

INSTRUCTIONS
WI-FI SETUP

WELCOME

to SaskTel High Speed Internet.

infiNET

SaskTel 
Today is the day

WI-FI SETUP INSTRUCTIONS

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 Security Key and Network Name. Record the information on the back of this booklet for easy access when adding new devices to your network.

Wireless Security Key (default Wi-Fi password) — the 10 characters on the bottom of your Gateway. For example: 3f8300acae.



Network Name (SSID) — SASKTEL plus the last four digits of the serial number, for example, SASKTELO680.

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

1. From your hardwired home computer, go to <http://172.16.1.254/> in your browser bar.
2. Log in to your Gateway by entering the Wireless Security Key in the password field (top right corner of your screen) and then clicking **Log In**.
3. Click **Wireless Setup > Basic Settings**.
4. Choose or enter the following settings:
 - Wireless Radio: Choose **Enable**
 - Select SSID: Choose your Network Name (SSID) from the drop-down list
 - SSID State: Choose **Enable**
 - SSID Broadcast: Choose **Enable**

- SSID Name: Enter your Network Name (same as above)
 - Security: Choose **WPA/WPA2**
 - WPA Type: Choose **WPA** or **WPA2 – Personal**
 - Encryption Type: Choose **Both**
 - Security Key Type: Choose **Use Custom Key/Passphrase** and enter a password of your choice
5. Click **Apply**.

SETTING UP YOUR ACTIONTEC EXTENDER

An Actiontec Extender may be used if your home is two storeys or is greater than 1,000 square feet or if weak wireless signal areas have been identified by an installer. The extender is to be placed in a central location of the home or in a location that best addresses any weak signal areas — the extender should not be beside your modem.



CHANGING YOUR WI-FI PASSWORD

When adding other devices (tablets, smartphones, etc.) to your Wi-Fi network, you will be asked for the personalized password you created when setting up your Wi-Fi. You can change your password, if needed, by following these steps:

1. Go to <http://172.16.1.254> from your home computer.
2. Log in to your Gateway by entering the Wireless Security Key* in the password field (top right corner of your screen) and then clicking **Log In**.
3. Click **Wireless Setup > Basic Settings**.
4. Under **Use Custom Key/Passphrase**, delete the old password and enter a new one. Custom passwords should be at least eight characters (more is better) and a combination of numbers and letters.
5. Click **Apply** and record your new password on the back of this booklet for future reference. You will need to wait a few minutes for your new password to replace the old one on your Gateway.
6. If you had wireless devices connected to your Wi-Fi network, you will need to delete (or "forget") the saved Wi-Fi connection on those devices, and then join the network again using your new password.

*Even if you have changed your Wi-Fi password, use the default Wireless Security Key from the bottom of your Actiontec Gateway to log in to the Gateway.

SETTING UP PARENTAL CONTROLS

With **infiNET™** High Speed Internet service, you can block services, block websites and limit Wi-Fi access for specific devices. To set up these parental controls:

1. Go to <http://172.16.1.254> from your home computer.
2. Log in to your Gateway by entering the Wireless Security Key in the password field (top right corner of your screen) and then clicking **Log In**.
3. Click **Advanced Configuration** and then under the Blocking/Filtering section choose **Services Blocking**, **Website Blocking** or **Scheduling Access** and complete the appropriate steps.

For more help with setting up Parental Controls, visit the Internet Support Hub at sasktel.com/support

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

WI-FI CONNECTION TROUBLES

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

Make sure nothing is blocking the line of sight to your Gateway that may affect the range and quality of the connection such as:

- 2.4 GHz cordless phones
- Nearby wireless networks
- Breaker boxes
- Fluorescent lights

- Large- or medium-sized appliances (for example, refrigerators, washing machines, dryers, microwaves, baby monitors and security cameras)

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 you are still having problems with your wireless connection

Go to <http://172.16.1.254> from your home computer and log in to your Gateway by entering the Wireless Security Key in the password field (top right corner of your screen) and clicking **Log In** to try these possible solutions:

- **Disable WPS**

1. Click **Wireless Setup > WPS**.
2. Choose **Disable**.
3. Click **Apply**.

- **Change Wireless Security**

1. Click **Wireless Setup > Basic Settings**.
2. Change **Security** from **WPA/WPA2** to **WPA2**.
3. Click **Apply**.

- **Change Wireless Channel**

1. Click **Wireless Setup > Advanced Settings**.
2. Change **Channel** from **Auto Detect** to channel 1, 6 or 11.
3. Click **Apply**.

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. Please call 1-800-SASKTEL (1-800-727-5835).

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 of your Internet or Wi-Fi connection, visit 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