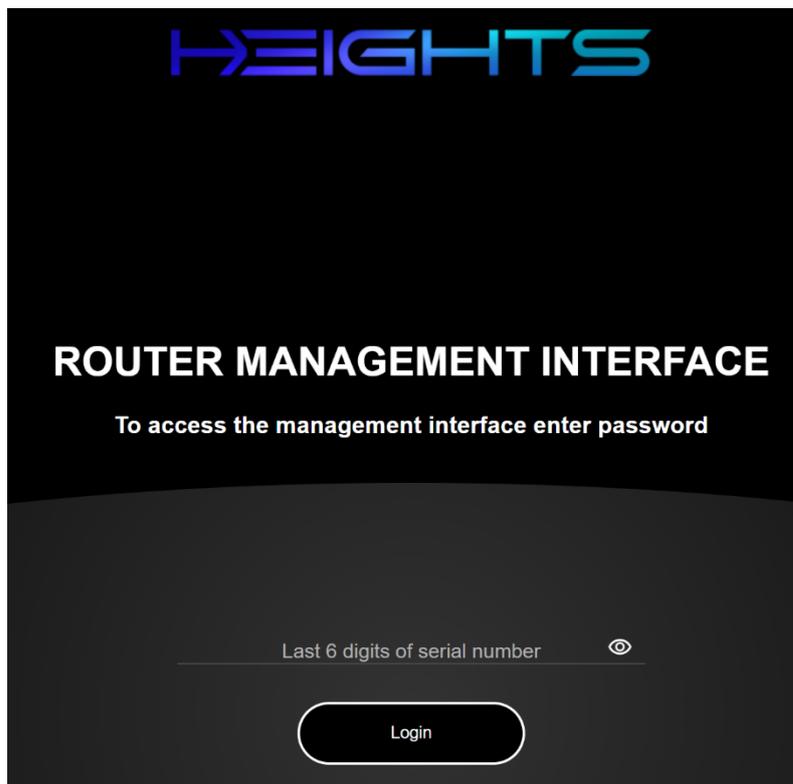


Website – router setup

Heights 6766 Wi-Fi 7 Router – User Guide

How to Log in to Your Router

1. Open a web browser (Chrome, Safari, Edge, etc.)
2. Type: **192.168.40.1** into the address bar and press Enter
3. You will see the router login page



4. Enter the **last 6 characters of your router's serial number**
(This is usually found on the sticker on the router)

You are now logged in and ready to make changes

Wireless Support

Change Your Wi-Fi Name (SSID) & Password

Wi-Fi Name (SSID) – This is your wireless network name, you may keep with the defaulted factory setting SSID or make a change and name your network, once you have entered a change you can also change the password to something else.

Steps:

1. Log into your router, click the **Wireless** tab



2. Select the  **Settings (blue cog icon)**

A screenshot of a router's wireless settings page. The interface is dark-themed. On the left, there are three input fields: "WIFI STATUS" with a green "ON" toggle, "SSID:" with the value "Test", and "Password:" with the value "test" and an eye icon. On the right, there are several dropdown menus: "2.4GHz Channel Width:" set to "40MHz", "2.4GHz Channel:" set to "Auto", "Security:" set to "MIXED WPA3/WI", "Mode:" set to "be", and "Country Code:" set to "GB". A "Save" button is at the bottom center. A blue cog icon is in the top right corner, and a blue arrow points to it from the text above. The text "In Use: 2" is visible next to the "2.4GHz Channel:" dropdown.

3. Update:

- Change Wi-Fi name in SSID field
- Change password
- Click Save after each change the router restarts taking approx. 2–3 minutes)
- Once the router has completed its restart you can then reconnect your devices to your chosen SSID and password you created.

Connecting devices

WiFi Security (WPA2 vs WPA3)

Our Heights router default is mixed WPA3. This is the newest and most secure Wi-Fi standard; however, some older devices don't fully support it. Even in mixed mode, they can struggle to connect properly. If you are struggling to connect older devices, we recommend Switching to WPA2 to ensures better compatibility and a more stable connection.

How to change the encryption to WPA2.

1. Go to the **Wireless** tab
2. Click the  **Settings** icon
3. Find **Security settings (defaulted on WPA3)**



4. Select **WPA-PSK (WPA2)**



5. Click **Save** and now reconnect your devices

Troubleshooting

Resetting Your Router

If you're having issues, a reset can help restore everything to normal.

Steps:

1. Locate the **small pinhole reset button** below the power button on the router
2. Press and hold it for 15 seconds till all the lights go off, once all the lights have gone off allow up to 5 minutes for the router to come back online

What happens next:

-  Red light → Reset starting
-  Light off → Restarting
-  Blue light → Booting up
-  White light → Fully back online

This process takes around **5 minutes**

This will not damage your router, but it will restore default settings. Please note, if you have personalised your settings, they will be overridden and you will need to reset if you want to keep the personalisation.

My Wi-Fi seems slow in some areas

If your Wi-Fi is slow or dropping out, changing the WiFi channel can help.

What is a WiFi channel?

Think of WiFi like lanes on a motorway:

- Each channel = a lane
- Your router and nearby routers all share the same “road” (WiFi spectrum)

If too many devices use the same lane → traffic builds up

Why changing the channel helps

1. Less interference from neighbours

- In busy areas (flats, streets), many routers sit on the same channel
- This causes:
 - Slower speeds
 - Dropouts
 - Unstable connections

Switching channel = moving to a quieter lane

2. Faster and more stable speeds

- Less congestion = cleaner signal
- Your device doesn't have to “wait its turn” to send data

Result:

- Better download/upload speeds
- Smoother streaming and calls

3. Improved connection reliability

- Interference can cause:
 - Random disconnections
 - Buffering
 - Devices struggling to stay connected

A better channel reduces packet loss and retries

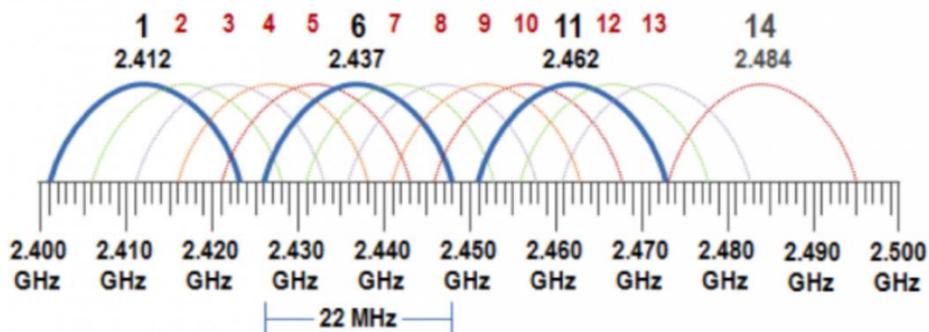
How to change wireless channel

Steps:

1. Go to the **Wireless** tab
2. Click the  **Settings icon**
3. Find 2.4Ghz Channel (this will be defaulted on auto)



4. There are 13 channels to choose from within the 2.4Ghz spectrum we normally advise channels 1-6-11 are a good choice as these are none overlapping channels.



5. Once you have selected a channel - click save

This will disconnect your wireless devices for around 30 seconds; they will auto connect after the change.

6. Now select the 5Gz



7. Repeat the same process, the 5Ghz spectrum has 161 channels, we would recommend channels 36-48

8. Once you have selected a channel - click save

Splitting bands

You may need to go a step further to support multiple devices which is where we recommend splitting the bands on your router. **Please note** this does not work where you have boosters.

Why splitting Wi-Fi bands is a good thing

Splitting your Wi-Fi into separate 2.4GHz and 5GHz networks gives you more control and can improve reliability across your devices.

1. Better performance where it matters

- **5GHz** → Faster speeds, ideal for streaming, gaming, and video calls
- **2.4GHz** → Longer range, great for devices further from the router

Splitting bands lets you **choose the best connection for each device**, rather than relying on automatic switching.

2. More stable connections

- Some devices struggle with “band steering” (automatic switching)
- This can cause:
 - Dropouts
 - Devices jumping between bands
 - Inconsistent speeds

Separate bands = **consistent, predictable connections**

3. Improved compatibility with all devices

- Older or smart home devices often:
 - Only support **2.4GHz**
 - Fail to connect on combined networks

Splitting bands ensures **everything connects first time**

How to split banding on a Heights 6766

Steps:

1. Log into your router
2. Go to the **Wireless** tab
3. Click the  **Settings icon**
4. Select Separate Wi-Fi



5. The following message will be shown confirming are you sure you want to do this.

Separating networks means each Wi-Fi band (2.4GHz, 5GHz) will have its own SSID. Use unique SSIDs to see all networks, using the same SSID shows only one. Are you sure you want to separate?

Cancel

OK

6. Select ok
7. Router will take a few minutes to update

Once complete you'll see 2 separate networks when connecting to your WiFi.