

DSL Internet Services User Guide

1-888-423-2333
nwtel.ca/Internet



Northwestel Internet Service Agreement

Northwestel's *Internet Terms of Service* document is the agreement between DSL Internet customers and Northwestel and outlines the terms and conditions for access to our DSL Internet service. Please make sure that you have carefully read this document. The current version can be located at: http://www.nwtel.ca/media/documents/high-speed_terms_of_service.pdf

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1. Getting Connected

This section will cover the steps required to physically connect your modem to the internet and then connect your computer to the modem and establish your online connection.



1. Getting Connected

1.1 Know Your Modem

SR500NE Wireless Gateway



Front Panel – SR500NE



Back Panel – SR500NE

Key	Light	Off	Flashing	On
1	Power	No power	It does not flash	Power is on
2	WLAN	Link not connected	Data transfer on the Wifi interface	WLAN Link Connected
3	DSL	Link not connected	Training mode	DSL line is trained and ready for traffic
4	Internet		Gateway is transmitting or receiving data	Internet link established
5	LAN 1-4	No LAN link	Data transfer on LAN port	LAN link established and active
6	WLAN	WLAN disabled	Data transfer currently occurring over the WiFi interface	WLAN enabled

Key	Port	Description
1	DSL	Connects your gateway to your phone line
2	WAN	Ethernet connection
3	LAN 1-4	Ports to connect Ethernet-enabled devices
4	Reset	Resets the gateway to factory default
5	USB	Not functional
6	Switch	Turn power on or off to the gateway
7	Power	Provides power to the gateway

Sagem 4300



Front Panel Sagem 4300



Rear Panel Sagem 4300 I

Light	Key	Off	Flashing	On
1	Power	No power	It does not flash	Power is on
2	Ethernet	Ethernet link not connected	Ethernet traffic flowing in either direction	Ethernet link connected
3	DSL	DSL signal not detected	DSL line is training	DSL line is trained and ready for traffic
4	Activity	No connection to modem Ethernet port detected	Sending and/or receiving data	Connected to a Computer/Router

Key	Port	Description
1	DSL	Connects your modem to your phone line
2	Ethernet	Connects to Ethernet-equipped devices
3	Power	Provides power to the modem

1.2 Connecting the Components

You should allow 5 to 30 minutes to power up the first time because the modem must find and lock on the appropriate channels for communications.

Due to frequent power outages in the region, Northwestel suggests using a power bar or UPS when plugging in the modem to prevent or minimize any damage to the unit or disruption in service.

1. Turn off your computer and make sure your modem is unplugged.
Connect one end of the Ethernet cable to the Ethernet port on the rear of your modem. Connect the other end to the Ethernet port on your computer (or router if applicable).
2. Connect the DSL cable to the DSL port on the back of your modem and the other end into the telephone jack.

Note: Do NOT install a micro-filter on this telephone jack.

3. Plug the power cord into the +12VDC connector on the modem and then the electrical outlet. This will turn the modem on. You do not need to unplug it when not in use.
4. After a few minutes, you will see three solid green lights on the front of the modem. Your connection is now active.
5. Now you can turn your computer on.

If you need to connect another device to the same telephone jack, follow this procedure:

1. Turn off your computer, other device and modem.
2. Disconnect the DSL cable from the telephone jack.
3. Connect the DSL cable into a port on the two-way splitter.
4. Insert a micro-filter into the second port on the two-way splitter.
5. Connect the other device into the micro-filter on the two-way splitter.
6. Plug the two-way splitter into the telephone jack.
7. Turn on the power to your computer, other device and hub.
8. After a few minutes, three solid green lights will appear on the front of the modem: Power, Ethernet and DSL. Your connection is now active.



two way splitter

1.3 Micro-Filters

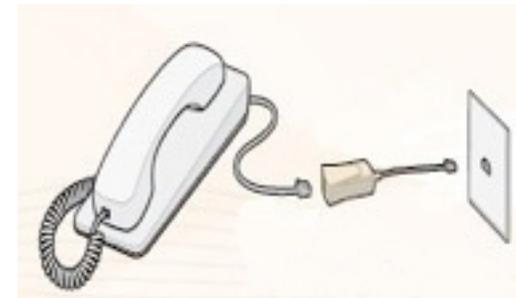
Since your DSL High Speed Internet Service uses your telephone line to connect to the Internet, all other devices such as a telephone or a fax machine must be set up to share this line before installing DSL High Speed Internet. The installation of a micro-filter prevents extra noise generated by the DSL High Speed signal from disrupting these devices.

If you are adding a device that needs to be plugged into a telephone jack, please plug a micro-filter into the telephone jack and plug the cord from the device into the micro-filter.



micro-filter

If you require additional micro-filters please contact Northwestel Customer Care Centre at 1-888-423-2333.



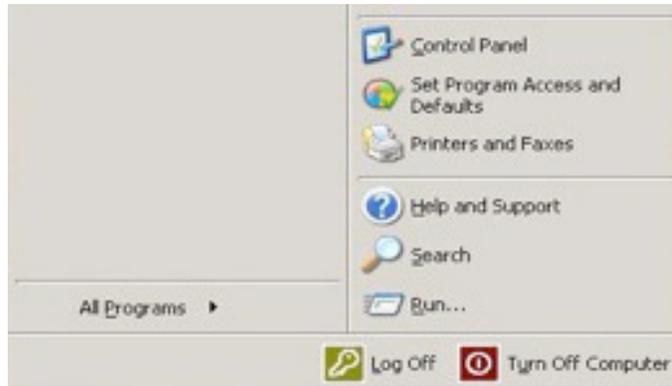
installing a micro-filter

1.4 Verifying your IP Address

To verify your IP Address, locate your operating system below and follow the steps.

Windows XP

1. Click Start and then Run.



2. Type in Cmd and hit ENTER.
3. Type ipconfig and hit ENTER to display your IP configuration.
4. You should see:

```
Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\User>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : northwestel.net
    IP Address. . . . . : 76.9.46.199
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 76.9.46.254

C:\Documents and Settings\User>
```

Windows 7

1. Click Start, type Cmd in the Search programs and files window and then hit ENTER.



2. Type ipconfig and hit ENTER to display your IP configuration.
3. You should see:

```
C:\Windows\system32\cmd.exe

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : northwestel.net
    IPv4 Address. . . . . : 76.9.45.231
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 76.9.45.254

Tunnel adapter Teredo Tunneling Pseudo-Interface:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Tunnel adapter 6T04 Adapter:

    Connection-specific DNS Suffix  . : northwestel.net
    IPv6 Address. . . . . : 2002:4c09:2de7::4c09:2de7
    Default Gateway . . . . . :

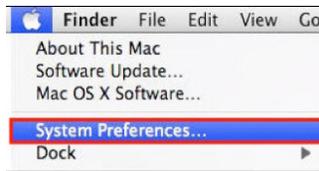
Tunnel adapter isatap.northwestel.net:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : northwestel.net

C:\Users\servicedesk>
```

Apple Macintosh

1. Click the Apple logo on the top left of the screen.
2. Select System Preferences.



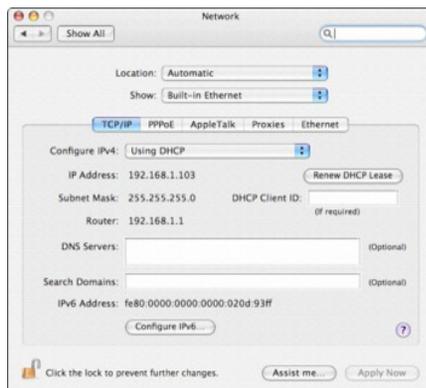
3. Select Network under the Internet and Wireless section.



4. Select Built In Ethernet in the Show drop-down menu.



5. Select TCP/IP on the Network screen.
6. View your computer's IP address on the subsequent screen displayed on your Mac.



1.5 Wireless Network Setup.

You will need to have your SSID and security key information for the following steps. To locate the information you need to set up a wireless connection. Click on the WiFi link under My Wireless Network located on the left side of the screen in the Northwestel Control Panel. This opens the Wireless summary pane on the right side of your screen where the required information is located.

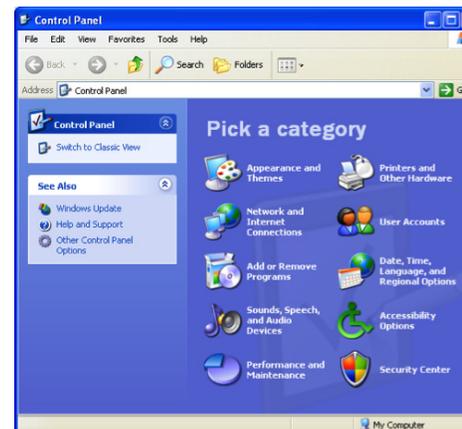
We have used NWTWIFI below for illustrative purposes only. Please ensure you locate and take note of your own information before proceeding with the steps below.

Windows XP

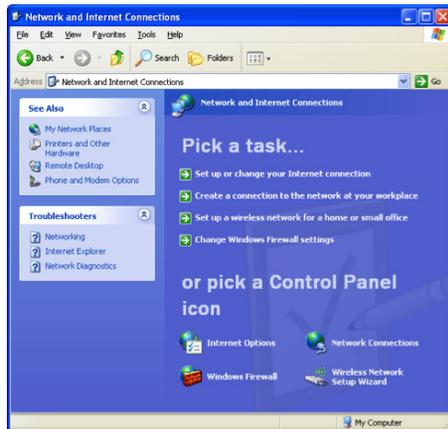
1. Open Control Panel



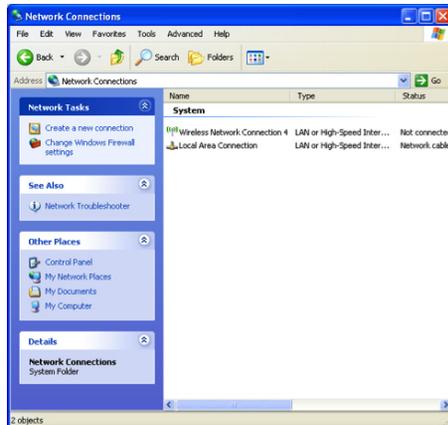
2. Select Network and Internet Connection



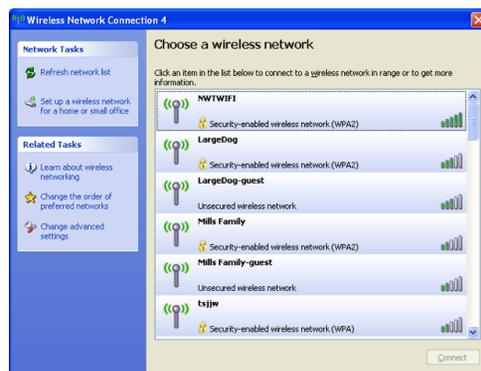
3. Select Network Connections



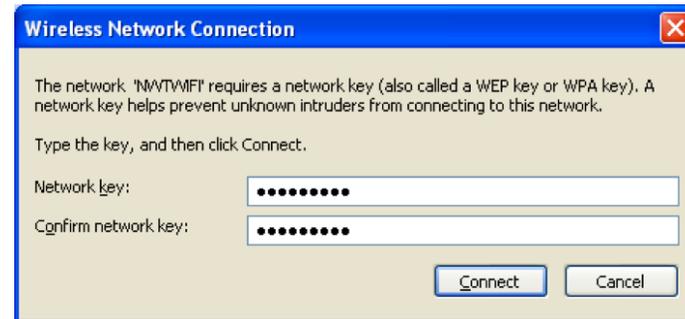
4. Double Click Wireless Connection



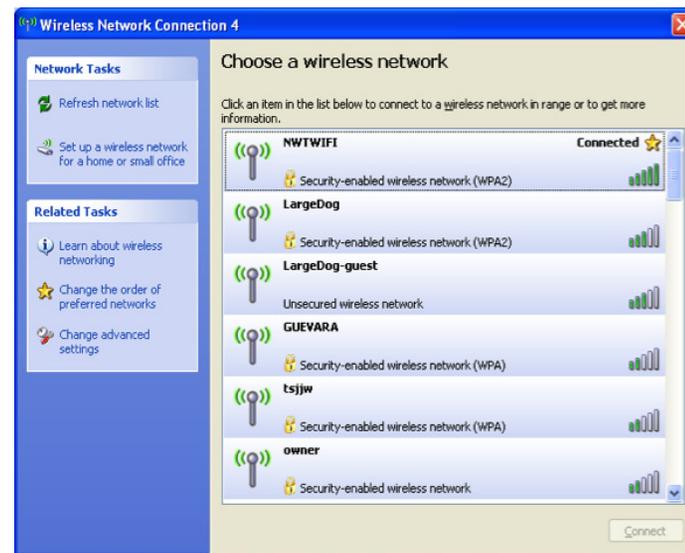
5. Double Click on the name of your Wireless Network.



6. Enter Network Key.



7. Complete!



Windows 7

1. Open Control Panel



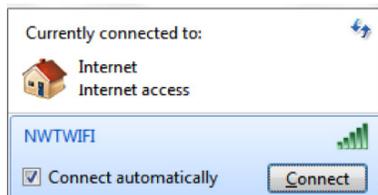
2. Select Network and Internet



3. Select Connect to a Network



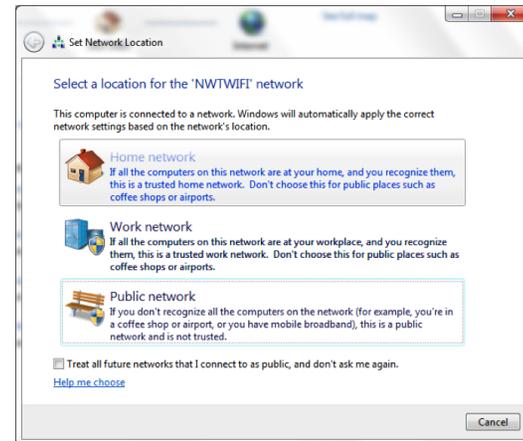
4. Select your Wireless network to connect to and press Connect



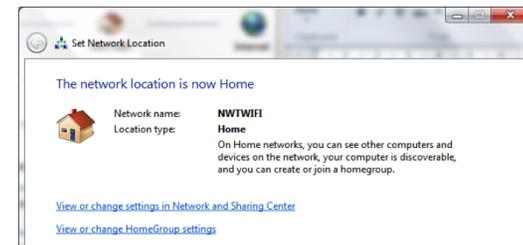
5. Enter Security Key and press OK



6. Select Location for new Network, e.g. Home network



7. Done!



Apple Macintosh

1. Open System Preferences



2. Select Network under Internet & Wireless



3. Select the AirPort option on the left



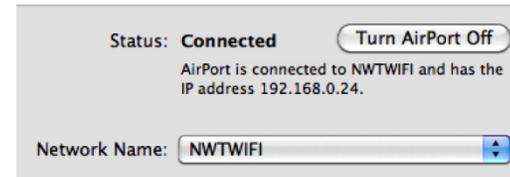
4. Ensure AirPort is turned on and select your Network Name.



5. Enter your Password for the Wireless Network



6. See the status as Connected



1.6 Control Panel Overview – For Wireless Gateway Users ONLY

The ClearAccess Control Panel is a browser-based application that helps you manage, protect and share your home network. It enables you to easily modify basic home network configuration such as wireless, and port forwarding, and provides a way to setup enhanced services such as time blocking and content filtering. The Control Panel provides remote access to the home network, providing a one-click process to access any IP-enabled device in the home.

To access the Control Panel, open your favourite web browser and go to <https://northwestel.clearaccess.com/acs-portal/control-panel/>. You will be prompted to enter the username and password you selected when you ordered the wireless gateway service. The Northwestel DSL User Guide and Northwestel Control Panel Guide are found at <http://nwtel.ca/smarterwifi>

2. Configuring Your Email



2. Configuring Your Email

Before you configure or attempt to access your email, please ensure you are connected to the Internet. You can access your *@northwestel.net* email in two ways:

2.1 Webmail

- Go to <https://webmail.northwestel.net> or <https://webmail.theedge.ca>
- Enter your user ID (email address) and password as provided by Northwestel at time of order *OR*:

2.2 Desktop Email Application

You will need the following information for any email client program you are configuring:

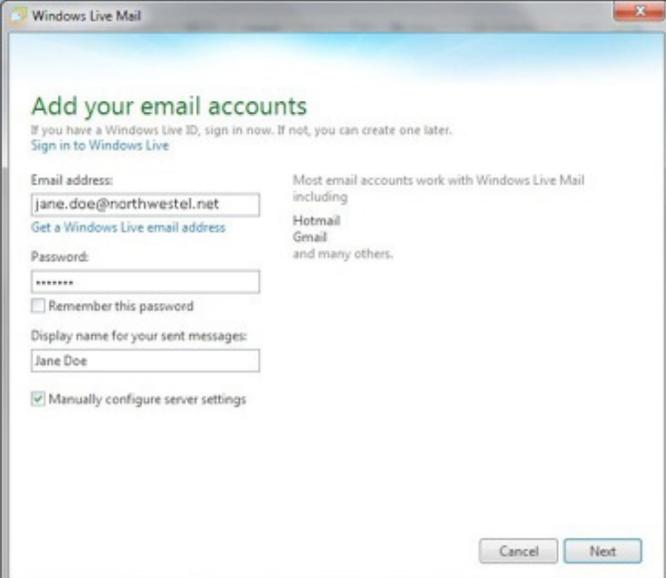
- Your email address
- Your email password
- The incoming mail server name: pop3.northwestel.net or pop3.theedge.ca
- The outgoing mail server name: smtp.northwestel.net or smtp.theedge.ca

Note: If your email address is user@theedge.ca please use theedge.ca server settings. If your email is user@northwestel.net then please use the northwestel.net server settings.

Find your email program below and follow the instructions to configure your client.

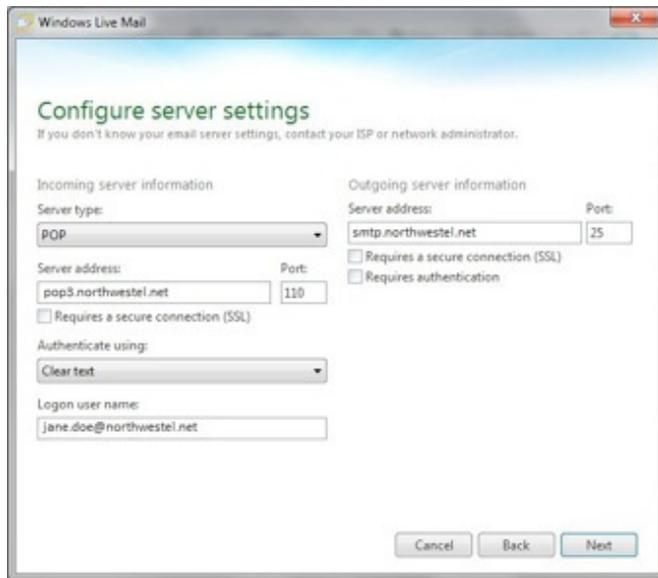
2.2.1 Windows Live Mail

1. To open Windows Live Mail, click the Start button,  click All Programs, and then click Windows Live Mail.
2. Click the Tools menu, and then click Accounts.
3. Click Add.

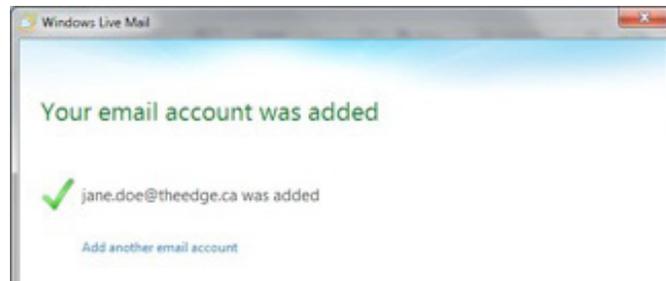


4. Enter your name as you would like it to appear in the From: field of outgoing messages (Jane Doe), and click Next.
5. Enter your full address (jane.doe@northwestel.net) and password.
6. Click the box next to Manually configure server settings.

- Click the Next button to continue. Fill in all necessary fields to include the following information:
 - Incoming mail server type: POP3
 - Incoming mail (POP3) server: pop3.northwestel.net or pop3.theedge.ca
 - Outgoing e-mail server (SMTP) name: smtp.northwestel.net or smtp.theedge.ca



- The Windows Live Mail setup process is now complete.

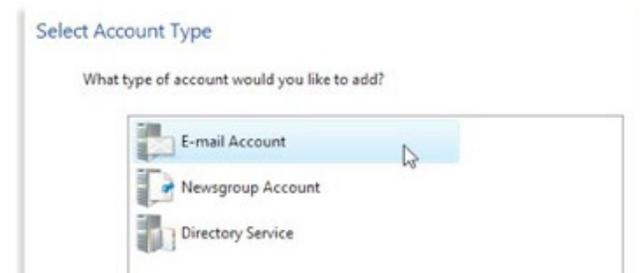


- Click Finish.

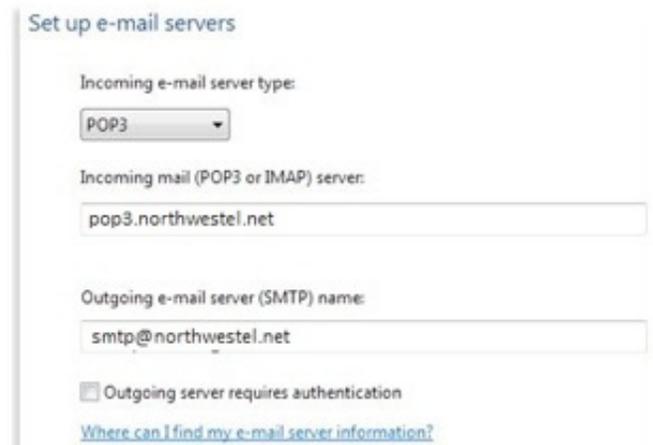
Repeat steps for each additional email account.

2.2.2 Windows Mail

- To open Windows Mail, click the Start button , click All Programs, and then click Windows Mail.
- Click the Tools menu, and then click Accounts.



- Click Add.
- Select Email Account, and click Next.
- Enter your name as you would like it to appear in the From: field of outgoing messages (Jane Doe), and click Next.
- Enter your full address (jane.doe@northwestel.net).
- Fill in all necessary fields to include the following information:
 - Incoming mail server type: POP3
 - Incoming mail (POP3) server: pop3.northwestel.net or pop3.theedge.ca
 - Outgoing e-mail server (SMTP) name: smtp.northwestel.net or smtp.theedge.ca



- Click Next, and enter your full Northwestel address and password.

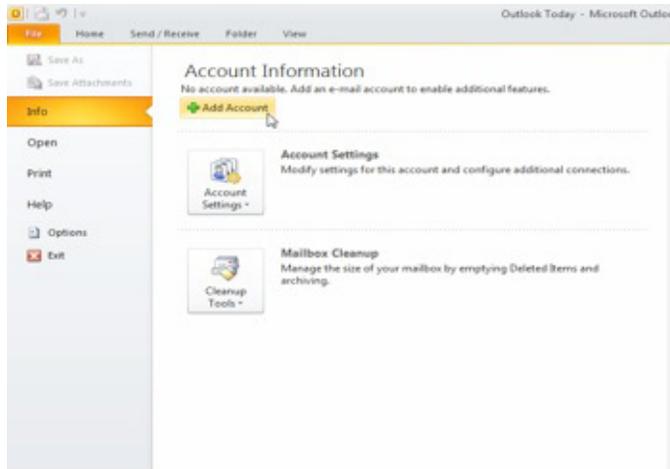


- Click Next, and click Finish.

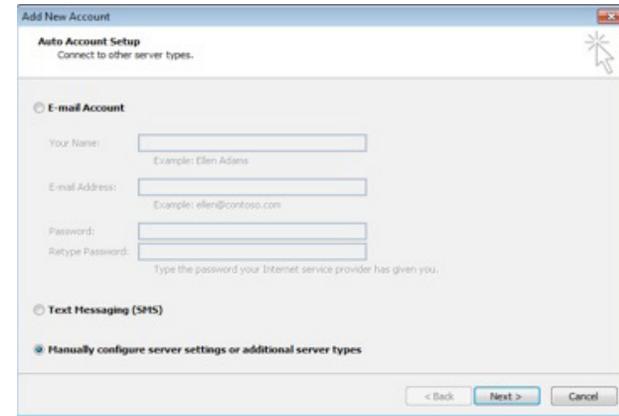
Repeat steps for each additional email account.

2.2.3 Outlook 2010

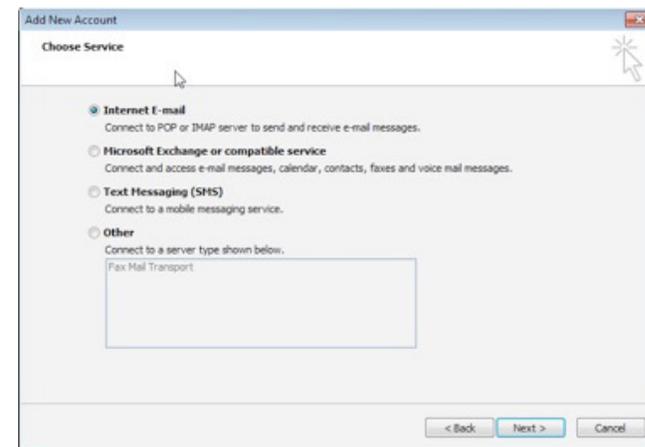
- To launch Outlook 2010 click the Start button , click All Programs, click Microsoft Office and then click Microsoft Outlook 2010.
- Select File and under Info, click Add Account.



- From the Add New Account window click on Manually configure settings or additional server types and click Next.



- From the Add New Account window, click on Internet E-mail and click Next.



5. From the Add New Account window, fill in the following fields accordingly:

Under User information

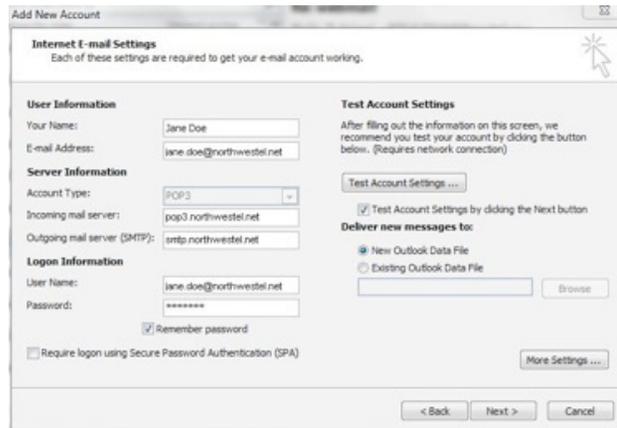
- Your Name: When you send an email your name is used to identify you as the sender
- Email Address: Enter your Northwestel address (e.g. john.doe@northwestel.net or john.doe@theedge.ca)

Under Server Information

- Account type: Select POP3 from the drop-down menu
- Incoming mail server: pop3.northwestel.net or pop3.theedge.ca
- Outgoing mail server: (SMTP): smtp.northwestel.net or smtp.theedge.ca

Under Logon Information

- User name: Enter your Northwestel address again
- Password: Enter your Northwestel password
- Ensure Remember password is checked



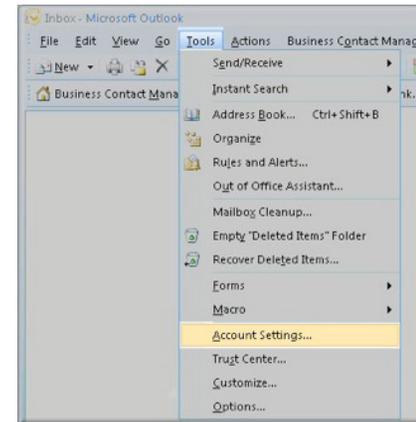
6. Now click Next and Outlook will test your settings and send a test email to your new account inbox. Click close.

7. Press Next, and then Finish.

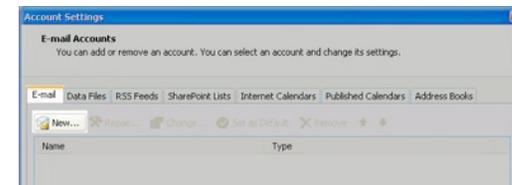
Repeat steps for each additional email account.

2.2.4 Outlook 2007

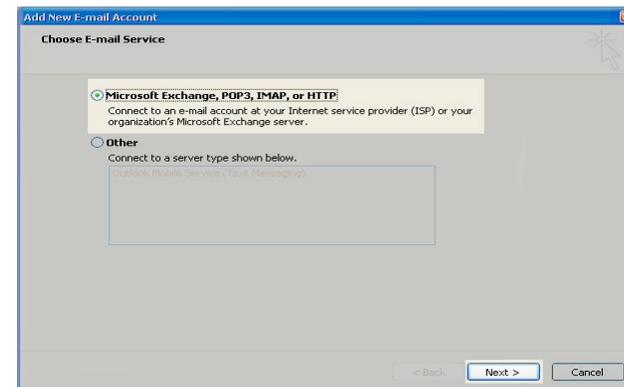
1. To launch Outlook 2007 click the Start button , click All Programs, click Microsoft Office and then click Microsoft Outlook 2007.
2. Click the Tools menu, and select Account Settings.



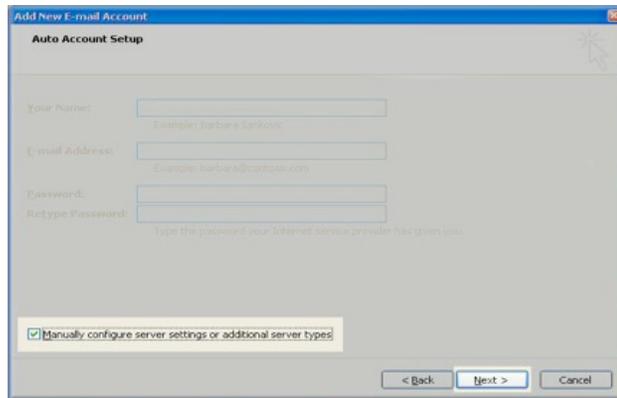
3. Click on the E-mail tab and click on the New... button.



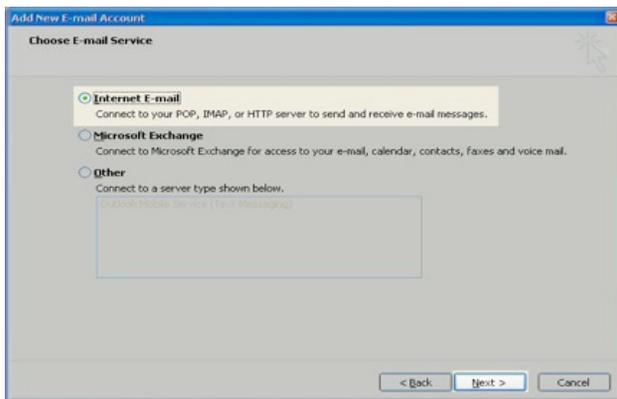
4. Next select POP3, IMAP or HTTP and click Next.



- On the Auto Account Setup window, check the Manually configure server settings or additional server types and click Next.

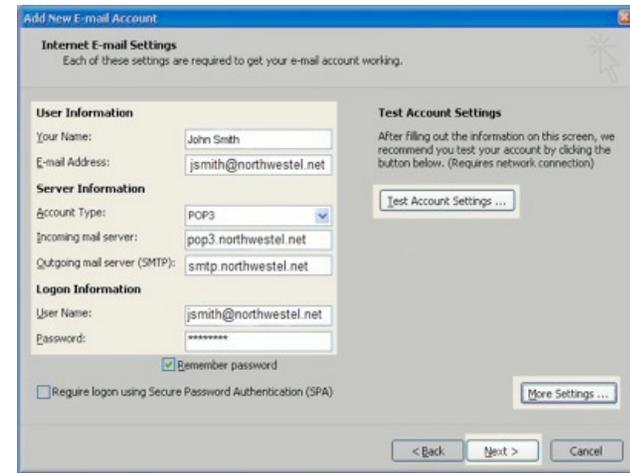


- Select Internet E-mail option and click Next.

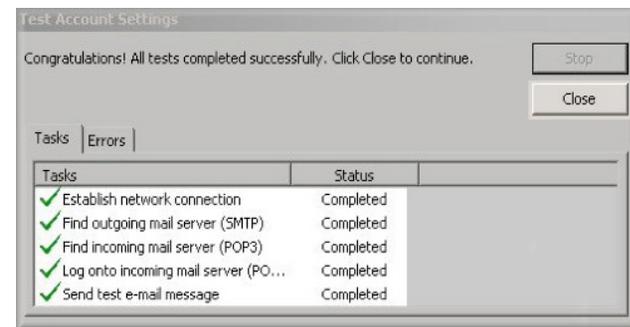


- Fill in the following fields:
 - Enter Your Name as you want it to appear. e.g. Jane Doe
 - Enter your full email address username@northwestel.net or username@theedge.ca in the Email Address field
 - Select POP3
 - Enter pop3.northwestel.net or pop3.theedge.ca in the Incoming mail server field
 - Enter smtp.northwestel.net or smtp.theedge.ca in the Outgoing mail server field

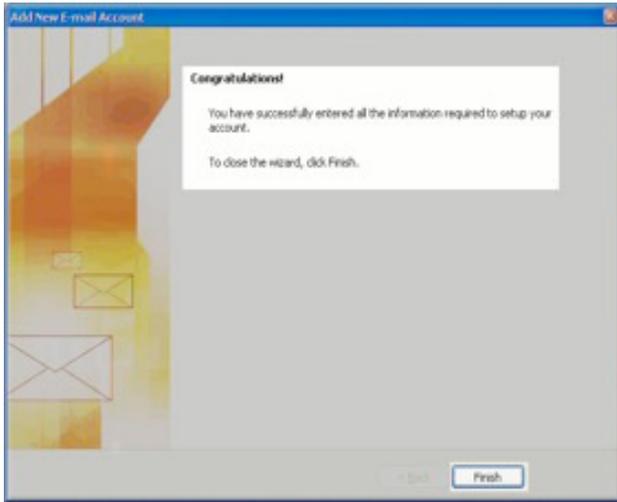
- Enter your username username@northwestel.net or username@theedge.ca in the Account name field
- Enter your email password in the Password field



- Click the Test Account Settings button and you should see all items with green check marks.



- Click the Close button to close the test window. Click Next to save your settings.

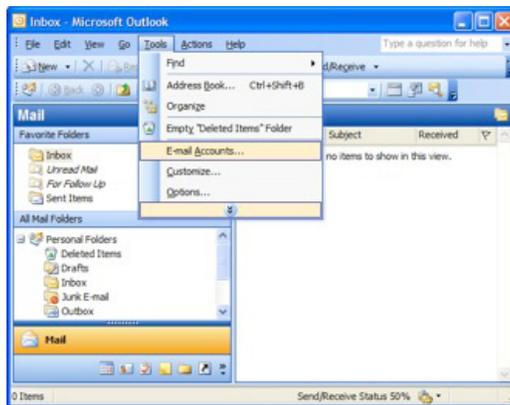


10. You have finished the setup of your email account. Click Finish to close the setup wizard.

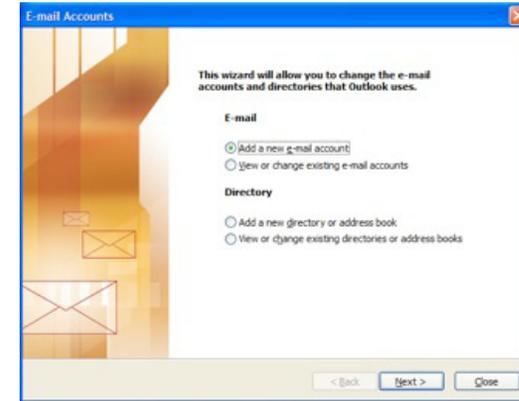
Repeat steps for each additional email account.

2.2.5 Outlook 2003

1. To launch Outlook 2003 click the Start button , click All Programs, click Microsoft Office and then click Microsoft Outlook 2003.
2. Click the Tools menu and select E-mail Accounts...



3. Click Add a new e-mail account and then click Next.



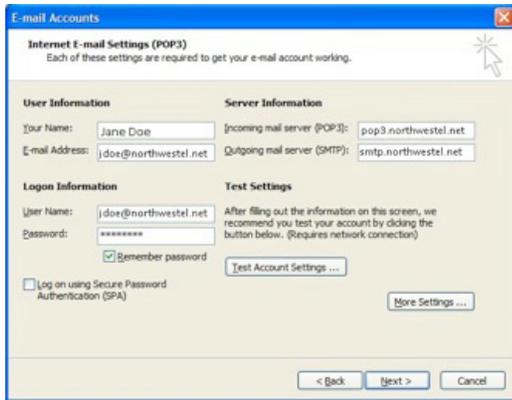
4. Select POP3 and click Next.



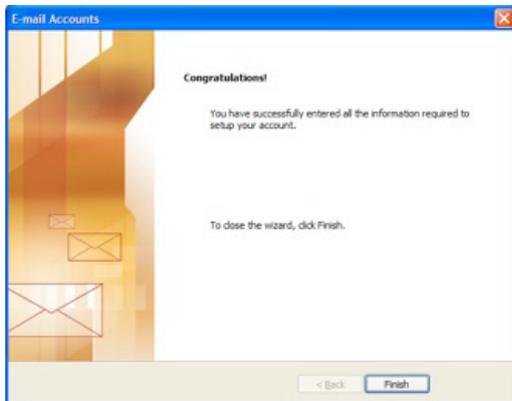
5. Fill in the following fields:

- Enter Your Name as you want it to appear. e.g. Jane Doe
- Enter your full email address username@northwestel.net or username@theedge.ca in the Email address field

- Enter your username username@northwestel.net or username@theedge.ca in the Account Name field
- Enter your email password in the Password field
- Enter pop3.northwestel.net or pop3.theedge.ca in the Incoming mail server field
- Enter smtp.northwestel.net or smtp.theedge.ca in the Outgoing mail server field



6. Click Next to save your settings.
7. You have finished the setup of your email account. Click Finish to close the Setup Wizard.

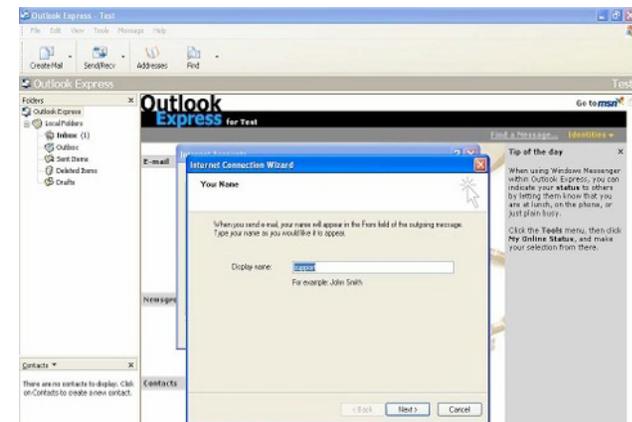


2.2.6 Outlook Express

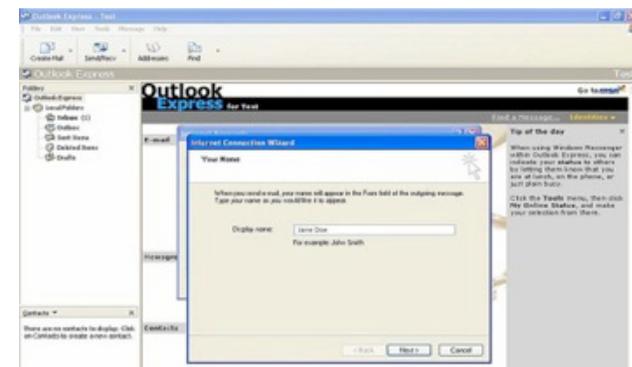
1. Launch Outlook Express.
2. From the toolbar menu, click Tools and then Accounts. The Internet Connection Wizard window will appear.



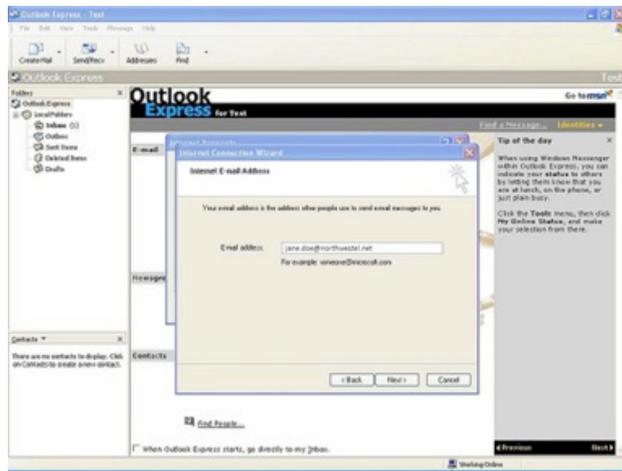
3. Click Add followed by Mail. The Your Name window will appear.



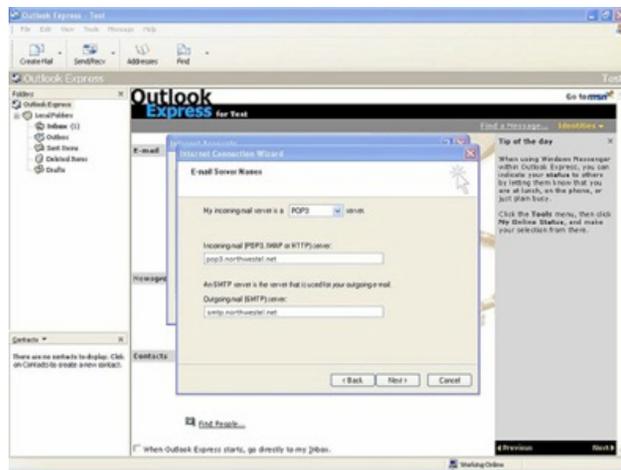
4. Enter your information in the Display name field. This is how your name will appear in the From field when sending email to recipients, e.g. Firstname Lastname.



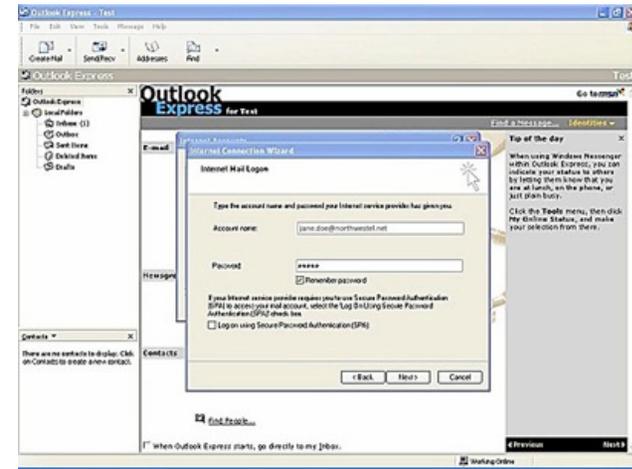
5. Click Next. The Internet E-mail Address window will appear.
6. Enter your northwestel.net or theedge.ca email address in the E-mail Address field, e.g. username@northwestel.net / username@theedge.ca



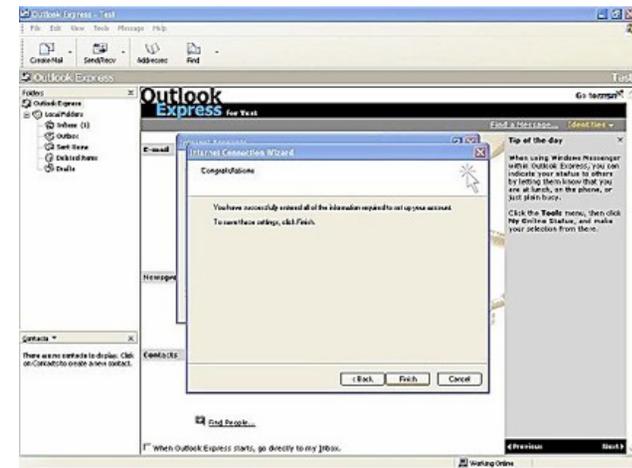
7. Click Next. The E-mail Server Names window will appear.
8. Choose POP3 in the incoming mail server field.
9. Enter pop3.northwestel.net or pop3.theedge.ca in the Incoming mail server field.
10. Enter smtp.northwestel.net or smtp.theedge.ca in the Outgoing mail server field.



11. Click Next. The Internet Mail Logon window will appear.



12. Enter the email address provided to you by Northwestel in the Account name field.
13. Enter the password provided to you by Northwestel in the Password field.
14. Ensure that the Log on using Secure Password Authentication (SPA) option is NOT checked.
15. Click Next followed by Finish.



16. Click Close to complete the configuration.

Repeat steps for each additional email account.

2.2.7 Apple Mail

1. Click Mail on the Dock or open it from the Applications folder.
2. If the Welcome to Mail assistant does not appear, choose Add Account from the File menu.
3. Fill in the Full Name, Email address, and Password fields.



Note: Your email account password will be stored in Keychain to allow you to automatically log in to your email account when you open Mail.

4. Deselect Automatically set up account if it is enabled. Click Continue to proceed.
5. Choose POP from the Account Type.
6. Give your account a useful description, such as "Northwestel account".
7. Enter your Incoming Mail Server, User Name and Password. Click Continue to proceed.



8. For Outgoing Mail Server, enter a useful description such as "Northwestel Outgoing Mail Server".
9. Enter the Outgoing Mail Server details.



10. Verify your settings in the Account Summary. Check Take account online.



11. Click Create to complete the process.

Repeat steps for each additional email account.

2.2.8 Unsupported Email Clients

Northwestel does not support email with the following email clients:

- Thunderbird
- The Bat!
- Eudora
- IncrediMail

You may be able to get them to work using our mail server settings, but if you have difficulties with them, we suggest you contact your email software's customer support.

3. Internet Security



3. Internet Security

When accessing the Internet, no computer is protected against security threats unless proactive steps are taken. A computer that is not adequately protected with security software and security patches for its operating system and applications alike will be exposed to many dangers that could include viruses, Trojan horses, worms, spyware, hacker attacks, spam, inappropriate content, and much more. Typical consequences of such threats range from loss of files and a significantly slowed computer to theft of personal data and viruses that can destroy your computer.

By following a few steps you can safeguard your computer and its contents:

1. Install and regularly update antivirus software.
2. Install and utilize a software-based personal firewall.
3. Ensure you update your operating system with security updates as they are made available.
4. Ensure all your applications are updated with security patches as they are made available.

Northwestel offers PC Protection Plus all-in-one-security package powered by F-Secure that safeguards your computer against threats, leaving you worry-free. With F-Secure, you don't have to worry about viruses, spyware, spam or other online threats that could jeopardize your computer or browsing experience. F-Secure is an industry-leading and award-winning software that will provide you with better protection against viruses. With this security system, Northwestel can offer its customers a high-speed Internet connection that is fast and secure. To subscribe to Northwestel PC Protection Plus simply go to www.nwtel.ca/protection-plus.

For more information on security please visit the Northwestel support site at: support.nwtel.ca

4. Troubleshooting and FAQ



4. Troubleshooting and FAQ

This section provides some basic troubleshooting information and FAQs. You can also go to support.nwtel.ca to browse information and get additional support. **Before you start, please ensure your computer is connected directly to the modem by removing any additional devices such as a router, switch or hub.**

Note: Northwestel does not support customer owned routers. If your Internet works when your computer is directly plugged into the modem, the issue is most likely related to your router. You should refer to your router vendor documentation when troubleshooting router-based issues.

4.1 Restoring Your Internet Connection

This section outlines basic steps for troubleshooting when you cannot connect to the Internet. Please refer to the chart in Section 1 to identify the function of your modem's lights.

STEP 1 Check that your modem is connected

- Make sure the power adapter is securely connected to both the modem and the electrical wall outlet. Ensure that the outlet is live and not switch-controlled.
- Make sure that the Power, DSL and Ethernet lights are solid green on the front panel of your modem.

STEP 2 Check your cable connections

- Ensure that all cables are securely in place on your modem, PC and telephone jack.

STEP 3 Restart your modem

- Sometimes your modem's power needs to be recycled. Follow the steps below:
- Turn off your computer and unplug your router if you are using one. Unplug the modem power supply from the electrical outlet and wait at least 5 minutes before you plug it back in. This will refresh your modem's Internet connection.
- Wait 30 seconds for the modem to synchronize with your Northwestel High Speed service.
- Check the status of the modem lights according to the chart in Section 1. The Power, DSL and Ethernet lights should be solid green. If the DSL light is not solid please call the Northwestel Customer Care Centre.

- Power up your computer and reconnect your systems.
- If the lights are lit correctly, go to <http://www.nwtel.ca> to test your Internet connection. If there is still no connection, bypass router if applicable and plug your computer directly into your modem. Turn off the power to your modem and computer, wait a few minutes and then power up your modem and wait for a solid online light.
- Now restart your computer.

STEP 4 Call Northwestel technical support

If these steps have not resolved your problem, please contact our local Customer Care Centre at 1-888-423-2333 and have the following information ready:

- Username (your northwestel.net or theedge.ca email address).
- DSL Service Telephone number (phone number that DSL modem is connected to).
- Telephone number.

4.2 Other Causes of a Lost Connection

If you have recently installed or upgraded a firewall or anti-virus software on your computer you may encounter connectivity problems. Try disabling the software and see if your connection returns. If the software is at fault please consult the vendor.

You may also have connectivity issues if you have installed a new driver on your router or on your computer. Try uninstalling and reinstalling the driver to see if your connection can be reestablished.

4.3 Troubleshooting a Slow Internet Connection

There are many things that can cause your Internet connection to slow down. Your first check should be to make sure any cabled connections are secure and that nothing has been changed in your setup. If you are running a speed test on any external website please ensure your computer is directly connected to your modem and shut down any programs running on your computer other than your browser before launching the test.

Sluggish performance can also be caused by large file downloads either on your own computer or another computer connected to your home network typically using P2P applications such as BitTorrent, uTorrent, etc. Check the running applications on your computer to see if this may be the cause of slow Internet connectivity.

One of the most common problems is spyware and/or adware running in the background. You should have anti-virus software installed on your machine especially

if you or others in your household download files and programs. Spyware and virus programs work in the background while your computer is running and they can slow your Internet connection along with your computer's overall performance.

Northwestel offers two free computer scanning tools to help you identify the health of your PC. These tools are the Northwestel PC Health Check and Online Scanner. They are available at www.nwtel.ca/protection-plus.

4.3.1 Restarting Your Modem/Computer

Please see section 4.1

4.4 Email Troubleshooting

First check and ensure you are connected to your Northwestel Internet service by opening a browser and successfully loading a web page. You should ensure that work offline is not checked in either your email program or your web browser. If you can load a web page but still have email problems please try the steps below.

If you cannot receive email but can send:

Check to see if your mail is on the server inbox by checking your webmail account (See Section 2.1 on how to access webmail). If your mail is showing up in webmail on the server, but not downloading to your machine when you click send and receive mail, check the following:

- Ensure the emails you are looking for are not going into a spam folder.
- Make sure your account settings are correct, including your incoming server. Your incoming server should be pop3.northwestel.net if your email address is username@northwestel.net or pop3.theedge.ca if your email address is username@theedge.ca
- Make sure your password is correct in your account setup.
- Have you recently installed any anti-virus or anti-malware programs? Try turning it off.
- Restart your email program.
- Restart your computer.
- In webmail settings, if you are forwarding mail and also keeping a copy on the server, try re-entering the settings to forward and leave copy on server. Re-save the settings. Test again.

Contact our Northwestel Customer Care Centre at 1-888-423-2333 if:

- No email is going into your webmail inbox.
- You still cannot receive email after trying the previous steps.
- You are getting an error message when retrieving your email.

Note: You can receive email on a client while roaming, but you will not be able to send. If you wish to use your email client you will either have to change the outgoing mail server to the outgoing server of the ISP you are connected to OR use the Northwestel webmail service.

If you cannot send email but can retrieve:

Check your outgoing mail server settings and ensure that it is set to smtp.northwestel.net and that your SMTP port is set to 25.

If your outgoing email server settings are correct:

- Make sure there are no unsent emails in your outbox. Delete any messages in your outbox, wait 30 minutes and try sending a new message.
- Have you recently installed any anti-virus or anti-malware programs? Try turning it off.
- Shut down and restart your email program.
- Shut down and restart your computer.

Contact Northwestel Customer Care Centre at 1-888-423-2333 if you are still unable to send mail after trying these steps.

Note: If you are receiving an error message, please write it down so we can help you troubleshoot the problem further.

4.5 Internet Usage

Usage limits were introduced at Northwestel in order to maintain network reliability and ensure an enjoyable Internet experience for all our High Speed Internet users. The vast majority of customers do not exceed their usage limits.

Usage limits refer to the amount of data you are allowed to send and receive over the Internet, and vary according to your High Speed Internet package. Visit www.nwtel.ca/usage to find tools that can help you manage your Internet usage, so you can be aware of how much bandwidth you have used and avoid accidental over usage.

Northwestel strongly recommends that you sign up for a monthly usage notification service at nwtel.ca/usage and Northwestel will send an email if you reach 50%, 75% and 95% of your monthly usage. You will receive another email if you reach 100% of your monthly usage. You will need your PIN and Account Number to sign up.

These emails are sent within 4 hours of when you reach the above specific % of your monthly usage allowance.

4.6 FAQ

The power light is off on my modem. What should I do?

Check that your modem is properly connected to its power adapter and that the power adapter is plugged into a working electrical outlet.

I cannot send or receive data. What can I do?

- Check the lights on the front panel of your modem. Note the first light that is off and refer to Section 1 in this guide as to where the error occurred.
- Check each end of your coax cable. Hand-tighten if required.
- Ensure the Ethernet cable is connected to both your modem and your computer or router if you are using a modem.
- Ensure that you have an active wireless connection between your computer and gateway.
- If the Standby light is on (5100 series modem only), the Internet connection is off. Press the Standby button to reconnect to the Internet.
- If both the Power and Receive lights are flashing then the modem has been disabled. Please contact Northwestel for support.

How do I access the interface to configure features and users on my wireless gateway?

Open your favourite web browser and go to <https://northwestel.clearaccess.com/acs-portal/control-panel/>. You will be prompted to enter the username and password you selected when you ordered the wireless gateway service. The User Guide for the gateway Control Panel is found at <http://nwtel.ca/smarterwifi>

I am experiencing slower than normal speeds. What should I do?

- Try restarting or rebooting your computer and your modem, which means turning the power off for a few minutes and then turning them back on.
- Check the running processes on your computer. Downloading large files or multiple files will slow the performance of your connection.
- Run an anti-malware and anti-virus scan to check for malware activity and viruses.
- Verify that other computers connected to your home network are not downloading large files

How long should my modem cables be?

To ensure your service is working at optimal performance you should only use the cables supplied by Northwestel.

What do the lights on my modem mean?

Please see the information in Section 1.

How much usage is allowed each month?

You can use between 2 GB to 75 GB each month, depending on your Internet package.

What am I charged if I go over my limit?

Northwestel charges \$7.50 for each additional GB that you use during the monthly billing period. This amount is billed in one cent increments.

Why does Northwestel have limits on Internet usage?

The usage limits ensure network reliability and ensures all High Speed Internet users enjoy a fast and reliable Internet experience. The limits impact only a very small number of customers.

Does Northwestel watch what I do on the Internet?

Northwestel only tracks how much you use the Internet. Our measurement tools do not track what you do with your Internet service.

What is Internet usage?

Internet usage is the amount of data your computer sends and receives from the Internet. You send or upload data to the Internet when you email and share files or photos. You receive, or download, data when you receive email, visit websites, or purchase music files from the Internet.

How do I know if I am close to my usage limit?

You can check your usage at any time at www.nwtel.ca/usage. Enter your 12-digit MAC address found on the bottom of your modem. Select the month you want to track. Select gigs in the Data Format section.

This tool is updated daily every 2 hours throughout the month. Use it regularly to help avoid additional charges for going over your monthly limit. You can also sign up for our usage notification service at www.nwtel.ca/usage.

Can I roll-over my allowed usage to the following month?

No, you cannot roll-over usage limits. This means that one month's left-over usage limit cannot be used to cover any over use in the following months. No Internet provider with usage limits allows this as it defeats the purpose of having limits. If roll-overs were permitted Internet networks would become congested, making Internet access slow and unreliable.

What should I do if the power goes out and I lose my connection?

If the power goes out at your home, or if the power goes out at our DSL head-end, you will lose your Internet connection. If this happens, wait until the power is restored and then try to log on. If the modem does not connect, first try unplugging the modem and then immediately plugging it back in. In almost all instances, the modem will come back on. If it does not, please call the Northwestel Customer Care Centre at 1-888-423-2333.

What do I do if I have a time-out or if the network goes down?

Occasionally, a network outage will occur that may last more than 30 minutes. If such an outage occurs and it is planned, we will inform you in advance. If the outage is not planned and your service is not restored within 30 minutes, please call the Northwestel Customer Care Centre at 1-888-423-2333.

Can I change my email address?

You can change your email address any time. Simply email, write or fax us with the original e-mail name and the new name you want. It will take approximately 48 hours for this new name to be set up.

- Email: carecentre@nwtel.ca
- fax: 867 668 8110
- phone: 1-888-423-2333

How do I change my email password?

It's easy to change your email password. Once you have logged into your webmail account, click on the Options tab, then the Global tab and then select Change Password. You can change your password as many times as you like. If you forget your password, call the Northwestel Customer Care Centre at 1-888-423-2333 and we will change your password for you.

What do I do if my email is not working?

There are a number of small steps you can try before you call us:

- Check your spelling carefully.
- Type everything in lowercase.
- Ensure that your mail servers are set up correctly in your settings;
 - a) your incoming mail should be either pop3.northwestel.net or pop3.theedge.ca
 - b) your outgoing mail should be smtp.northwestel.net or smtp.theedge.ca
- Make sure that your incoming mail server is set to port 110 and your outgoing mail server is set to port 25.

Who should I contact when I have a problem or question?

For Internet questions or help, please call the Northwestel Customer Care Centre at 1-888-423-2333. In order for Northwestel to be most effective in troubleshooting your issue, please ensure you are in front of your computer, and have your account number and phone number available when you phone in.

What security measures are in place to protect your customers?

Northwestel has security measures in place that protect all of our hardware and operating software. However, security on individual computers is the responsibility of the user. We recommend installing a port blocker or firewall.

5. Support Resources



5. Northwestel Support Resources

Northwestel Support Resources	
Customer Care Centre	1-888-423-2333
Access your northwestel.net email	webmail.northwestel.net
Access your theedge.ca email	webmail.theedge.ca
Check your High Speed Internet usage	www.nwtel.ca/usage
Visit Northwestel Help and Support	support.nwtel.ca
View your bill online	https://northwestel.e-billonline.com/SignOnCtrl
Access your SR50N Wireless Gateway Control Panel	https://northwestel.clearaccess.com/acs-portal/control-panel/

5.1 References

General Internet Websites	
Windows: Explorer Browser and Internet	support.microsoft.com
Macintosh: Safari Browser and Internet	www.apple.com/ca/support
Firefox Browser and Thunderbird email	mozilla.com
Tools for testing the speed of your Internet connection	www.speedtest.net

Security Internet Websites	
Northwestel PC Protection Plus	nwtel.ca/protection-plus
Black Ice firewall software site	blackice.com
Zone Alarm firewall software site	zonealarm.com
Firewall hardware and software site	gnatbox.com
Anti-Virus and Internet security site	symantec.com

Note: Northwestel is not affiliated with any of the companies on the websites listed above, and does not endorse any of the products contained therein with the exception of www.nwtel.ca/protection-plus.

6. Glossary



6. Glossary

Anti-Spyware — products dedicated to remove or block spyware.

Anti-Virus — products dedicated to remove or prevent virus infections.

DSL Cable (RJ11) — is the cable used to connect your modem to your telephone wall jack.

Email Client — is a computer program used to manages a user's email.

Ethernet Port — connection port on the back of your modem for your Ethernet cable.

Ethernet Cable (RJ45) — this is the cable that carries your internet traffic between the modem and your computer or between your modem and your router.

External AC Power Adapter — provides the power to the modem.

Firewall — A firewall is a device designed to permit or deny network transmissions based upon a set of rules. It can be either hardware or software. Many personal computer operating systems include software-based firewalls to protect against threats from the public Internet.

MAC Address — (Media Access Control address) is a unique identifier assigned to network interfaces for communications on a network.

Malware — short for malicious software. This is software designed to harm or secretly access a computer system without the owner's informed consent. Malware includes computer viruses, worms, Trojan horses, spyware, dishonest adware, scareware, crimeware, most rootkits, and other malicious and unwanted software or program.

Micro-Filter — a low pass filter installed between devices such as telephones or fax machines and a telephone line to prevent interference between those devices and a DSL service on the same line.

Modem — this is the piece of hardware supplied by Northwestel that connects your home computing equipment to the Internet.

Network adapter — is a computer hardware component that connects a computer to a computer network. This card is what your Ethernet cable attaches to in the back of your computer.

Peer-to-Peer (P2P) File Sharing — a method of distributing electronically stored information such as computer programs and digital media.

Peer-to-Peer (P2P) Application Software — a piece of software used for P2P file sharing e.g. BitTorrent, uTorrent.

Router — this is a piece of hardware that the customer owns that sits between your home computers and the modem, which connects to the Internet (Northwestel service).

Spyware — Spyware is a type of malware that can be installed on computers, and which collects small pieces of information about users without their knowledge. The presence of spyware is typically hidden from the user, and can be difficult to detect. Typically, spyware is secretly installed on the user's personal computer.

Two-Way Splitter — a small device used to split a telephone jack into two useable channels.

Webmail—an email client accessed via your web browser. Webmail offers the ability to send and receive email wherever there is a web browser.

Web Browser — is a software application for retrieving, presenting, and navigating information resources on the World Wide Web.

7. Appendix

Northwestel's DSL Internet Terms of Service document



7. Appendix

NORTHWESTEL HIGH-SPEED TERMS OF SERVICE

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This Agreement spells out the terms and conditions of your access to Northwestel Inc.'s Internet service and also limits the liability of Northwestel Inc. In this Agreement, the terms "you", "your" or "yours" shall be construed to refer to the party subscribing to Northwestel Inc.'s High Speed service. The terms "we", "us", "our" and "Northwestel" shall be construed to refer to Northwestel Inc. "High Speed", "High Speed Internet service", "High Speed service", or "Northwestel's High Speed service" shall be construed to mean Northwestel Inc.'s High Speed Internet service. By opening an account under your name and billing telephone number, and by using High Speed, you agree to be legally bound by and abide by the terms of this Agreement.

If you do not wish to be bound by this agreement, you may not access the internet through the Northwestel high speed service, and you must immediately terminate your access account and return your modem. We reserve the right to amend this Agreement at any time. Before we amend this Agreement, we will send you notice of the amendment and we will publish the proposed amendment on our website. If the amendment is unacceptable, you may terminate your access account. If you continue to use High Speed after the amendment becomes effective, you will be conclusively deemed to have accepted the amendment.

1 YOUR ACCOUNT

- 1.1 You are at least 19 years of age.
- 1.2 You are responsible for all use of your account, by anyone, unless it can be conclusively proven, to the satisfaction of Northwestel, to have been an unauthorized intrusion. This means that you are expected to take reasonable security precautions to protect your computer and control access to it.

2 PAYMENT

- 2.1 You agree to pay a monthly service fee according to Northwestel's pricing schedule, and all applicable federal, territorial and local taxes upon your receipt of a bill from Northwestel. The monthly service fee allows for a limited amount of data transfer and additional usage charges may be applied (see paragraphs 8.1. below). Northwestel's current pricing schedule is available at nwtel.ca or by calling 1-888-423- 2333. If payment is not received by the end of the current month, late payment charges may be charged at Northwestel's then current rate and/or your account may be terminated and you will be subject to additional connection charges to reestablish your account.
- 2.2 Termination does not remove your responsibility under this Agreement to pay all charges incurred up to the date of termination.

3 SERVICE LIMITATIONS

- 3.1 Northwestel's High Speed does not guarantee throughput on your individual Internet access line, on a local basis or between the user and any server on the Internet.
- 3.2 High Speed service is subject to your equipment satisfying standards of transmission and supporting communications protocols required for access to the Internet through the existing High Speed service equipment and facilities.
- 3.3 You are not permitted to operate any servers, including email, web, news or other similar servers through consumer grade High Speed. Email and web servers can be operated on Small to Medium Business (SMB) and Enterprise level internet connections provided by Northwestel.
- 3.4 Northwestel's High Speed cannot guarantee that all current or future Internet applications can or will be supported.
- 3.5 To prevent denial of service attacks, the spread Trojan viruses, and other malicious activity TCP/IP flow controls are active on Northwestel's High Speed. The flow limits are the following;
 - 3.5.1 Consumer grade service is 500 in both the downstream and upstream.
 - 3.5.2 SMB grade service is between 1000 and 2000, depending on the service tier selected, in both the downstream and upstream.

4 TRAFFIC MANAGEMENT Economic

- 4.1 Northwestel's primary internet traffic management policy is based on economics. All customers are provisioned with a base usage allowance listed in gigabytes (GB). The allowance will vary by service tier with higher speed packages having higher usage allowances. For any data uploaded, or downloaded beyond the allotment a unit rate per gigabyte (GB) of \$7.50 will be applied. Northwestel adopts the International System of Units (SI) standards when measuring data at the byte level. Any overage charges will be applied in the following month. As an example July's overage charge would appear on the August statement. Technical
- 4.2 Should the internet transport network reach a certain utilization rate, and subsequently create congestion, resulting in packets being dropped then a technical management policy will take effect. This policy will ensure equal access to internet users and prevent certain applications from consuming all available bandwidth. Peer to Peer (P2P) traffic will be limited to 5% of your connection should the network reach congestion.
- 4.3 Northwestel does not utilize any sort of ITMP on its enterprise and wholesale grade internet services.
- 4.4 Customers that require assistance managing bandwidth, restricting certain applications, or shaping network traffic, should speak with their Sales representative.

5 SERVICE INSTALLATION

- 5.1 The standard installation of Northwestel's High Speed includes:
- 5.1.1 a High Speed connection to one jack and one computer.
- 5.2 Additional charges may apply when it is necessary for Northwestel to install special equipment or to incur an unusual expense to establish High Speed service.
- 5.3 If reinstallation of hardware or software is required at your location, it will be provided to you for a charge no greater than the normal installation charge. Only the standard installation service will be provided, except for software upgrades deemed necessary by Northwestel.
- 5.4 All site visits will be assessed a minimum charge as it relates to moves, changes, rearrangements or re-installations of High Speed unless otherwise specified.

6 NORTHWESTEL PROPERTY

- 6.1 The High Speed modem and its associated components are provided for your use as part of Northwestel's High Speed service and remain the property of Northwestel.
- 6.2 A modem replacement charge will be levied for lost or damaged hardware.
- 6.3 IP addresses may be installed in your hardware or software for the duration of your service with High Speed. These addresses are NOT portable and remain the property of Northwestel.

6.4 Northwestel reserves the right to change IP addressing schemes.

6.5 You agree to grant Northwestel and its employees or agents access to Northwestel equipment on your premises at a reasonable and mutually agreeable time in order to install, inspect, repair, remove or relocate your High Speed modem. Except in cases where the modem has been damaged by you or you have requested a relocation, work performed on the modems will be at Northwestel's expense.

6.6 If you relocate the modem within your home or move to another location, you agree to notify us of the relocation. You may request Northwestel to relocate the modem but acknowledge that there may be a charge for doing so. Northwestel's current charges for modem relocation are available at nwtel.ca or by calling 1-888-423-2333.

7 CUSTOMER SOFTWARE AND HARDWARE

- 7.1 You must supply a computer system suitable for maintaining a connection on Northwestel's High Speed. Northwestel will publish minimum hardware and software requirements from time to time. Northwestel's current minimum hardware and software requirements are available at nwtel.ca or by calling 1-888-423-2333. Minimum system requirements may change without notice.
- 7.2 You acknowledge and agree that you are responsible for the installation, operation and maintenance of any and all software and/or hardware required to connect to Northwestel's High Speed service.
- 7.3 You agree to provide Northwestel or its designate with access to any such software and/or hardware as reasonably required.
- 7.4 Northwestel is not responsible for any damage to or loss of data or software from your computer while installing or maintaining High Speed service.
- 7.5 Northwestel's High Speed must be connected to a suitable Ethernet Network Interface Card (NIC) at your premises. If you are providing the NIC, it must be installed as appropriate prior to installation of High Speed.
- 7.6 Northwestel will provide support only for Northwestel High Speed components. Northwestel will not provide support to components of your computer or network, including hardware, software or configuration settings beyond what is required for initial setup.

8 CONTENT WARNING

8.1 You agree that you are aware that Northwestel's High Speed allows access to content that is for mature audiences only and which you may find offensive. You acknowledge that it is your responsibility to limit access to this content if you choose to do so by undertaking appropriate screening and security measures.

9 USE OF THE NORTHWESTEL'S HIGH SPEED SERVICE

- 9.1 You agree to pay a monthly service fee according to Northwestel's pricing schedule and all applicable federal, territorial and local taxes upon your receipt of a bill from Northwestel. The monthly service fee allows for a limited amount of data transfer and additional usage charges may be applied, depending on the type of service you select. Northwestel's current pricing schedule is available at nwtel.ca or by calling 1-888-423- 2333.
- 9.2 High Speed service may be used only for lawful purposes. You agree not to:
- 9.2.1 use the service for commercial purposes, including, but not limited to web hosting, commercial email hosting, commercial FTP sites, or advertising unless specifically authorized by Northwestel. Northwestel has the right to limit peer to peer applications on our network;
 - 9.2.2 transmit or link to any communication where the meaning of the message, or its transmission or distribution, would violate any applicable law or regulations, including those which deal with obscene communications, or its transmission is for the purpose of making an annoying or offensive communication to any other person;
 - 9.2.3 engage in an unsolicited mass distribution of any message;
 - 9.2.4 upload, publish, deface, modify or distribute any information, software or material which is protected by copyright or other legal protection without obtaining permission of the copyright owner or rights holder;
 - 9.2.5 disrupt or interfere with Northwestel's High Speed service or any service of any other Internet access provider;
 - 9.2.6 engage in any activity that could in the opinion of Northwestel significantly compromise or degrade network performance on High Speed or affect the ability of others to use the service, including but not limited to dissemination of viruses and other harmful or unsolicited code and generating levels of traffic sufficient to impede the ability of other users to send or retrieve information;
 - 9.2.7 engage in any activity that could compromise the security of High Speed or the security of other computers on the Internet; and
 - 9.2.8 share, resell, or provide, as part of any commercial transaction, High Speed to any third party.
- 9.3 You agree to comply with such policies respecting permitted use of High Speed.
- 9.4 You acknowledge that all other persons using High Speed through your connection must abide by the terms of this agreement and that you have the sole responsibility to ensure that such other users understand and comply with these Terms and Conditions. You further acknowledge that you are solely responsible and liable for any breaches of the terms and conditions of this agreement regardless of who was using the computer when the breach occurred.

10 NO WARRANTY - LIMITATION OF LIABILITY

- 10.1 You expressly acknowledge and agree that all use of the high speed service is at the user's own risk. We make no warranties or representations of any kind for the services that are being provided. Northwestel explicitly disclaims any warranty of merchantability or fitness for any purpose whatsoever.
- 10.2 Network performance and connectivity is not guaranteed. Northwestel will use commercially reasonable efforts to ensure that those portions of High Speed over which Northwestel has direct control are functioning properly.
- 10.3 We are not responsible for any loss you suffer, or any party claiming through or under you, as a result of using High Speed including, but not limited to:
- 10.3.1 the performance of the local network or of the Internet;
 - 10.3.2 the content or accuracy of any information or data, including any software viewed, downloaded, or transmitted to or from the Internet;
 - 10.3.3 loss resulting from the viewing, downloading, purchasing or by any other means acquiring, any material, product or service accessible through the Internet, even if you were not aware that any such loss would be incurred;
 - 10.3.4 loss resulting from delays, computer viruses or interruption of service, regardless of cause; and
 - 10.3.5 any losses or damages, including losses or damages to your equipment, facilities or software, arising from mistakes, omissions, interruptions, delays, errors, non-delivery, incorrect delivery, viruses, or defects in the transmission of information or data on the Internet.
- 10.4 Notwithstanding the limitations of liability in this Agreement, in the event that Northwestel is found liable in a court of law for any action or lack of action related to any use of High Speed from your account, you agree that our liability is limited to a maximum of \$100.
- 10.5 Should your computer hardware be damaged through Northwestel's error or negligence, we agree to pay for repair or replacement of damaged components up to a maximum of \$2000.00, provided the damage is reported to us in writing within three (3) days of the date of damage. We will not be liable for any damage to, or loss or destruction of, any software, files or data.

11 HOME NETWORKING

- 11.1 Home Networking: You acknowledge and understand that when using home networking, there are certain inherent risks (for example other users may gain access to your system or your Services and accounts). Northwestel shall not be liable for any claims or damages relating to home networking, even if the home networking application or service is provided, installed, maintained or supported by Northwestel. Making your wireless network secure is necessary; otherwise, it is "open." Because there is no need

to be physically plugged in to your modem, your close neighbours or anyone nearby using a laptop may be able to access your “open” wireless network connection from outside your home. If other people use your Internet connection, it will also increase your Internet usage, which might result in additional charges on your bill. Encryption, which transforms information into unreadable text, can be used to scramble data on your wireless network, so only computers that have what’s called an encryption key can read your communications. Northwestel recommends customers to use common standards of encryption WEP (Wired Equivalent Privacy) encryption—64 bit and 128 bit— or WPA (Wi-Fi Protected Access), a more secure encryption standard. It is recommended that you change your encryption key regularly. If someone manages to learn your key, they will be locked out again when you change it.

12 INDEMNITY

12.1 You agree to indemnify and hold harmless Northwestel, its parent corporation, affiliate corporations, all of its officers, directors, agents, employees and shareholders, from all claims and expenses, including legal fees, which result from the use, by anyone, of your High Speed account, without limitation.

13 COMPLIANCE MEASURES

- 13.1 Northwestel reserves the right, without obligation, to monitor any and all communications and activity through or with High Speed to ensure adherence to the terms and conditions of this Agreement.
- 13.2 You agree that High Speed is not to be considered a secure communications medium and that no expectation of privacy is afforded.
- 13.3 In the event that Northwestel receives a complaint, Northwestel will investigate the complaint and, in its sole discretion, may suspend or terminate the account(s) involved and/or may remove the material from its servers. Customers involved or affected will be notified of this proceeding. Northwestel reserves the right to release customer information to comply with an investigation into any activity, which may violate these terms, and may report such activities to the appropriate authorities.
- 13.4 Northwestel reserves the right to prohibit, remove, restrict and/or block access to any content or Internet capability, including any World Wide Web pages, Usenet newsgroup and/or IRC channel, at any time for any reason, including those which contain:
- 13.4.1 hyperlinks to material Northwestel deems inappropriate;
 - 13.4.2 material which promotes or induces illegal activity; and
 - 13.4.3 material that violates copyright laws or whose ownership is questionable.

14 TERMINATION

- 14.1 You may stop using High Speed at any time and terminate your account by calling 1-888- 423-2333.
- 14.2 Northwestel may suspend or restrict your account and/or terminate this Agreement, at any time, if:

- 14.2.1 the operations or efficiency of Northwestel's High Speed service is impaired by the use from your account;
- 14.2.2 any billed amount is past due from you to Northwestel; or
- 14.2.3 there has been or is any breach of any term or condition of this Agreement.

- 14.3 You are responsible to pay all fees up to the date of termination.
- 14.4 Immediately upon notice of termination, you agree to return all equipment provided to you by Northwestel to a Northwestel approved payment agent within five days. If you do not return the equipment, or it is returned damaged or unusable, you agree to pay replacement or repair costs plus applicable taxes and to have your account adjusted accordingly.
- 14.5 Your account will be terminated and closed only after all Northwestel-owned equipment has been returned and your account has been adjusted accordingly.

15 SERVICE CHANGES

- 15.1 Northwestel reserves the right to change your northwestel.net email ID or make other changes to this Agreement or any aspect of High Speed as service, network or policy issues require. Northwestel will exercise commercially reasonable efforts to inform you prior to making any changes.
- 15.2 Northwestel may discontinue any or all classes of service at its discretion. Should Northwestel exercise this right, you will receive a pro-rated refund.

16 GENERAL

- 16.1 The failure of Northwestel to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right. Neither the course of conduct between the parties nor trade practice shall act to modify any provision of this Agreement. In the event that any portion of this Agreement is held to be invalid or unenforceable, the invalid or unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intention of the parties, and the remainder of this Agreement shall remain in full force and effect.
- 16.2 This Agreement shall be governed by and construed in accordance with the laws of the Yukon Territory.
- 16.3 Any actions against Northwestel in connection with High Speed service must be commenced within one year after the claim or cause of action arose, or it shall be barred.
- 16.4 Northwestel may assign its rights and obligations under this Agreement without your prior written consent. You may not assign this Agreement.
- 16.5 For the purpose of submitting inquiries or notices regarding this agreement, you agree to contact us by written notice to: Internet Manager, Northwestel Inc., PO Box 2727, Whitehorse, YT, Y1A 4Y4.