



INTERNET ACCESS TROUBLESHOOTING GUIDE

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Restart/Power cycle your device:


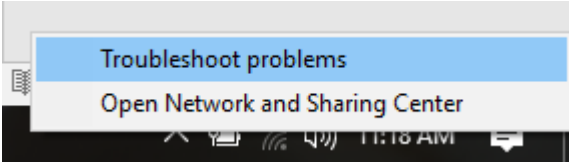
- ❖ Try power cycling the device you are using (laptop / cell phone / tablet) power off and power on the device and try to reconnect device built-in troubleshooting for Windows:

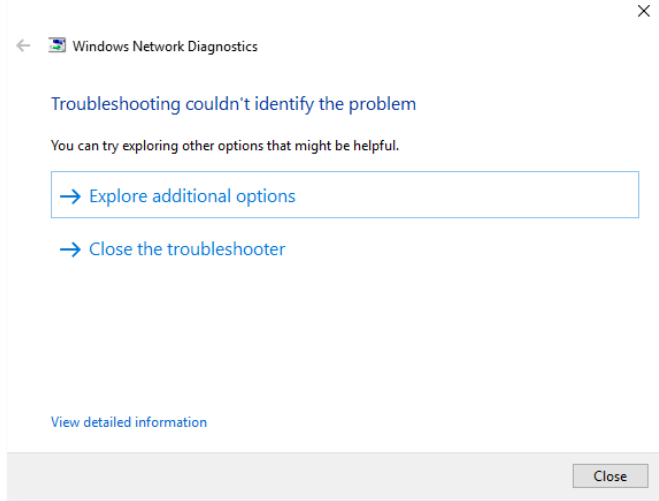
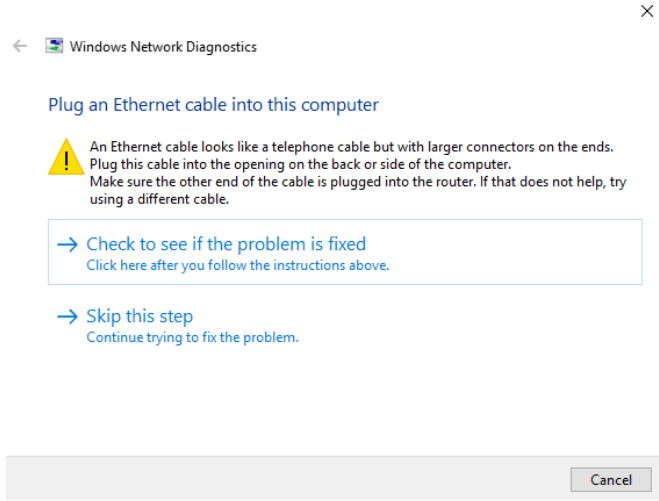

Use a Wired (Ethernet) Connection:

- ❖ If your Wi-Fi is not working, you can plug your laptop directly into the Ethernet wall port in your suite... Ethernet connections are typically faster and more stable than Wi-Fi connections.
- ❖ If your laptop is unable to connect to Ethernet: Adapters can be purchased to give you the ability to do so.

Device Built In Trouble-Shooting for Windows:

- ❖ All windows computers have a built-in troubleshooting feature that can sometimes resolve internet problems. The following steps show how this is accomplished on a Windows PC.

How to Troubleshoot internet issues on your Windows Computer	
<p>Step 1:</p> <p>Right Click on the Wi-Fi Icon at the bottom right side of your desktop home screen.</p>	
<p>Step 2:</p> <p>After right clicking on the Wi-Fi tab, select "Troubleshoot Problems"</p> <p>And your computer will begin the scan automatically.</p>	

<p>Step 3:</p> <p>After the scan is complete, instructions will appear for you to follow.</p> <p>Please follow the steps by either exploring more options or closing the trouble-shooter.</p>	
<p>Step 4:</p> <p>If you find that the troubleshooting does identify an issue, please attempt to correct it by following the instructions.</p>	
<p>Step 5:</p> <p>If you cannot fix the issue by following the steps, please relay any information gathered by the diagnostics and present them to your Support Representative.</p>	

Device built-in troubleshooting for MAC:

- ❖ All MAC computers have a built-in troubleshooting feature that can sometimes resolve internet problems. The following steps show how this is accomplished on a MAC PC.

How to Troubleshoot internet issues on your MAC

Step 1:

Open your Spotlight Search and type "Wireless Diagnostics".
Select the application when it appears.



Step 2:

Run the Diagnostics, and follow any directions that your MAC directs you to.



Step 3:


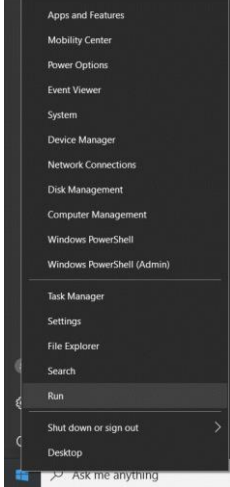
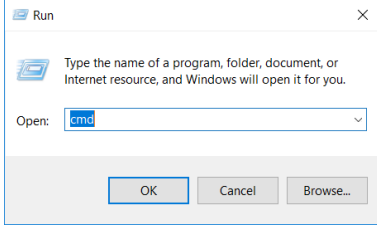
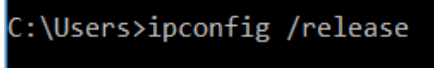
Please relay any information gathered here to your Support Representative.



Renewing your IP Address (Windows 10):

The following steps show how to renew your IP address using a Windows 10 PC.

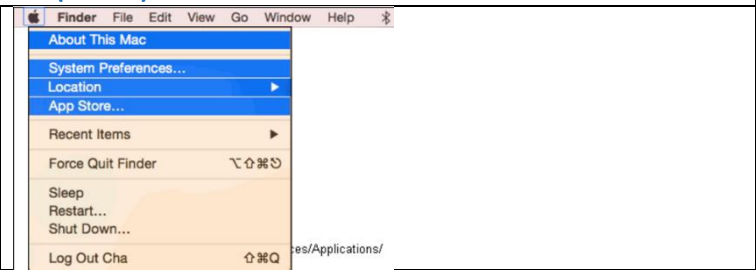

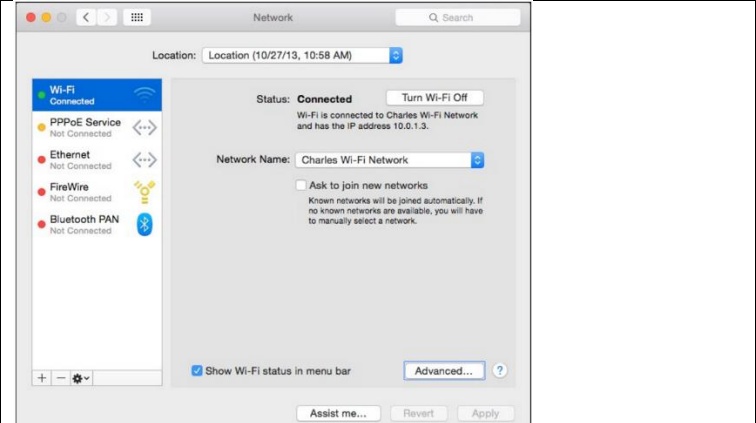

How to renew your IP Address (Windows 10)

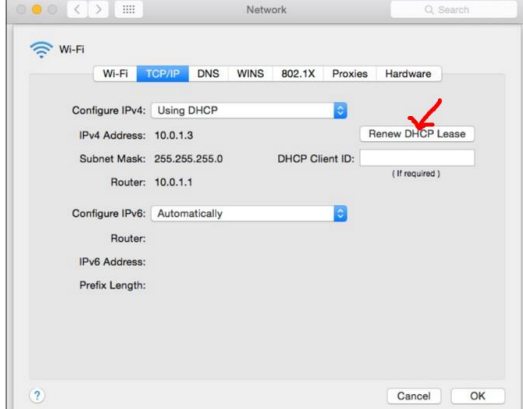
<p>Step 1: Right click on the Windows icon bottom left of your screen</p>	
<p>Step 2: Select Run from the Menu</p>	
<p>Step 3: Type CMD in the text field marked Open and press Enter or click OK to open the Command Prompt</p>	
<p>Step 4. Type ipconfig /release and press Enter</p>	

<p>Step 5: Type <code>ipconfig /renew</code> and press Enter.</p> <p>Make a note of the IPv4 address listed under the Wireless LAN adapter Wi-Fi heading.</p>	<pre>C:\Users>ipconfig /renew Windows IP Configuration No operation can be performed on Local Area Connection* 1 while it has No operation can be performed on Bluetooth Network Connection while it Wireless LAN adapter Local Area Connection* 1: Media State : Media disconnected Connection-specific DNS Suffix . : Wireless LAN adapter Wi-Fi: Connection-specific DNS Suffix . : Link-local IPv6 Address : fe80::14dd-71b3-5a71-59ae%9 IPv4 Address. : 192.168.0.12 Subnet Mask : 255.255.255.0 Default Gateway : 192.168.0.1</pre>
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Renewing your IP Address (MAC):



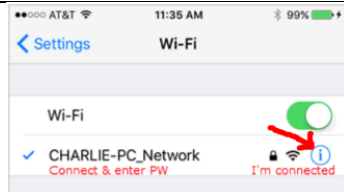
The following steps show how to renew your IP address using a MAC PC.

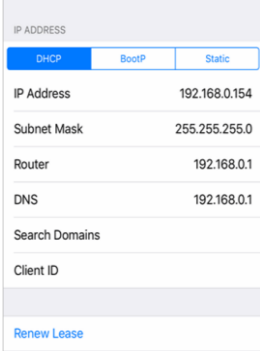
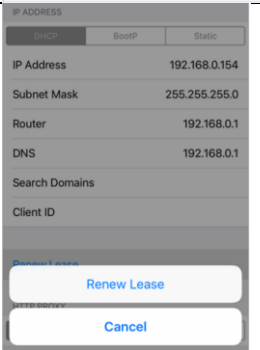
<h2>How to renew your IP Address (Mac)</h2>	
<p>Step 1: Click on the Apple icon top left of your screen</p>	
<p>Step 2: Select System Preferences</p>	
<p>Step 3: Click on the Network icon</p>	
<p>Step 4: Select the network you are using on the left side. It is marked with a green dot and the status shows Connected</p> <p>Step 5: Click on Advanced</p>	

<p>Step 6: Select the TCP/IP tab at the top to view your IP address details</p> <p>Step 7: Click on Renew DHCP Lease on the right. The IP Address details will clear and then populate again.</p>	
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Renewing your IP Address (Apple iPad/iPhone):

The following steps show how to renew your IP address using an Apple iPad or iPhone.

<h3>How to renew your IP Address (Apple iPad/iPhone)</h3>	
<p>Step 1: Tap on the Settings icon on the main menu of your Apple device.</p>	
<p>Step 2: Select Wi-Fi from the Settings Menu.</p>	
<p>Step 3: Tap in the information icon ⓘ in the Wi-Fi menu. The network you are connected to will have a blue check mark on the left.</p>	

<p>Step 4: Tap on Renew Lease.</p>	
<p>Step 5: Tap on the Renew Lease button to confirm.</p>	

How to Forget the Wireless Network (Windows PC):

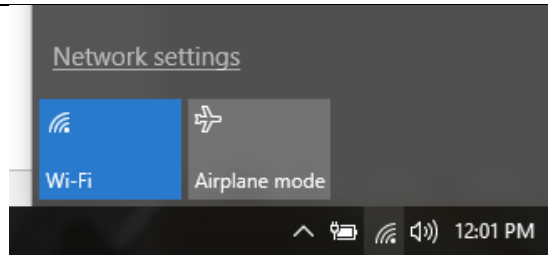
The following steps show how to forget the wireless network using a Windows 10 PC.

How to Forget the SSID on a Windows 10 Laptop

Step 1:

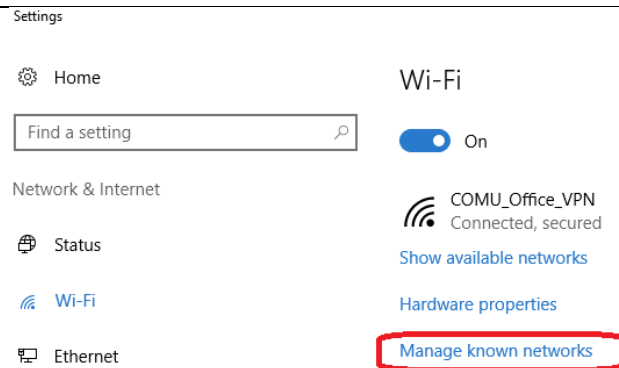
Left click on the wireless icon in the task bar on the bottom right of your screen.

Left click on **Network settings**



Step 2:

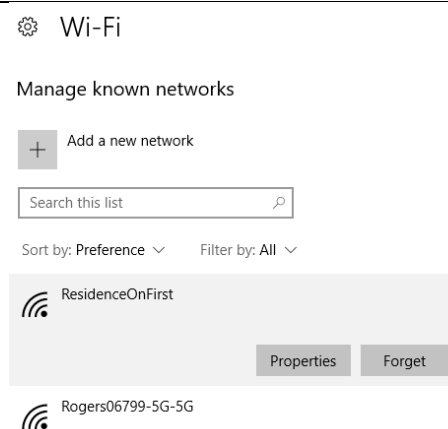
Under the Wi-Fi tab left click on **Manage known networks**

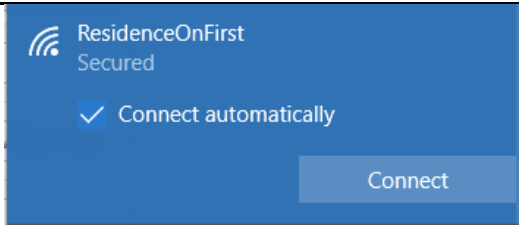


Step 3:

Find the SSID listed under the known networks, left click the name you want to forget.



Left click on the **Forget** button.



<p>Step 4.</p> <p>Try reconnecting to the wireless network.</p>	
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How to Forget the Wireless Network (MAC PC):

The following steps show how to forget the wireless network using a MAC PC.

<h3>How to Forget an SSID on a MAC</h3>	
<p>Step 1:</p> <p>Click on the Wi-Fi Icon toward the upper right of your screen in the menu bar.</p>	
<p>Step 2:</p> <p>Click on "Open Network Preferences".</p>	

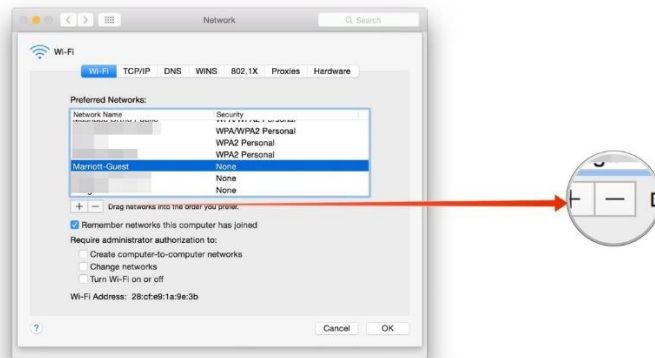
Step 3:

Click on the "Advanced" Button.



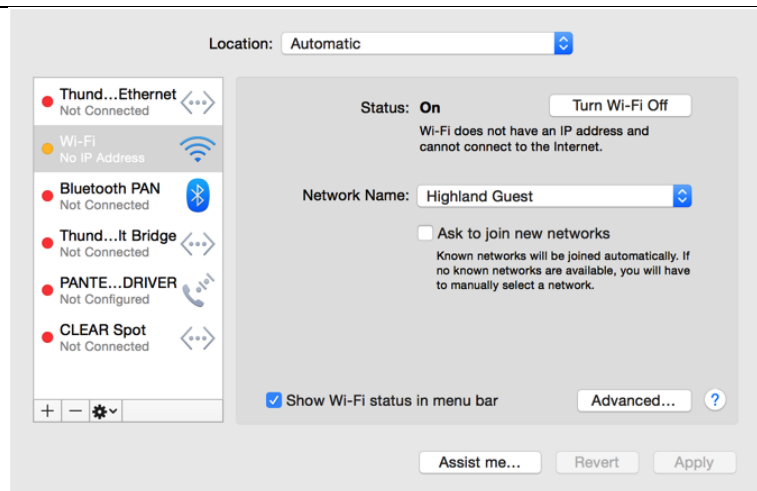
Step 4:

Click the minus (-) button, and then click 'Okay' to complete the process.



Step 5:

You can now select the network you would like to connect to, type in the password (if required).



How to Forget the Wireless Network (Apple iPad/iPhone):

The following steps show how to forget the wireless network using an Apple iPad/iPhone.

Forgetting an SSID on an iPad/iPhone/iPod

Step 1:

Launch the settings menu on your iPhone.



Step 2:

Tap on the Wi-Fi icon.

(Now you can view all the networks available to join)



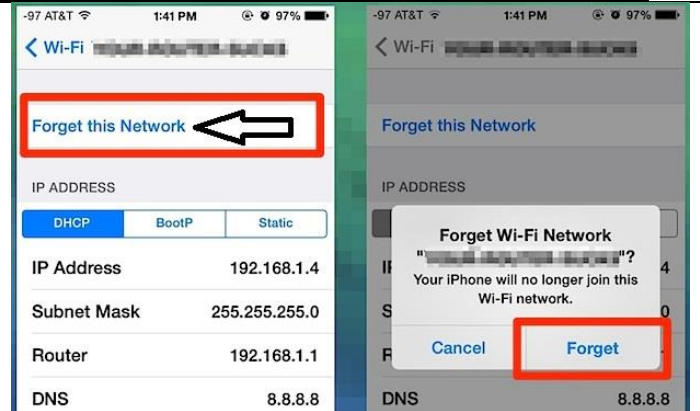
Step 3:

Tap on the info button next to the networks name.



Step 4.

Press "Forget this network"





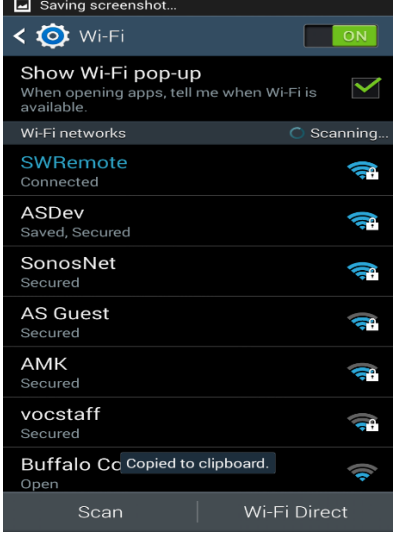
Step 5:

Your device has now forgotten the network SSID. You can now rejoin the network by typing in the required password (if needed).



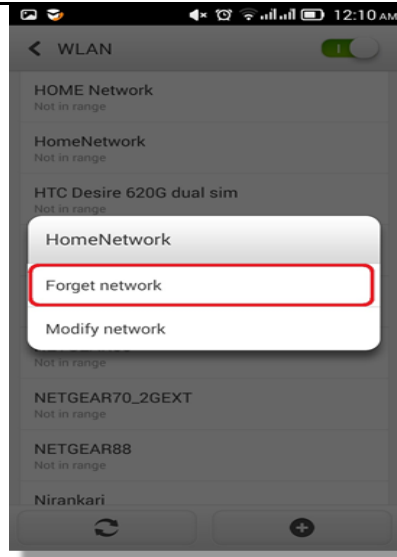
How to Forget the Wireless Network (Android Device):

The following steps show how to forget the wireless network using an Android Device.

<h3>How to Forget an SSID on an Android</h3>	
<p>Step 1:</p> <p>Open the settings menu on your device</p>	
<p>Step 2:</p> <p>Click on the "Wi-Fi" tab to access the menu</p>	
<p>Step 3:</p> <p>Long click on the network you would like to forget.</p>	

Step 4:

Press 'Forget Network' and now you have now forgotten the network SSID.



Step 5:

Reconnect to the network by selecting it and typing in the password (if required)

