

WIRELESS NETWORK SETTINGS

Installation Date: _____

End of Warranty: _____

Passphrase (WEP/WPA Key): _____

Network Name (SSID): _____

Broadcasting (is the AP visible): _____

Wireless Channel Used: _____

Router Address: _____

Router Username: _____

Router Password: _____

Cloned MAC Address (if any): _____

Troubleshooting

Problem: Cannot access the internet from any computer on the network.

Solution: Turn off all computers on the network and unplug the power cables for the modem and router (this may be a single device for some people). Wait 10 seconds and plug the power cable back into the modem. Wait 30 seconds, and then plug the *router* power cable back in. Wait 30 seconds and power on the computers on the network.

Problem: Cannot access the internet from a single computer when other computers on the network work.

Solution: Turn the computer off and then back on. If the computer is a laptop move it closer to the wireless access point. If this solves the problem then you are most likely having signal interference which can be caused by metal reinforced walls and floors, leaded glass or even large metal objects such as filing cabinets.

Problem: Wireless signal is weak.

Solution: As mentioned in the previous problem, Metal objects can interfere with the wireless signal. Try moving the wireless access point to a higher location like on top of a shelf, this can help the signal get over objects like file cabinets. Another option is to simply move closer to the wireless access point or move around the room until the signal is better.

Problem: Sudden loss of connectivity or drastically reduced speed when a cordless phone is in use.

Solution: Cordless phones can interfere with wireless networks. If this happens, unplug the power cord from the phone base station and plug it back in, this should force the phone to operate on a different channel. Some phones have a channel button which can also be used. As a final resort, replace the phone with one that doesn't operate on the 2.4 GHz band.