

WELCOME

to SaskTel High Speed Internet.

SaskTel 
Today is the day

SETTING UP A WI-FI CONNECTION

SETTING UP A WI-FI CONNECTION

To set up your Wi-Fi connection, your computer will need to be hardwired, and you will need your Wireless Key and Network Name. Record the information on the back of this booklet for easy access when adding new devices to your network.



Wireless Key (Wi-Fi password):
the 10 digit number on the barcode label located on the bottom or side of your Gateway.

Network Name (SSID):
Use 2WIRE plus the last 3 digits of the Serial Number (SN), for example: 2WIRE110.



Wireless Key (Wi-Fi Password):
the 10-digit code under Mac address to the right of the barcode.

Network Name (SSID):
Use SASKTEL plus the last three digits of the serial number (SN), for example, SASKTEL110.

Once you've recorded the Wireless Key and Network Name:

1. From your hardwired home computer, go to <http://172.16.1.254/> in your browser bar
2. Click **Wireless**.
3. Choose or enter the following settings:
 - Choose **Default: Enabled** under Enable Wireless Interface
 - Enter your Wireless Network Name (SSID)
 - Choose **Default: Enabled** under Wireless Security
 - Choose one of the following for authentication type:
 - WPA-PSK
 - WPA-PSK and WPA2-PSK
 - WPA2-PSK (recommended)

- Choose **Use default encryption key printed on the System Label** or choose **Set custom encryption key** and follow the steps outlined in **Personalizing your Wi-Fi password**
4. Click **Save**.

Note: If a factory reset of your Gateway occurs, you will need to follow the steps above to set up your Wi-Fi connection using the default Wireless Key and Network Name.

PERSONALIZING YOUR WI-FI PASSWORD

When adding other devices (tablets, smartphones, etc.) to your Wi-Fi network, you will be asked for the Wireless Key (Wi-Fi password), which can be found on your Gateway as noted above. You can change that Wireless Key to a more-personalized easy-to-remember password by following these steps:

1. Go to <http://gateway.2wire.net/> or <http://172.16.1.254/> from your computer.
2. Choose **Wireless – Modify Security** or **Settings** under **Top Networking Features** on the **Home** tab.
3. Under **Wireless Key**, choose **Set custom encryption key** and enter a custom password. Custom passwords must be at least eight characters (more is better) and a combination of numbers and letters.
4. Click **Save**, then record your personalized password on the back of this booklet for future reference.

SETTING UP YOUR SASKTEL.NET EMAIL

SaskTel High Speed Internet includes 10 free sasktel.net email addresses. To set up your email address, call **1-800-SASKTEL** then go to sasktel.net and enter your log-in ID and password.

For sasktel.net email setup instructions and password changes, visit sasktel.com/emailsupport

TROUBLESHOOTING

LIMITED OR NO WIRELESS CONNECTION

If you have no connection

- Ensure your Wi-Fi connection is turned on your computer and mobile wireless device by turning on the wireless button or enabling the wireless connection setting.

If you have a **limited connection** and you see the message **Limited Connection** or **Limited Connectivity** or **No Connectivity**, try:

- Check for interference between your Gateway and other devices, such as cordless phones, wireless headphones or other routers that may affect your signal strength
- Minimize the number of active wireless devices you have connected to the Gateway or operating in the area, such as laptops, gaming systems and smart TVs

If **ONE** device won't connect to the Gateway while others will:

- On the device that won't connect, make sure you are using the correct password
- Try changing the authentication type on your Gateway to **WPA2-PSK**
- Try increasing the power settings on your Gateway (see step 4 under **Wireless connection keeps disconnecting**)

If **NO** wireless devices connect, try entering your network name again:

1. Go to <http://gateway.2wire.net/> or <http://172.16.1.254/> from your computer.
2. Click **Wireless**.
3. Re-enter your Network Name (SSID) – it is case sensitive.
4. Ensure the **Wireless Key** is entered correctly.
5. Click **Save**.
6. Try the wireless connection again.

WIRELESS CONNECTION KEEPS DISCONNECTING

Make sure nothing is blocking the line of sight to your Gateway and minimize the number of active wireless devices you have connected to the Gateway or operating in the area. If that doesn't fix the problem, try changing your wireless settings:

1. Go to <http://gateway.2wire.net/> or <http://172.16.1.254/> from your computer.
2. Click **Wireless – modify security** or **Settings** under **Top Networking Features** on the **Home** tab.
3. Scroll down to **Advanced** settings.
4. Choose a higher number for the power setting. Try using the lowest number that still gives you a good signal. The higher the power setting, the more signal interference you may have.
5. Click **Save**.

Note: Wireless settings may need to be changed due to a change in the wireless environment. This could be caused by the introduction of additional wireless devices in your home or a neighbour using the same wireless frequency, which could interfere with your signal.

All Wi-Fi networks have a range in which the signal is transmitted; if connection issues are continually happening in certain areas of your home, a Wi-Fi extender may be needed to alleviate this issue. Wi-Fi extenders help keep your devices connected with a reliable connection and expanded coverage in all areas of your home. They can be purchased from electronics retailers.

SLOW INTERNET CONNECTION

If you're experiencing a slow wired Internet connection, check the website you're using. If it seems slow, then try different websites. If other sites load quickly, then the problem is with the website you were using.

If all websites load slowly:

1. Go to sasktel.com/speedtest to test if your Internet connection speed is within acceptable limits. You may experience slower speeds for reasons unrelated to your plan, such as online gaming, multiple computers sharing one Internet connection or resource-heavy software. To get the most accurate speed-test results, ensure only the computer you are testing is accessing the Internet. Disconnect all other devices connected to Wi-Fi and close any applications that consume bandwidth to ensure the most accurate reading.
2. If your speed test seems slow compared to your plan, make sure your computer is securely connected to your Gateway by an Ethernet cable.
3. Unplug the power cord to the Gateway for 30 seconds, then plug it back in.
4. Wait two minutes for the Gateway to reboot.
5. Restart your computer.
6. Run the speed test again to see if your Internet speed improved.

If your Internet speed didn't improve after completing the above steps, it could be:

- **Spyware or Virus:** We suggest you scan your system with antivirus and antispyware software on a regular basis, such as once a week
- **Browser:** Try a different browser to see if it is faster or try clearing your cache in the slow browser or restoring your browser to default settings
- **File Sharing Software:** These programs can use up a large amount of Internet bandwidth and it's recommended you close them
- **Gaming Systems:** If connected to the Internet, they may be using up most or all of your Internet bandwidth. Turn off the systems before testing your Internet speed

DID YOU KNOW?

Wireless connections are never as fast as wired connections due to multiple factors such as:

- Interference from other appliances and devices in your home
- Distance of Wi-Fi devices from the Gateway
- Number of wireless devices connected to the Wi-Fi network
- Age/type of wireless devices being connected to the Wi-Fi network
- Signal congestions from multiple users on the same Wi-Fi network (largely seen in apartments, condo buildings, etc.)
- Wi-Fi devices don't send and receive data simultaneously (half duplex), which causes a natural delay, compared to wired connections (full duplex – this can be seen when downloading large files
- Peer-to-peer file sharing of downloaded files

For additional troubleshooting with your Internet or Wi-Fi connections, visit www.sasktel.com/troubleshooting

Better Wi-Fi starts here.

NEED MORE HELP?

Chat online with a SaskTel help desk rep,
search a specific topic at sasktel.com/support
or call 1-800-SASKTEL (1-800-727-5835).

For help with setting up Wi-Fi on other devices such as tablets,
e-readers and smart TVs, please visit each device's manufacturer
website as they're not supported by SaskTel.

YOUR NETWORK DETAILS

Wireless Key (Wi-Fi Password)

Network Name (SSID)

Personalized Wireless (Wi-Fi) Password

Service Number

Your feedback is important to us.

Please take a few moments to fill out a short customer satisfaction
survey at sasktel.com/customervoice regarding your recent Internet
installation. Thank you.

Tech ID

Service Number