

### Wireless Home Networking Reference Guide



### **Bell Internet Service Agreement**

Use of the Bell Internet service is subject to the terms and conditions of the applicable Bell Internet Service Agreement. By installing and/or using the service, you are accepting these terms and conditions. The Bell Internet Service Agreement is included in your installation kit and is available at **bell.ca/agreements**. If you do not agree with these terms and conditions, refer to the Refund/Cancellation Policies section of the Bell Internet Service Agreement for information on cancelling the service.



## Bell Internet personal account information

Please write down your personal account information (provided in your Welcome Letter) in the space below. You will need this information to set up your Internet service or if calling in for technical support or general inquiries about the service.

**Note:** If you are an existing customer or purchased your service in a retail store, your account information was provided to you at the time of purchase or registration.

If you misplace your Bell Internet User ID (b1#) or Access Password, visit **bell.ca/getInternetID** for instructions on how to retrieve this information online or contact us at **310-SURF (310-7873)**.

Bell Internet personal	Bell Internet PIN:
account information	User ID:
	Access Password:
	Home Network Settings SSID: (on the underside of your modem)
	Wireless channel:
	Wired Equivalent Privacy (WEP) key: (on the underside of your modem)
	Home Network
	administrator password:
Email Information	Main email address:
	Main email password:

### My Bell Profile

Create a My Bell profile to manage all of your accounts online. To log in, you will need a My Bell username and password that can be created at **bell.ca/myinternet**. Once you have set up your Bell Internet email address and My Bell profile, please fill out the rest of your personal account information below.

My Bell username:	 
Password:	

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## Customer support quick reference

<b>Bell online service</b> Help with your services	bell.ca/service
<b>My Internet</b> Manage your Bell account online	bell.ca/myinternet
<b>Discussion forums</b> Fast answers to your Internet service related questions	bell.ca/internetforum
<b>Internet check up</b> Automated troubleshooting tool	bell.ca/internetcheckup
<b>Internet security and service</b> Learn more about protecting yourself and your computer while online	bell.ca/securityandinternet
<b>Service status</b> Online status updates	bell.ca/servicestatus
Service demonstration video	bell.ca/servicedemo
Live support	bell.ca/livesupport

#### Telephone support

Ontario and Quebec: Rest of Canada: Anywhere in North America:

### 310-SURF (310-7873) 1 800 668-6868 1 800 668-6878

### Introduction to wireless

This section will guide you through the process of creating a wireless connection to your wireless Home Networking modem from Bell. Every wireless adapter model is unique and has its own software and user manual. Please refer to the manufacturer's user manual for specific instructions and troubleshooting assistance. Unless otherwise stated by Bell, technical support is not provided for wireless adapters. Please visit **bell.ca/wirelessnetworking** for more information.

# Wireless Home Networking terminology

**802.11** - This is the general standard for wireless local area networks. Your wireless Home Networking modem is both 802.11b (11 Mbps) and 802.11g (54 Mbps) and is designed to work with most wireless adapters using these standards.

**SSID** - Service Set Identifier. This is also known as your Network Name, Service Area or a variety of other terms. It is the name of the network being broadcast from your modem; you set this name when you enable wireless access during the initial configuration.

**WEP** - Wired Equivalent Privacy. This is the encryption used to protect data transmitted over your wireless network. There are various levels of security. Your modem is set to 128 bit by default. The WEP key is the 26-hexadecimal-character key you wrote down when enabling wireless access. It is imperative that this key be typed correctly when connecting to your wireless network, as one mistyped character will prevent connection to the network.

**Channel** - The 802.11b and 802.11g standard is broadcast over 11 overlapping channels. If there are other access points (routers/modems transmitting wirelessly) in your area, set them to different channels. It is best to set them 5 apart from each other (e.g. 1, 6 and 11) to avoid interference.

**Wireless Interference** - Home appliances such as 2.4 GHz cordless phones, RF remote controls, wireless cameras, etc., or physical obstacles (in the line of sight) such as a wall, can cause signal interference. Place your wireless Home Networking modem in a central location in your home to allow for the greatest connection range.

# Configuring your computer to work wirelessly

Follow the steps below to enable your Home Networking modem to work wirelessly with your computer.

### Before you begin

Please ensure you:

- have successfully completed activating your Home Networking modem (Step 3 in the Self-Install Guide).
- are able to connect to the Internet when using the provided Ethernet cable.
- know that your SSID and WEP key are located on a label on the underside of your Home Networking modem (Figure 1).



Figure 1: Modem Label

- have a built-in internal wireless adapter or have purchased a wireless adapter that is compatible with your computer, or have properly installed the adapter and software (if applicable) on the computer you wish to connect.
- have successfully installed Service Pack 2 from Windows Update.

**Note:** This is only necessary if you will be using the Windows XP Zero Configuration service to connect wirelessly.

Based on your computer and connection, select one of the following sections that apply to you:

- I) Laptops with built-in wireless adapters
- II) Wireless adapters using your adapter's software
- III) Connecting to wireless networks with Windows XP
- IV) Connecting to wireless networks with Windows Vista

#### I) Laptops with built-in wireless adapters

Your laptop may have come with specific software to be used for connecting to wireless networks. It is advisable that you use this software to connect as it will allow for enhanced usability and features.

- Turn on your internal wireless adapter. There will be a small on/off button or switch located somewhere on your laptop (consult your Owner's Guide if you cannot locate the switch). The symbol for wireless looks similar to a small beacon with airwaves.
- 2. When the wireless feature is turned on, your wireless software should run automatically. If it does not, double-click the wireless program's small icon in your system tray. To manually run the program go to the Start menu, then Programs, and then locate your software name. Alternatively, your wireless adapter's software may be located in the Control Panel. You will need to use this software to set up a profile to connect wirelessly. Once you have saved a profile, it will connect automatically every time.
- **3.** Navigate through the software to find a listing of available networks. There may be a button called **Available Networks** or **Scan all Available Networks**. Click this button. Your wireless adapter will now search for all available networks within range.

- Your Network Name (SSID) should appear. If it does, proceed to the next step. If your network name does not appear, follow these suggestions:
  - Are you within range? Try moving the wireless Home Networking modem closer to the computer while trying to connect.
  - Try restarting/rebooting your computer with the wireless adapter switch turned on.
  - Have you changed any of the Advanced Settings on the modem? (For instance, broadcast mode may be disabled.)
  - If you still have your Ethernet cable connected, unplug it and try again.
- **5.** You will now need to enter your WEP key. If your WEP key is 128-bit encryption (preshared), you may need to select this level of encryption from a drop-down menu. Type in this key, do not cut and paste it from another window. Also, do not use the passphrase option if available.
- **6.** Save your profile, and if there is an option to always connect with this profile, select it. You can save this profile with the name of your choice. This will not affect the SSID name you selected earlier.
- 7. The software will now attempt to connect using this profile.

**8.** You should now be connected and your connection strength will show in the system tray.

If you find that your connection is unstable (disconnects frequently):

Windows XP users may need to disable the Windows XP Zero Configuration service. To do this, follow these steps:

- Click Start, then Control Panel, then Network and Internet Connections.
- Click the Network Connections icon.
- Click the Wireless Network Connection icon.
- Click the View available wireless networks link.
- Click Change advanced settings (if you have Windows XP Service Pack 2).
- From the Wireless Networks Connection Properties window, click the Wireless Networks tab.
- Uncheck the Use Windows to configure my wireless network settings box.
- Click OK.
- Ensure that you do not have any conflicts described earlier. (For example: channel conflicts, physical obstructions, 2.4Ghz cordless phones, etc.)

### II) Wireless adapters using your adapter's software

We highly recommend using the documentation provided with your wireless adapter. The following information is a generic guideline to assist you in this process and it is not intended to replace the documentation that came with your adapter.

- Run the adapter's software. You may be able to double-click the small icon in your system tray to launch the software. To manually run the program go to the Start menu, then Programs, then locate your software name. Alternatively, your wireless adapter software may be located in the Control Panel. You will need to use this software to set up a profile to connect wirelessly. Once you have saved a profile, it will connect automatically every time.
- 2. During the setup, you may be prompted to enter your Network Name (SSID). Alternatively, navigate through the software to find a listing of available networks. There may be a button called *Available Networks* or *Scan all Available Networks*. Click this button. Your wireless adapter will now search for all available networks within range. Your network name (SSID) should be displayed. If it is, proceed to the next step. If your network name is not displayed, follow these suggestions:
  - Are you within range? Try moving the wireless Home Networking modem closer to the computer while trying to connect.
  - Try restarting/rebooting your computer with the wireless adapter connected and turned on.
  - Have you changed any of the Advanced Settings on the modem? (For instance, broadcast mode may be disabled.)
  - If your wireless adapter has any indicator lights, they should be flashing when trying to connect or search for networks.
     If these lights are not flashing, there may be a problem with your adapter. Please contact the wireless adapter's manufacturer for product support.

- **3.** You will now need to enter your WEP key. Your WEP key is 128-bit encryption (preshared). You may need to select this level of encryption from a drop-down menu. Type in this key, do not cut and paste it from another window. Also, do not use the passphrase option if available.
- **4.** If there is an option to save your profile, please do so, and if there is an option to always connect with this profile, select it. You can save this profile with the name of your choice. This will not affect the SSID name you selected earlier.
- 5. The software will now attempt to connect using this profile.
- **6.** You should now be connected and your connection strength may show in the wireless software window.

#### III) Connecting to wireless networks with Windows XP

Before you begin, please carefully read the documentation that came with your wireless adapter. The instructions included with your adapter may include specific steps required to connect wirelessly. Please follow these steps before proceeding. If your wireless adapter does not explicitly say that you must use the provided software, you may choose the Windows XP utility. In order to use this utility, you must be a Windows XP user with Service Pack 2 installed. These instructions will assist you in setting up your connection using the Windows XP wireless utility.

1. Connect your wireless adapter to your computer. A small message will appear in the system tray saying Wireless networks detected (Figure 2).



Figure 2: Wireless networks detected

**2.** Click the message or double-click the icon to enter the setup screen (Figure 3). A setup screen similar to the one shown below appears:



Figure 3: Choose a wireless network

- **3.** Your SSID appears in the dialogue box. Click *Refresh network list* if your network doesn't appear. If your network still does not appear, follow these suggestions:
  - Are you within range? Try moving the wireless Home Networking modem closer to the computer while trying to connect.
  - Try restarting/rebooting your computer with the wireless adapter connected and turned on.
  - Have you changed any of the Advanced Settings on the modem? (For instance, broadcast mode may be disabled.)
  - If your wireless adapter has any indicator lights, they should be flashing when trying to connect or search for networks. If these lights are not flashing, there may be a problem with your adapter. Please contact the wireless adapter's manufacturer for product support.

**4.** In the Wireless Network Connection box that appears, type in your 26-hexadecimal character WEP key, and re-type it in the Confirm Network Key box (Figure 4). Manually type this key. Do not cut and paste it from another window.

Wireless Network Connection		
The network 'Sympatico' requires a network key (also called a WEP key or WPA key). A network key helps prevent unknown intruders from connecting to this network.		
Type the key, and then click Connect.		
Network key:		
Confirm network key:		
	<u>C</u> onnect Cancel	



5. Click Connect. You are connected to the wireless network (Figure 5).

(🖓) Wireless Network Connection				
Network Tasks	Choose a wireless network			
😼 Refresh network list	Click an item in the list below to connect to a wireless network information.	k in range or to get more		
Set up a wireless network for a home or small office	((p)) Sympatico	Connected ☆ 🛆		
Related Tasks	Security-enabled wireless network			
Learn about wireless				
Change the order of preferred networks				
Change advanced settings				
		~		
		⊆onnect		

Figure 5: Connected

#### IV) Connecting to wireless networks with Windows Vista

- 1. Click Start, then click Connect to.
- 2. A setup screen similar to the one shown below appears (Figure 6).

Show All	•	
bbh	Security-enabled network	llee
Bell0413	Security-enabled network	lee
Sebou2701	Security-enabled network	lee
<b>*</b> **		

Figure 6: Connect to a network

- **3.** Your SSID appears in the dialogue box. Click the two arrows in the top right corner of the dialog box if your network doesn't appear. This refreshes the network list. If your network still does not appear, follow these suggestions:
  - Are you within range? Try moving the wireless Home Networking modem closer to the computer while trying to connect.
  - Try restarting/rebooting your computer with the wireless adapter connected and turned on.
  - Have you changed any of the Advanced Settings on the modem? (For instance, broadcast mode may be disabled.)
  - If your wireless adapter has any indicator lights, they should be flashing when trying to connect or search for networks. If these lights are not flashing, there may be a problem with your adapter. Please contact the wireless adapter's manufacturer for product support.

**4.** Type your 26-hexadecimal character WEP key in the Security key or passphrase text box (Figure 7). Do not cut and paste it from another window.

Type the network s	ecurity key or pa e network can give yo	ssphrase for B u the key or passpl	ell0413 nrase.	
Security key or passphras	e			
Display characters				
If you have a US	<u>B flash drive</u> with netw	ork settings for Be	110413, insert it now.	

Figure 7: Network security key

5. Click Connect.

6. You are connected to the wireless network (Figure 8).



Figure 8: Successfully connected

# Modifying your home network settings

### Configuring additional settings on your wireless Home Networking modem

Your wireless Home Networking modem has a number of functions and settings that can be configured manually. To access and modify these settings:

- 1. Open your Web browser.
- Type http://192.168.2.1 in the address bar, then press the Enter key (Figure 1).



Figure 1: Network at a Glance

#### Network at a Glance Screen

This initial screen will provide you with information about your network such as the connection status, number of users connected, and the ability to set various options and adjust settings. From this page, you will be able to access and modify the settings of your wireless Home Networking mode through the four tabs, located at the top of the page (Figure 2).



Figure 2: Tabs

The rest of this section provides information on how to modify the most widely-used settings, including setting an Admin Password, changing wireless settings and performing diagnostic tests on your modem.

# How do I set an Admin Password?

An Admin Password is used for security. After you have set an Admin Password, you will need to enter the Admin Password before making any changes to the Home Networking modem settings.

#### To set an Admin Password:

- 1. Click Home Network Modem tab.
- 2. Click Admin Password.
- **3.** Check the checkbox beside Enable (Figure 3).





- **4.** Type your password in the Enter New Password and Confirm New Password boxes.
- 5. You may enter an optional hint in the Enter Your Hint box.
- 6. Click SAVE.

## Changing my Internet User ID and Access Password

**Important:** This should only be changed when directed by Bell Internet Member Services.

- 1. Click the Internet Connection tab.
- 2. Click Advanced Settings.
- 3. Have you set an Admin Password?
  - If yes, enter it here.
  - If no, proceed to the next step.
- **4.** Under PPP type your b1# in the User ID (b1xxxx##) box.
- **5.** Type your password in the *Password* and *Confirm Password* boxes (Figure 4).

Summary Rebils	Home Network Modem Connection Network	Application Support	Site M
nternet Conne	ction Advanced Settings		.   ane m
ARNING			
Modifying the settings o also affect internet-enal	this page can impact the ability of computers on the vied applications and services running on the local i	ne local network to access your internet connection. Modification network.	ins may
iettings			
DSL and ATM Setting	s		6
OSL Line Selection:	Line 1 (inner pair)	ATM Circuit Identifier: VPI: 0 VCI: 35	
		ATM Encapsulation: Bridged LLC 💙	
		ATM PVC Search: () Enabled () Disab	led
Internet Network			
Internet Connection		Internet IP	6
Connection Type:	PPPoB 🛩	Obtain IP address automatically.	
Bell Sympatico users should always select PPPoE		Manually configure IP address settings:	
		IP Address:	
ррр			-
ppp User ID (b1xxxxxx):	bljjai54	Subnet Mask:	_
ppp User ID (b1xxxxxx): Password:	bljjai54	Subnet Mask: Default Gateway:	

Figure 4: Internet connection advanced settings

6. Click SAVE.

**Note:** You can also find a link to this page from the Network at a Glance screen by clicking the Update User ID (b1xxxxxx) link.

# How do I change existing wireless settings?

- 1. Select the Home Network tab.
- 2. Click Wireless Settings (Figure 5).

Bell Home Network Connection Retwork Sup	ation port
Summary — Wireless Settings Advanced Settings	🛱 HOME   Site Map
Configure the Wireless Network	
Settings (2)	Current Settings 📀
Identify Network Network Name: Pel10413 Wireless Channet: Auto	Access Point:         00:1a:c4:eb:e9:a1           Network Name:         Bell0413           Channel:         2 (2417 MHz)           Authentication:         W2P-Open           Encryption:         WEP
Enable SSID Broadcast Enables the wireless network name to be broadcast publicly to any wireless users within wireless regred roy our network. Disabiling the SSD broadcast makes the network name private and provides enhanced security by requiring wireless users to erfer the network name manually when creating a wireless network profile on their computer.	To locate the built-in, 26-digit wireless encryption key for your system, please look at the bottom of the product near the bar code label.
Wireless Security  Wireless Network Security  Authentication: ₩EP=0pen  Use of Fault encontion key	WEP Key SS
Use custom pass phrase Key:	1990 (100-54.21.1009) (100-54.21.1009) (100-11) 0.00 (2000) 9990 (100-54.21.1009) (100-54.

Figure 5: Configure the Wireless Network

- 3. Have you set an Admin Password?
  - If yes, enter it here.
  - If no, proceed to the next step.
- **4.** Your Network Name refers to your SSID, which is the name of your wireless network.

To change your network name:

- a) Type your SSID in the Network Name box.
  - Choose something that is unique to you as you will need to remember this name when setting up your wireless adapters.
- b) If you are configuring wireless for the first time, leave your channel at the default value of Auto.

**5.** Optionally, change the Wireless Channel drop-down to a number from 1 to 11 if you experience any interference with your modem.

This window also allows you to set the security level you wish to use. When you receive your modem, the *Use default encryption key* option is selected. This allows you to use the WEP key located on the underside of your modem.

# Do you wish to set your own WEP key?

If yes, follow the instructions below. If no, click SAVE.

- 1. Click the Use custom pass phrase option.
- Change the Authentication drop down menu to one of the following five options: WEP-Open, WEP-Shared, WPA-PSK, WPA2-PSK, or WPA-PSK and WPA2-PSK.

**WEP-Open:** Offers the same security offered by a wired network (LAN) with encrypted packets. This option offers either 64-bit or 128-bit encryption. In this mode, WEP keys are always authenticated at the device level. After authentication, data is then encrypted between the gateway and the connected device.

**WEP-Shared:** Similar to WEP-Open but in this mode, WEP keys accept a string of unencrypted data from a device. The wireless Home Networking modem encrypts with a WEP key and sends back the encrypted data to the attached device.

### To use either of these two options, please enter one of the following in the Key field:

- To enable 64-bit encryption, enter a 10 character key, using only hexadecimal characters. Alternatively, you may also use a 5 ASCII character key.
- To enable 128-bit encryption, enter a 26 character key, using only hexadecimal characters. Alternatively, you may also use a 13 ASCII character key.

Note: Hexadecimal characters can only be numbers 0-9 and/or letters A-F.

**WPA-PSK:** This supports TKIP (Temporal Key Integrity Protocol) which allows verification of the security configuration after the encryption keys are determined, synchronizes changing of the unicast encryption key for each frame, and then determines a unique starting unicast encryption key for each pre-shared key authentication.

**WPA2-PSK:** This supports AES (Advanced Encryption Standard) which is a private key algorithm that ranges from 128- to 256-bits.

WPA-PSK and WPA2-PSK: Turns on both WPA-PSK and WPA2-PSK mode.

### To use any of these three options, please enter one of the following in the Key field:

- A 64 character key, using only hexadecimal characters.
- An ASCII "pass phrase" between 8 and 63 alphanumeric characters.
- Click SAVE.

**Important:** If you changed the network name or key, you will need to reconfigure your wireless network on your computer.

## How do I check to see that my home network

### is working properly?

This option presents a list of all the current diagnostic tests associated with your wireless Home Networking modem. Each test is indicated by a value of either UP or DOWN, as shown in the example below.

- 1. Click the Internet Connection tab.
- 2. Click Diagnostics.
- 3. Have you set an Admin Password?
  - If yes, enter it here.
  - If no, proceed to the next step.
- **4.** Verify that DSL Synchronization, G.DMT Signal, PVC Connection, PPPoE Service, PPP Authentication, IP Connection, and DNS Communication all are UP (Figure 6).



Figure 6: Internet Connection Diagnostics

# How do I configure my home network

### to let me use specific applications such as online games?

Selecting this option takes you to the *Edit Applications Settings* screen. The Edit Applications feature provides various methods of keeping individual users or computers hidden behind a single outward facing address. This helps prevent outside computers from accessing the devices on your network, yet allows your devices access to the Internet and related applications.

#### To edit Application Settings:

- 1. Click the Application Support tab.
- 2. Click Enable Application Support at the top of the screen.
- 3. Have you set an Admin Password?
  - If yes, enter it here.
  - If no, proceed to the next step.
- **4.** Under *Select a computer*, click the computer that currently has the application.
- **5.** Click Allow individual application(s) under Edit application settings for this computer.

6. Select the application from the list below and click ADD (Figure 7).

Bell				
Summary = Enable Application Support Advanced Settings	🔂 HOME   Site Map			
Edit Application Settings				
Settings	0			
By default the Application Support blacks all unwanted access from the Internet. You can allow access from the Internet to applications running on computers inside your secure home network by enabling printoles. Opening printoles is also known as opening ports or port forwarding. To do this, associate the desired application with the computer below. If you cannot find a listing for your application, you can cannot end a listing for your application, you can cannot end a listing for your application, you can cannot end a listing for your application, you can cannot end a listing for your application. You will need to know protocol and port information.				
Select a computer				
Choose the computer that will host applications through the Application Support.				
Edit application settings for this computer:				
Maximum protection – Disalow unsolicited indound traffic.     Allow individual application(s) – Choose the application(s) that will be enabled to pass through the Application Support to this computer. Click ADD to add it to the Hosted Applications list.				
All applications Mosted Applications:				
Age of Impires Age of Vonders Aliens vs Predacor Anarchy Online Asheron's Call Faddur's Gate Fettors Fettors Fettors				

Figure 7: Edit Applications Settings

**7.** If the application you are using isn't listed, you may click *Allow allapplications (DMZplus mode).* 

**Important:** Selecting DMZplus Mode will disable the security the router provides.

# How do I restart my Home Networking modem

### or reset it back to the original factory settings?

#### To restart your modem:

- 1. Click the Home Network Modem tab.
- 2. Click Details.
- Click Restart the Home Networking Modem on the right side (Figure 8)



Figure 8: View Home Networking modem details

- 4. Have you set an Admin Password?
  - If yes, enter it here.
  - If no, proceed to the next step.
  - 5. Click CONFIRM.

The modem can also be restarted by unplugging the power cord on the rear panel. Restarting your modem will not erase your currently saved settings.

**Important:** By clicking the restart link, you will not restart your computer; you will only restart your wireless Home Networking modem.

# Reset to factory defaults

The *Reset to Factory Defaults* option should be used when you need to recover the factory default settings. This might be necessary when

- a custom configuration did not go as planned,
- a new configuration is desired,
- the wireless Home Networking modem does not appear to be working properly.

Important: This option resets all personalized settings on your modem.

#### To reset to factory defaults:

 Locate the red Reset button on the rear panel of your modem (Figure 9).



Figure 9: Reset Button

- **2.** Using an object that will fit in the slot (such as a pen or pencil), hold down the button for 5 seconds.
- **3.** The power light will start blinking after a few seconds, which indicates that the modem has been successfully restored to factory defaults.

# Tips & troubleshooting

#### Quick-fix Solutions

Internet Check-up can help troubleshoot most common Internet problems. It is available online anytime you need it and can automatically configure an email account, optimize your browser settings, and check your computer settings. These are just a few examples of what is available when you visit **bell.ca/internetfix**.

#### FAQs

### Why do I get an error message after entering my Bell Internet User ID and Access Password?

It is very important that you enter your Bell Internet account information as accurately as possible, keep in mind it is case sensitive. Mistyping your User ID or Access Password may result in problems. You will find your Bell Internet User ID and Access Password in your Welcome Letter.

**Note:** If you are an existing customer or purchased your service in a Retail store, your Account Information was provided to you at the time of purchase or registration.

If you cannot locate your Bell Internet User ID (b1#) or Password, visit **bell.ca/getInternetID** for instructions on retrieving this information online or contact us at **310-SURF (310-7873)**.

#### Do I really need telephone filters?

Yes. Filters are necessary to block interference that the modem can cause. If you did not receive enough filters with your installation kit, you can order more from **bell.ca/myinternet**. If you are ordering additional filters, keep any phones without a filter unplugged until your order arrives.

### Why am I being prompted to specify the correct network interface card (NIC)?

Depending on your computer's hardware configuration, you may beprompted to specify the correct network interface card (NIC) for the Bell Internet service. This might happen if you have previously installed USB modem drivers on your computer or if you have more than one Ethernet card installed in your computer. Please select the network card that you have connected to the Bell Home Networking modem with the Ethernet cable.

#### I am experiencing speeds that are slower than normal. What can I do?

Try restarting/rebooting your modem which means turning the power off for 3 minutes and then turning the power back on. You should always try this as a first step before calling for technical support. To ensure your modem works at its optimum level, you should restart/reboot your modem once every two weeks.

#### How long should my modem cables be?

To ensure your service works at its optimum performance, be sure to use the cables included in your kit. The telephone cable (RJ11) attached to the wall jack and to the back of your modem should be 6' or less in length. Anything longer than 6' can result in reducing the quality of your Internet speeds. You may use a longer Ethernet cable (RJ45) than the one provided, as the length of the Ethernet cable will not slow down the speed of your Internet service.

### What do the lights on my Home Networking modem mean? If the Power light is red:

Restart your modem by unplugging the power cord on the rear panel. If this does not resolve the issue, the modem may be defective. Please call **310-SURF (310-7873)**.

### If the DSL light is flashing green:

Ensure you have waited at least 2 minutes for the synchronization process to complete. Check that a filter is used on all devices connected to your phone line with the exception of your Home Networking modem – this should not be using a filter.

#### If the Internet light is red:

Open your Internet browser and you will be prompted to enter your Bell Internet User ID and Access Password which can be found in your Welcome Letter. If this does not resolve the issue, there may be a problem with your account. Please call **310-SURF (310-7873)**.

#### Why can I not see the Activation Page?

Ensure that your computer is using the correct proxy settings:

- 1. In Internet Explorer, click the Tools menu, then click Internet Options.
- **2.** Click the Connection tab.
- **3.** Click the LAN Settings button to display the Local Area Network (LAN) Settings window.
- **4.** Ensure that Use automatic configuration script and Use a proxy server for your LAN are unchecked.

#### Ensure that a home page is set with your Internet browser:

- 1. In Internet Explorer, go to the Tools menu, then click Internet Options.
- **2.** Under the General tab, verify that a website is entered in the Address field.
- **3.** If the field contains *about: blank*, please replace it with an actual Internet website address, such as **bell.ca/internetstart**.

# Using Dial-up Access

As a Bell Internet member, you have the ability to use your service when travelling away from home. This feature is called Roaming\*. Roaming enables you to connect to the Internet from almost anywhere within Canada by using your Bell Internet account information and a local phone number to access the Internet.

To find out more about this feature including instructions on setting up a dial-up connection, please visit: **bell.ca/dialsetup**.

For a complete list of all Bell Internet dial-up numbers across Canada, visit: **bell.ca/dialupnumbers**.

\*Dial-up remote access is available where technology permits. Dial-up roaming access will be billed at \$1.50/hour. Long distance charges may apply. Taxes not included.

### **ONTARIO**

Barrie	705 721-1638
Belleville	613 966-3200
Brantford	519 750-1638
Brockville	613 345-4556
Chatham	519 352-0301
Clinton	519 482-1638
Cobourg	905 377-1771
Cornwall	613 932-0745
Elliot Lake	705 461-1393
Guelph	519 767-1638
Haliburton	705 457-9564
Hamilton	905 546-1638
Huntsville	705 788-1638
Kingston	613 536-1638
Kitchener-Waterloo	519 743-1638
Lindsay	705 324-0857
London	519 438-1638
Newmarket	905 954-0550
North Bay	705 474-1638
Oshawa	905 571-1638
Ottawa	613 350-1638
Owen Sound	519 371-1682
Pembroke	613 735-5252
Peterborough	705 745-1638
St. Catharines	905 684-1638
Sarnia	519 332-6351
Sault Ste. Marie	705 254-1638
Sudbury	705 669-1638
Thunder Bay	807 623-1638
Toronto and GTA	416 681-1638
Windsor	519 561-1638

### QUÉBEC

Chicoutimi-Jonquière	418 696-1638
Drummondville	819 472-2232
Gentilly	819 298-4895
Granby	450 777-4400
Hull	613 350-1638
Joliette	450 759-4333
La Malbaie	418 665-2213
Montréal	514 350-1638
Québec	418 694-1638
Rivière du Loup	418 860-3638
Roberval	418 275-1633
Saint-Agathe	819 321-2390
Saint-Hyacinthe	450 773-9830
Saint-Jérôme	450 432-1638
Saint-Jovite	819 425-1638
Sherbrooke	819 829-1638
Sorel	450 743-6723
Thetford Mines	418 335-5150
Trois-Rivières	819 694-1638
Valleyfield	450 373-2132
Victoriaville	819 752-4180

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Service available to residential customers where technology permits. Subject to change without notice. No service provides absolute protection. Other conditions apply including minimum system requirement. Subject to service agreements available at bell.ca/agreements

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