# HI-SPEED INTERNET
# USER GUIDE

Wireless Modem Router - 2704N

2014-09 VERSION

Télébec
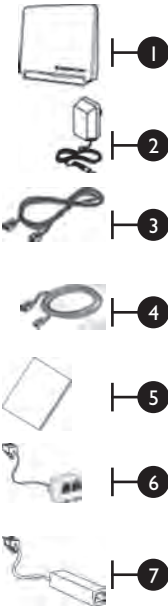
# TABLE OF CONTENTS

# 1   INSTALLING YOUR WIRELESS MODEM ROUTER

## 1.1   HARDWARE PROVIDED

| Item | Description |
|------|-------------|
| 1 | Wireless modem router |
| 2 | Power cord adapter |
| 3 | ADSL line cable used to connect your modem router to your telephone line |
| 4 | Ethernet cable used to connect your modem router to the Ethernet port of your computer |
| 5 | Quick Installation Guide |
| 6 | Splitter used to connect one phone set and your modem router to your telephone line* |
| 7 | Microfilter used to connect another phone set to your telephone network |
| | * Option depending on pack contents requested |

**WIRELESS NETWORK**

**Note:** Actual data throughput will vary. Network conditions and environmental factors, including volume of network traffic, building materials and construction, and network overhead, lower actual data throughput rate. Environmental conditions will adversely affect wireless signal range and throughput.
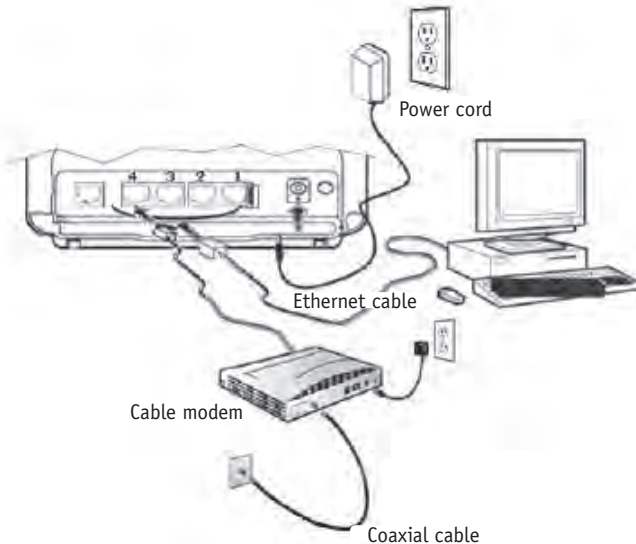
## 1.2   CONNECTING YOUR MODEM ROUTER – ADSL TECHNOLOGY
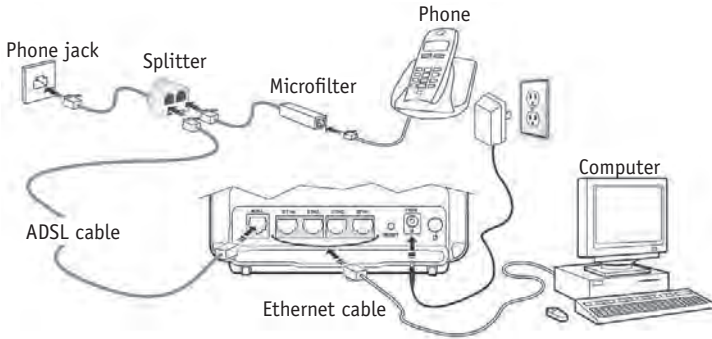


**Important note:** If you are plugging in or adding phones, it is important to have a Microfilter which support ADSL technology on each phone.
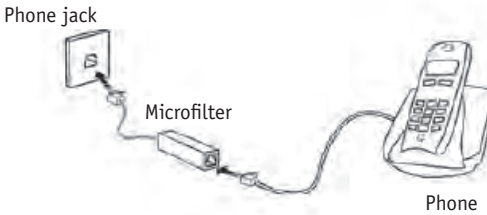


## 1.3 CONNECTING YOUR MODEM ROUTER – CABLE TECHNOLOGY



**Important note:** The Cable modem must be connected in the #4 port of your wireless modem router.

# 2 CONFIGURING YOUR MODEM ROUTER

Your modem router comes already preconfigured to allow you to get on the Internet immediately after you have completed step 1. The purpose of this section is to tell you how you can access the modem router to make various changes, such as security-related ones in Section 5.

Follow these steps to change the configuration of your modem router:

1- Start your Internet browser and type in the following address:
   http://192.168.1.1/
   or
   http://myrouter/

The setup wizard will appear and guide you through the setup process.

2- Enter User name and Password.



You will find this information on the label of your modem router.
The default Username is "admin".
Example:

3- This screen will appear.



**Description of Icons**

**My Network –** View the status of users using your modem router.
**Configuration -** Configure the settings of your wireless network.
**Services –** Configure the parental and shared application* control options.
**Management –** Configure your modem router password and access the Advanced menu for your modem router.

**\*Important:** Please note Télébec are offering no support for services or ports that you decide to activate under the "Shared Application" icon.

# 3 CONNECTING TO A WIRELESS NETWORK (WI-FI)

**Important:** In wireless mode, your modem is designed to cover a house without any problem. However, it is normal to find holes in coverage due to configuration of walls and materials used for building a house. We recommend you to install your laptop or tablet close to your modem to complete this following section.

**Recommendation:** When the Wi-Fi connection will be established between your modem and your laptop, move your laptop around the house to find areas where received signal is weak or nonexistent. You can try to move your modem in order to improve your Wi-Fi coverage.

**\*\* Take note that Télébec support group doesn't support Wi-Fi problems inherent to location of modem and home structure.**

**1. Before you connect to a wireless network, make sure that:**

- your cable modem is correctly installed and configured;

- your Internet access is working properly when your computer is connected to the router with a physical connection (Ethernet cable);

- your computer is equipped with a built-in wireless adapter.
    - Your wireless adapter is on (if necessary)
    - On a laptop computer, the wireless adapter is turned off by default. Refer to your computer's user manual for how to turn it (Wi-Fi) on;

- you have on hand during the configuration:
    - The name of your wireless network (SSID)
      Example: SSID: **SAGEMCOM_XXXX**. The XXXX portion will consist of various letters and numbers.

      **Important :** "SSID" is not part of the name of your network.

    - Your encryption key (WPA)
      Example:  WPA: **XXXXXXXX**.  The XXXXXXXX portion will be made up of various letters and numbers that you must type exactly as they appear, making sure to use upper or lower case letters, where indicated.

      **Important :** "WPA" is not part of your encryption key.

This information appears on the label of your modem router.

Example of a label:



For the modem corresponding to the above example of a label, the name of the wireless network (SSID) would be SAGEMCOM_33A8 and the encryption key (WPA) to connect to this wireless network would be PTFP6QRR.

If you are not familiar with configuring a wireless network on your computer, visit the **Technical Support** section of our website: telebec.com

Follow these steps:

Under Internet, select **Troubleshooting Tools and Guides**, then **Connecting to a wireless network (Wi-Fi)**.

# 4 CONFIGURING A MAILBOX

To configure your mailbox, visit the **Technical Support** section of our website: telebec.com

Follow these steps:

Under Internet, select **Troubleshooting Tools and Guides,** then **Configuring a Mailbox.**

# 5 SECURITY

## Password for your modem router (default)

You will find a default username and individual password on the label of your modem router that you will need to access the router.

## Wireless network (default)

Your modem router has been configured with a default network name (SSID).
and
Your modem router has been configured with a default individual encryption key (WPA).

**You will find this information on the label of your modem router.**

You can start using your modem router right away.

Security Warning

In order to protect your computer systems against unauthorized access, Télébec strongly recommends that you change the encryption key.

Follow the instructions below to change your password and encryption key.

**Important: Record the new password and encryption key under "Important Information" on this guide. If you have to reset your modem router (Reset button on back of your modem router), the password and encryption key will be the default ones (on the label of your modem router). To reset your modem router, you absolutely have to maintain pushed the Reset button during a period of 20 seconds.**

1- Select **Configuration**



2- Next, select **WLAN** to configure your encryption key (**SSID**).



3- Enter your new encryption key in **WPA/WAPI passphrase**. Make up an encryption key of about 30 characters long. It should be hard to figure out for an external user but easy for you to remember.

**It is also recommended that you change your network name (SSID) to a more personalized name to avoid confusion with your neighbours' modem routers.**

4- Click **SAVE/APPLY** to apply the change.

**Note**: Current users of the wireless network will have to reconnect using the new encryption key.

**To change the password for your device.**

This password should be hard for an external user to figure out but easy for you to remember.

Select **Management**
Then select **Access Control**





To change your password:

Enter your current password (which you will find on the label of your modem router) in the **Old Password** field.
Enter your new password in the **New Password** field.
Re-enter your new password in the **Confirm Password** field.
Click **Save/Apply** to apply the change.

**Your basic security settings are now configured.**

**The area at the top indicates the overall status of your modem router.**

| | |
|---|---|
| ADSL | Green = Good |
| | Red = Bad |
| Downstream and Upstream = Your connection speeds | |
| Internet | Green = Good, you can get on the Internet |
| | Red = You cannot get on the Internet |

| LED | Status | Meaning |
|---|---|---|
| ⏻ Power | Off | Power Off |
| | Green | Power On |
| | Red | Router in rescue mode |
| ⊘ ADSL | Green steady | ADSL Up |
| | Green blinking | • ADSL Synchronization in progress<br>or<br>• Down |
| @ Internet | Off | • Power Off<br>or<br>• The Internet account must be configured<br>or<br>• Bridge mode |
| | Green steady | The Internet account is configured |
| | Green blinking | Traffic (Transmission/Reception) |
| | Red | Invalid or unauthorized Internet account |

| LED | Status | Meaning |
|---|---|---|
| (•) WLAN | Off | Wi-Fi deactivated |
| | Green steady | Wi-Fi activated |
| | Green blinking | Wi-Fi Traffic (Transmission/Reception) |
| LAN x (1 to 4) | Off | No link detected on the Ethernet port |
| | Green steady | Ethernet port has detected a link with equipment, like computer |
| | Green blinking | Computer Traffic (Transmission/Reception) |
| WPS | Off | Wi-Fi Protection deactivated |
| | Green steady | Wi-Fi Protection activated |
| | Green blinking | Wi-Fi Protection Traffic (Transmission/Reception) |
| USB | Off | No USB connection |
| | Green steady | USB connection available |
| | Green blinking | USB connection ready in progress |

# 7 CONFIGURING TCP/IP PROTOCOL

**Important:** At this point, you should be able to browse on Internet without going through this section. However, if this is not the case, please follow this section by taking into account the type of Windows application that you are using.

The TCP/IP protocol must be installed, as this step enables you to be identified on the Internet. Without this information, you will not be able to access the Internet. It is therefore important that you make sure that the data you enter is accurate. Please refer to the "Important Information" section of this document.

Before configuring the IP address, make sure that the physical components are working properly. The network interface card needs to have been configured and the modem installed in order to do this.

## 7.1 CONFIGURING IN WINDOWS XP

Please note that the following screens may look different on your computer depending on the display settings selected.

1- Click **Start -> Settings -> Control Panel.**
The Network and Dial-up Connections shortcut might appear and, if so, select it and go directly to Step 3.
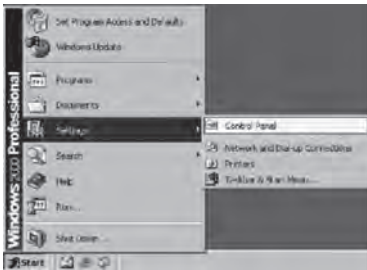


2 - Double-click **Network and Dial-up Connections**. A summary of the connections will appear if you have several types of connections. It is not unusual to see an analog modem connection (dial-up connection) and a network connection (Local Area Network).

3 - In **Network and Dial-up Connections**, right-click the **Local Area Connection** icon and then click **Properties**.
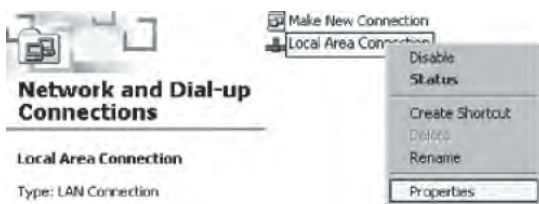


4 - In **Local Area Connection Properties**, in the list of components, click once on **Internet Protocol (TCP/IP)**. Then click the **Properties** button.
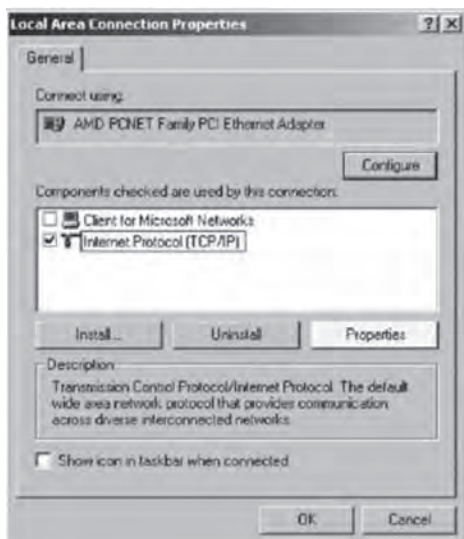
5 - In **Internet Protocol (TCP/IP) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
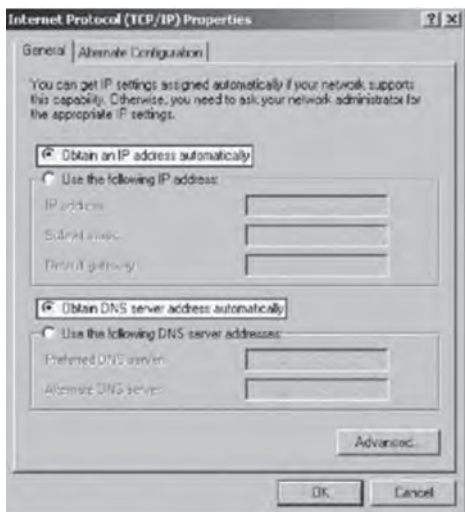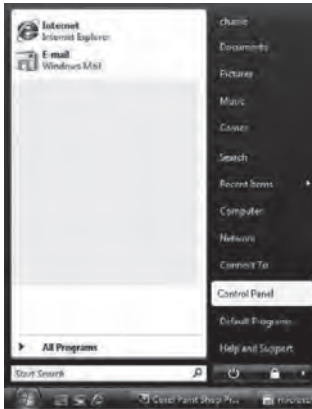


6-  Click **OK.**

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

## 7.2 CONFIGURING IN WINDOWS VISTA

Please note that the following screens may look different on your computer depending on the display settings selected.
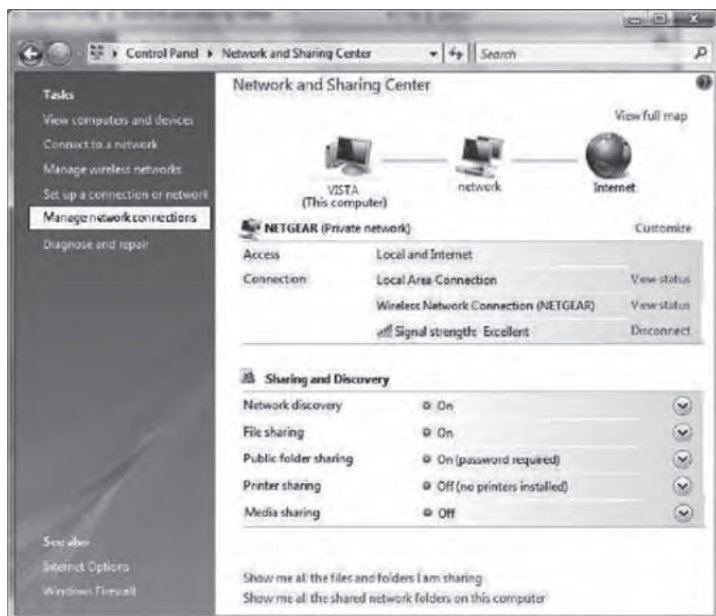
1- In **Start** (the Microsoft Windows icon  ), click **Control Panel**.
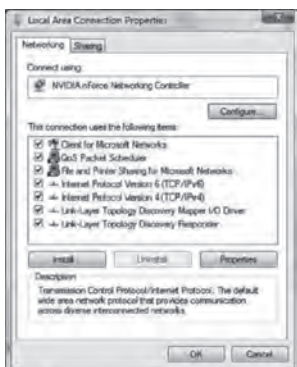


2- Double-click **Network and Sharing Center.**

3- In the menu on the left, click **Manage network connections**.



4- Right-click the **Local Area Connection** icon. Then click **Properties**.

5- Under the **Networking** tab, select **Internet Protocol Version 4 (TCP/IPv4)** by clicking on it once. Then click the **Properties** button.



6- In **Internet Protocol (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



7- Click **OK**

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

## 7.3   CONFIGURING IN WINDOWS 7

Please note that the following screens may look different on your computer depending on the display settings selected.
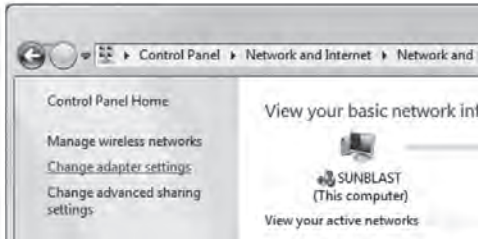
1-   Click **Start** - > **Control Panel**.
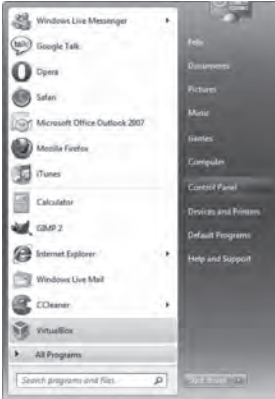


2-   In the **Control Panel**, choose the classic view by clicking on the little downwards pointing arrow next to the "Control Panel" in the address bar at the top and choose **All Control Panel Items**.
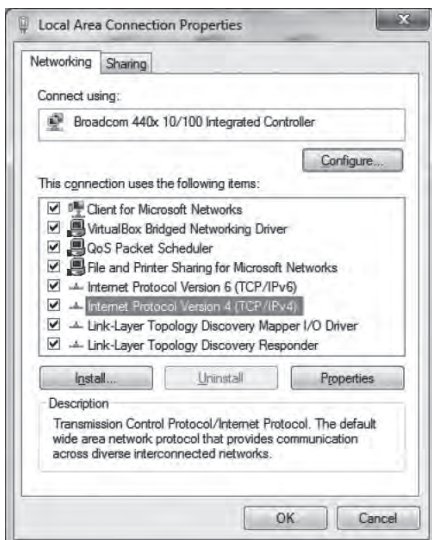


3-   Click **Network and Sharing Center**.

4- Then click **Change adapter settings**.



5- In **Change adapter settings**, right-click the Local Area Connection icon and click **Properties**.



6- In **Local Area Connection Properties**, select **Internet Protocol Version 4 (TCP/IPv4)** by double-clicking it.

7- In **Internet Protocol Version 4 (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain the following DNS servers automatically**.
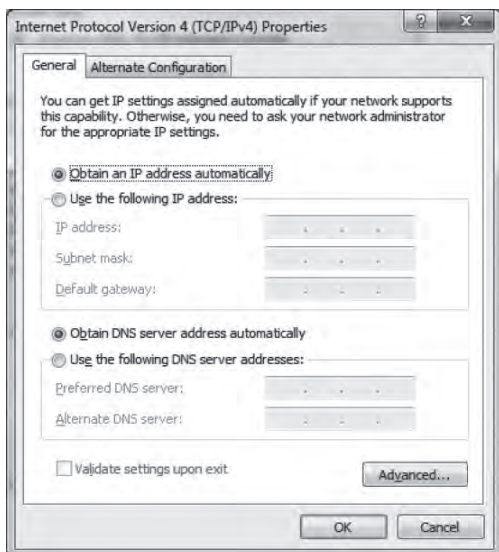


8- Double-click **OK** to return to the list of network peripherals. Once this data has been entered, your Internet service will work.

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

## 7.4  CONFIGURING IN WINDOWS 8

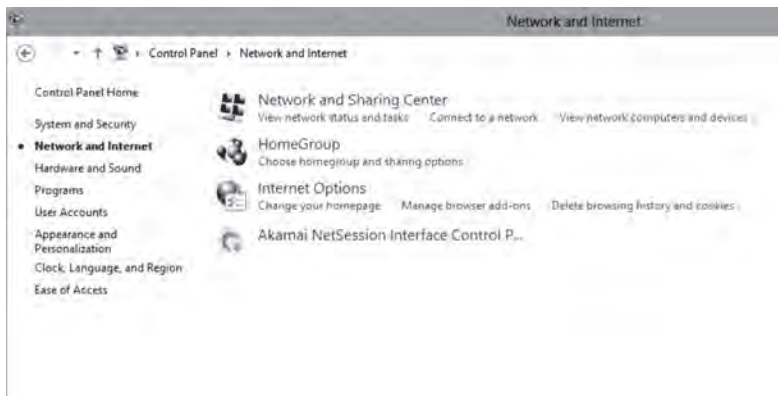Please note that the following screens may look different on your computer depending on the display settings selected.

1- Right-click the bottom left corner of the screen to bring up the menu (or press Ctrl X). Click on **Control Panel**.
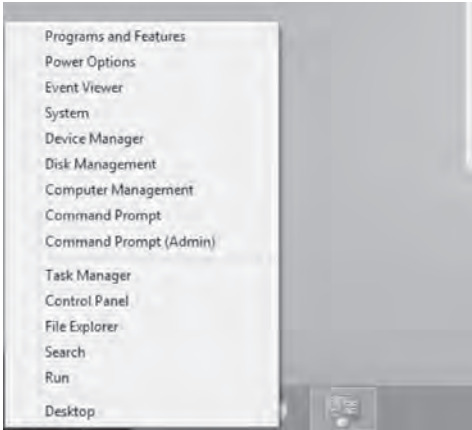


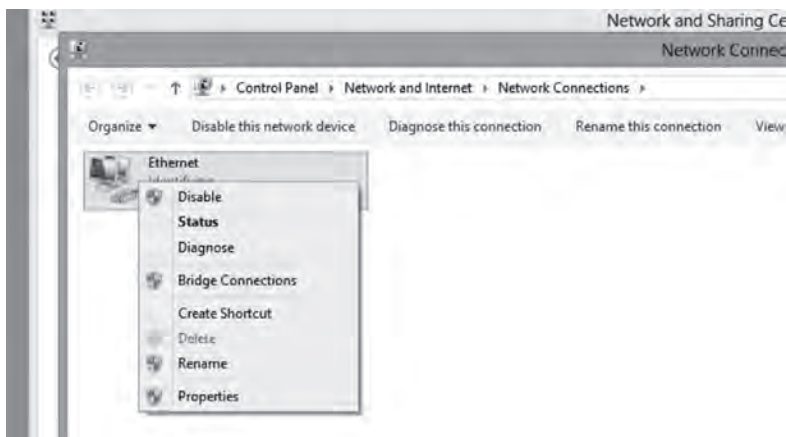2   In the **Control Panel**, click on **Network and Internet**.
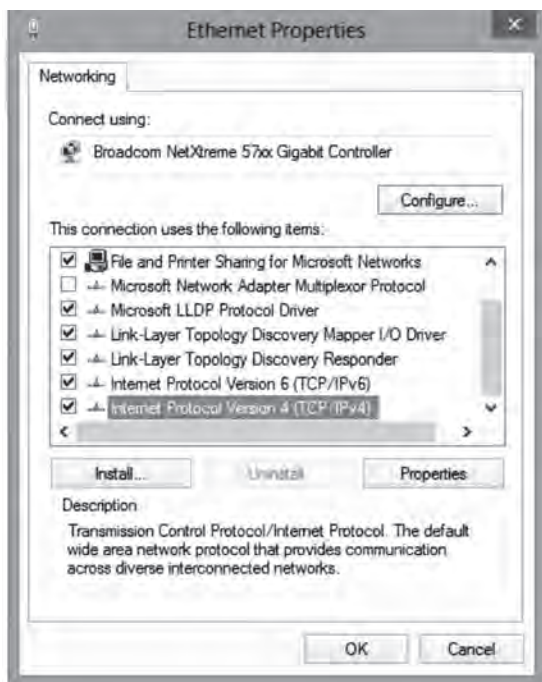
3- Click **Network and Sharing Center**.



4- Then click **Change adapter settings**.

5- In **Network Connections**, right-click the Ethernet icon and click **Properties**.



6- In **Ethernet Properties**, select **Internet Protocol Version 4 (TCP/IPv4)** by double-clicking it.

7- **In Internet Protocol Version 4 (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically.**



8- Double-click **OK** to return to the list of network peripherals. Once this data has been entered, your Internet service will work.

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

# 8 CONTACTING US

Was this guide not able to answer some of your questions?

For technical assistance 24/7, call 1 888 TÉLÉBEC (835-3232) or visit the **Technical Support** section of our web site:

**Residential – telebec.com**
**Business – telebec.com/business**


# 9 IMPORTANT INFORMATION

**Domain name of your service:**
tlb.sympatico.ca

**Outgoing mail server (SMTP):**
smtp1.tlb.sympatico.ca

**Incoming mail server (POP3):**
pop1.tlb.sympatico.ca

**Username:**
(Account name)_____

**Password:** _____

**Email address:** _____


**Settings of your wireless modem router**

**Password (modem router):** _____

**Name of your wireless network (SSID):** _____

**Encryption key (WPA):** _____

It is your responsibility to keep this information in a secure place for future use.

2014-09

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