



Wireless Survival Guide

Network Information

SSID (Network Name) _____

Encryption Key [WEP] or [WPA] _____

Router Information

Default Gateway _____

Username _____

Password _____

ISP Information

Username _____

Password _____

Basic Guidelines and Troubleshooting

- Q. My wireless network icon tells me I am connected to the network, but I can't access the internet.
- A. If you are file and print sharing, verify that you can see another computer or any shared files and/or printers through the network. If so, that means your local network is intact and working properly. More than likely your ISP is temporarily out of service or your router has lost sync with the modem. To troubleshoot this you will need to perform a power cycle. To do this you will unplug the black AC power cord from the cable/DSL modem and from the router. After about 15 seconds you will then need to plug the modem back in and wait 15 seconds for it to sync. Afterwards plug in your router and also wait 15 seconds. Upon completing the power cycle you should restart all of your computers and test for internet connectivity. This is a good home remedy for 90% of the naturally occurring problems with a wireless network. At this point if you are still with out internet but can file and print share, it is possible that your ISP is down and will come back up on its own in a short while.

Q. I lose wireless connectivity in certain parts of my home/office.

- A. Wireless Internet behaves similarly to your cell phone in that, certain places in your home you can expect there to be dead spots (areas with no reception). These dead spots are caused by the layout of your home and relative position of the router. Understand that wireless technology is not as consistent as a cabled connection and certain objects will interfere with your reception. Common dead spots are kitchens, basements, garages, and rooms with large, dense structures such as fireplaces. If you experience dead spots alternative measures can usually be taken to get the range that you our looking for. IE: Range boosters, Power line Ethernet bridges, or a more sophisticated router using newer spatial multiplexing.

Though it is rare, never rule out the possibility for equipment becoming defective. If you find that tinkering with these home remedies is quickly causing you frustration, lay down arms and call PC Gurus, we can get you back online in no time.