

# Encountering Intermittent Wireless Connection Using a Linksys VOIP Router

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## Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

### Q. What can I do if I keep losing my connection on my wireless computers?

A.

*Note:* Before following the steps in this article, check if your wireless computers have stable connection when connected to other wireless networks (hotspots).

Frequent wireless disconnection can be caused by different factors such as:

1. Wireless interference within the network.?
2. Wireless settings of the Linksys router are still set to default.
3. Firmware is corrupted.

### *Reducing Wireless Interference*

If you are experiencing frequent disconnection from the wireless network, it helps if you check the following factors, all of which can greatly affect your wireless signals:

- **2.4 GHz interference:** Your router may be operating on the same frequency as your cordless telephone system (or even your neighbors'), or other nearby equipment. Try to change your router's channel to 1 or 11 (the default channel is 6) and restart the wireless computers.
- **Physical obstructions:** Your router or wireless computers may be losing connectivity because of physical obstacles such as walls and floors. Try to move the equipment to different locations to find a better link.
- **Placement of the router:** Linksys suggests that you place your router as high off the ground as possible. When placing the router in a high location, leave a distance of two feet between the router antenna tips, ceiling, and wall. If your signal passes through multiple floors, place the router on the upper-most floor, and high up in the room.
- **Surroundings:** Keep the router away from large metal objects, bodies of water (fish tanks, bathrooms), and any electrical equipment including television sets, microwaves, radios, etc.?

### *Customizing Wireless Settings of the Router*

Having default wireless settings on the Linksys router may cause conflict with other Linksys routers within

your network range. Linksys suggests changing the **SSID** (network name) and the **Wireless Channel** of your router. If it is possible, enable the **Wireless Security** of your router.

To change the router's SSID or the wireless network's name, [click here](#).

To change the router's channel, [click here](#).

To enable the wireless security on the router, [click here](#).

**Note:** If the wireless connection remains unstable after performing the steps above, upgrade the router's firmware.

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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