

HI-SPEED INTERNET USER GUIDE

Wireless Modem Router - 2704R

2013-11 VERSION

1-800-360-8555



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1 INSTALLING YOUR WIRELESS MODEM ROUTER

1.1 HARDWARE PROVIDED

	ltem	Description
	I	F@ST2704R 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
€_ <u>@</u> -6	6	Filter/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 line
		* 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 very important to have a filter in place with ADSL technology.



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 Username and Password.

User name:	🖸 admin 🔍 🗸
Password:	*******
	Remember my password

You will find this information on the label below your modem router. The default user name 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 application control options. Management – Configure your modem router password and access the Advanced menu for your modem router.

3 CONNECTING TO A WIRELESS NETWORK (WI-FI)

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: XXXXXXXXX. 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 underneath your modem router.

Example of a label:

253500880 MAC:D86CE931190D S/N:PT1224702000584	SSID:SAGEMCOM_ 190D WPA:46J9H5DD username:admin password:qhay III IIII III IIII IIII III
--	--

For the modem corresponding to the above example of a label, the name of the wireless network (SSID) would be SAGEMCOM_190D and the encryption key (WPA) to connect to this wireless network would be 46J9H5DD.

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

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: northerntel.ca

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 below 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 below your modem router.

You can start using your modem router right away.

Security Warning

In order to protect your computer systems against unauthorized access, NorthernTel 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 right side), the password and encryption key will be the default ones (on the label below 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).

DSL = Downstream 20475 kbp Upstream t023 kbp kdamet = Connected	REPRESH REPOOT		Sagemcom
NU HELWOYK COMPIEUROPA SETVICES	VCAT	Enable Wireless SDD: Hetwork Aufhentication: WPA/WAPI passphrase: WPA/Group Redwy Internat: WPA Encryption: SwerApply	SAGEMCOM 1900 WPAZ-PSK I Click here in display 0 AES I

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 below 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



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

Sagemcom

LED	Status	Meaning
ෆ Power	Off	Power Off
	Green	Power On
	Red	Router in rescue mode
Ø 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	Tx/Rx traffic
	Red	Invalid or unauthorized Internet account

DEL	Statut	Signification
먚 LAN x (1 to 4)	Off	No link detected on the Ethernet port
	Green steady	Ethernet port has detected a link with 100 Mbps device
	Green blinking	Tx/Rx traffic at 100 Mbps
(۴) wlan	Off	Wi-Fi deactivated
	Green steady	Wi-Fi activated
	Green blinking	Wi-Fi Tx/Rx traffic
● 	Off	No USB connection
	Green steady	USB connection available
	Green blinking	USB connection ready in progress
🕼 WPS	Off	WPS deactivated
	Green steady	WPS activated
	Green blinking	WPS activation in progress

7 CONFIGURING TCP/IP PROTOCOL

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).





Display











Fonts

Mouse Network and Dial-up Connections Modem ...

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.

	1 Properties	
eneral		
Connect using:		
AMD PONET F	amily PCI Ethernet Ada	pter
		Continues
Componente chack or	t are used by this conne	Cornigues
components checked	are used by this conne	seuenc
Client for Micr	osoft Networks	
	LITOD FOLL	
M Internet Proto	COI (TCP/IP)	
Internet Proto	col (TCP/IP)	
Internet Proto	COLLICEAR	
Install	(ICP/IP)	Durantina
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Install Description Transmission Contr wide area network across diverse inte	Uninstall In Protocol/Internet Pro protocol that provides t reconnected networks.	Properties tocol. The default communication
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Install Description Transmission Contr wide area network across diverse rule Show icon in task	Uninstall Uninstall of Protocol/Internet Pro protocol that provides of connected networks. biar when connected	Properties tocol. The default communication
Install Description Transmission Contr vide area network across diverse inte Show icon in task	Uninstal Uninstal of Protocol/Internet Pro protocol that provides of connected networks. bar when connected	Properties toccl. 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) Prop	erties	2)
eneral Abemate Configuration		
You can get IP settings assigned this capability. Otherwise, you nee the appropriate IP settings.	automatically if your network of to ask your network admin	supports istrator for
Obtain an IP address autom	atically	
C Use the following IP address	K.	
IP order an		
Soleret energia		
Debut gateway		
Obtain DNS server address	automatically	
C Use the following DNS serv	er addresses:	
Preferred DND server		
Alternate DN3 server.	+ +	
	A	śvanced
	OK.	Cancel

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 1-800-360-8555.

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.

		6	
Control Par	el≯ ≁	+y Search	P
Control Panel Home • Classic View	Name Category Add Hardware Administrative Tools. StatubPlay Backup and Restore Center Color Management Default Programs Default Pro	Problem Reports and Solution Programs and Features Regional and Language Optic Scanity Center Solution Speech Recognition Options Sync Center System Tablet PC Settings Tablet PC Settings Tablet PC Settings Tablet PC Settings Tablet PC Settings Tablet PC Settings Windows Suptime Upgrade Windows CardSpace Windows Sidebar Properties Windows Sidebar Properties Windows Sidebar Properties Windows Sidebar Windows Windows Update	rs rs

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.

General	Alternate Configuration				
You car this cap for the	n get IP settings assigned a ability. Otherwise, you nee appropriate IP settings.	utomatically if ed to ask your	your n netwo	etwork rkadmin	supports istrator
	otain an IP address automa	tically			
OU	e the following IP address:				
IP at	ddress:				
Subr	iet maški		+		
Defa	ult gateway:		e.		
	otain DNS server address a	utomatically			
OU	e the following DNS server	addresses:			
Prefi	erred DNS server:	(i - 54)	4		
Alter	nate DNS server;	[÷.	4	
				Adv	anced
					-

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 1-800-360-8555.

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.

⊖ ⊖ ⊂ 👎 ト Con	trol Panel 🔻	
	Image: Second	ngs
	Network and Internet Programs System and Security User Accounts and Family Safety	atus

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					
You car this cap for the	n get IP settings assigned a bability. Otherwise, you nee appropriate IP settings.	utomatically if d to ask your	your n netwo	etwork s rk admini	supports istrator
0	btain an IP address automa	tically			
- © Uş	e the following IP address:				
IP ac	ddress:				
Subr	net mask:				
Defa	ult gateway:				
@ O	btain DNS server address au	utomatically			
- O Us	se the following DNS server	addresses:			
Prefe	erred DNS server;				
Alter	nate DNS server:				
V	alidate settings upon exit			Adva	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 1-800-360-8555.

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.

🔮 Broadcom	NetXtreme 57xx Gigabit Cor	ntroller
		Configure
This connection	uses the following items:	
Microso	ft LLDP Protocol Driver	
✓ ∴ Microsof ✓ ∴ Link-Lay ✓ ∴ Link-Lay ✓ ∴ Internet ✓ ∴ Internet ✓ ∴ Internet	ft LLDP Protocol Driver ver Topology Discovery Map ver Topology Discovery Res Protocol Version 6 (TCP/IPv Protocol Version 4 (TCP/IPv	per I/O Driver ponder v6) v4)
✓	ft LLDP Protocol Driver ver Topology Discovery Map ver Topology Discovery Ress Protocol Version 6 (TCP/IPv Protocol Version 4 (TCP/IPv Uninstall	per I/O Driver ponder v6) v4) > Properties

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

	Alternate Configuration				
You car this cap for the	n get IP settings assigned a bability. Otherwise, you nee appropriate IP settings.	utomatically i ed to ask your	f your n r networ	etwork s 'k admini	supports istrator
0	btain an IP address automa	tically			
OU	se the following IP address:				
IP a	ddress:	1		3	
Subr	net mask:		140	84	
Defa	ult gateway:				
	btain DNS server address a	utomatically			
OU	se the following DNS server	addresses:			
Pref	erred DNS server:		100		i i
Alter	mate DNS server:	i a	.	- 14	

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 1-800-360-8555.

8 CONTACTING US

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

For technical assistance 24/7, call 1-800-360-8555 or visit the **Technical Support** section of our web site:

Residential – northerntel.ca/ntl@home/default_techsupport.htm Business – northerntel.ca/business

9 IMPORTANT INFORMATION

Domain name of your service:

ntl.sympatico.ca

Outgoing mail server (SMTP):

smtp1.ntl.sympatico.ca

Incoming mail server (POP3):

pop1.ntl.sympatico.ca

Username:

(Account nam	ie)		

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.



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