Reference Guide

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The Connection Hub

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Setting up a wireless connection

There are two ways that you can set up your wireless Home Network connection.

Primary wireless network

Connect to the Internet and shared devices connected to your home network through the Connection Hub. The wireless SSID (Network name) and WPA2 password on the back of your Connection Hub are used for the "Primary" wireless network.

Guest wireless network

Enables you to provide Internet access to guests and/or visitors but prevents access to any of your shared documents on your home network. An additional benefit is that you can preset the duration that you want the Guest wireless network to be active before it automatically switches off. By default, this feature is turned off. See page 14 for more details on configuring this feature.

Follow these instructions to activate your **Primary** wireless Home Networking connection.

Using Wi-Fi protected setup (WPS)

If your wireless client is equipped with a WPS push button, you may use it to connect using the WPS button on the Connection Hub. This will allow you to securely connect your computer to your wireless network without having to setup any passwords. Note that this method will work even if you have changed any passwords on your Connection Hub.

To do this:

- Ensure both the Connection Hub and your computer are powered on.
- Press and hold down the WPS button on the front of the Connection Hub until the WPS light starts blinking.
- Your Connection Hub will search for a wireless client. **Note**: If the Connection Hub does not find a wireless client within 2 minutes, it will stop searching. Therefore, you will have to complete the next step within 2 minutes.
- On your wireless client, please hold down the WPS button for 5-10 seconds before releasing.
- The password for your Primary wireless network will automatically be loaded onto your wireless client.

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Note: If you are experiencing difficulties, ensure you use the utilities in Windows for connecting to wireless networks and not the software that comes with your wireless client.

Windows 7

- Click on the wireless bar located to the right of the system bar.
- The list of available wireless networks appears with your network name. Click **Refresh network list** if it does not appear.
- Select your network name, and click **Connect**.
- Either type your 8-digit WPA2 key (see back of Connection Hub) in the **Security key** box, and click **OK**

Or

- You can hold down the WPS button ⟳ on the Connection Hub for 5-10 seconds. The Connection Hub will automatically connect the computer to the network and apply any wireless security settings.
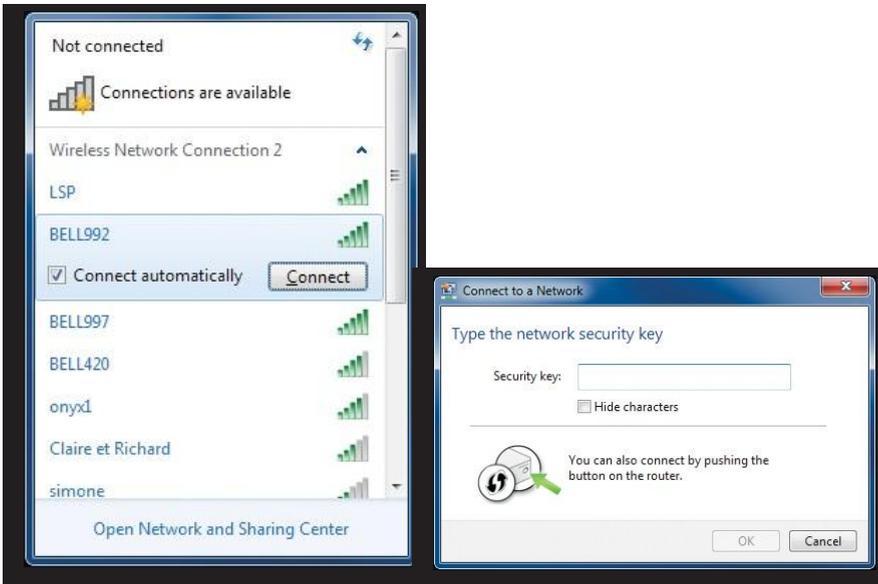
Windows Vista

- Click **Start**, then **Connect to**.
- Your network name will appear. If not, click the two arrows in the top right corner.
- 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 tray.
- Your network name will appear. Double click it.
- In the wireless network connection box, type in your 8-digit WPA2 key.
- Click **Connect**.

Mac 10.4 – 10.6

- Click on the **Airport** icon.
- Your network name will appear. If not, click the **Airport** icon again.
- Click on your network name in the list.
- Type your 8-digit WPA2 key in the **Password** text box.
- Click **OK**.

Connecting a USB device to the Connection Hub

Storage Devices

Share files within your home network by connecting a USB storage device (i.e. flash drive, external hard drive, etc.) to the Connection Hub. All users connected to the home network will be able to see, add, modify and delete any files on the attached device (except when connected via Guest wireless).

Once a USB storage device is connected, to access the files follow these steps:

For Windows Users:

1. Connect the USB Storage device to the Connection Hub.
2. Open Windows Explorer. Click on **Start**, then **All Programs**, then **Accessories** and select **Windows Explorer**.
3. Type **\\mynetwork** into the address bar of **Windows Explorer**.
4. You can now view your connected USB storage device.

For Mac Users:

1. Connect a USB storage device to the Connection Hub.
2. On your Mac, click **Go** and then **Connect to Server**.
3. Type **smb://mynetwork** under **Server Address**.
4. Click on **Connect**.
5. You will be asked for your Mac Password. Enter it and then click on **Connect**.
6. A window will appear with the contents of your USB drive.
7. Until the USB storage device is ejected from the Connection Hub, you will be able to locate the device under **Computer**.

NOTE: To safely disconnect a USB storage device, you must first click the **Eject** button in the Connection Hub Graphical user Interface to protect the data.

Connection Hub

English | Français

USB Connected Options

Storage Devices   Printers

Storage Devices

Files may be shared within your network by connecting a USB storage device (i.e. flash drive, external hard drive, etc.) to the Connection Hub. All users connected to your network will be able to see, add, modify and delete any files on the attached device. To safely disconnect a USB storage device, you must first click its 'Eject' button to protect the data.

For more information:
- Residential customers go to: bell.ca/support
- Business customers go to: bell.ca/businessinternetsupport

If you wish to access USB storage devices that are connected to the Connection Hub, please follow these instructions:

For Windows Users:

1. Connect a USB storage device to the Connection Hub.

2. Open Windows Explorer. This can normally be done by clicking on the «Start» menu, then «All Programs», then «Accessories», and then «Windows Explorer».

3. Type \\mynetwork into the address bar of Windows Explorer.

4. Your window will now show your connected USB storage device.

5. Until the USB storage device is ejected from the Connection Hub, please repeat steps 2-4 to access your USB storage device.

6. To safely disconnect a USB storage device, you must first click the « Eject » button to protect the data.

For Mac Users:

1. Connect a USB drive to the Connection Hub.

2. On your Mac, click on «Go» and then «Connect to Server»

3. Type smb://mynetwork under «Server Address:».

4. Click on Connect.

5. You will be asked for your Mac password. Please enter the password and click Connect.

6. A window will appear with the contents of your USB drive.

7. Until the USB storage device is ejected from the Connection Hub, you will be able to locate the USB storage device under «Computer».

8. To safely disconnect a USB storage device, you must first click the «Eject» button to protect the data.

It is your responsibility to create data backups prior to using USB storage devices with the Connection Hub. Bell and its agents will not be held responsible for any loss of data.

One or more storage devices are connected to your Connection Hub.

Name	Partition Name	Maximum size	Free space	
Mass storage #1				Eject

Mapping your USB Storage Device:

You can map your USB storage device to your computer which will enable you to see the USB device listed within your **My Computer** folder, even after the computer has been rebooted.

Once you have mapped the device, your **Computer** folder will show your USB storage device similar to this:

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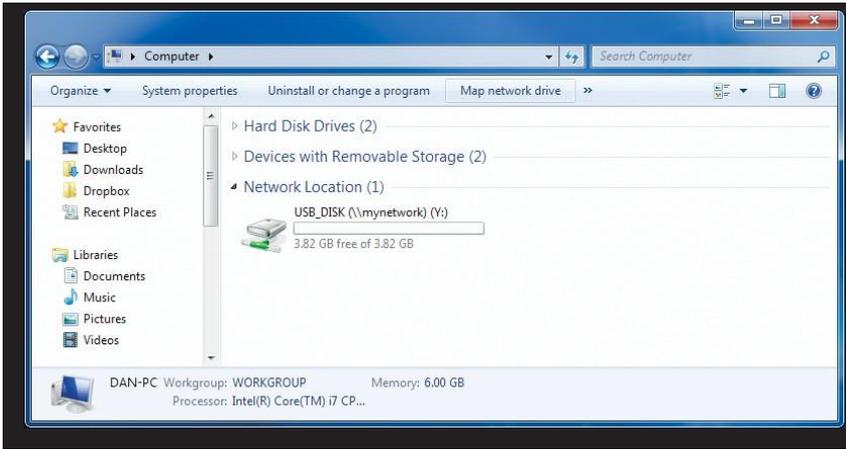
To Map a Storage Device to the Connection Hub:

Windows 7:

- Go into the **Computer** folder and locate **Map network drive** on the top menu.
- In the window that pops up, type in the **Folder** textbox: **\\mynetwork\YOUR_USB_NAME**, where **YOUR_USB_NAME** corresponds to the name of your USB device. Your USB name can be found in **My Computer** if it is plugged into your computer.
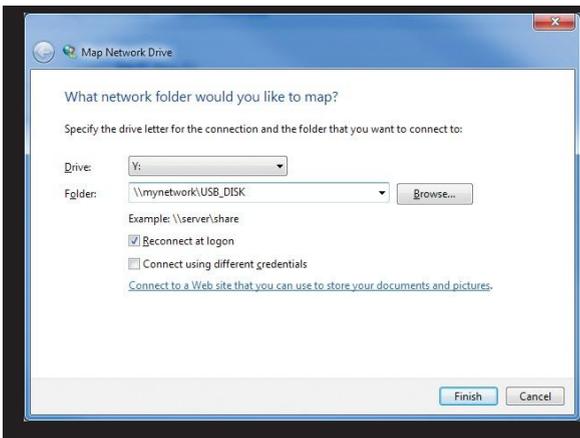
Windows Vista:

See instructions for **Windows 7**.

Windows XP:

- – Right click on **My Computer** and select **Map network drive**.
- – In the window that pops up, type in the **Folder** textbox:
  \\mynetwork\YOUR_USB_NAME, where **YOUR_USB_NAME** corresponds
  to the name of your USB device. Your USB name can be found under
  My Computer if it is plugged into your computer.

Printers

Share a USB printer on the home network by connecting it to the
Connection Hub. All computers connected to the home network will have
access to the printer.
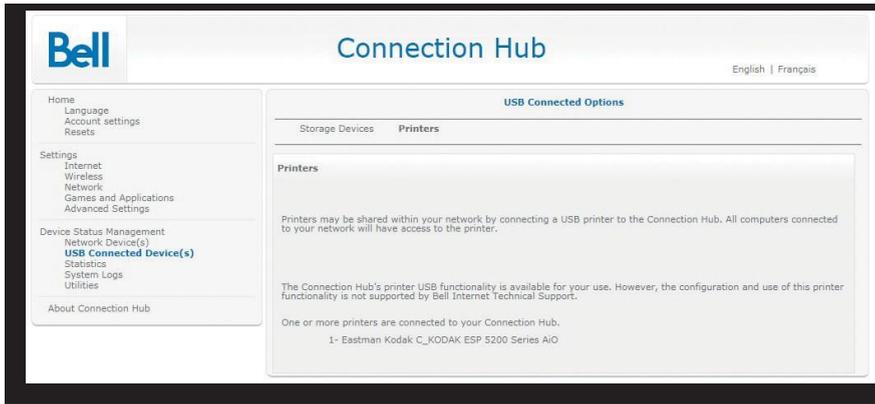
The Connection Hub's printer USB functionality is available for use.

Setting an admin password

An Admin Password is used for security. If you do change your Admin Password, be sure to write it down and keep it handy for future reference. Once you have set an Admin Password, you will need to enter it in before making any changes to the Connection Hub settings.

1. Open your web browser.
2. Type **192.168.2.1** in the address bar, 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

If you have changed the default password, you must enter in that password.

3. Click on **Account Settings** from the left menu.
4. Type in your current password in **Current Password** ("admin" is the default password if you have not already changed it).
5. Type in a new password in both the **New Password** and **New Password (again)** fields.
6. Click **Save**.
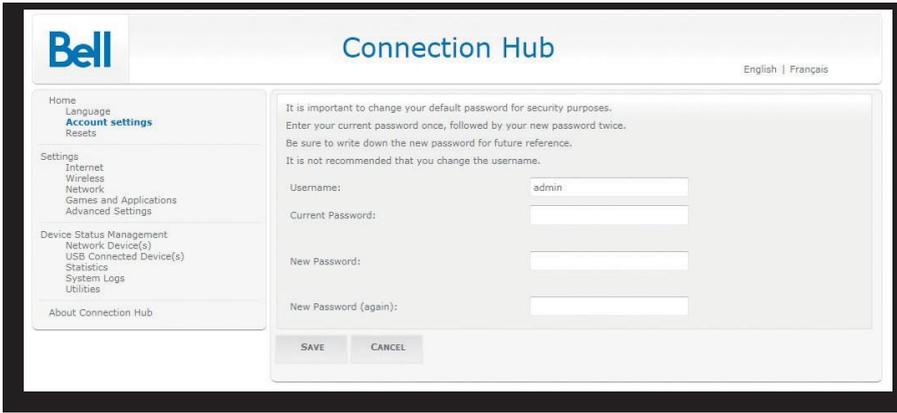
Modifying the Connection Hub settings

You can manually configure settings on your Connection Hub. To access and modify these settings:

1. Open your web browser.
2. Type **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

If you have changed the default password, you must enter in that password.

The first screen will provide you with information about your network and the ability to set various options and adjust settings. You can access and modify the details of the settings through the menu on the left.

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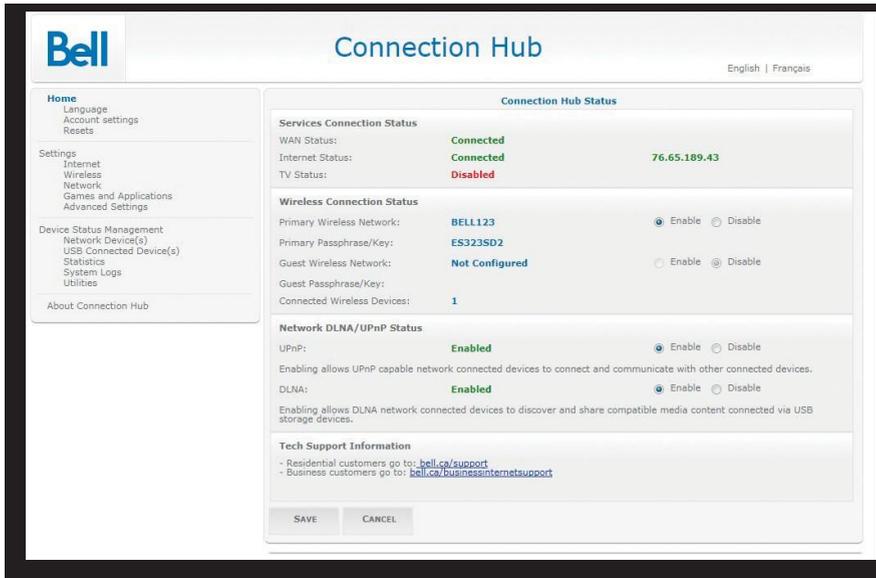
Changing existing wireless settings

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

   **Username**: admin
   Password: admin

If you have changed the default password, you must enter in that password.

3. Click **Wireless** from the left menu.
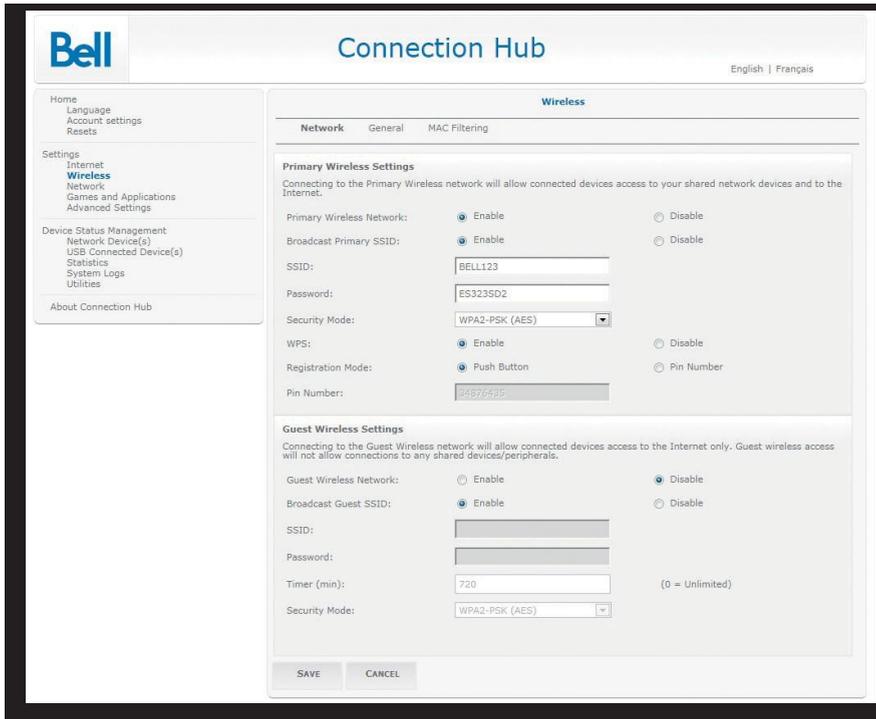
4. For the **Primary Wireless network**, select **Enable** or **Disable**.

5. Choose whether to broadcast the network name (SSID) or to hide it by enabling or disabling beside **Broadcast Primary SSID**.

6. Choose a name for your primary wireless network in the **SSID** field under the **Primary Wireless Settings** category.

7. For the Guest Wireless Network, select **Enable** or **Disable**.

8. Choose a name for your Guest Wireless network in the **SSID** field under the **Guest Wireless Settings** category.

9. In the **Timer** textbox, choose the duration you want your **Guest Wireless** network to be active. The default setting is 720 minutes. After the set time, the **Guest Wireless** network will disable and you will not be able to access it again until it is enabled. To set up a **Guest Wireless** network indefinitely, you must set the timer to 0.

10. Choose whether to broadcast the network name (SSID) or to hide it by enabling or disabling beside **Broadcast Guest SSID**.

11. When you receive your Connection Hub, the security type is set to WPA2-PSK and the security type is set to AES by default. This allows you to use the default WPA2 key located on the back of your Connection Hub. Some older devices and Windows operating systems prior to XP SP1 do not support WPA.

   a) To change the WPA2 key, enter a new one in the password box for either the **Primary** or **Guest Wireless** network.

   b) To change security to the less secure WEP method, choose WEP in the **Wireless Security Type** section. Enter a new 26-character password in the password box for either the **Primary** or **Guest** wireless network. The characters for WEP can only be numbers 0-9 and letters A-F.

12. Click **Save** if you have changed any settings on this page.

13. Click **General** at the top of the page.
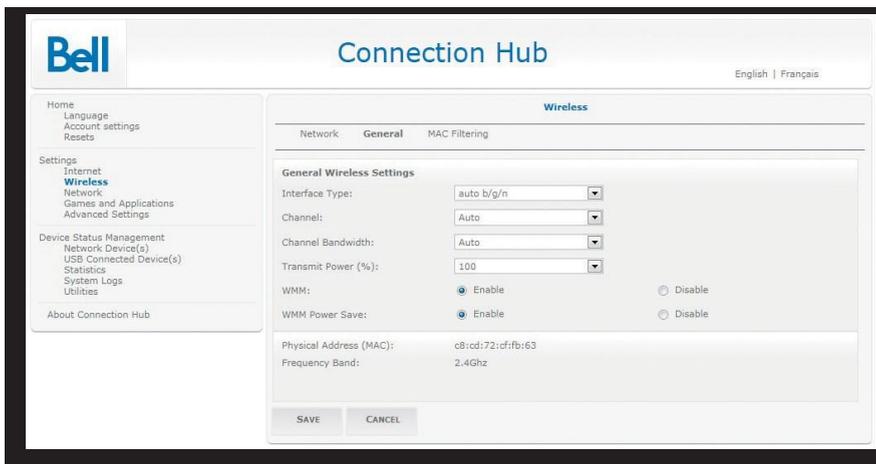
14. The **Interface type** allows you to change which wireless standard will be used when wireless clients connect with the Connection Hub. This is common for both Primary and Guest Wireless access.

15. Leave the **Channel** at the default value of Auto. If you experience any interference with your wireless connection, change the wireless channel drop-down to a number between 1 & 11. This can help improve the range and speed of your wireless performance if you are in an urban environment or an environment with heavy wireless traffic.

16. Click **Save**.

Important: If you changed the network name or key, you will need to reconfigure your wireless network on your wireless devices (laptops, tablets, computers, etc.).

Updating Internet user ID and access password

**Important**: This should only be changed when directed by a customer service representative.

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

    Username: admin
    Password: admin

If you have changed the default password, you must enter in that password.

3. Click **Internet** from the left menu.
4. Click on **Internet** at the top of the page.
5. Type your Internet user ID in the **User ID** box.
6. Type your access password in the **Password** box.
7. Click **Save**.

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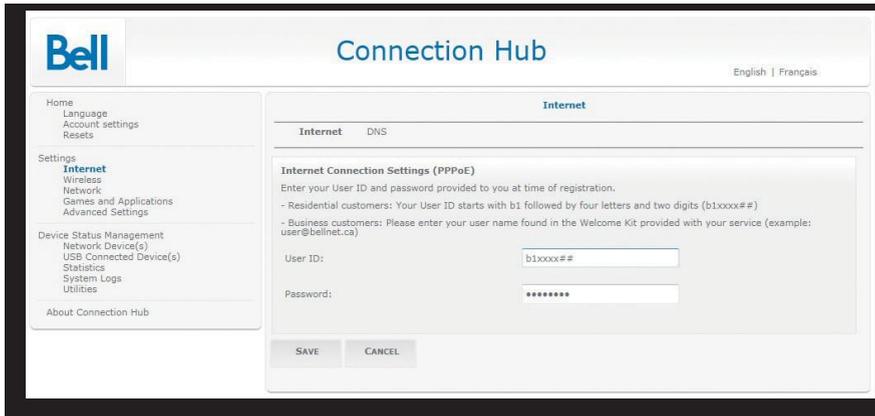
Restart the Connection Hub

Unplug the power cord from the Connection Hub, wait 10 seconds and plug it back in. This will restart the Connection Hub without erasing your saved settings.

Reset the Connection Hub

Reset 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.
- Your Connection Hub does not appear to be working properly.

Important: This option resets all personalized settings on your Connection Hub.

Press and hold the **reset** button on the bottom of the Connection Hub until the power light turns off.

When the Connection Hub lights are back on, you will need to update the user ID and access password by following the instructions in the section titled "Updating my Internet user ID and access password." You will also need to update any other settings you customized on the Connection Hub. 17

Frequently asked questions

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

A. Ensure you enter your user ID and password correctly. These are case sensitive. Both your Internet user ID and access password were provided to you when you registered.

Q. My computer detects my wireless network but says it can't access the network. Why?

A. Ensure you have entered the correct Network name and/or Wireless security key as they are case sensitive. The Connection Hub is capable of setting up networks with WEP, WPA, WPA2. Ensure that you are using a wireless adapter that is capable of the type of wireless security your wireless network is on. Otherwise, you may have to change the type of wireless security on the Connection Hub to match the capabilities of your adapter.

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 Connection Hub is not running properly after a power outage. What can I do?

A. Reboot the Connection Hub by unplugging the power supply. Wait 10 seconds before plugging it back in.

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

A. Try restarting/rebooting your Connection Hub. Unplug it and wait 10 seconds before plugging it back in. You should always try this as a first step before calling for technical support.

Q. **How long should my Connection Hub cables be?**

A. Use the cables the technician installed to ensure optimized performance.

Q. **I setup a Guest wireless network, but why did my Guest wireless network stop working?**

A. The default timer for a Guest wireless network is 720 minutes. This would mean that after 720 minutes, the Guest wireless network will automatically disable on its own. If you want to permanently setup a Guest wireless network, then you must set the timer to 0 minutes.