



**SELCO Technology User's Group**  
**May 13, 2008**

**Troubleshooting WiFi**

1. I cannot see my access point
  - a. Can you see other access points?
    - i. If yes then there may be a problem with your access point. Try checking it and power cycling it
    - ii. If no, then there may be a problem with the laptop. Make sure the wireless card is enabled and that antenna is on
  - b. Verify that the system is capable of wireless
    - i. Check for the wireless network icon on by the clock
    - ii. Open Device Manager and look for a wireless adapter
    - iii. If they have an external adapter, make sure it is plugged in and recognized
    - iv. Make sure they are using the right kind of wireless, check the card for G or B
2. I can connect but don't get any internet
  - a. Make sure you have launched IE and accepted the splash screen
  - b. Verify you have an IP address by doing an *ipconfig /all*
  - c. Verify your IE settings and make sure you are not using a proxy or have some other connection information
  - d. Try rebooting your laptop and connecting again
  - e. Make sure there isn't any firewall or security software getting in the way
3. It works fine, then it drops me
  - a. Try to remember what you were doing when it dropped you
  - b. Make sure you did not accidentally bump or turn off the wireless adapter
  - c. Make sure you are using G to G, if you have a B adapter it may occasionally drop
4. When I try to connect it asks me for a password
  - a. Verify if you are connecting to the correct wireless network
  - b. If your network is secured make sure to get the password and put it in correctly