

HI-SPEED INTERNET USER GUIDE

Connecting to a Wireless Network (Wi-Fi)

2013-11 VERSION

1 888 TÉLÉBEC



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3 CONNECTING TO A WIRELESS NETWORK (WI-FI)

1. Before you connect to a wireless network, make sure that:

- your cable modem is correctly installed and configured;
- your Internet access is working properly when your computer is connected to the router with a physical connection (Ethernet cable);
- your computer is equipped with a built-in wireless adapter.
 - Your wireless adapter is on (if necessary)
 - On a laptop computer, the wireless adapter is turned off by default. Refer to your computer's user manual for how to turn it (Wi-Fi) on;
- you have on hand during the configuration:
 - The name of your wireless network (SSID) Example: SSID: **SAGEMCOM_XXXX**. The XXXX portion will consist of various letters and numbers.

Important : "SSID" is not part of the name of your network.

- Your encryption key (WPA)

Example: WPA: **XXXXXXXX**. The XXXXXXX portion will be made up of various letters and numbers that you must type exactly as they appear, making sure to use upper or lower case letters, where indicated.

Important : "WPA" is not part of your encryption key.

This information appears on the label underneath your modem router.

Example of a label:

253500880 MAC:D86CE931190D S/N:PT1224702000584	SSID:SAGEMCOM_ 190D WPA:46J9H5DD username:admin password:qhay III III III III IIII IIII
--	---

For the modem corresponding to the above example of a label, the name of the wireless network (SSID) would be SAGEMCOM_190D and the encryption key (WPA) to connect to this wireless network would be 46J9H5DD.

- 2- Depending on the operating system you are using, click on the link to go directly to the appropriate section.
 - If you have a Windows XP operating system, click here: <u>Connecting to a Wireless Network on Windows XP</u>
 - If you have a Windows Vista operating system, click here: <u>Connecting to a Wireless Network on Windows Vista</u>
 - If you have a Windows 7 operating system, click here: <u>Connecting to a Wireless Network on Windows 7</u>
 - If you have a Windows 8 operating system, click here: <u>Connecting to a Wireless Network on Windows 8</u>

3.1 CONNECTING TO A WIRELESS NETWORK ON WINDOWS XP

Please note that the following screens may look different on your computer depending on the display settings selected.

1. Click Start-> Settings -> Control Panel.

The **Network Connections** shortcut may appear and, if so, select it and go directly to Step 3.



 Double-click Network Connections. A summary of the connections will appear if you have several types of connections.

👺 Control 🛛	Panel						_	
<u>Eile E</u> dit	<u>V</u> iew F <u>a</u> vorit	es <u>T</u> ools	Help					R.
G Back	· •	Sea	rch 🔂 Folde	ers 📴 🕻	≥ × 5			
Address	Control Panel						*	→ Go
ر Accessibility	Rdd Hardware	Add or	Administrative	Automatic	Bluetooth	Date and Time	Display	
Options Flack Player		Remov	Tools	Updates				
Hash Player	Folder Options	Fonts	Controllers	Control Panel	Agent Console	Graphics a	Options	
(III)	Ś		C			R		
Java	Keyboard	Mail	Mouse	Network Connections	Phone and Modem	Portable Media Devices	Power Options	
	Ċ	Q	١	3	B	\bigcirc	O,	
Printers and Faxes	Program Updates	QuickTime	Regional and Language	Scanners and Cameras	Scheduled Tasks	Security Center	Sounds and Audio Devices	
28	S	(7)	82	in	6			
Speech	System	Taskbar and Start Menu	User Accounts	Windows CardSpace	Windows Firewall	Wireless Network Set		

 In Network Connections, find your Wireless Network Connection. If the connection is disabled, enable it by right-clicking the Wireless Network Connection icon. Then click Enable.

S Network Connect	tions			
File Edit View	Favorites Tools Ad	vanced Help		Ry.
🕒 Back 🔹 🕥	- D Search	Folders	× 19 III-	
Address 🔊 Network	Connections			✓ → Go
Name		Туре	Status	Device Name
Dial-up				
LAN or High-Speed	adh.com instead of di Internet	Dial-up	Disconnected	F5 Networks VPN Adapte
Implementation 1394 Connection Local Area Connect Bluetooth Network Local Area Connect Wizard New Connection Wiza	Enable Status Create Shortcut Delete Rename Properties ard	LAN or High-Speed Inter LAN or High-Speed Inter LAN or High-Speed Inter LAN or High-Speed Inter LAN or High-Speed Inter Wizard	Disabled Connected Connected Network cable unplugged Disabled	Intel(R) Centrino(R) Adv 1394 Net Adapter Intel(R) 82577LC Gigabit Bluetooth LAN Access Se Cisco Systems VPN Adap
<				>

4. Once the network connection has been enabled, a small icon representing your Wi-Fi connection will appear at the bottom of your screen. Double-click on this icon (or directly on the message that pops up) to view the list of wireless networks detected.



5. Find your wireless network name (SSID) that you want to connect to. (Refer to the information on the label underneath your modem router).



Note : The more green bars there are, the stronger the wireless signal between your computer and your modem router.

Select your network name (SSID) "SAGEMCOM_XXXX", then click Connect.

6. In the Wireless Network Connection window, type your encryption key (WPA) in Network Key. (Refer to the information on the label underneath your modem router. You must type the key exactly as it appears, using any uppercase or lowercase letters, where indicated.

Confirm the network key by typing it a second time. Then click the **Connect** button.

Wireless Network Conr	nection
The network 'SAGEMCOM_1 key). A network key helps p Type the key, and then click	ICBF' requires a network key (also called a WEP key or WPA prevent unknown intruders from connecting to this network. < Connect.
Network <u>k</u> ey:	•••••
Confirm network key:	•••••
	<u>C</u> onnect Cancel

 Wait a few seconds and a message that says "Acquiring network address" will appear.



8. Wait until the word **Connected** appears next to your network name.

You have finished setting up your wireless connection.

((;)) Wireless Network Connect	ion	×
Network Tasks	Choose a wireless network	
😰 Refresh network list	Click an item in the list below to connect to a <u>w</u> ireless network in ra information.	inge or to get more
(i) Set up a wireless network	((Q)) SAGEMCOM_1CBF	Connected 😭
for a nome or small office	C Security-enabled wireless network (WPA2)	00000
Related Tasks	((Q)) rmats	
(i) Learn about wireless	Security-enabled wireless network (WPA2)	00000
networking	((Q)) nsmc3rdave	
Change the order of preferred networks	Security-enabled wireless network (WPA2)	00000
Change advanced	((Q)) nsmcframe	
setungs	Security-enabled wireless network (WPA)	00000
	((Q)) CET_Secured	
	Security-enabled wireless network (WPA)	00000
		Disconnect

 Check that you are indeed connected by opening your preferred browser or typing, for example, "<u>www.google.ca</u>" in your address bar. A window such as the following one should open.

🖀 Google - Microsoft Internet Explorer 🛛 🗐 🗍	X
Ele Edit View Favorites Iools Help	y
🕲 Back • 🕥 - 🙀 🖉 🏠 🔎 Search 👷 Favorites 🧐 🔗 • 🌺 🗹 • 🛄 🛍 🕄	
Address 👜 http://www.google.ca/	,
Links 🕘 HOD - Timmins 🖓 SARMs - Nexus Login 💣 ISMC 💰 CMS 💰 LogMeIn 🖓 Carbon Copy 🖉 Google 💰 how to cope	
🖉 McAfee /	
Search Images Maps Play YouTube News Gmail Drive More - Web History Settings - Sign in	^
Google Search I'm Feeling Lucky	
Make Google my homepage	
Google.ca offered in: français	
Advertising Programs Business Solutions +Google About Google Google.com	
© 2012 - Privacy & Terms	~
Done Succel intranet	

If your connection is not working, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

3.2 CONNECTING TO A WIRELESS NETWORK ON WINDOWS VISTA

Please note that the following screens may look different on your computer depending on the display settings selected.

1. In Start (represented by the Microsoft Windows icon sign), click Control Panel.



Then click Network and Internet.



2. In the Network and Internet window, click Network and Sharing Center.



3. In **Network and Sharing Center**, you should see a message saying that wireless networks are available. If so, click on the link "**Connect to a network**".

If you do not see this message or this link, check to make sure that Wi-Fi has indeed been enabled on your computer and that you are within range of the wireless network (Wi-Fi).

If the link still does not appear, you can click on **Manage wireless networks** (in the left-hand panel).

Tasks	Network and Sharing Center		
View computers and devices			View full map
Manage wireless networks		63	
Set up a connection or network	-X-		
Manage network connections	(This computer)	Internet	
Diagnose and repair			
	Not connected		
11 1 1	Wireless networks are available.		
	Connect to a network		
1			
See also			
Internet Options			
Windows Firewall			

 The Connect to a network window appears. In the drop-down list, click Display Wireless networks to only display the available Wi-Fi networks. Use the drop-down list to select "SAGEMCOM_XXXX", then click the Connect button.

elect a network to co	onnect to	
Show All	•	
My Netgear route	r Security-enabled network	lin.
Unnamed Netwo	rk Security-enabled network	lite.
Beck	Security-enabled network	lite.
170 M		

5. You will then see all of the names of the Wi-Fi networks that are within range of your computer and to which you can potentially connect:

Find the name of your wireless network (SSID) that you want to connect to. (Refer to the information on the label underneath your modem-router.)

Note: The more green bars there are, the stronger the wireless signal between your computer and your modem router.

In the drop-down list, select your network name (SSID) "SAGEMCOM_XXXX" then click the **Connect** button.

Show	All	-	(
My My	Netgear router	Security-enabled network	llee.
Uni	named Network	Security-enabled network	lite.
Bec	:k	Security-enabled network	lite.
-			

 The SAGEMCOM network requires an encryption key (WPA). This network key helps to prevent intruders from connecting to your network; otherwise, anybody (a neighbour, for example) could easily connect to it.

In the **Connect to a network** window, type your encryption key (WPA) in **Security key or passphrase**. (Refer to the information on the label underneath your modem-router. You must type the key exactly as it appears, using any uppercase or lowercase letters where indicated.

Connect to a network
Connect to a network
Type the network security key or passphrase for My Netgear router
The person who setup the network can give you the key or passphrase.
Security key or passphrase:
Display characters

Next, click the **Connect** button.

7. Wait a few seconds. A message should appear saying that you are successfully connected.

Leave the **Save this network** and **Start this connection automatically** boxes checked if you want this connection remembered and started automatically the next time your computer detects the Wi-Fi network (it will be a lot faster than having to re-enter the settings every time).

Click Close.

Connect to a network	
Successfully connected to My Netgear router	
Save this network	
III Start this connection automatically	
	Clus
	Liose

8. You will be returned to the **Network and Sharing Center** window. An **Internet** icon confirms that your connection is working.

You have finished setting up your wireless connection.

Tasks	Network and Sharing C	enter	
			View full map
			100
	1.	in E (
	DELL-E1705	My Netgear router Int	ernet
	(This computer)		
	A Martin and a Dise	and the second se	Cuttonia
	Access	Local and Internet	Customice
	Access	Cocal and progreet	
	Connection	Wineless Network Connection 2 (My Netgear router)	View status
		all Signal strength: Excellent	Disconnect
	B Sharing and Discovery		
	Network discovery	e On	
	File sharing	@ On	۲
	Public folder sharing	© 0ff	
	Printer sharing	e om	
	Password protected sharing	@ On	
	Media sharing	e off	

Connecting to a wireless network (Wi-Fi)

 Check that you are indeed connected by opening your preferred browser or typing, for example, "<u>www.google.ca</u>" in your address bar. A window such as the following one should open.

🗿 Google - Microsoft Internet Explorer
Ele Edit View Favorites Iools Help
🕝 Back • 🕥 • 🖹 🖉 🏠 🔎 Search 👷 Favorites 🤣 😥 • 🥁 😥 • 🗌 🏭 👔
Agdress 😹 http://www.google.ca/
Einks 👸 HOD - Timmins 🕘 SARMs - Nexus Login 🕘 ISMC 🕘 CMS 🕘 LogMeIn 🚳 Carbon Copy 💩 Google 💩 how to cope
😥 McAfee' 👔 🗸
Search Images Maps Play YouTube News Gmail Drive More - Web History Settings - Sign in
Google Search I'm Feeling Lucky
Make Google my homepage
Google.ca offered in: français
Advertising Programs Business Solutions +Google About Google Google.com
© 2012 - Privacy & Terms
Done Glocal intranet

If your connection is not working, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

3.3 CONNECTING TO A WIRELESS NETWORK ON WINDOWS 7

Please note that the following screens may look different on your computer depending on the display settings selected.

1. Click Start -> Control Panel.



2. In Control Panel, under Network and Internet, click Connect to the Internet.



3. Click Wireless in answer to the question "How do you want to connect?"



4. Next, you will see all of the names of the Wi-Fi networks that are within range of your computer and to which you can potentially connect:

Find the name of your wireless network (SSID) to which you want to connect. (Refer to the information on the label underneath your modem router.)

Note: The more green bars there are, the stronger the wireless signal between your computer and your modem router.

Not connected	43
Wireless Network Connection	^ .11
BMR WiFi Eacom-External	
Open Network and Sharing Center	

 Select your network name (SSID) "SAGEMCOM_XXXX" then click the Connect button.

If **Connect automatically** is not already check-marked, click on it (a check mark will appear) to save the information so the network is automatically recognized when you are within range.

Not connected	43
Connections are available	
Wireless Network Connection	^
ntlhelpdesk	lle.
Connect automatically Con	nect
BMR WiFi	lite.
Eacom-External	aul lite.
Open Network and Sharing Cente	r

6. The SAGEMCOM network requires an encryption key (WPA). This network key helps to prevent intruders from connecting to this network; otherwise, anybody (a neighbour, for example) could easily connect to it.

In the **Connect to a Network** window, type your encryption key (WPA) in **Security key**. (Refer to the information on the label underneath your modem router. You must type the key exactly as it appears, using any uppercase or lowercase letters where indicated.

Next, click OK.

Connect to a Netw	ork	×	
Type the networ	k security key		
Security key:	 Hide characters		
		OK Cancel	

7. Wait a few seconds as your computer is connecting to the network.



8. Once the network connection has been enabled, a small icon (resembling signal bars) representing your Wi-Fi connection will appear in the bottom right of your screen.

Double-click on the small icon (or directly on the message that appears) to view your wireless network with the word **Connected** next to it.

	Currently connected to:	47
l	Wireless Network Connection	^
l	ntlhelpdesk Connected	ull.
۱	Disconne	ect
	BMR WiFi	180
	Open Network and Sharing Center	

You have finished setting up your wireless connection.

9. Check that you are properly connected by opening your preferred browser or typing, for example, "**www.google.ca**" in your address bar. A window such as the following one should open.



If your connection is not working, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

3.4 CONNECTING TO A WIRELESS NETWORK ON WINDOWS 8

Please note that the following screens may look different on your computer depending on the display settings selected.

1. Right-click the bottom left corner of your screen to display the menu (or press Ctrl X). Click **Control Panel**.



2. In the Control Panel, click Network and Sharing Center.



3. In Network and Sharing Center, click Connect to a network.



4. On the right side of your screen, you will see all of the names of Wi-Fi networks available that are within range of your computer and to which you can potentially connect:



5. Find the name of the wireless network (SSID) to which you wish to connect. (Refer to the information on the label under your modem router).

Note: The more green bars there are, the stronger the wireless signal between your computer and your modem router.

SI	ippe		
		Wi-Fi	
-		rmats	.atl
✓ ♂ Search Network Connection	ons	SAGEMCOM_1CBF	atl
10)= 10)= 10		✓ Connect automatically	
		[Connect
		nsmc3rdave	atl
		nsmcframe	.ul

Select the network that matches your SSID "SAGEMCOM_XXXX", then click Connect.

 The SAGEMCOM network requires an encryption key (WPA). This network key helps you prevent intruders from connecting to this network; otherwise, anybody (a neighbour for instance) could easily connect to it.

Enter the network security key, your encryption key (WPA), in the **Networks** screen. (Refer to the information on the label on the bottom of your modem router. Be sure to type upper and lower case letters exactly as shown).

Then, click Next.

e) complete Oreillydd D snippe	Networks SAGEMCOM_1CBF III Enter the network security key
×	You can also connect by pushing the button on the router.
arch Network Connections	Next Cancel

7. Wait a few seconds and a message should appear telling you that you are now connected.

Leave the following box selected: "Yes, turn on sharing and connect to devices. For home or work networks." Your connection is now saved and it will launch automatically the next time your computer detects the Wi-Fi network (it will be much faster than having to re-enter the settings every time).

incoming complete Oreilly.Nt	Networks
	SAGEMCOM_1CBFII
snippe	Do you want to turn on sharing between PCs and connect to devices on this network?
×	
	No, don't turn on sharing or
C Search Network Connections	connect to devices For networks in public places
	Yes, turn on sharing and connect to devices For home or work networks

Your connection is now complete.

8. Check that you are indeed connected by opening your preferred browser or typing "www.google.ca" in your address bar. A window like the following should appear.



If your connection does not work, please check to ensure you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).