

HI-SPEED INTERNET USER GUIDE

Wireless Modem Router - 2704N

2014-09 VERSION



1 888 TÉLÉBEC

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1 INSTALLING YOUR WIRELESS MODEM ROUTER

1.1 HARDWARE PROVIDED

	ltem	Description
	I	Wireless modem router
	2	Power cord adapter
∽⊢ 3	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	5	Quick Installation Guide
2_ ⊢6	6	Splitter used to connect one phone set and your modem router to your telephone line*
H	7	Microfilter used to connect another phone set to your telephone network
		* Option depending on pack contents requested

WIRELESS NETWORK

<u>Note</u>: 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.

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: <u>http://192.168.1.1/</u> or <u>http://myrouter/</u>

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

2- Enter User name and Password.

	🖸 admin 🖉
Bassword:	******
	Remember my password
	T Venerine un bassain n

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 XXXXXXX 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).

	Sадемсом
La factor through a fac	AES

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.

6 TROUBLESHOOTING



Sagemcom

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

	,
ADSL	Green = Good
	Red = Bad
Downstream a	nd 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 or Down
@ Internet	Off	 Power Off or The Internet account must be configured or 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)
Ø 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**.

	Make New Connection
Network and Dial-up	Local Area Con+ Disable Status
Connections	Create Shortout
Local Area Connection	Rename
Type: LAN Connection	Properties

4 - In Local Area Connection Properties, in the list of components, click once on Internet Protocol (TCP/IP). Then click the Properties button.

al Area Connection	Properties	?
eneral		
Connect using:		
AMD PONET F	amily PCI Ethemiet Ada	pter
		Contigure
Components checked	are used by this conne	ection.
Client for Micro	csoft Networks	
Internet Protoc	COLLEMAN	
Internet Protoc		
Internet Protoc	COLUCE/UP1	
M Thilemet Protoc		
Instal	Uninstal	Properties
		Properties
Install Description Transmission Control	Uninstall	tocol The default
Instal Description Transmission Contor wide area metwork i	Uninstal	tocol The default
Instal Description Transmission Contor wide area metwork i	Uninstall of Photocol/Internet Pho protocol that provider of	tocol The default
Instal Description Transmission Contor wide area metwork i	Uninstal of Protocol/Internet Pro protocol that, provides a connected networks	tocol The default
Instal Description Transmission Contro wide area retwork, across diverse inter	Uninstal of Protocol/Internet Pro protocol that, provides a connected networks	tocol The default
Instal Description Transmission Contro wide area retwork, across diverse inter	Uninstal of Protocol/Internet Pro protocol/Inter provides k connected networks bai when connected	tocol The default

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

ernet Protocol (TEP/IP) Pro	perties	? ×
neral Abernate Configuration	1	_
	d automatically if your network supports sed to ask your network administrator (s	
Cobtain an IP address auto	natically	
C Use the following IP addre	19K.	
IP offices		
Schrief anape.		
Drivin general		
Obtain DNS server address	s automatic ally	
C Use the Icliowing DNS ser	ver addresses	
Preferred 01/15 aren/en		
Alemat 345 seve		
	Advanced	
	DK De	ncel

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.

		0.6	-
🔾 🖉 🕷 🖡 Control Pan	el s 🗸 👻 👻	47 Search	P
Control Parel Home • Classic View	Name Category Add Hardware Add Hardware Add Hardware Add Hardware Add Hardware Add Hardware Add Hardware Add Hardware Add Hardware Backup and Restore Center Date and Time Duate Add Add Add Add Add Add Add Add Duate Add Add Add Add Add Add Add Add Add Ad	Problem Reports and Solutions Programs and Peatures Regional and Lenguage Optiom Scanners and Cameras Scandy Center Solucion Image SATA Controllers Sound Speech Recognition Options System Table PC Sattings Table PC Sattings Table PC Sattings Table PC Sattings Table PC Sattings Windows Anytime Upgrade Windows Detender Windows Detender Windows Sidebar Properties Windows Sidebar Properties Windows Sidebar Properties	
di.	Personalization Personalization Phone and Modern Options Power Options		

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.

1. 1 19 10	ontrol Panel -	
	All Control Panel Items	
	S Appearance and Personalization	lgs
	🔗 Clock, Language, and Region	5-
	Ease of Access	
	Hardware and Sound	
	Network and Internet	NTUS .
	Programs	
	System and Security	
	User Accounts and Family Safety	sks

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.

General	Alternate Configuration				
this cap	n get IP settings assigned au bability. Otherwise, you need appropriate IP settings.				
0	otain an IP address automati	cally			
-© Uş	e the following IP address:				
IP ac	ldress:				
Subr	net mask:				
DeFault gateway:		2	-		
0	otain DNS server address au	tomatically			
O Us	e the following DNS server a	addresses:			
Prefe	erred DNS server:				
Alter	nate DNS server:	-	-	÷	1
Πv	alidate settings upon exit			Adva	nced

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.

Connect using:		
Proadcom Net	Xtreme 57xx Gigabit Cor	ntroller
		Configure
This connection uses	the following items:	
✓ ⊥ Link-Layer T	DP Protocol Driver opology Discovery Map	per I/O Driver
 ✓ Link-Layer T ✓ Internet Prot 		ponder v6)
 ✓ Link-Layer T ✓ Internet Prot ✓ Internet Prot 	opology Discovery Map opology Discovery Res ocol Version 6 (TCP/IP	ponder v6)

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

eneral	Alternate Confi	guration	_				
this cap	aget IP settings ability. Otherwis appropriate IP se	e, you need					
	otain an IP addre	ess automatic	ally				
OU	e the following I	P address:					
IP or	(dress:		1	4	-	1	
Subr	iet mast :			-		-	
Defa	ul: galeway,						
	otain DNS server	address aub	omatica	lly			
Ous	e the following D	NS server ad	ddresse	s:			
Pref	arred DNS server			4	4	4	
Aller	nale DNE server		1	-	-	*	
L) y	alidate settings u	ipon exit				Ad	/anced

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 nan	ne)		

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.





