Simon Fraser University Residence and Housing
Internet and Technology Guideline

Website Information:
Simon Fraser University Residence and Housing is a wireless facility. The WiFi network is set-up and serviced by Shaw. If you are a Shaw subscriber, you can use the Shaw Go SSID, otherwise you can use the Simon Fraser University Residence Internet (SFUResNet) SSID. The speed of the internet will be different depending on the number of users logged in which will vary throughout the day and evening. If you have any problems with the Internet, please submit a maintenance request through the housing portal (MyPlace@sfu.ca).

Wireless Printers: The use of wireless printers is strictly prohibited in residence. Please use a USB/Printer cable or Bluetooth to connect any printers to your computer. While living in residence, students and guests are advised to disable any broadcasting done by their printer.

Technical Support:
We frequently receive reports of people experiencing problems with their wireless connection, or simply being unable to connect to the SFUResNet. Below are several items that you should check before submitting a maintenance request.

No Connection
If you are experiencing no connectivity at all, there may be some problems with the installation or configuration of your notebook wireless card or desktop wireless adapter. Some laptops have buttons on the side to enable/disable the wireless or you can hold the FN (function) key on your keyboard and hit F5. Get updated drivers from your manufacturer.

Reception Quality
If you are experiencing an intermittent or slow connection it may be the result of interference from other electronic devices. Some factors that affect the quality of your connection include:

- Distance from your location to the access point.
- Number and type of walls and obstructions between you and the access point.
- Electronic devices in the area (such as cordless phones).
- Number of users connected to the access point at the same time.
- Rogue Access Points.
- Small antennas on PDA/Smart Phones and other smaller mobile devices.

Wireless signals operate in the 2.4GHz radio band, so 2.4GHz phones, microwaves or other devices emitting signals at that frequency may disrupt communication. If you are having difficulty getting a signal, try moving to a different location. Shut off any high frequency electronic devices that you are not using. We request that you do not attempt to install a new access point, because rogue access points on the network will interfere with the rest of the wireless network. We recommend that users get wireless devices that operate in the 5GHz range to minimize the interference from other devices. Most devices today are considered dual band and support 2.4GHz and 5GHz.
Drivers

Are you using the latest drivers for your wireless card?

Please check your wireless card or computer manufacturer’s website to see if there is updated software for your wireless card. This can include both the software driver, plus the actual firmware installed on the card. Some default drivers are known to have problems that have been fixed in later versions. New drivers often resolve stability or connection issues.

Some of the popular companies out there:

- D-Link
- Intel
- SMC
- Linksys
- Lenovo
- Dell
- HP/Compaq
- Toshiba
- Sony
- Acer
- Asus

There are many other companies and manufacturers that produce wireless cards, laptops, and computers and this is not meant to be a comprehensive list. Please visit your wireless card or computer manufacturer’s website for updated drivers.

Still doesn’t work?

If your wireless card still doesn’t work, you should contact the place where you bought the card, describe the problem you are having and any error messages, and include details of what you have tried and failed to get working.

If you are still having trouble with the connection, submit a maintenance request through the housing portal (MyPlace@sfu.ca).

Please include the following information:

- Provide your name
- Room number
- A phone number where you can be reached
- Describe in detail the problem you are having

If you have any questions, please contact SFU Residence Facilities at 778-782-7149 or email resfixit@sfu.ca