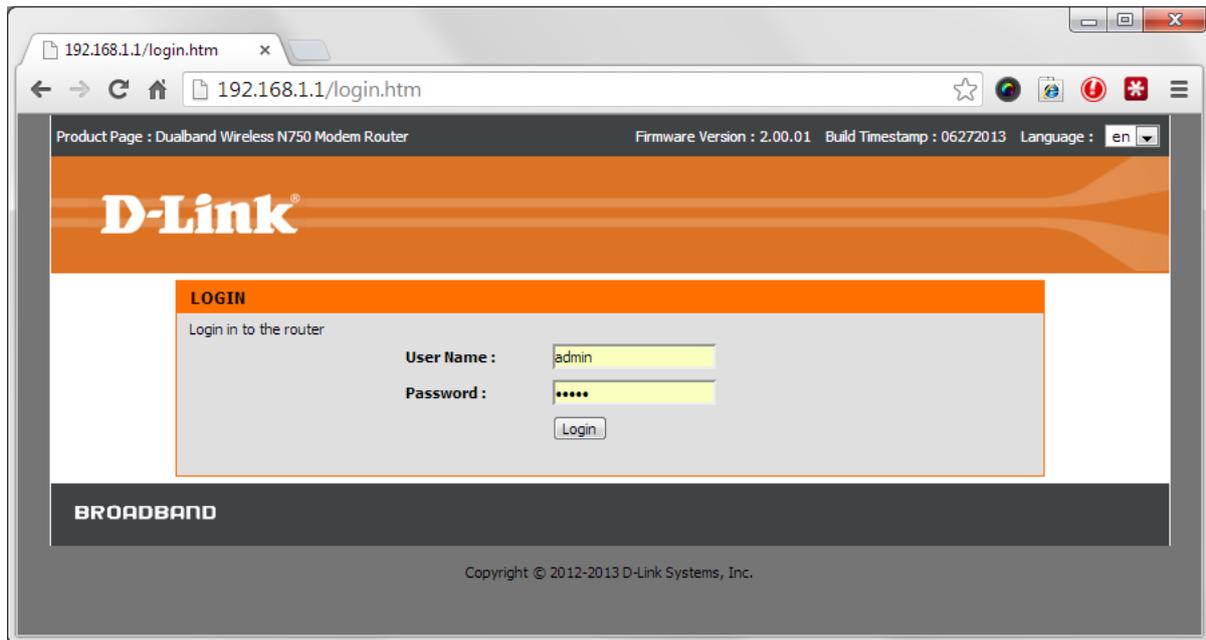
Step 2. Type in the Username and Password you assigned to your modem when you were setting it up. If you did not change them, the factory defaults are:

Username: admin
Password: admin

If you cannot recall the password you assigned to your modem you will need to reset the modem to factory defaults by pressing the reset button for 10 seconds. Please note that this will revert all the settings in the modem to factory settings and you will have to reconfigure it with your Internet settings and Wireless security. Make sure you have your Internet account details (given by your Internet Provider) handy.

Step 3. After logging in you will be presented with the modem's configuration pages. Please click on **Setup** tab and then on **Wireless 2.4G Setup**.
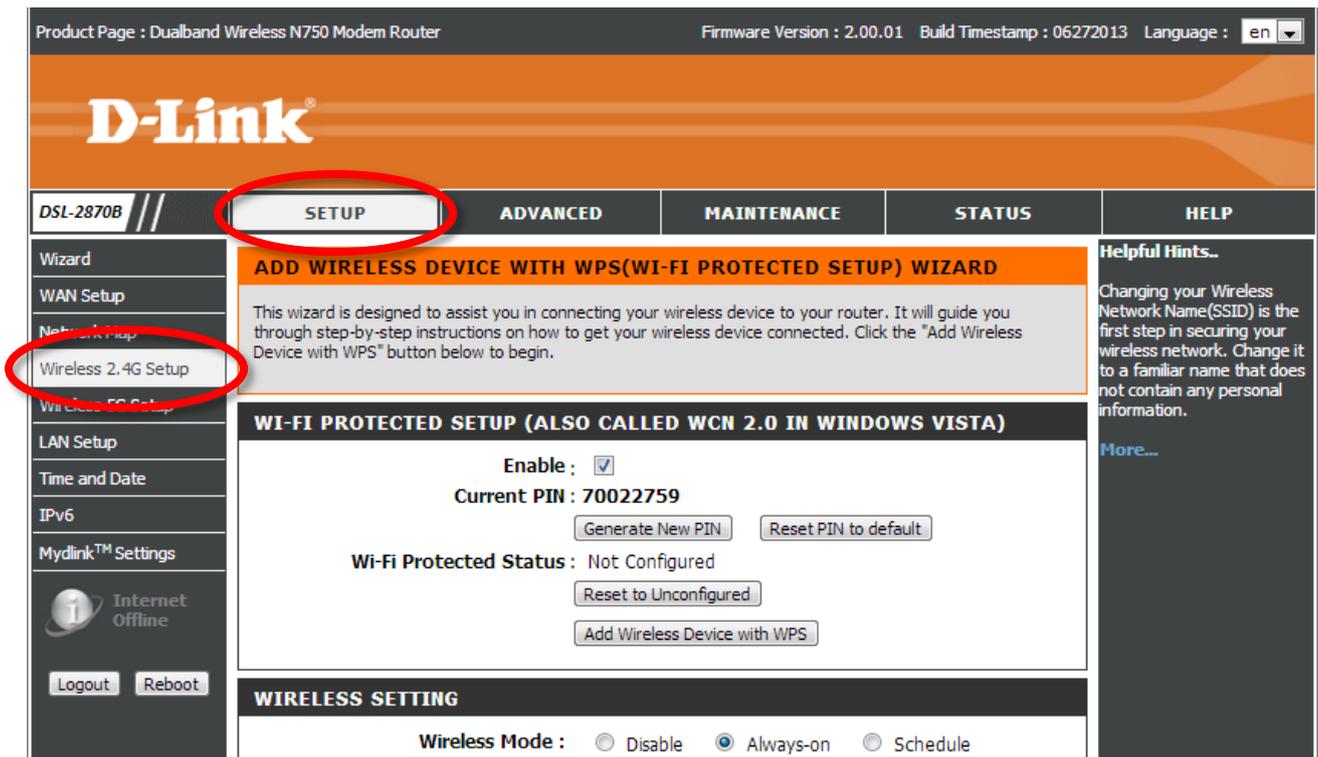
Step 4. Note the **SSID / Network Name**. Is it the Wi-Fi network you are trying to connect to? Scroll down to the bottom of the page, to the WPA Settings section. Your password will be in the **PSK String** field:
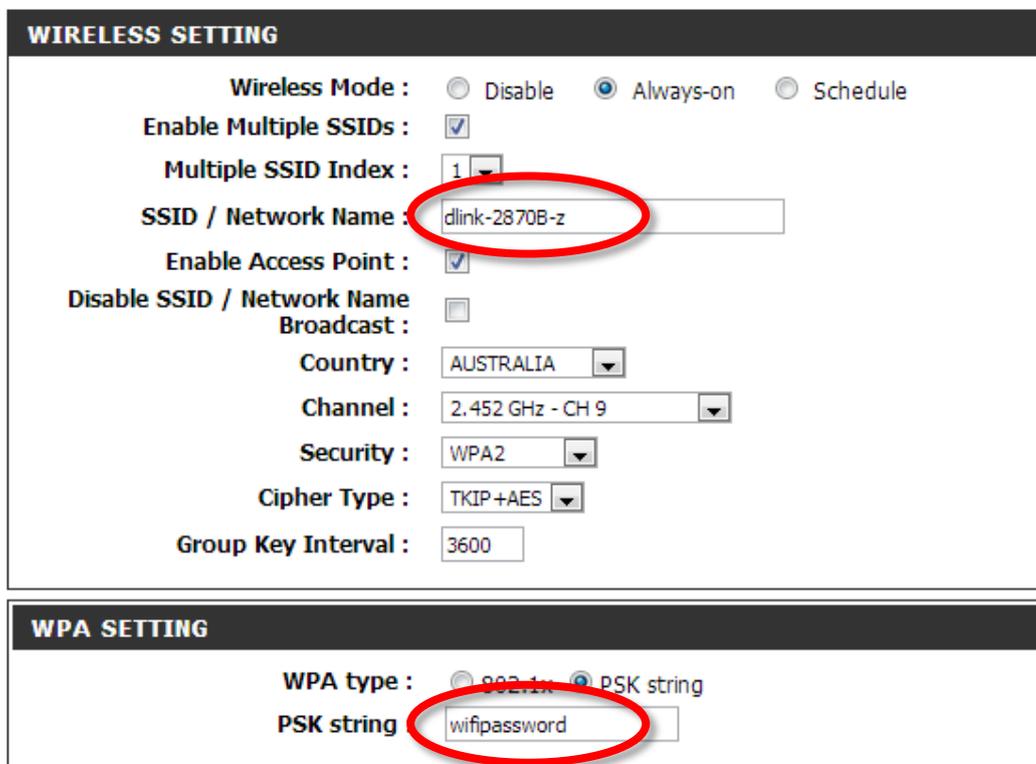
Step 5. Your modem router has two independent Wi-Fi radios (2.4GHz and 5GHz). If you are trying to connect to a 5GHz Wi-Fi network, look under **Wireless 5G Setup**.

Note the **SSID / Network Name**. Is it the Wi-Fi network you are trying to connect to? Scroll down to the bottom of the page, to the WPA Settings section. Your password will be in the **PSK String** field: