

# Setting up AOL for Broadband with the Router

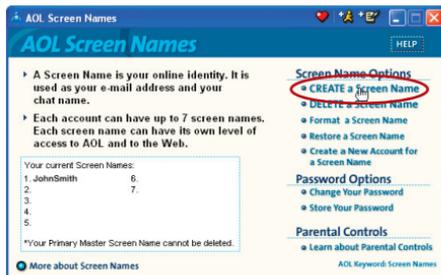
3. Perform a keyword search on “names” by clicking “Keyword”, and then “Go to Keyword”.



4. In the “Keyword” window, type in “names” then click “Go”.



5. You will see the “AOL Screen Names” window. Click “CREATE a Screen Name”.



6. A window will appear that asks whether the screen name is for a child. If you are creating the screen name for the Router, click “Yes” or “No” (it doesn’t matter which you select). If you are creating a screen name for an additional computer, select the appropriate answer.



# Setting up AOL for Broadband with the Router

7. The “Choose a Screen Name” window will appear. Type in a screen name, and click “Continue”. If this screen name is for the Router, the name you choose should be something like your master screen name followed by the word Router. For instance “JohnSmithRouter”. If the screen name is for a computer, type in the screen name of the computer for which you are creating this screen name. Click “Continue”.

Step 1 of 4: Choose a Screen Name

AOL Screen Names

Step 1 of 4: Choose a Screen Name

Screen names can be between 3 to 16 characters and can contain letters, numbers, and spaces. The first character must be a letter and will be capitalized automatically. The rest of the characters will appear just as you enter them.

**Reminder:** When creating a screen name for a child, we recommend that you do not use your child's first or last name because a screen name is public and can be viewed by others online.

Examples: SkiRacer, Skat12345

Please enter the screen name you want to use:

JohnSmithRouter

Continue Cancel

8. The “Choose a password” screen will appear. Enter the password for this screen name twice, and click “Continue”.

Step 2 of 4: Choose a Password

AOL Screen Names

Step 2 of 4: Choose a Password

Your password should be easy for you to remember, but hard for others to guess. If your AOL password can be easily guessed, your AOL account is not secure.

**Reminder:** America Online employees will never ask you for your password. Never give your password to anyone and if you have children online, tell them their password is secret and should only be shared with a parent.

To protect your AOL account, choose a password that:

- is at least 6 characters in length.
- includes a combination of numbers and letters (e.g. 1x56!w).
- Does NOT contain your first or last name, your screen name, or other obvious words.

Please enter your password twice:

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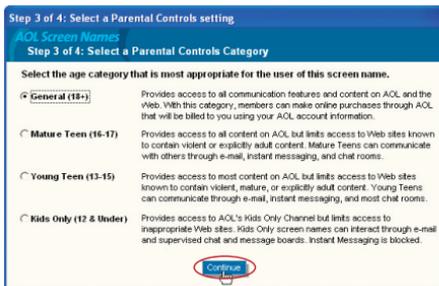
Continue Cancel

# Setting up AOL for Broadband with the Router

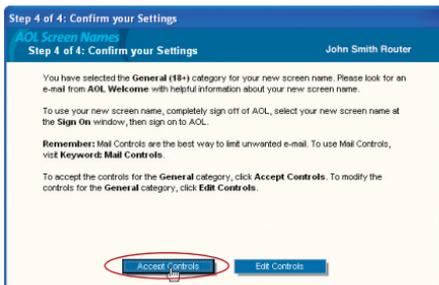
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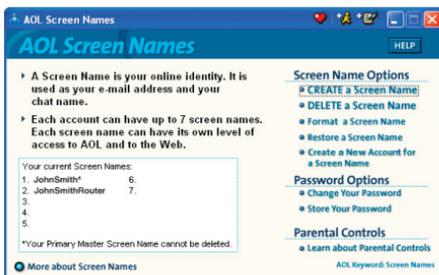
9. The “Select a Parental Controls setting” window will appear. If this screen name is for the Router, choose any one of the settings (it doesn’t matter which). If this screen name is for a computer, choose the desired setting and click “Continue”.



10. The “Confirm your Settings” window will appear. Select “Accept Controls”.



11. The “AOL Screen Names” window appears. This window will include all the screen names you have created to this point.



12. Repeat steps 1-11 to add an additional screen name for each computer that will be using AOL and that will be connected to the Router. When you are finished adding screen names, go to Step 2.

# Setting up AOL for Broadband with the Router

## Step 2 | Configuring the Router

Connect your Router to your network per the instructions in your User Manual.

1. Open your web browser.
2. In the address bar of your browser, type `http://192.168.2.1` and click “Go”. You will be directed to the Router’s home page. Click on “Connection Type” in the left-hand column under the “Internet WAN” heading.

**Belkin Cable/DSL Gateway Router Setup Utility** Home Help Logout Internet Status

**LAN Setup**

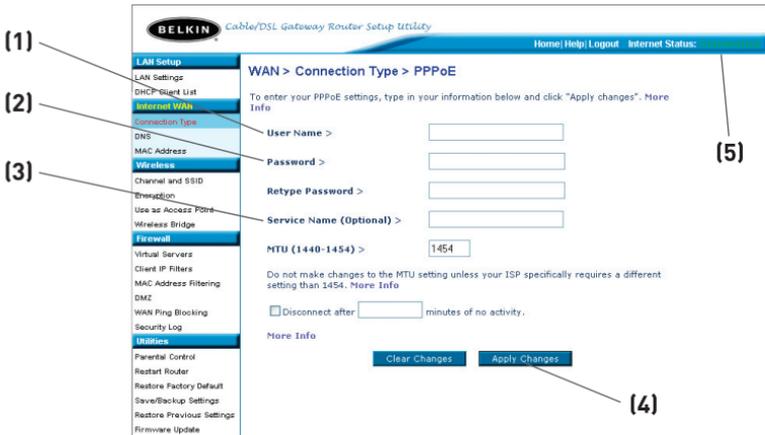
- LAN Settings
- DHCP Client List
- Internet WAN
- Connection Type**
- DNS
- MAC Address
- Wireless
- Channel and SSID
- Encryption
- Use as Access Point
- Wireless Bridge
- Firewall
- Virtual Servers
- Client IP Filters
- MAC Address Filtering
- DMZ
- WAN Ping Blocking
- Security Log

**Status**

<b>Version Info</b>	<b>LAN Settings</b>
Firmware Version 1.01.05	LAN/WLAN MAC 00:30:8D:BF:AD:D8
Boot Version 1.03.07	LAN/WLAN MAC 08:30:8D:BF:CC:C4
Hardware FSD7230-4	IP address 192.168.2.1
Serial No. BEL106WL	Subnet mask 255.255.255.0
	DHCP Server Enabled
<b>Internet Settings</b>	<b>Features</b>
WAN/MAC address 00:30:8D:BF:AD:D8	NAT Enable
Connection Type PPPoE	Firewall Settings Enable
Subnet mask 255.255.255.255	SSID wireless
Wan IP 66.125.214.11	Encryption Disable
Default gateway 66.125.214.254	
DNS Address 206.13.29.12	

# Setting up AOL for Broadband with the Router

3. You will see the Router's login page. Leave the "Password" field (2) blank and click "Submit".



4. You will now see the PPPOE setup page.
5. In the "User Name" field (1), type in the screen name that you created for your Router.
6. In the "Password" fields (2), type in the password you created for the Router's screen name.
7. Leave the "Service Name" field (3) blank. Do not change the MTU setting.
8. Click on "Apply Changes" (4).
9. Click on the Home link at the top of the screen. The Internet Status indicator should read "Connected" (5).
10. Go to AOL DSL Users Step 3.

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# Setting up AOL for Broadband with the Router

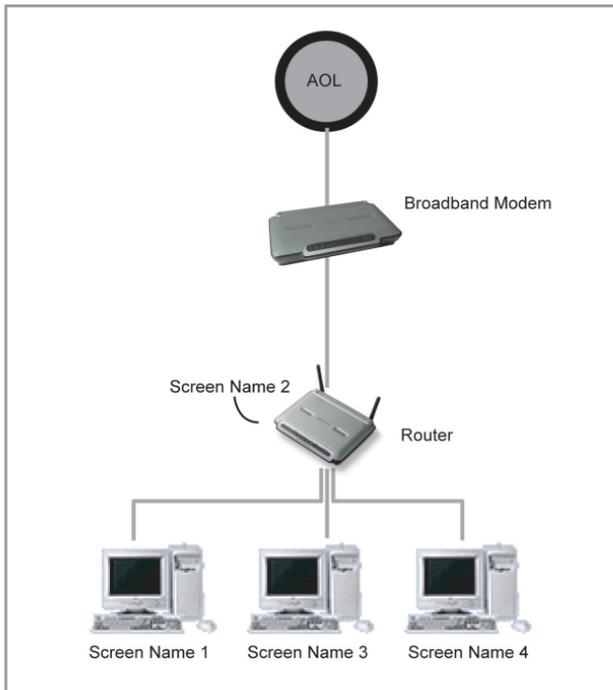
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## Step 3 | Configure your computers with the AOL screen names you just created

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This step consists of installing the AOL software on each computer and configuring it to use one of the screen names you created in Step 1. Remember that each computer **MUST** use a different screen name. For help installing and configuring the AOL software, contact AOL's technical support department.

### Network Configuration



# Setting up AOL for Broadband with the Router

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## Directions for AOL Cable or AOL BYOA (Bring Your Own Access) Users

AOL Cable users need to follow these directions. If you have AOL DSL, go to the “Directions for AOL DSL Users” section beginning on page 80.

### STEP 1:

Create AOL screen names for each computer that will be using your AOL service.

### STEP 2:

Configure your computers with the new AOL screen names you just created.

## Step 1 | Creating new AOL screen names

**Note:** Your AOL connections must be set to operate on the TCP/IP standard. If you have designated another protocol, reset them to TCP/IP before proceeding.

1. Connect the Router to the network per the instructions in your User Manual. Once the Router is installed properly, go to the next step.
2. Log on to your AOL master account.

3. Perform a keyword search on “names” by clicking “Keyword”, and then “Go to Keyword”.



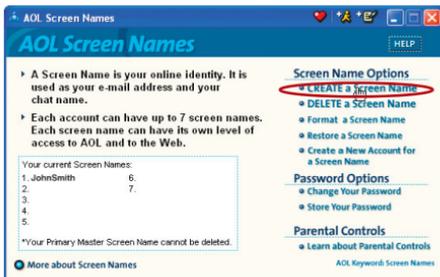
4. In the “Keyword” window, type in “names” then click “Go”.



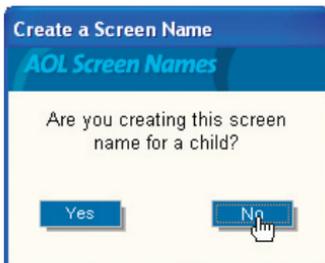
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# Setting up AOL for Broadband with the Router

5. You should see the “AOL Screen Names” window. Click “CREATE a Screen Name”.



6. A window will appear that asks whether the screen name is for a child. Click “Yes” or “No” to answer.

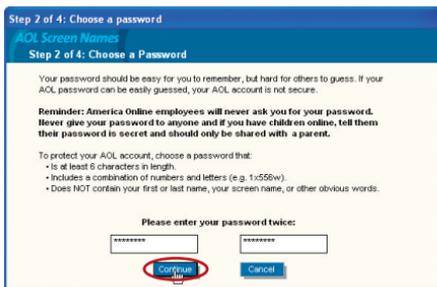


7. The “Choose a Screen Name” window will appear. Type in the screen name of the computer for which you are creating this screen name. Click “Continue”.

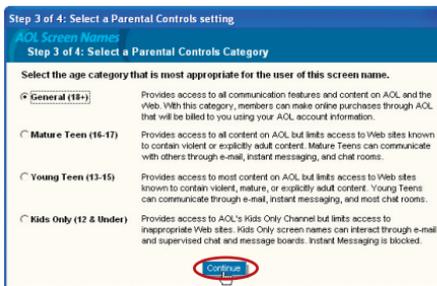


# Setting up AOL for Broadband with the Router

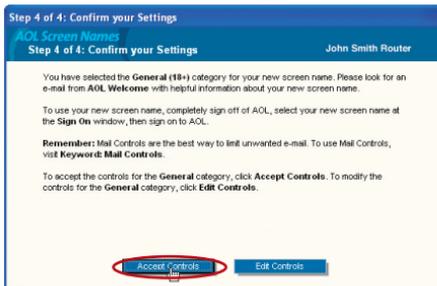
8. The “Choose a password” screen will appear. Enter the password for this screen name twice, and click “Continue”.



9. The “Select a Parental Controls setting” window will appear. Choose the appropriate setting for this screen name. Click “Continue”.



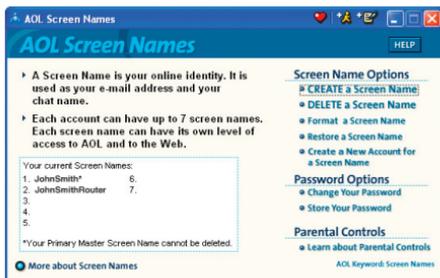
10. The “Confirm your Settings” window will appear. Select “Accept Controls”.



# Recommended Web Browser Settings

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11. The “AOL Screen Names” window appears. This window will include all the accounts you have created to this point.
12. Repeat steps 1-11 for each computer that will be using AOL and that will be connected to your Belkin Router. When you are finished adding screen names, go to Step 2.

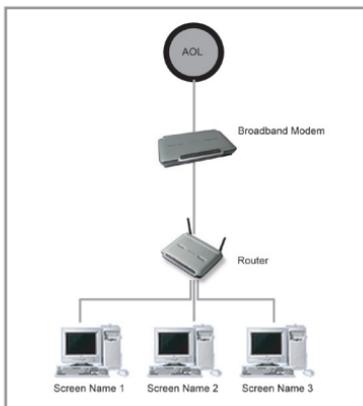


## Step 2 | Configure your computers with the new AOL screen names you just created

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This step consists of installing the AOL software on each computer and configuring it to use one of the screen names you created in Step 1. Remember that each computer **MUST** use a different screen name. For help installing and configuring the AOL software, contact AOL's technical support department.

### Network Configuration



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## Problem:

Installation CD does not automatically start

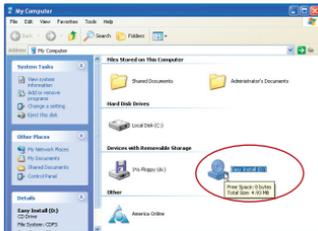
## Solution:

If the CD-ROM does not start the Easy Install Wizard automatically, it could be that the computer is running other applications that are interfering with the CD drive.

1. If the Easy Install Wizard screen does not appear within 15-20 seconds, open up your CD-ROM drive by double-clicking on the “My Computer” icon that is located on your desktop.



2. Next, double-click on the CD-ROM drive that the Easy Installation CD has been placed in to start the installation.



3. Easy Install Wizard should start within a few seconds. If, instead, a window appears showing the files on the CD, double-click on the icon labeled “EasyInstall.exe”.



If the Easy Install Wizard is still does not start, reference the section titled “Manually Configuring Network Settings” (page 73 of this manual for an alternative setup method).

# Troubleshooting

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## **Problem:**

The Easy Install Wizard cannot find my Router.

## **Solution:**

If the Easy Install Wizard is not able to find the Router during the installation process, please check the following items:

1. If the Easy Install Wizard is not able to find the Router during the installation process, there may be third-party firewall software installed on the computer attempting to access the Internet. Examples of third-party firewall software are ZoneAlarm, BlackICE PC Protection, McAfee Personal Firewall, and Norton Personal Firewall.

If you do have firewall software installed on your computer, please make sure that you properly configure it. You can determine if the firewall software is preventing Internet access by temporarily turning it off. If, while the firewall is disabled, Internet access works properly, you will need to change the firewall settings to function properly when it is turned on.

Please refer to the instructions provided by the publisher of your firewall software for instructions on configuring the firewall to allow Internet access.

2. Unplug power to the Router for 10 seconds, and then plug the power back into the Router. Ensure that the Router's Power light is on; it should be solid green. If not, check to make sure that the AC adapter is connected to the Router and plugged into a wall outlet.
3. Ensure that you have a cable (use the cable included with the Router) connected between (1) the network (Ethernet) port on the back of the computer and (2) one of the LAN ports, labeled "1" through "4", on the back of the Router.

**Note:** The computer should NOT be connected to the port labeled "Internet/WAN" on the back of the Router.

4. Try shutting down and restarting your computer, then rerunning the Easy Install Wizard.

If the Easy Install Wizard is still unable to find the Router, reference the section titled "Manually Configuring Network Settings" for installation steps.

**Problem:**

The Easy Install Wizard cannot connect my Router to the Internet.

**Solution:**

If the Easy Install Wizard is not able to connect the Router to the Internet, please check the following items:

**Note:** If the Easy Install Wizard repeatedly displays an error message that says it cannot make an Internet connection, you may have to power cycle your modem in order to establish an Internet connection. This step will allow the modem to reconfigure itself properly to work with the Router. Please follow the instructions below:

**Sequence:**

1. Unplug the power from the modem (supplied by your ISP).
2. Unplug the power from your Belkin Router.
3. Wait for five minutes.
4. Reconnect power to the modem.
5. Wait for the modem to power up (about one minute, please refer to the modem's documentation).
6. Reconnect power to the Router.
7. Check your Internet connection.

If your ISP requires a user name and password, make sure that you have typed in your user name and password correctly. Some user names require that the ISP's domain may be at the end of the name. Example: "myname@myisp.com". The "@myisp.com" part of the user name may need to be typed as well as your user name.

If you continue to have no Internet connection, reference the section titled "Manually Configuring Network Settings" (page 73 of this manual for an alternative setup method).

# Troubleshooting

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## **Problem:**

- The Easy Install Wizard completed installation, but my web browser doesn't work.
- I am unable to connect to the Internet. The "WAN" light on my Router is off, and the "Connected" light is blinking.

## **Solution:**

If you cannot connect to the Internet, and the "WAN" light is off, and the "Connected" light is blinking, the problem may be that your modem and Router are not connected properly.

1. Make sure the network cable between the modem and the Router is connected. We strongly recommend using the cable that was supplied with your cable or DSL modem for this purpose. The cable should be connected at one end to the Router's "Internet/WAN" port, and at the other end to the network port on your modem.
2. Unplug the cable or DSL modem from its power source for three minutes. After three minutes, plug the modem back into its power source. This may force the modem to properly recognize the Router.
3. Unplug the power to your Router, wait 10 seconds, and then reconnect the power. This will cause the Router to reattempt communication with the modem.

If the "WAN" light on the Router is not lit after completing these steps, please contact Belkin Technical Support.

4. Try restarting your computer.

## **Problem:**

- The Easy Install Wizard completed installation, but my web browser doesn't work.
- I am unable to connect to the Internet. The "WAN" light on my Router is on, and the "Connected" light is blinking.

## **Solution:**

If you cannot connect to the Internet, the "WAN" light is on, and the "Connected" light is blinking, the problem may be that your connection type may not match the ISP's connection.

- If you have a "static IP address" connection, your ISP must assign you the IP address, subnet mask, and gateway address. Please refer to the section entitled "Alternate Setup Method" for details on changing this setting.

- If you have a “PPPoE” connection, your ISP will assign you a user name and password and sometimes a service name. Make sure the Router’s connection type is configured to PPPoE and the settings are entered properly. Please refer to the section entitled “Alternate Setup Method” for details on changing this setting.
- You may need to configure your Router to meet the specific requirements of your ISP. To search our Knowledge Base for ISP-specific issues, go to: <http://web.belkin.com/support> and type in “ISP”.

If you are still unable to access the Internet after verifying these settings, please contact Belkin Technical Support.

## **Problem:**

- The Easy Install Wizard completed, but my web browser doesn’t work.
- I am unable to connect to the Internet. The “WAN” light on my Router is blinking, and the “Connected” light is solid.

## **Solution:**

If the “WAN” light is blinking, and the “Connected” light is solid, but you are unable to access the Internet, there may be third-party firewall software installed on the computer attempting to access the Internet. Examples of third-party firewall software are ZoneAlarm, BlackICE PC Protection, McAfee Personal Firewall, and Norton Personal Firewall.

If you do have firewall software installed on your computer, please make sure that you properly configure it. You can determine if the firewall software is preventing Internet access by temporarily turning it off. If, while the firewall is disabled, Internet access works properly, you will need to change the firewall settings to function properly when it is turned on.

Please refer to the instructions provided by the publisher of your firewall software for instructions on configuring the firewall to allow Internet access.

If you are still unable to access the Internet after disabling any firewall software, please contact Belkin Technical Support.

# Troubleshooting

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## **Problem:**

I can't connect to the Internet wirelessly.

## **Solution:**

If you are unable to connect to the Internet from a wireless computer, please check the following items:

1. Look at the lights on your Router. If you're using a Belkin Router, the lights should be as follows:
  - The "Power" light should be on.
  - The "Connected" light should be on, and not blinking.
  - The "WAN Internet" light should be either on or blinking.
  - The "Wireless" light should be on or blinking.
2. Open your wireless utility software by clicking on the icon in the system tray at the bottom right-hand corner of the screen.
3. The exact window that opens will vary depending on the model of wireless card you have; however, any of the utilities should have a list of "Available Networks"—those wireless networks it can connect to.

## **Does the name of your wireless network appear in the results?**

**Yes, my network name is listed**—go to the troubleshooting solution titled "I can't connect to the Internet wirelessly, but my network name is listed".

**No, my network name is not listed**—go to the troubleshooting solution titled "I can't connect to the Internet wirelessly, and my network name is not listed".

## **Problem:**

I can't connect to the Internet wirelessly, but my network name is listed.

## **Solution:**

If the name of your network is listed in the "Available Networks" list, please follow the steps below to connect wirelessly:

1. Click on the correct network name in the "Available Networks" list.
2. If the network has security (encryption) enabled, you will need to enter the network key. For more information regarding security, see the page entitled: "Setting WPA Security" or "Setting WEP Encryption".

3. Within a few seconds, the tray icon in the lower left-hand corner of your screen should turn green, indicating a successful connection to the network.

## Problem:

I can't connect to the Internet wirelessly, and my network name is not listed.

## Solution

If the correct network name is not listed under "Available Networks" in the wireless utility, please attempt the following troubleshooting steps:

1. Temporarily move computer, if possible, five to 10 feet from the Router. Close the wireless utility, and reopen it. If the correct network name now appears under "Available Networks", you may have a range or interference problem. Please see the suggestions discussed in the section titled "Placement of your Router" of this User Manual.
2. Using a computer that is connected to the Router via a network cable (as opposed to wirelessly), ensure that "Broadcast SSID" is enabled. This setting is found on the Router's wireless "Channel and SSID" configuration page.

If you are still unable to access the Internet after completing these steps, please contact Belkin Technical Support.

## Problem:

My wireless network performance is inconsistent.

Data transfer is sometimes slow.

Signal strength is poor.

I am having difficulty establishing and/or maintaining a Virtual Private Network (VPN) connection.

## Solution:

Wireless technology is radio-based, which means connectivity and the throughput performance between devices decreases when the distance between devices increases. Other factors that will cause signal degradation (metal is generally the worst culprit) are obstructions such as walls and metal appliances. Note also that connection speed may decrease as you move farther from the Router.

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In order to determine if wireless issues are related to range, we suggest temporarily moving the computer, if possible, five to 10 feet from the Router.

**Changing the wireless channel** - Depending on local wireless traffic and interference, switching the wireless channel of your network can improve performance and reliability. The default channel the Router is shipped with is channel 11; you may choose from several other channels depending on your region. See the section on page 42 entitled “Changing the Wireless Channel” for instructions on how to choose other channels.

**Limiting the wireless transmit rate** - Limiting the wireless transmit rate can help improve the maximum wireless range, and connection stability. Most wireless cards have the ability to limit the transmission rate. To change this property, go to the Windows Control Panel, open the “Network Connections” and double-click on your wireless card’s connection. In the properties dialog, select the “Configure” button on the “General” tab (Windows 98 users will have to select the wireless card in the list box and then click “Properties”), then choose the “Advanced” tab and select the rate property. Wireless client cards are usually set to automatically adjust the wireless transmit rate for you, but doing so can cause periodic disconnects when the wireless signal is too weak; as a rule, slower transmission rates are more stable. Experiment with different connection rates until you find the best one for your environment. Note that all available transmission rates should be acceptable for browsing the Internet. For more assistance, see your wireless card’s user manual.

## **Problem:**

I am having difficulty setting up Wired Equivalent Privacy (WEP) security on my Belkin Router (or Belkin Access Point).

## **Solution**

1. Log into your Wireless Router or Access Point.  
Open your web browser and type in the IP address of the Wireless Router (or Access Point). (The Router’s default is 192.168.2.1, the 802.11g Access Point is 192.168.2.254 ). Log into your Router by clicking on the “Login” button in the top, right-hand corner of the screen. You will be asked to enter your password. If you never set a password, leave the “Password” field blank and click “Submit”. Click the “Wireless” tab on the left of your screen. Select the “Encryption” or “Security” tab to get to the security settings page.

2. Select “128-bit WEP” from the drop-down menu.
3. After selecting your WEP encryption mode, you can type in your hex WEP key manually, or you can type in a passphrase in the “Passphrase” field and click “Generate” to create a WEP key from the passphrase. Click “Apply Changes” to finish. You must now set all of your clients to match these settings. A hex (hexadecimal) key is a mixture of numbers and letters from A-F and 0-9. For 128-bit WEP, you need to enter 26 hex characters.  
For example:  
**C3 03 0F AF 4B B2 C3 D4 4B C3 D4 E7 E4** = 128-bit key
4. Click “Apply Changes” to finish. Encryption in the Wireless Router is now set. Each of your computers on your wireless network will now need to be configured with the same security settings.

**WARNING:** If you are configuring the Wireless Router (or Access Point) from a computer with a wireless client, you will need to ensure that security is turned on for this wireless client. If this is not done, you will lose your wireless connection.

**Note to Mac users:** Original Apple AirPort® products support 64-bit encryption only. Apple AirPort 2 products can support 64-bit or 128-bit encryption. Please check your Apple AirPort product to see which version you are using. If you cannot configure your network with 128-bit encryption, try 64-bit encryption.

**Problem:**

I am having difficulty setting up Wired Equivalent Privacy (WEP) security on a Belkin Wireless Card.

**Solution:**

The Wireless Card must use the same key as the Wireless Router. For instance, if your Wireless Router uses the key 00112233445566778899AABBCC, then the Wireless Card must be set to the exact same key.

1. Double-click the Signal Indicator icon to bring up the “Wireless Network” screen. The “Advanced” button will allow you to view and configure more options of your Card.
2. Once the “Advanced” button is clicked, the Belkin Wireless Utility will appear. This Utility will allow you to manage all the advanced features of the Belkin Wireless Card.
3. Under the “Wireless Network Properties” tab, select a

# Troubleshooting

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network name from the “Available networks” list and click the “Properties” button.

4. Under “Data Encryption”, select “WEP”.
5. Ensure that the check box “The key is provided for me automatically” at the bottom is unchecked. If you are using this computer to connect to a corporate network, please consult your network administrator if this box needs to be checked.
6. Type your WEP key in the “Network key” box.

**Important:** A WEP key is a mixture of numbers and letters from A–F and 0–9. For 128-bit WEP, you need to enter 26 characters. This network key needs to match the key you assign to your Wireless Router.

For example:

**C3 03 0F AF 4B B2 C3 D4 4B C3 D4 E7 E4 = 128-bit key**

7. Click “OK”, and then “Apply” to save the settings.  
If you are not using a Belkin Wireless Card, please consult the manufacturer’s user manual for that wireless client card.

## **Problem:**

Do Belkin products support WPA?

## **Solution:**

**Note:** To use WPA security, all your clients must be upgraded to drivers and software that support WPA security. At the time of this publication, a security patch download is available, for free, from Microsoft. This patch works only with the Windows XP operating system.

You can find the patch to download from Microsoft by searching the knowledge base for Windows XP WPA. Click on the “Downloads” link. You will find a page entitled “Windows XP Support Patch for Wi-Fi Protected Access”.

You also need to download the latest driver for your Belkin 802.11g Wireless Desktop or Notebook Network Card from the Belkin support site. Other operating systems are not supported at this time. Microsoft’s patch only supports devices with WPA-enabled drivers such as Belkin 802.11g products.

Download the latest driver at <http://web.belkin.com/support>