

I can't connect to wireless or have limited connectivity

If you find that your computer is not connecting to your secure wireless network, then this is most likely to be due to the password not being recognised by the wireless network.

Normally, when you come into range, the password is exchanged automatically and the connection made. Some times it gets corrupted and we need to enter it again.

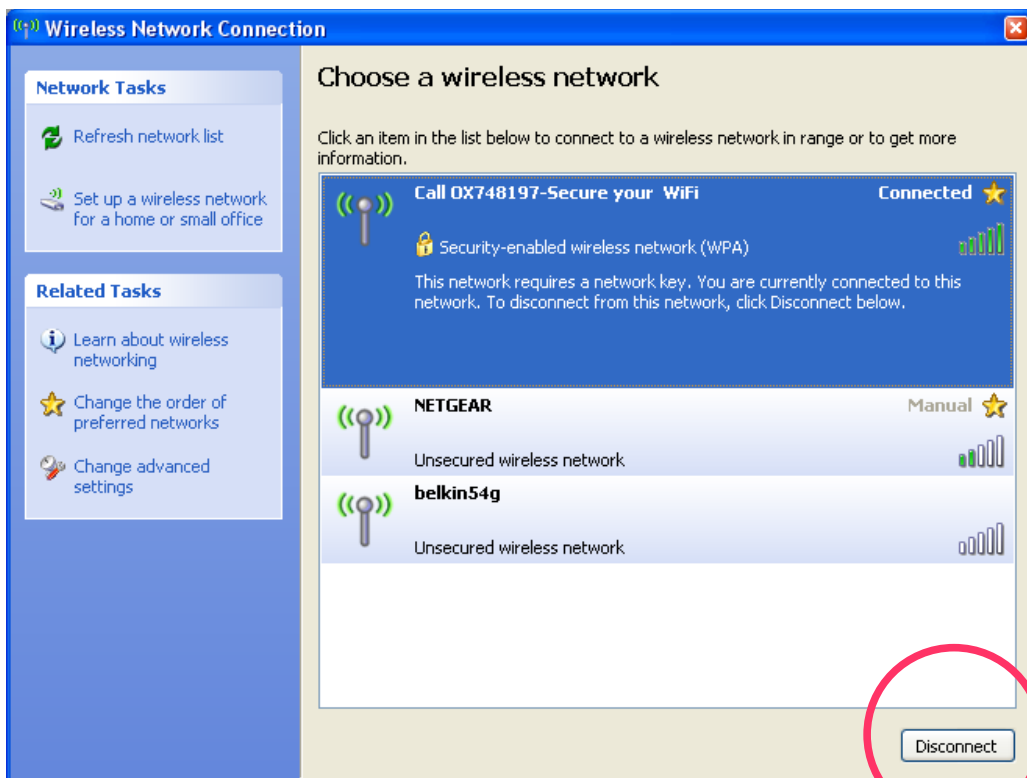
These instructions show you how to reenter the password for computers with built-in wireless. If you connect a wireless adapter, then you may have different software but the principle is the same. You will need to do this for each computer affected.

Open up the wireless connection

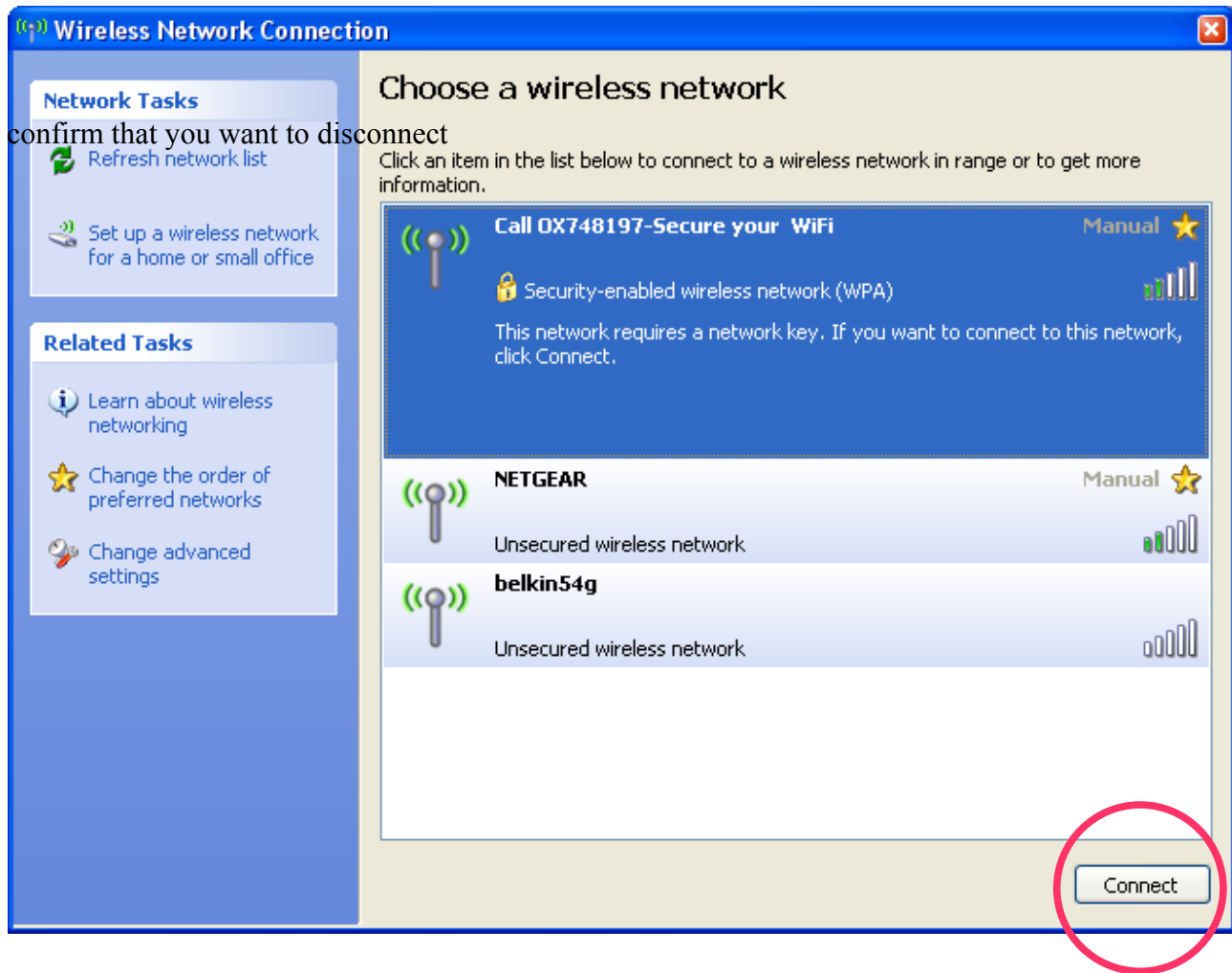
Right click on the wireless icon in the taskbar



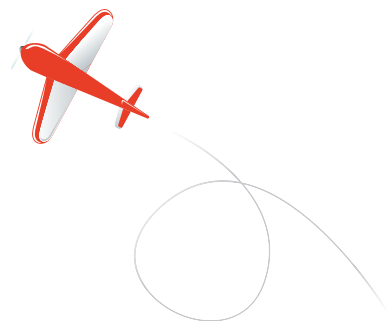
and select 'View available wireless networks' to bring up the control window. Check that are connected to your network. Highlight your network and press disconnect.



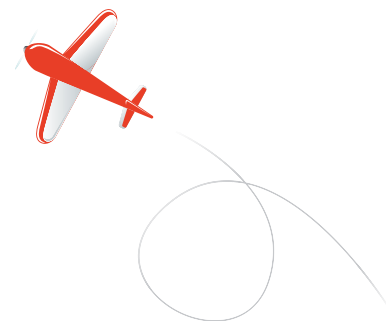
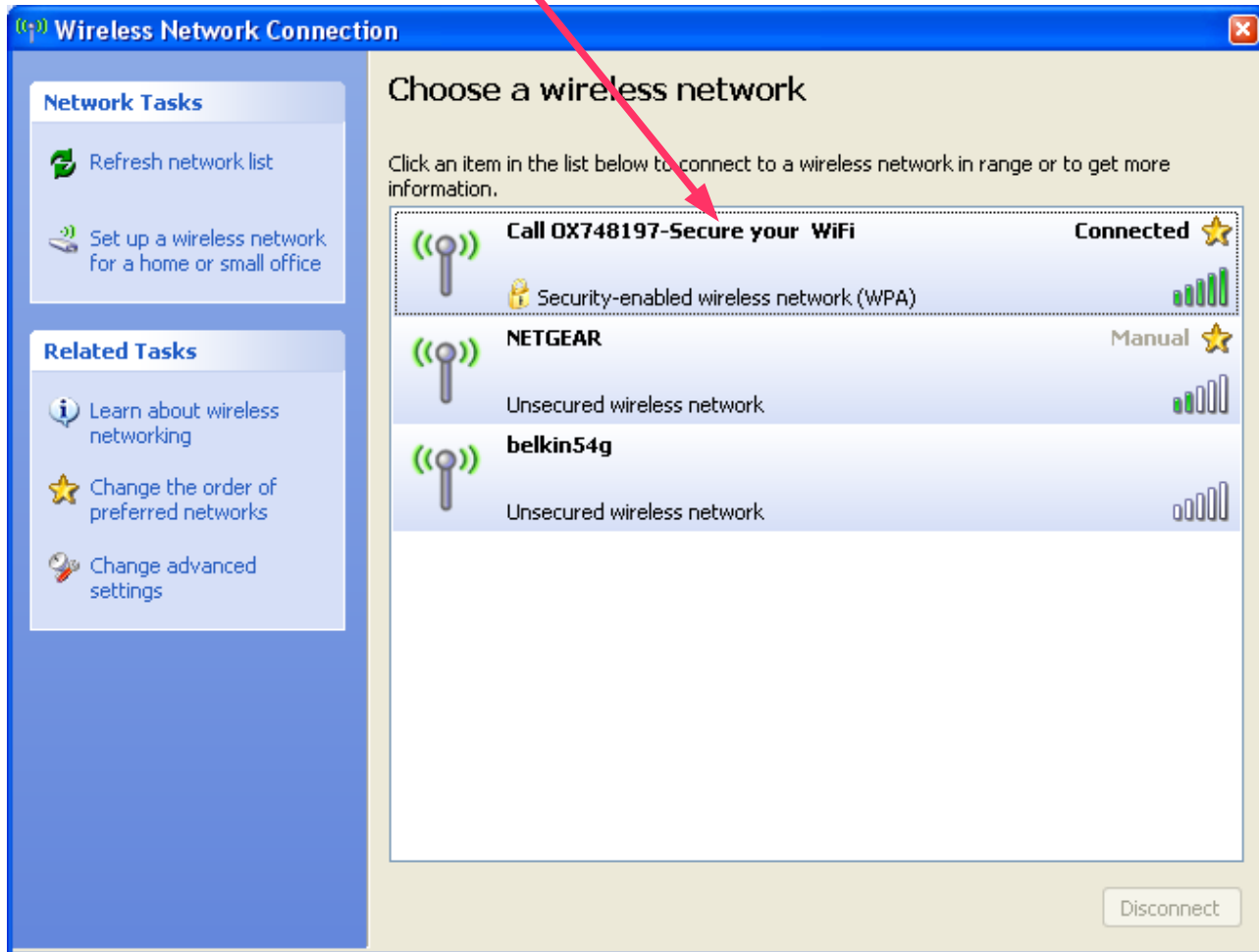
and you will see that the button now says connect. Click connect.



You will now be asked for the network key, or password,. Enter it into both boxes.

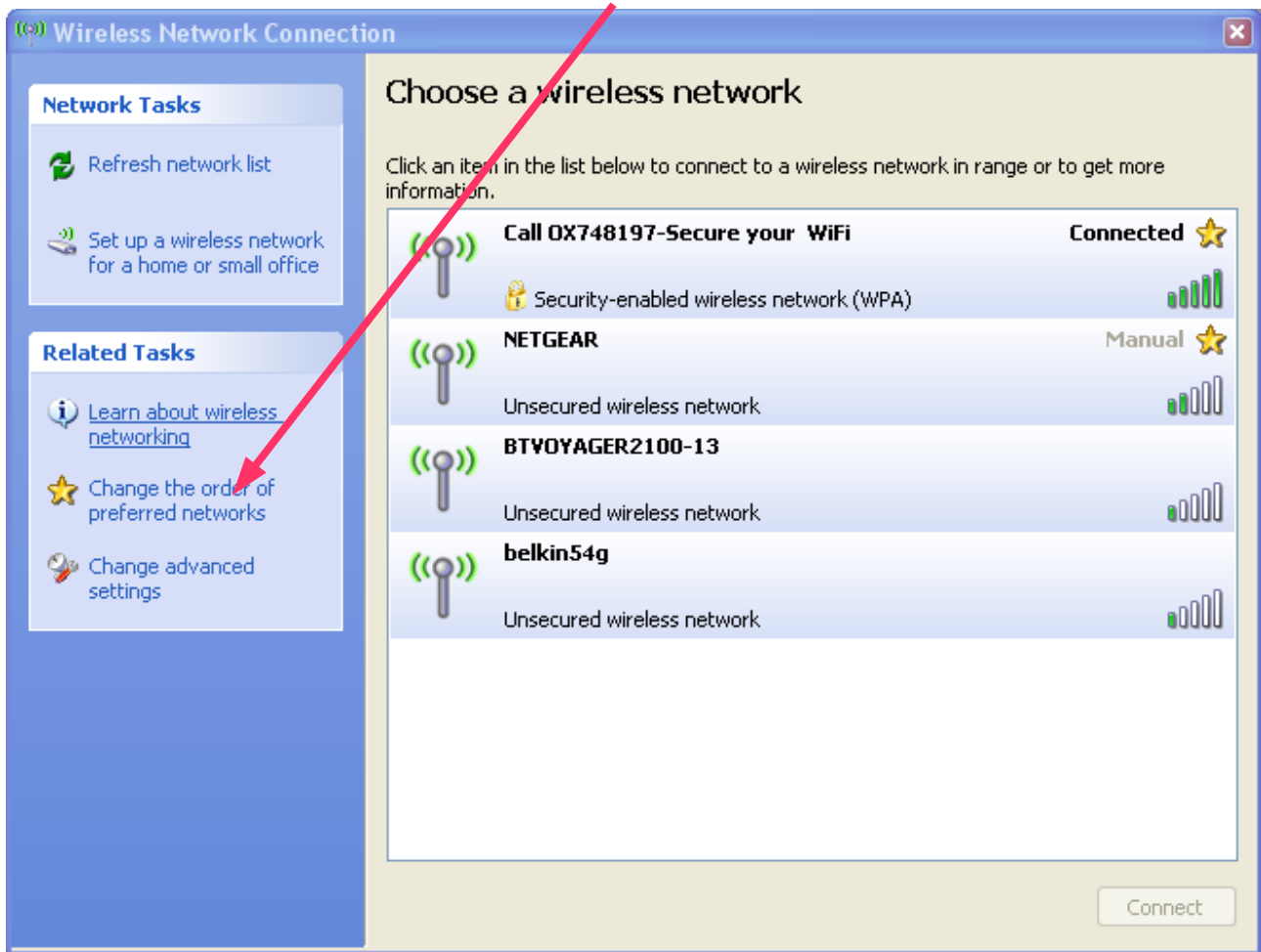


After a few moments you should be fully reconnected

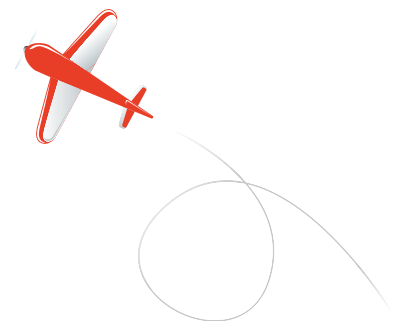
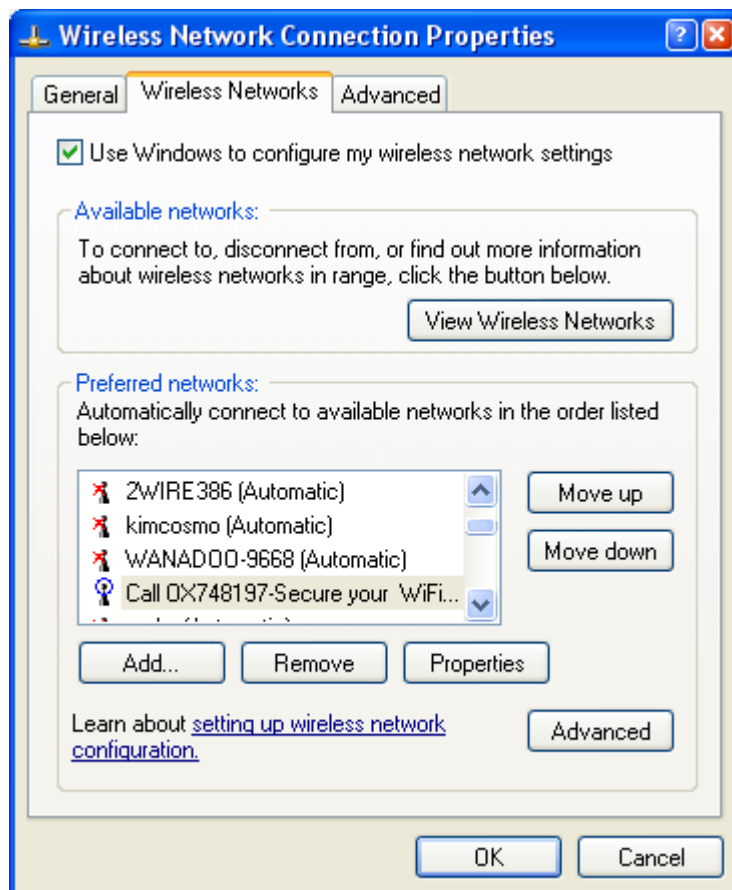


I'm connected to the wrong network

First disconnect as shown above. Then press 'change the order of preferred networks'

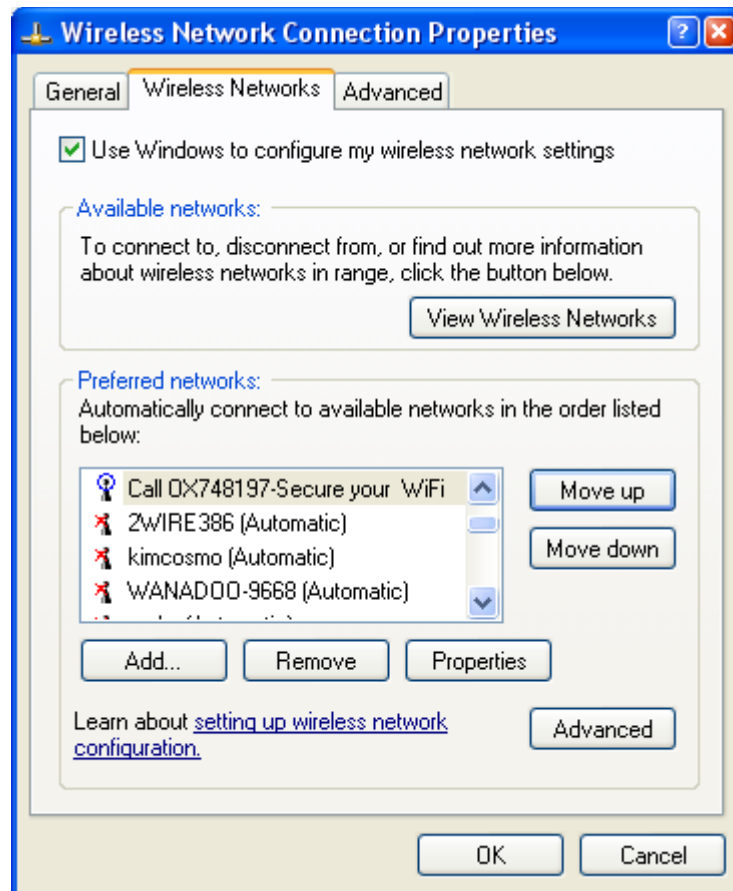


to get this window

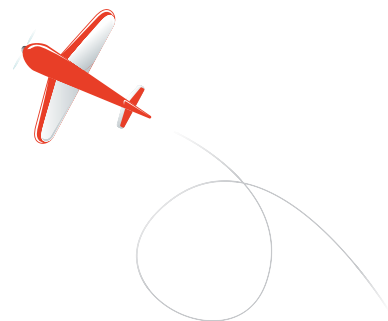


Highlight your network and use the move up button to get it to the top. [What's my network called?](#)

You can also remove network names that you don't want.



Then Ok to connect to your network first. If it doesn't connect properly after a few seconds, then see the rest of the section above.



I've forgotten my network name or password

Your network name is stored in your wireless router, the box connected to the internet. To retrieve it we need to connect to the box with an ethernet cable.

Connecting to the router

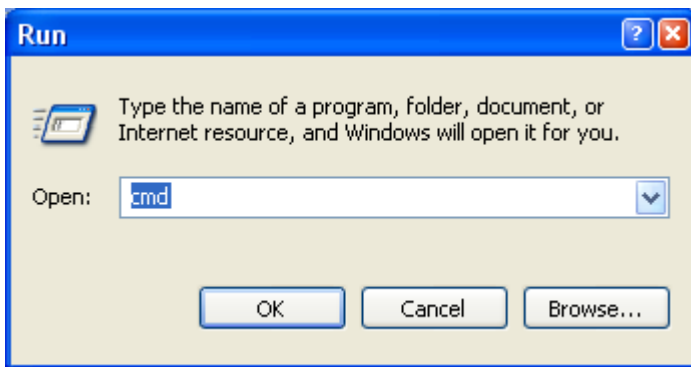
If you do not already have a computer connected by cable to the router:

Disconnect your wireless network. Connect with an ethernet cable. One should have been supplied with your router. The cable ends look like this:

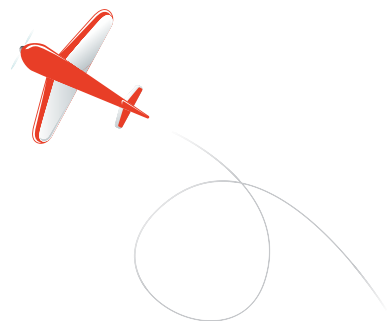
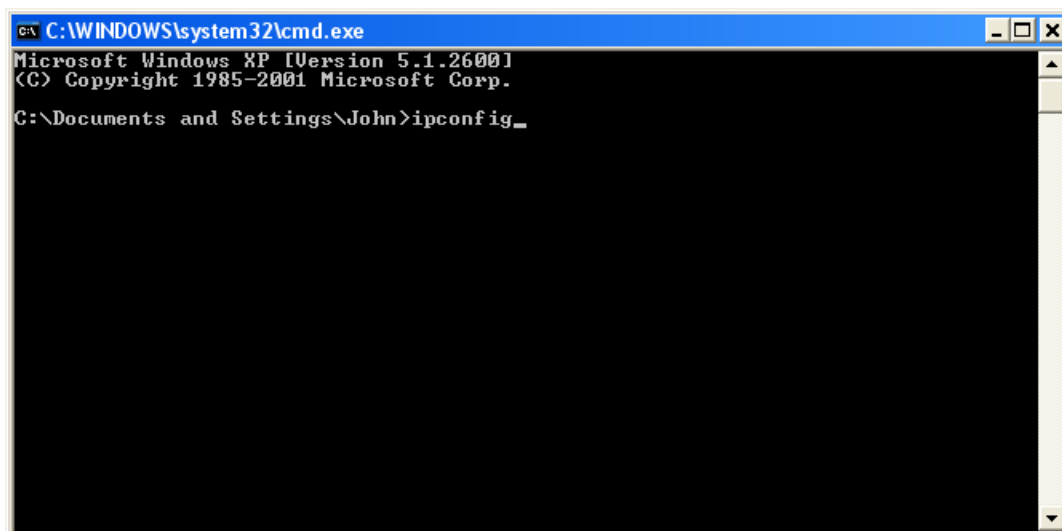


and will go to the back of your computer (probably at the back in both cases)

Now start a command prompt window by start->run and enter cmd



to start this window. Type ipconfig and press return.



This brings up all the network information

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\John>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Media State . . . . . : Media disconnected

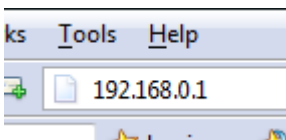
Ethernet adapter Wireless Network Connection:

    Connection-specific DNS Suffix . :
    IP Address. . . . . : 192.168.0.3
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.0.1

C:\Documents and Settings\John>_
```

This is your network name and device number. In this case, the network number is 192.168.0 and this computer is device 3. The router is always device 1

Now we connect to the router. Start a web browser (internet explorer, firefox, etc) and enter the address 192.168.0.1. Press the enter key

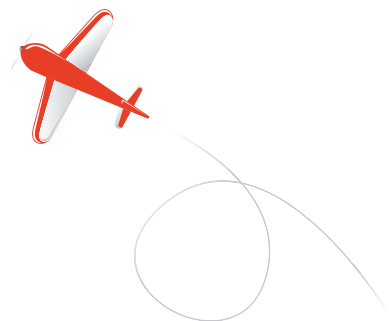


You may be asked for a user name and password. If you have set your own, then enter them. Otherwise try username 'admin' and password 'password'. If all else fails, the instructions with the router will give you the details.

Every manufacturer has a different design for the router control panel.

Find the network name

The network name is stored as the 'SSID'. If 'SSID' is not listed on the home page, then look under 'wireless'. 'SSID' will list the network name.



Find the password

Check under 'security' or 'wireless' and look for the 'network key'
This is an example from a Netgear DG834:

The screenshot shows the Netgear DG834 web interface. On the left is a dark blue sidebar with a menu of settings categories: Setup Wizard, Setup, Basic Settings, ADSL Settings, Wireless Settings (circled in red), Content Filtering, Logs, Block Sites, Security Service, Parental Control, Firewall Rules, Services, Schedule, E-mail, Maintenance, Router Status, Attached Devices, Backup Settings, Set Password, and Diagnostics. The main content area is titled 'Wireless Settings' and contains several sections: 'Wireless Network' (with 'Name (SSID)' circled in red), 'Wireless Access Point' (with checkboxes for 'Enable Wireless Access Point', 'Allow Broadcast of Name (SSID)', and 'Wireless Isolation'), 'Wireless Station Access List', 'Security Options' (with radio buttons for 'Disable', 'WEP (Wired Equivalent Privacy)', 'WPA-PSK (Wi-Fi Protected Access)' (selected), and 'WPA-802.1x'), and 'WPA-PSK Security Encryption' (with 'Network Key (8 - 63 characters)' circled in red).

