Primus Wi-Fi Guide

Welcome to the Wi-Fi Security Guide. This guide was designed to help you secure your wireless network from Primus.

The Wi-Fi Security Guide is broken down into two parts, The first part will walk you through changing the Network Name (SSID) of your wireless network. The second part will walk you through connecting to your new Network Name (SSID) with the version of windows installed on your computer.

Following this guide will cause the wireless portion of your internet connection to become non-functional until fully completed.

Please scroll down to find the operating system running on your computer.

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Section 1 - Changing Your Wireless Network Name (SSID)

Please make sure to follow the directions associated with the model of wireless network sent to you by Primus.

TG582n

Preparation

1. Please ensure that your computer is connected to the modem/gateway as outlined in the Modem/Gateway and Hardware Install Guide. Unless absolutely necessary, please refrain from configuring the wireless access point on the modem/gateway unless your Internet connection is up and running via the wired connection.

2. Please check the Wi-Fi LED on the modem/gateway as indicated below. (Fig. 2)
   a. If the LED is Green, consult steps 9 through 12 in the step-by-step instructions.

Fig. 2

The system default Network Name (SSID) and Encryption Key are located on a sticker on the underside of the modem/gateway. (Fig. 3)

It is important to note that the Wireless Key on the modem/gateway is for initial setup and should be changed to a key of our choosing and level of complexity.

Step-by-Step

1. Using the computer that's connected to the modem/gateway with an Ethernet cable, please open a web-browser such as Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome or Safari.

2. Clear the contents of the address bar and enter 192.168.1.254
   Press Enter or Return on your keyboard

3. In the main body of the page, please scroll down to the Home Network section. Within the Home Network area, please click on the Wireless link (Fig.4).

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4.   Please click on the Configure link in the upper-right corner (highlighted in
      red below).

Overview | Details | Configure

5.   Click to place a check or X in the Interface Enabled box (Fig. 5). Please note
      that certain values in the image below will not match your modem/gateway, this is normal.

Home > Home Network > Interfaces > WLAN: TNCAP3FB6DD   Overview | Details | **Configure**

Wireless Access Point – TNCAP3FB6DD

▶ **Configuration**

Interface Enabled: ☑

Power Reduction Enabled: ☐

Physical Address: a4:b1:e9:3f:b6:dd
Network Name (SSID):   TNCAP3FB6DD

Actual Speed [Mbps]:   130
Band: 2.4GHz
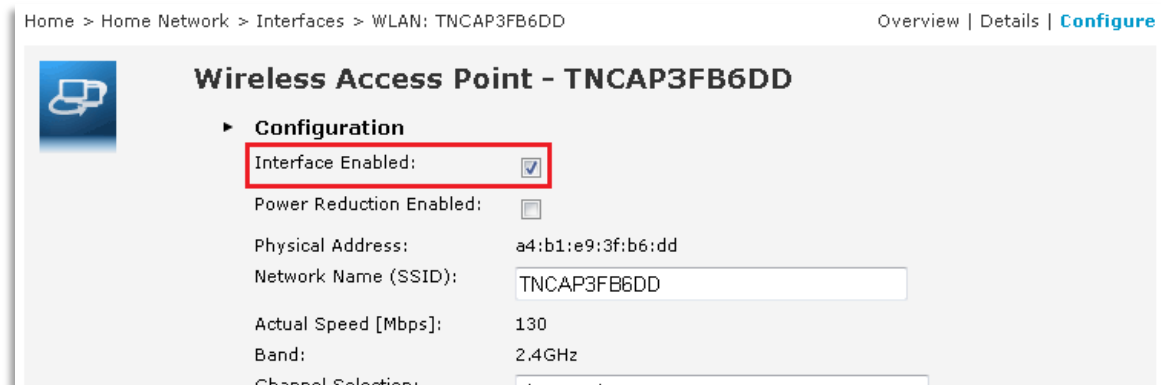Channel Selection: Automatic

Fig. 5

6.   Once enabled, several options are available for modification. Most installations shouldn't
      require any changes in the Configuration section.

      a. Please take note of the value that shows in your modem's interface for the Network
      Name (SSID). This will be required in Step 11 and should match the SSID indicated on a
      sticker on the underside of the modem/gateway.

7.   **Securing your wireless**:

- Primus recommends the use of WPA-PSK Encryption as it is the most secure. Please
  select this option unless certain that you must use one of the others.

- From the WPA-PSK Version drop-down list, please select the option for WPA+WPA2
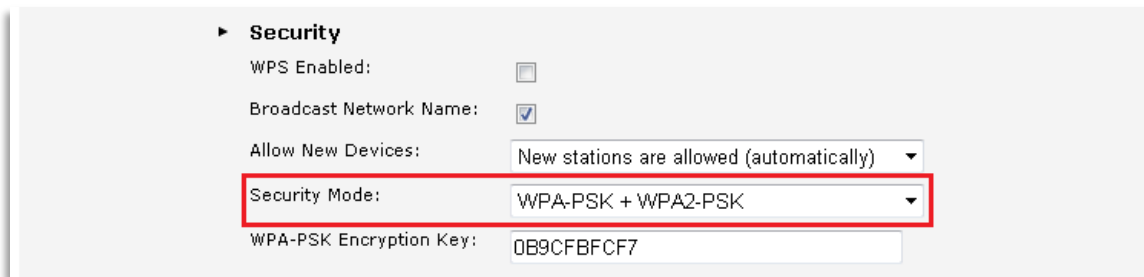 (Fig. 6) to ensure the best balance of compatibility and security.

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Fig. 6

- o If some devices have problems connecting to your wireless, it's possible that selecting the WPA option will allow these devices to connect without sacrificing too much security.

- o Please take note of the WPA-PSK Encryption Key. This will be required by the computers or devices that you wish to connect to the modem's wireless access point. The default encryption key can also be found on the sticker underneath the modem/ gateway.

- Please click Apply when the necessary selections have been made and you have taken note of the necessary information.

8. Allow the modem/gateway to restart and the Wireless LED to come up green.

9. If attempting to configure the same computer as has been used so far to connect wirelessly, please disconnect this computer from the modem/gateway.

10. Using the wireless network manager for your computer, please search for available wireless networks.

- The exact steps may vary from one operating system to another.
- Your wireless card's manufacturer may also provide a wireless manager application.

11. Locate the network matching the Network Name (SSID) from step 6. Select the network and request a connection.
   A password prompt should appear, please enter the Encryption Key from step 7.

   Click OK or Connect to continue establishing the connection.

12. If your computer was able to browse the Internet while connected with the Ethernet cable, you should now be able to browse the Internet via your wireless connection.

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SmartRG 505n

Preparation

1. Please ensure that your computer is connected to the modem/gateway as outlined in the <u>Modem/Gateway and Hardware Install Guide</u>. Unless absolutely necessary, please refrain from configuring the wireless access point on the modem/gateway unless your internet connection is up and running via the wired connection.

2. Please check the WLAN LED on the modem/gateway. (Fig. 1)
   a. If the LED is Green, consult steps 9 through 12 below.
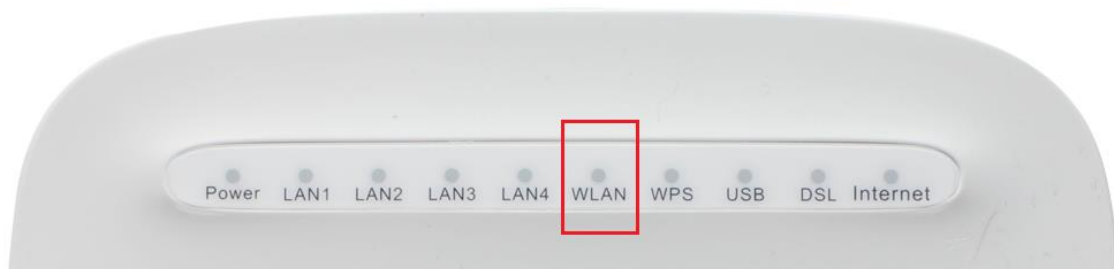

Fig. 1

The system default Encryption Key is located on a sticker on the back of the modem/gateway. (Fig. 2) The key is the MAC, however **it must be entered in all lower-case letters instead of capitals**.


<div align="right">Fig. 2</div>

If steps 9 through 12 fail to establish a connection, re-connect the modem/gateway to the computer and complete the full step-by-step sequence outlined below.

Step-by-Step

1. Using the computer that's connected to the modem/gateway with an Ethernet cable, please open a web-browser such as Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome or Safari.

2. Clear the contents of the address bar and enter 192.168.1.1
   Press Enter or Return on your keyboard

3. Near the top right of the page, click on Advanced Configuration.
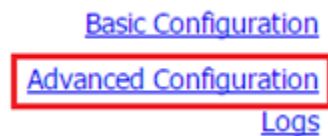
   When prompted for a username and password, enter the username "admin" and password "admin".

4. Click on Wireless at the left-hand side of the page. (Fig. 3)

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Fig. 3

5.   Click to place a check or X in the Enable Wireless box (Fig. 4). Please note
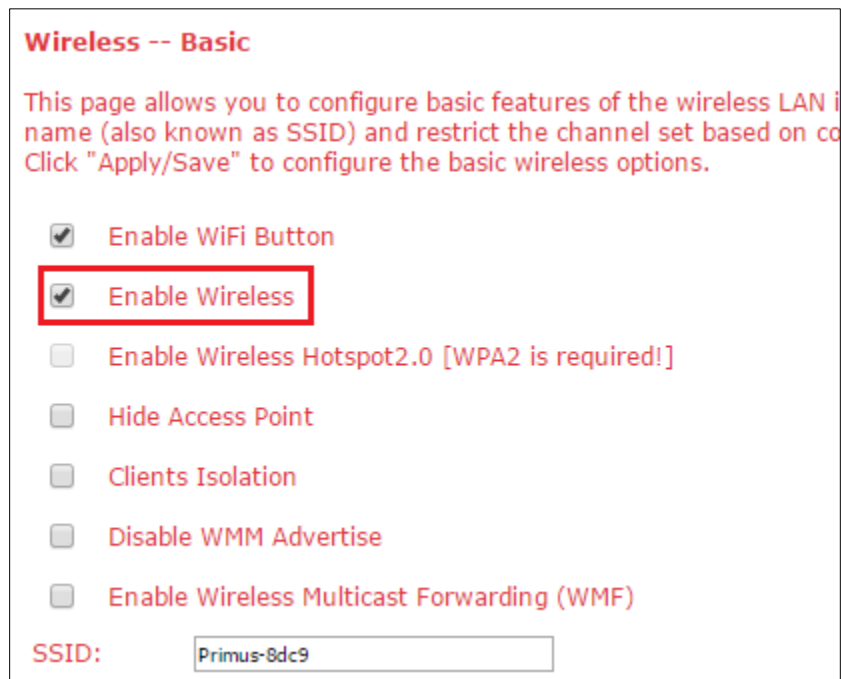   that certain values in the image below will not match your modem/gateway, this is normal.

Fig. 4

6.   Please take note of the value that shows in your modem/gateway's interface for the
      SSID. This will be required in Step 11.

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7. Securing your wireless:

Under Wireless, click on 'Security' on the left-hand side of the page. (Fig. 5)

Device Info
Advanced Setup
Wireless
   Basic
   Security
   MAC Filter
   Wireless Bridge
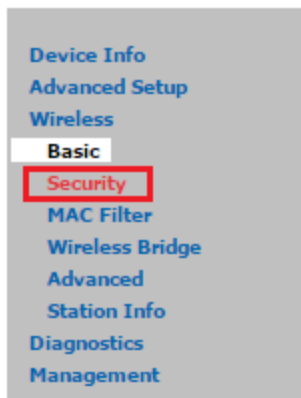   Advanced
   Station Info
Diagnostics
Management

Fig . 5

a. Primus recommends the use of WPA2-PSK Encryption as it is the most secure. Please select this option unless certain that you must use one of the others.

b. From the Network Authentication drop-down list, please select the option for Mixed WPA2/ WPA-PSK (Fig. 6)to ensure the best balance of compatibility and security.

Manual Setup AP

You can set the network authentication method, selecting data encrypti specify whether a network key is required to authenticate to this wirele Click "Apply/Save" when done.

Select SSID: Primus-8dc9 ▼

Network Authentication: Mixed WPA2/WPA -PSK ▼

WPA passphrase: re to display

☑ Use base MAC address as

WPA Group Rekey Interval:
WPA Encryption:
WEP Encryption:

Open
Shared
802.1X
WPA
WPA-PSK
WPA2
WPA2 -PSK
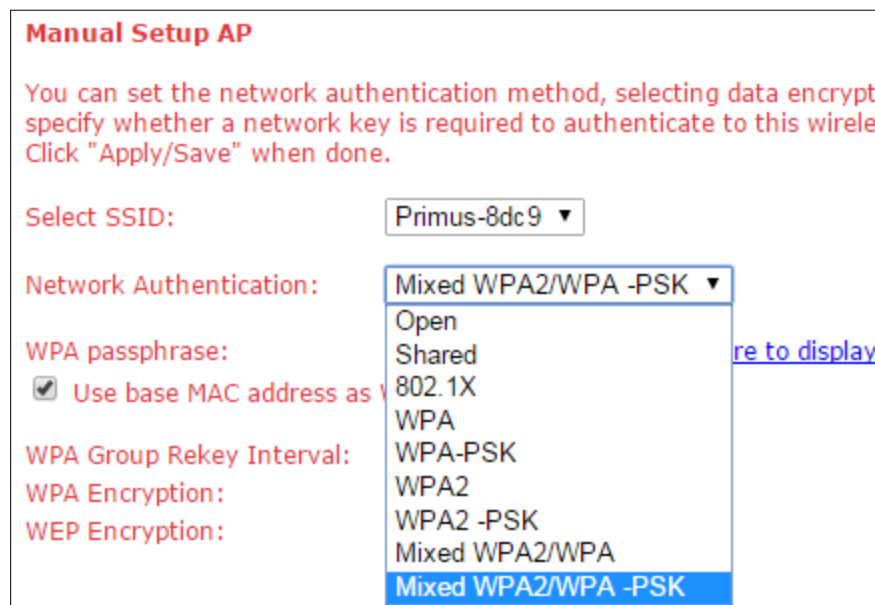Mixed WPA2/WPA
Mixed WPA2/WPA -PSK

Fig. 6

- o If some devices have problems connecting to your wireless, it's possible that selecting the WPA option will allow these devices to connect without sacrificing too much security.

- o Please take note of the WPA passphrase. This will be required by the computers or devices that you wish to connect to the modem's wireless access point. The default encryption key can also be found on the sticker underneath the modem/gateway.

- Please click Apply when the necessary selections have been made and you have taken note of the necessary information.

8. Allow the modem/gateway to restart and the WLAN LED to come up green.

9. If attempting to configure the same computer as has been used so far to connect wirelessly, please disconnect this computer from the modem/gateway.

10. Using the wireless network manager for your computer, please search for available wireless networks.

- The exact steps may vary from one operating system to another.
- Your wireless card's manufacturer may also provide a wireless manager application.

11. Locate the network matching the Network Name (SSID) from step 6. Select the network

and request a connection.

A password prompt should appear, please enter the Encryption Key from step 7.

Click OK or Connect to continue establishing the connection.

12. If your computer was able to browse the Internet while connected with the Ethernet cable, you should now be able to browse the Internet via your wireless connection.

How to connect your computer to your wireless network.

Please select your operating system:

Windows Vista
Windows 7
Windows 8 (click the section titled "To connect to the Internet (after your connection is already set up)"):
Windows 10

Mac OS 10

How to connect to your new Network Name or SSID:

1.   Open **Finder**.
2.   Select **Applications** (on the left).
3.   Locate and launch **Internet Connect** (right hand pane)

4.   Locate and click on **Airport**.
(If the AirPort option is not present your adapter may not be installed or properly configured, please contact apple for further assistance)

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5. Ensure that **AirPort Power** is On.

6. Click the arrows to the far right or the **Network**: drop-down.

7. Select your network from the list.

The selected AirPort network requires a password to join.

Wireless Security: WPA Personal

Password: |

☐ Show password
☐ Remember password in my keychain

? Cancel OK

8. Your Airport network will prompt you to enter your network password. (Do not change the Wireless Security setting)

If you have any further questions, please log on to E-Care and submit a Support Request (Support Ticket) to our Technical Support team.

Speedtouch ST585v6 Wireless Configuration

Preparation

1. Please ensure that your computer is connected to the modem/gateway as outlined in the Modem/Gateway and Hardware Install Guide. Unless absolutely necessary, please refrain from configuring the wireless access point on the modem/gateway unless your internet connection is up and running via the wired connection.

2. Please check the WLAN LED on the modem/gateway. Highlighted in red below for demonstration only.

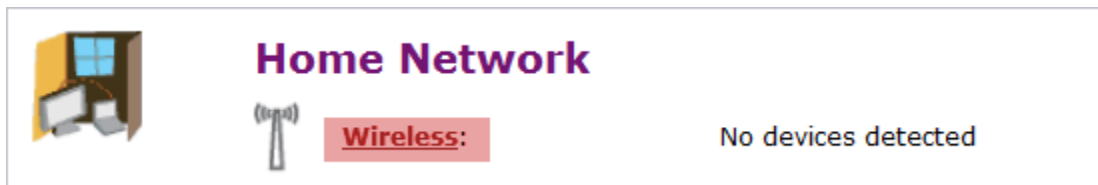If the LED is Green, consult steps 9 through 12 below.

The default Network Name (SSID) and Encryption Key are located on a sticker on the underside of the modem/gateway.


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If steps 9 through 12 fail to establish a connection, re-connect the modem/gateway to the computer and complete the full step-by-step sequence outlined below.

Step-by-Step

1. Using the computer that's connected to the modem/gateway with an Ethernet cable, please open a web-browser such as Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, or Safari.

2. Clear the contents of the address bar and enter 192.168.1.254 and press **Enter or Return** on your keyboard.

3. In the main body of the page, please scroll down to the Home Network section. Within the Home Network area, please click on the Wireless link (highlighted in red below).

4. Please click on the Configure link in the upper-right corner (highlighted in red below).
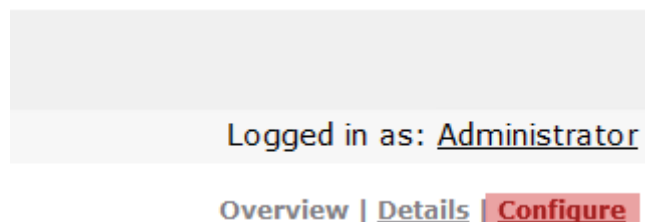
5. Click to place a check or X in the Interface Enabled box (highlighted in red below). Please note that certain values in the image below will not match your modem/gateway, this is normal.

Wireless Access Point - Thomson472704

- **Configuration**

Interface Enabled:	☐
Physical Address:	00:1D:68:EE:72:63
Network Name (SSID):	Thompson****
Interface Type:	802.11b/g
Actual Speed:	54 Mbps
Band:	2.4G Hz
Channel Selection:	Auto
Region:	USA
Channel:	6

- **Security**

Broadcast Network Name:	Yes
Allow New Devices:	New stations are allowed (automatically)
Security Mode:	none

6.   Once enabled, several options are available for modification, most installations shouldn't require any changes in the Configuration section.

- Please take note of the value that shows in your modem's interface for the Network Name (SSID). This will be required in Step 11 and should match the SSID indicated on a sticker on the underside of the modem/gateway.

7.   Securing your wireless:

- Primus recommends the use of WPA-PSK Encryption as it is the most secure. Please select this option unless certain that you must use one of the others.

- From the WPA-PSK Version drop-down list, please select the option for WPA+WPA2 to ensure the best balance of compatibility and security.

  o   If some devices have problems connecting to your wireless, it's possible that selecting the WPA option will allow these devices to connect without sacrificing too much security.

  o   Please take note of the WPA-PSK Encryption Key. This will be required by the computers or devices that you wish to connect to the modem's wireless access point. The default encryption key can also be found on the sticker underneath the modem/gateway.

- Please click Apply when the necessary selections have been made and you have taken note of the necessary information.

8. Allow the modem/gateway to restart and the WLAN LED to come up green.

9. If attempting to configure the same computer as has been used so far to connect wirelessly, please disconnect this computer from the modem/gateway.

10. Using the wireless network manager for your computer, please search for available wireless networks.

- The exact steps may vary from one operating system to another.
- Your wireless card's manufacturer may also provide a wireless manager application.

11. Locate the network matching the Network Name (SSID) from step 6. Select the network and request a connection.
A password prompt should appear, please enter the Encryption Key from step 7. Click OK or Connect to continue establishing the connection.

12. If your computer was able to browse the Internet while connected with the Ethernet cable, you should now be able to browse the Internet via your wireless connection.

Thomson TG585v7/TG585v8 Wireless Configuration

Preparation

1. Please ensure that your computer is connected to the modem/gateway as outlined in the Modem/Gateway and Hardware Install Guide. Unless absolutely necessary, please refrain from configuring the wireless access point on the modem/gateway unless your internet connection is up and running via the wired connection.

2. Please check the Wireless LED on the modem/gateway.
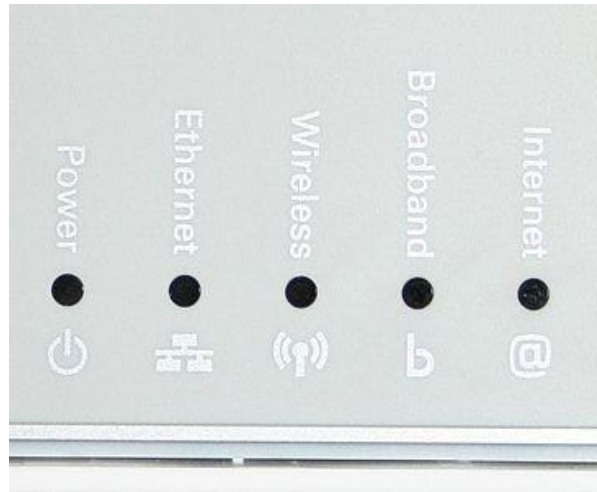
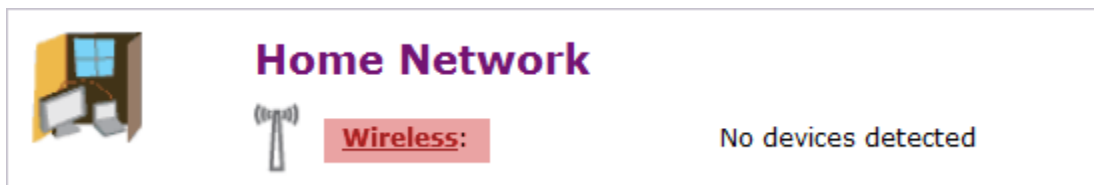If the LED is Green, consult steps 9 through 12 below.

The system default Network Name (SSID) and Encryption Key are located on a sticker on the underside of the modem/gateway.
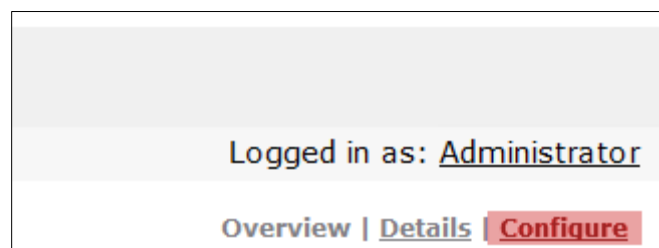

If steps 9 through 12 fail to establish a connection, re-connect the modem/gateway to the computer and complete the full step-by-step sequence outlined below.

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Step-by-Step

1.   Using the computer that's connected to the modem/gateway with an Ethernet cable, please open a web-browser such as Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome or Safari.

2.   Clear the contents of the address bar and enter 192.168.1.254 and press **Enter or Return** on your keyboard

3.   In the main body of the page, please scroll down to the Home Network section. Within the Home Network area, please click on the Wireless link (highlighted in red below).

Home Network

(((ᴛ))) **Wireless:**   No devices detected

4.   Please click on the Configure link in the upper-right corner (highlighted in red below).

Logged in as: <u>Administrator</u>

Overview | <u>Details</u> | **Configure**

5.   Click to place a check or X in the Interface Enabled box (highlighted in red below). Please note that certain values in the image below will not match your modem, this is normal.

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Wireless Access Point - Thomson472704

- **Configuration**

Interface Enabled:	☐
Physical Address:	00:1D:68:EE:72:63
Network Name (SSID):	Thompson****
Interface Type:	802.11b/g
Actual Speed:	54 Mbps
Band:	2.4G Hz
Channel Selection:	Auto
Region:	USA
Channel:	6

- **Security**

Broadcast Network Name:	Yes
Allow New Devices:	New stations are allowed (automatically)
Security Mode:	none

6.   Once enabled, several options are available for modification. Most installations shouldn't require any changes in the Configuration section.

- Please take note of the value that shows in your modem's interface for the Network Name (SSID). This will be required in Step 11 and should match the SSID indicated on a sticker on the underside of the modem/gateway.

7.   Securing your wireless:

- Primus recommends the use of WPA-PSK Encryption as it is the most secure. Please select this option unless certain that you must use one of the others.

- From the WPA-PSK Version drop-down list, please select the option for WPA+WPA2 to ensure the best balance of compatibility and security.

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- o If some devices have problems connecting to your wireless, it's possible that selecting the WPA option will allow these devices to connect without sacrificing too much security.

- o Please take note of the WPA-PSK Encryption Key. This will be required by the computers or devices that you wish to connect to the modem's wireless access point. The default encryption key can also be found on the sticker underneath the modem/gateway.

- Please click Apply when the necessary selections have been made and you have taken note of the necessary information.

8. Allow the modem/gateway to restart and the Wireless LED to come up green.

9. If attempting to configure the same computer as has been used so far to connect wirelessly, please disconnect this computer from the modem/gateway.

10. Using the wireless network manager for your computer, please search for available wireless networks.

- The exact steps may vary from one operating system to another.
- Your wireless card's manufacturer may also provide a wireless manager application.

11. Locate the network matching the Network Name (SSID) from step 6. Select the network and request a connection.

A password prompt should appear, please enter the Encryption Key from step 7. Click OK or Connect to continue establishing the connection.

12. If your computer was able to browse the Internet while connected with the Ethernet cable, you should now be able to browse the Internet via your wireless connection.

Section 2 - Connecting To New Wireless Network Name (SSID)

The security key is located under your modem/gateway (see picture below) and is case sensitive. (All Capital letters)

Please Note: Wireless Security Keys are in hexadecimal. (Letters A-F and 0-9). Please ensure you have typed the Wireless Security Key correctly. It is case sensitive.

Thompson 585V7

SSID: ThomsonB83DE5
WEP (hex): EC0B7B77C2
WPA PSK: EC0B7B77C2
WIRELESS PIN: 6242-8644
SN: CP0952SFQWW (4C)

Thompson 585V8

Network Name: Thomson7C173C
Wireless Key: 3B024F46E7
SN: CP1028SF0GU
4747-5939