Bell Internet

Fibe Modem 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.

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Welcome to Bell Fibe™ Internet

Thank you for choosing Bell. From now on you'll enjoy, the fastest upload speeds in market, largest fibre optic network, our fastest download speed to date, proactive monitoring of the network to ensure reliable performance, and the fastest wireless standard for home network.

The following information will help you get online, communicate with friends and family, and get everything you need for a complete Internet experience.

Getting Started
A Bell technician will come to your home to professionally install your Bell Fibe Internet service.

Your personal account information was provided to you when you purchased Bell Fibe Internet service. It includes your user ID (b1#) and access password. Be sure to write this information down and keep it available for future use.

Email
With Bell Mail, you will be able to send and receive email from anywhere. You can create a Bell email address during the online activation process. Bell Internet Customer Service will email you from time to time with important news and helpful information about updates and changes to your Bell Fibe Internet service.

Assistance
For what's new with your service, billing and support, visit **bell.ca/internetstart**. For further assistance or technical support, call **310-SURF (310-7873)**.

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Bell Fibe Internet personal account details

Keep these important details for your reference.

Bell Internet personal account

User ID:

b1 _____

Access password:

_____

Used for:

- Connecting your computer to the Internet
- Contacting customer service
- Registering on bell.ca
- Accessing your Bell Internet personal web space

Wireless Home Network (Original settings located on underside of the Wireless Access Point device)

Network name (SSID):
Default: linksys

_____

WPA2 key:

_____

Used for:

- Connecting to your wireless network
- Protecting your wireless network from unwanted access

Home Network administrator password:

Default username: admin
Default password: admin

My new password:

_____

Used for:

- Accessing your Wireless Access Point device's firmware

Bell Mail

Email address:

_____

Password:

_____
Case sensitive

Used for:

- Accessing and creating Bell email accounts

My Bell profile

Bell.ca username:

_____

Bell.ca password:

_____
Case sensitive

Used for:

- Viewing your Internet usage
- Managing your bill online
- Free Wi-Fi Internet access at Starbucks

Visit **bell.ca/service** for additional information.

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Customer support quick reference

Bell online service bell.ca/service
Help with your services

My Internet bell.ca/myinternet
Manage your Bell account online

Internet check up bell.ca/internetcheckup
Automated troubleshooting tool

Internet security and service bell.ca/securityandinternet
Protect yourself and computer while online

Service status bell.ca/servicestatus
Online status updates

Service demonstration video bell.ca/servicedemo

Live support bell.ca/livesupport

Telephone support
Internet service assistance 310-SURF (310-7873)

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Setting up your wireless connection

Follow these instructions to setup your wireless connection. Before you begin, ensure the Ethernet cable from the Bell Fibe modem is connected to the Ethernet port on the back of the Wireless Access Point device.

Windows 7

- Click on the wireless bar located at the right hand side of the system bar.
- The list of available wireless networks appears with your network name. Click **Refresh network list** if yours does not appear. This may take a few minutes if you just plugged in the device.
- Select your network name, and click **Connect**.
- Type your 8-digit WPA2 key (see underside of Wireless Access Point device) in the **Security key** box, click **OK**.

Windows Vista

- Click **Start**, then **Connect to**.
- Your network name will appear. If not, click the two arrows in the top right corner. This may take a few minutes if you just plugged in the device.
- Type your 8-digit WPA2 key in the **Security key or Passphrase** text box.
- Click **Connect**.

Windows XP

- Click the **Wireless networks detected** message or double-click the icon in your system.
- Your network name will appear. Double click it. This may take a few minutes if you just plugged in the device.
- In the wireless network connection box, type in your 8-digit WPA2 key.
- Click **Connect**.

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continued

Mac 10.4 – 10.6

- Click on the **Airport** icon.
- Your network name will appear. If not, click the **Airport** icon again. This may take a few minutes if you just plugged in the device.
- Click on your network name in the list.
- Type your 8-digit WPA2 key in the **Password** text box.
- Click **OK**.

For more information on creating a Wireless Home Network, visit **bell.ca/wirelessnetworking.**

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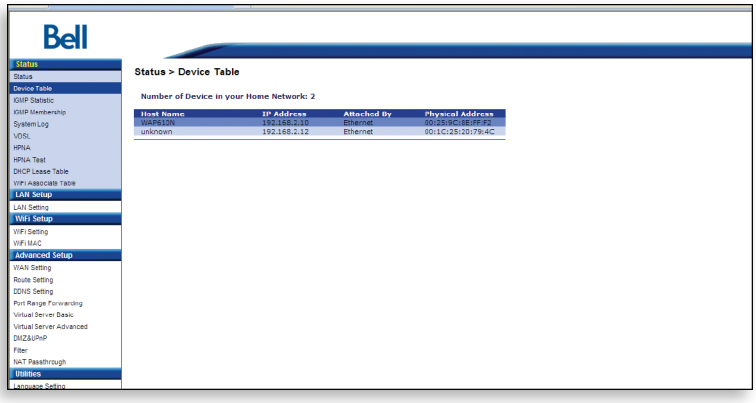
Modifying your wireless settings

You can manually configure the settings on your Wireless Access Point (WAP) device. Before you can access the WAP device, you must first determine which IP address has been assigned. To identify what the IP address is:

1. Open your web browser.
2. Type **http://192.168.2.1** in the address bar, and then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin
3. Select **Device Table** from the left menu. In this Device Table, note down the IP address indicated for **WAP610N**. You will need this IP address to continue.



4. Close and then re-open your web browser.
5. Type **http://192.168.2.X** where X is the last number in the IP address of the **WAP610N** device. Then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin

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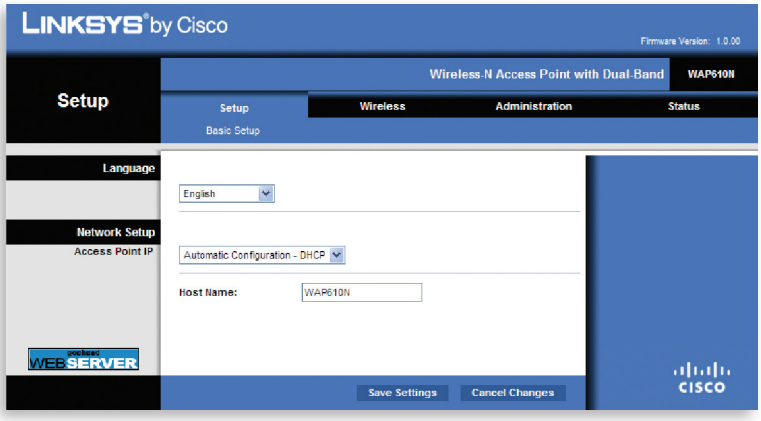
The first screen that appears is **Basic Setup** and enables you to change the WAP's wired, Ethernet network settings.



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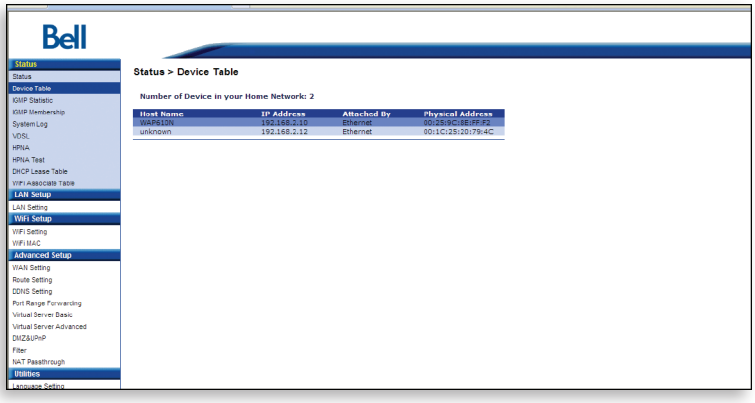
How to set an admin password

An admin password is used for security. Once set, you will need to enter it before making any changes to your settings. Before you can access the Wireless Access Point device, you must first determine which IP address has been assigned. To identify what the IP address is:

1. Open your web browser.
2. Type **http://192.168.2.1** in the address bar, and then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin
3. Select **Device Table** from the left menu. In this Device Table, note down the IP address indicated for **WAP610N**. You will need this IP address to continue.



4. Close and then re-open your web browser.
5. Type **http://192.168.2.X** where X is the last number in the IP address of the **WAP610N** device. Then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin

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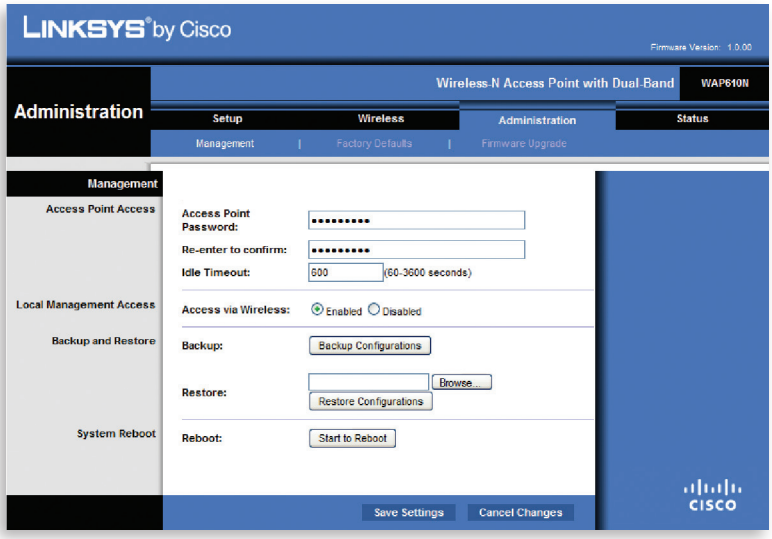
6. Click the **Administration** tab and then select **Management**.



7. Enter a new password in the **Access Point Password** box and then type it again in the **Re-enter to confirm** box.
8. Click **Save Settings**.

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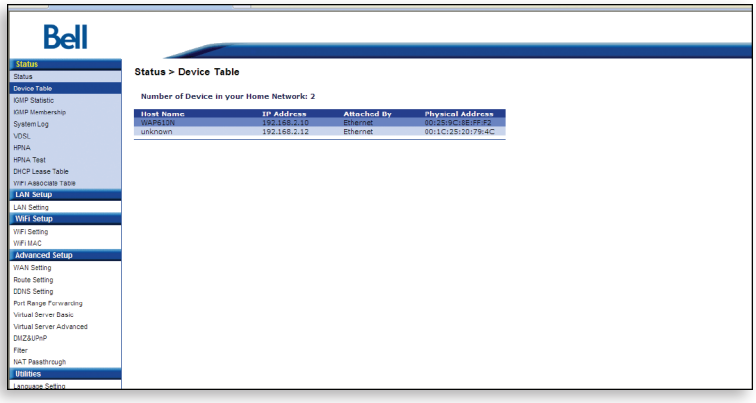
How to change existing wireless settings

Before you can access the Wireless Access Point device, you must first determine which IP address has been assigned. To identify what the IP address is:

1. Open your web browser.
2. Type **http://192.168.2.1** in the address bar, and then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin
3. Select **Device Table** from the left menu. In this device table, note down the IP address indicated for **WAP610N**. You will need this IP address to continue.



4. Close and then re-open your web browser.
5. Type **http://192.168.2.X** where X is the last number in the IP address of the **WAP610N** device. Then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin

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If you've changed the administrative password, you must use this one in place of "admin" for the password.

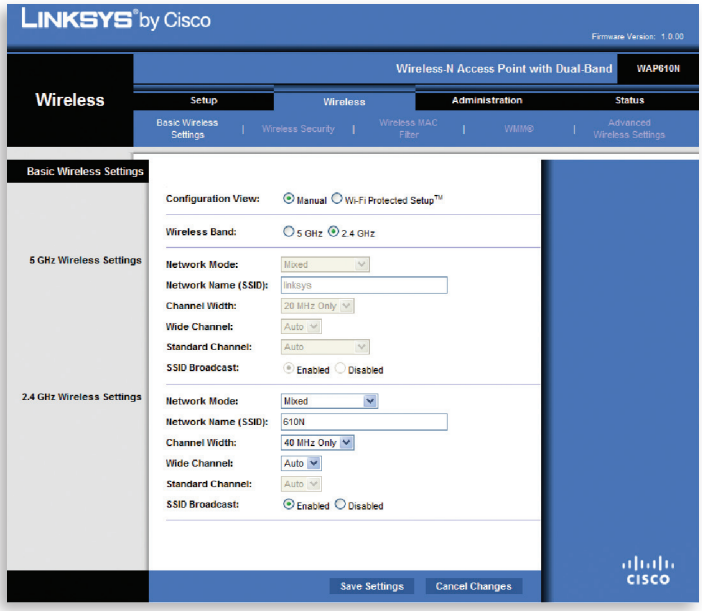
6. Click the **Wireless** Tab, then select **Basic Wireless Settings**.

There are two ways to configure the Wireless Access Point device's settings:

- Manual
- WiFi Protected Setup

To manually configure your wireless network:

1. For the **Configuration View** select **Manual**.



2. Ensure the following settings are used:

   Wireless Band: 2.4 GHz
   Network Mode: Mixed
   Channel Width: 40 MHz only

3. Click **Save Settings**.

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To configure your wireless network using WiFi Protected Setup:

If you have client devices, such as wireless adapters that support WiFi Protected Setup then you can use this feature to configure wireless security for your network.

There are 3 methods available, use the method that applies to the client device you are configuring:

1. **Use WiFi Protected Setup button:**
   - Click or press the **WiFi Protected Setup** button on the client device.
   - Within a few minutes, click the **WiFi Protected Setup** button on the setup screen that appears.
   - After the client device has been configured, click **OK**.
   - The WiFi Protected Setup Status, Wireless Band, Network Name (SSID), and Security method are displayed at the bottom of the screen.

2. **Enter WiFi Protected Setup PIN from client device:**

   Use this method if your client device has a WiFi Protected Setup PIN number.
   - Enter the PIN number in the field on the screen that appears.
   - Click **Register**.
   - After the client device has been configured, click **OK**. Then refer back to your client device or its documentation for further instructions.
   - The WiFi Protected Setup Status, Wireless Band, Network Name (SSID), and Security method are displayed at the bottom of the screen.

3. **Enter WiFi Protected Setup PIN from access point on client device**

   Use this method if your client device requests the Access Point's PIN number.
   - On the **client's** WiFi Protected Setup screen, enter the PIN number listed on the **Access Point's** WiFi Protected Setup screen. Then click **Register** or the appropriate button. (The PIN number is also listed on the label on the bottom of the Wireless Access Point device).
   - After the client device has been configured, click **OK**. Then refer back to your client device or its documentation for further instructions.
   - The WiFi Protected Setup Status, Wireless Band, Network Name (SSID), and Security method are displayed at the bottom of the screen.

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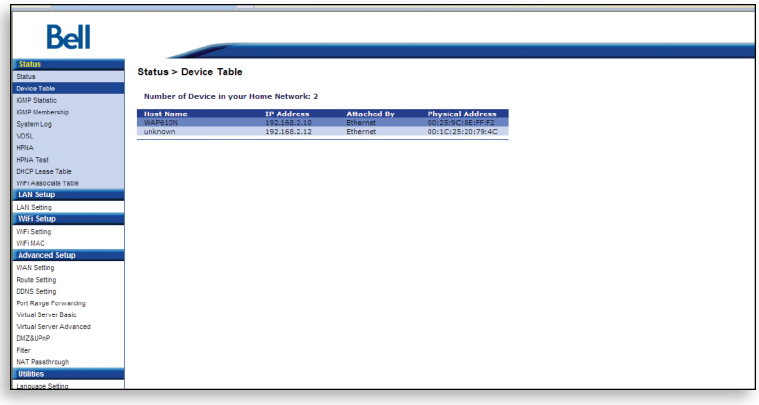
How to reboot the Wireless Access Point device

To reboot the Wireless Access Point device, you can unplug the power from the back of the device, wait 2 minutes and then plug it back in. This will restart the device without erasing your saved settings. Or, you can reboot the device following the steps below.

Before you can access the Wireless Access Point device, you must first determine which IP address has been assigned. To identify what the IP address is:

1. Open your web browser.
2. Type **http://192.168.2.1** in the address bar, and then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin
3. Select **Device Table** from the left menu. In this Device Table, note down the IP address indicated for **WAP610N**. You will need this IP address to continue.



4. Close and then re-open your web browser.
5. Type **http://192.168.2.X** where X is the last number in the IP address of the **WAP610N** device. Then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin

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6. Click the **Administration** tab, then select **Management**.

7. Click **Start to Reboot**.
8. Click on **Save Settings**.

Important: Clicking the **Reboot** button will only restart the WAP device, not your computer.

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Reset the device to factory defaults

Use this option when you need to recover the factory default settings. This might be necessary when a custom configuration did not go as planned, you want a new configuration or your Wireless Access Point device does not appear to be working properly.

Important: This option resets all personalized settings on your Wireless Access Point device.

To reset the Wireless Access Point device to its original factory defaults, press and hold down the **reset** button on the back of the device for 5 seconds. Use an object that will fit in the slot (such as a pen or pencil).

Or, you can reset the device following the steps below.

Before you can access the Wireless Access Point device, you must first determine which IP address has been assigned. To identify what the IP address is:

1. Open your web browser.
2. Type **http://192.168.2.1** in the address bar, and then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin

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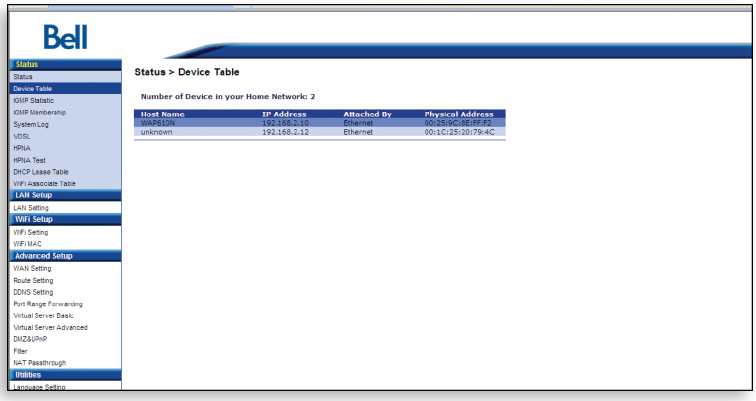
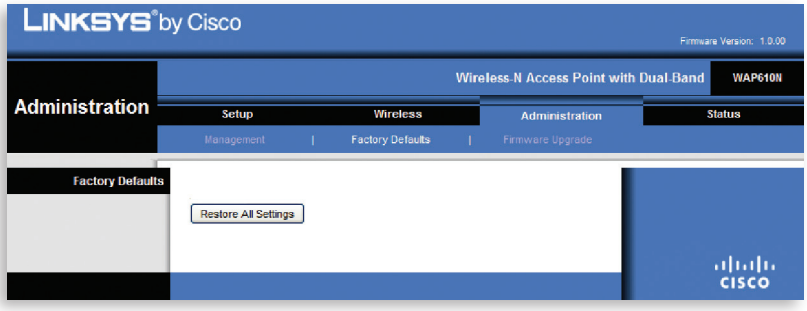


3. Select **Device Table** from the left menu. In this Device Table, note down the IP address indicated for **WAP610N**. You will need this IP address to continue.
4. Close and then re-open your web browser.
5. Type **http://192.168.2.X** where X is the last number in the IP address of the **WAP610N** device. Then press **Enter**. If you are prompted to enter in a username and password, these are set to the following defaults:
   Username: admin
   Password: admin

6. Click the **Administration** tab and then select **Factory Defaults**.
7. Click **Restore All Settings**.



Tips & troubleshooting

Quick-fix solutions
Visit bell.ca/internetfix to troubleshoot most common problems.

Frequently asked questions

Q. Why do I get an error message after entering my Bell Internet User ID and Access Password?
A. Ensure you enter your user ID and password correctly. These are case sensitive. Both your Bell Internet user ID (b1#) and access password were provided to you at the time of purchase. If you cannot locate these, visit **bell.ca/getInternetID** or contact us at **310-SURF (310-7873)**.

Q. My computer detects my wireless network but says it can't access the network. Why?
A. If you have changed the encryption key (WPA2 key) to something other than what was originally provided and don't remember what it is, you will need to reset the Wireless Access Point device to its original factory default settings. Your original WPA2 Key is located on the back of the WAP device.

Q. Why can't I access devices within the local area network?
A. The devices may not be configured to receive an IP address automatically. Check the devices that are not available within the network and check the IP Address settings.

Q. My Wireless Access Point device is not running properly after a power outage. What can I do?
A. Reboot the device by unplugging the power supply. Wait 2 minutes before plugging it back in.

Q. Once the service is installed, am I able to move the location of the modem?
A. You cannot relocate your modem after it has been installed. Your modem requires a dedicated phone jack for the service that was set up by the technician at time of installation.

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

A. You may be prompted 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. Select the network card that you have connected to the Bell Fibe Internet modem with the Ethernet cable.

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

A. Ensure your wireless client or computer drivers are up to date from the adapter or manufacturer's website.

Q. How long should my modem cables be?

A. Use the cables the technician installed to ensure optimized performance. The telephone cable (RJ11) should be 6' or less in length. Anything longer can reduce the quality of your Internet speeds. You may use a longer Ethernet cable (RJ45) than the one provided. The length of this cable will not affect the speed.

Q. Why is the POWER light off on the modem?

A. The modem does not have power. Ensure the power supply is plugged in properly. Also, if you are using a surge protected power bar, ensure it is turned on.

Q. Why is the LAN light off on the modem?

A. The Ethernet cable is not plugged in properly into the modem. Check to make sure the Ethernet cable is plugged in.

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Using dial-up access

As a Bell Internet customer, you can use your service when travelling away from home. This feature is called roaming*. You can connect to the Internet from almost anywhere within Canada by using your Bell Internet account information and a local phone number.

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**.

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
Sainte-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

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

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Notes

Bell Internet

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. Fibe is a trade-mark of Bell Canada. "Linksys" is a registered trademark of Cisco Systems, Inc.