1. Download the [AirPort Utility] via [Appstore].

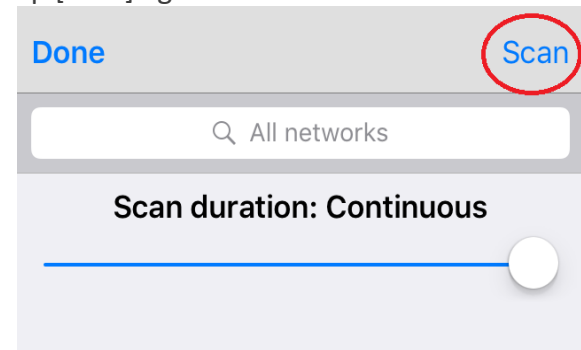2. Go to iOS [Settings] and find scroll down until you find the [AirPort Utility]
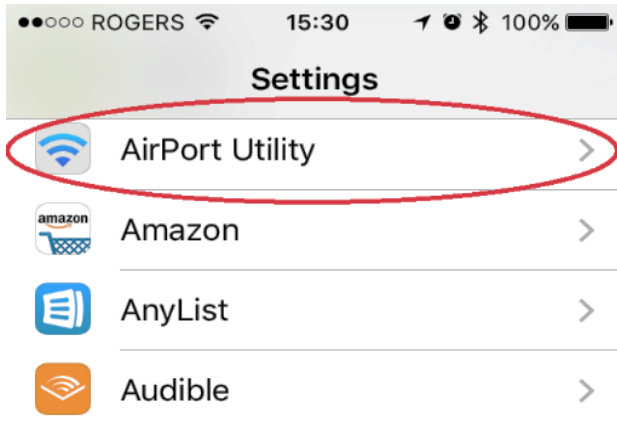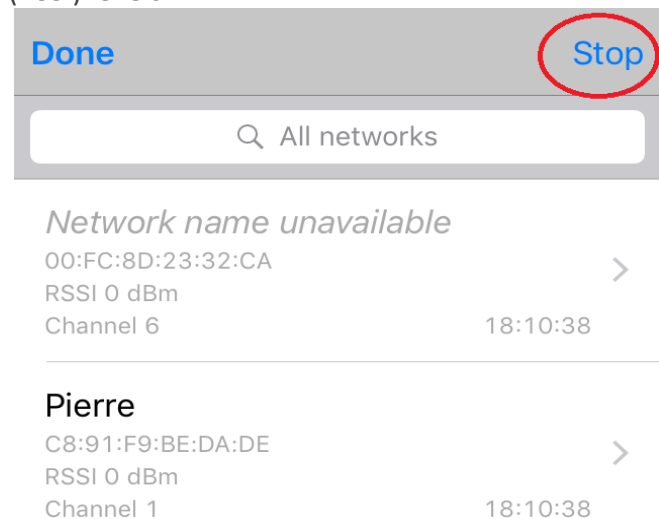

3. Turn [WiFi Scanner] on.

4. Open [AirPort utility] and tap [WiFi-Scan]
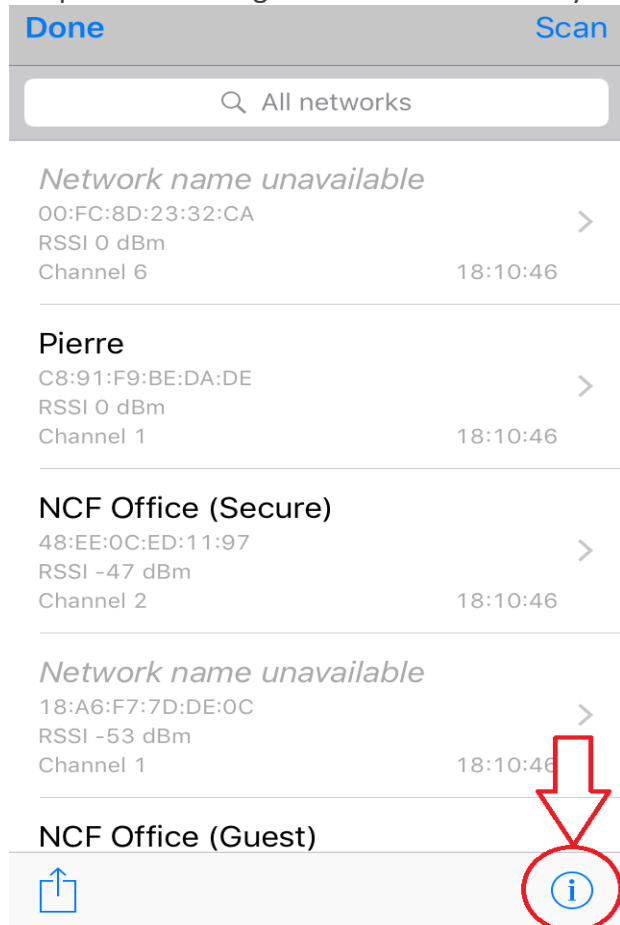

5. Tap [Scan] again and wait 3 to 5 minutes.

6. After 3 to 5 minutes you can [Stop] scanning. Now you can see all the networks with their channels and Relative Signal Strength Indicator (RSSI) levels.

Last Updated: December 14, 2016

7. Push the [i] (Information) icon at the bottom for a report of the congested channels around you.

Done   **Scan**

🔍 All networks

Network name unavailable
00:FC:8D:23:32:CA   ›
RSSI 0 dBm
Channel 6   18:10:46

Pierre
C8:91:F9:BE:DA:DE   ›
RSSI 0 dBm
Channel 1   18:10:46

NCF Office (Secure)
48:EE:0C:ED:11:97   ›
RSSI -47 dBm
Channel 2   18:10:46

Network name unavailable
18:A6:F7:7D:DE:0C   ›
RSSI -53 dBm
Channel 1   18:10:46

NCF Office (Guest)

⬆   ⓘ

If you're configuring your modem yourself, you want to avoid the channels of the top 10 networks besides your own. The report makes it easier to make a choice of which channels to try.

8. Take a screenshot by using the key combination [Power+Home] and send the pictures in response to the most recent ticket email you have received from the NCF Help Desk or to support@ncf.ca.

9. The 2.4Ghz frequency has a longer range (travels further), fewer channels and more devices compatibility causing more wireless interference. In North America it spans channels 1 to 11. Try the channels (possibly unlisted) with the fewest devices.

Recommendation for below: Channels 4 & 8.

‹ **Back**   **Channel Usage**

CHANNELS TO AVOID

2.4 GHZ - 20 DEVICES

channel 1	6 devices
channel 2	1 device
channel 6	5 devices
channel 11	8 devices

5.0 GHZ - 3 DEVICES

channel 36	1 device
channel 52	1 device
channel 112	1 device

10. **REMEMBER:** go back into the settings and turn off the [WiFi-Scanner] to conserve your device's battery.