

## Wireless Access Troubleshooting – FAQs

### **I cannot connect to the wireless network**

- Check that your computer has a wireless network card installed.
- Check that your wireless network card is switched on.
  - Some laptops have a manual switch to turn the wireless off and on.
- Check the signal strength.
  - Most wireless software has an indicator that tells you a signal is being received. Make sure the link quality and signal strength are both “good”. If not, reposition your computer to receive a stronger signal.
- Check your network settings.
  - Be sure you are set to DHCP or to obtain an IP address automatically.

*If you are unsure about any of the above or do not know where to look contact your computer manufacturer.*

### **I am connected to the network but when I open my web browser I cannot get a web page to display or I get a message “cannot display web page”**

- Check the security settings on your browser.
  - Check to see if SSL 2.0 is enabled.
  - If you get a message about the websites security certificate, click to continue.
- Check that a firewall is not blocking your access.
  - If you have a personal firewall installed (such as Zone Alarm, Norton Internet Security, Norton EndPoint, Norton 360, etc.) check to see if it is blocking the wireless network.

*If you are unsure where to find these settings you should contact the software manufacturer of either your web browser or your Personal Firewall.*

### **I can see the login page, but I get an error message when I try to log in.**

- Check that you have Javascript enabled within your browser.
- Check that you have pop ups enabled.
  - The browser needs to open a pop up window to display your IP address, time logged in, time remaining, etc.

*If you are unsure where to find these settings please contact the software manufacturer of your web browser.*

## **I logged in successfully a while ago, but now the service has been disconnected.**

- If you have not used the service for more than 10 minutes, it will automatically disconnect. When this happens, just log back in again.
- Check your power profile to be sure you do not have “Auto Power Off” enabled.
- Check your power profile to see if you have separate settings for your wireless card. If so change them from Power Saving to Maximum Performance.

When operating on battery most laptops are pre-configured by the manufacturer for maximum battery life. When set this way the wireless card may not be transmitting at full power. Your wireless card may turn off when you are idle. An example of this is after you have downloaded your email and are reading it. The computer senses that there is no traffic on the network card and shuts down the card to save power.

*If you are unsure how to change these options please call your laptop manufacturer for assistance.*

## **I have been using the network regularly and have noticed that the signal and speed will vary from one session to another.**

- Are you close to any interference sources such as microwaves, 2.4Ghz cordless phones, Bluetooth devices, Xbox wireless devices, wireless networks run by other tenants, or any other device operating in the 2.4Ghz band? If so try to move away from them, relocate them or if possible, turn them off.
- Wood, people, wall, pillars, bookshelves and other environmental variables can all have an affect on wireless communications.
- WiFi devices are required to comply with part 15 of the FCC rules governing wireless transmitters. Because WiFi operates in the unlicensed spectrum it is subject to the following two conditions: (1) The device may not cause harmful interference, and (2) the device must accept any interference received, including interference that may be caused by undesired operation.