



INTERNET ACCESS TROUBLESHOOTING GUIDE





<u>Contents</u>

Restart/Power cycle your device:	2
Use a Wired (Ethernet) Connection:	2
Device Built In Trouble-Shooting for Windows:	2
Device built-in troubleshooting for MAC:	4
Renewing your IP Address (Windows 10):	5
Renewing your IP Address (MAC):	6
Renewing your IP Address (Apple iPad/iPhone):	7
How to Forget the Wireless Network (Windows PC):	9
How to Forget the Wireless Network (MAC PC):	. 10
How to Forget the Wireless Network (Apple iPad/iPhone):	.12
How to Forget the Wireless Network (Android Device):	. 14
Upon Completing the Trouble-Shooting:	. 15



This document is intended to help you troubleshoot problems with Wi-Fi Services.

Restart/Power cycle your device:

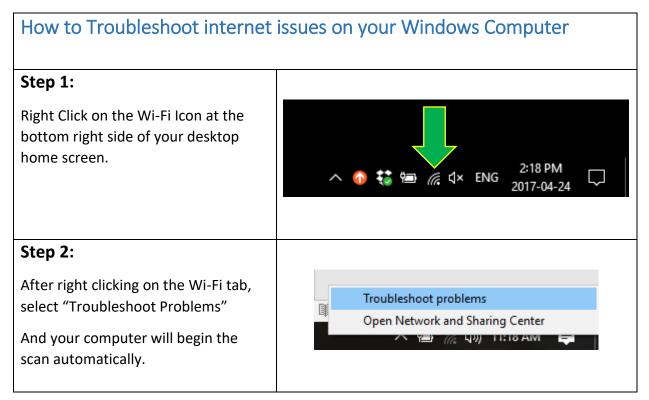
Try power cycling the device you are using (laptop / cell phone / tablet) power off and power on the device and try to reconnect device built-in troubleshooting for Windows:

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.





Step 3:	← ■ Windows Network Diagnostics
After the scan is complete, instructions will appear for you to follow. Please follow the steps by either exploring more options or closing the trouble-shooter.	Troubleshooting couldn't identify the problem You can try exploring other options that might be helpful. → Explore additional options → Close the troubleshooter View detailed information
Step 4: If you find that the troubleshooting does identify an issue, please attempt to correct it by following the instructions.	 ✓ S Windows Network Diagnostics Plug an Ethernet cable into this computer An Ethernet cable looks like a telephone cable but with larger connectors on the ends. Plug thris cable into the opening on the back or side of the computer. Make sure the other end of the cable is plugged into the router. If that does not help, try using a different cable. → Check to see if the problem is fixed Click here after you follow the instructions above. → Skip this step Continue trying to fix the problem.
Step 5: 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.	



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 interne	et issues on your MAC
Step 1:	
Open your Spotlight Search and type "Wireless Diagnostics". Select the application when it appears.	Spotlight wireles Show All in Finder Top Hit X Wireless Diagnostics
Step 2: Run the Diagnostics, and follow any directions that your MAC directs you to.	Wireless Diagnostics Monitor Wireless Diagnostics is monitoring your wireless connection for connectivity failures. You will be notified when a failure has been detected. Wur may click 'Continue' to stop monitoring and move on to the first screen. Monitoring your Wi-Fi connection Active since 6/16/15, 3:18 PM
Step 3: Please relay any information gathered here to your Support Representative.	CEINU NETWORKS



Renewing your IP Address (Windows 10):

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

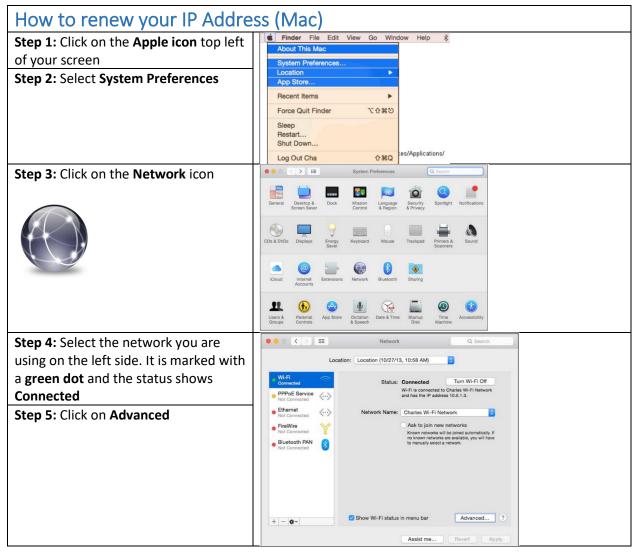
How to renew your IP Address (Windows 10)		
Step 1: Right click on the Windows icon bottom left of your screen		
Select Run from the Menu	Apps and Features Mobility Center Pewer Options Event Viewer System Device Manager Network Connections Disk Management Computer Management Windows PowerShell Windows PowerShell Windows PowerShell Settings File Explorer Search Sut down or sign out Desktop	
Step 3: Type CMD in the text field marked Open and press Enter or click OK to open the Command Prompt	Image: Second	
Step 4. Type ipconfig /release and press Enter	C:\Users>ipconfig /release	



Step 5: Type ipconfig /renew and press	C:\Users>ipconfig /renew
Enter.	Windows IP Configuration
	No operation can be performed on Local Area Connection* 1 while it ha No operation can be performed on Bluetooth Network Connection while i
	Wireless LAN adapter Local Area Connection* 1:
Make a note of the IPv4 address listed under the Wireless LAN adapter Wi-Fi	Media State : Media disconnected Connection-specific DNS Suffix . :
heading.	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

Renewing your IP Address (MAC):

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





Step 6: Select the TCP/IP tab at the top to view your IP address details	Wi-Fi Wi-Fi Wi-Fi TCP//P Wi-Fi TCP//P
Step 7: Click on Renew DHCP Lease on the right. The IP Address details will clear and then populate again.	Configure IPv4: Using DHCP 2 IPv4 Address: 10.0.1.3 Subnet Mask: 255.255.0 DHCP Client ID: Router: 10.0.1.1 Configure IPv6: Automatically 2 Router: IPv6 Address: Prefix Length:
	? Cancel OK

Renewing your IP Address (Apple iPad/iPhone):

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

How to renew your IP Address (A	Apple iPad/iPhone)
Step 1: Tap on the Settings icon on the main menu of your Apple device.	Vertor Vertor Vertor Vertor Vertor Vertor Vertor Vertor Vertor Vertor <td< th=""></td<>
Step 2:	•••••• AT&T •••••• At&T •••••• At&T •••••• At&T •••••• Settings
Select Wi-Fi from the Settings Menu.	Q Settings
	Airplane Mode
	Wi-Fi CHARLIE-PC_Network >
	Bluetooth On >
Step 3:	
Tap in the information icon (1) in the Wi-Fi menu.	Wi-Fi
The network you are connected to will have a blue check mark on the left.	ChARLIE-PC_Network



Step 4:	IP ADDRESS			
Tap on Renew Lease.	DHCP BootP Static			
	IP Address 192.168.0.154			
	Subnet Mask 255.255.255.0			
	Router 192.168.0.1			
	DNS 192.168.0.1			
	Search Domains			
	Client ID			
	Renew Lease			
Step 5:	IP ADDRESS DHCP BootP Static			
Tap on the Renew Lease button to	IP Address 192.168.0.154			
confirm.	Subnet Mask 255.255.255.0			
commu.	Router 192.168.0.1			
	DNS 192.168.0.1			
	Search Domains Client ID			
	Chericito			
	Renew Lease			
	Cancel			



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		qc
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	Network settings Image: Settings Wi-Fi Airplane mode Image: Settings Image: Settings <tr< th=""><th> (ぞ 句)) 12:01 PM Wi-Fi< On COMU_Office_VPN Connected, secured Show available networks Hardware properties Manage known networks </th></tr<>	 (ぞ 句)) 12:01 PM Wi-Fi< On COMU_Office_VPN Connected, secured Show available networks Hardware properties Manage known networks
Step 3:	🐵 Wi-Fi	
Find the SSID listed under the known networks, left click the name you want to forget. Left click on the Forget button.	Manage known networks + Add a new network Search this list Sort by: Preference ResidenceOnFirst Properties	Forget
	Rogers06799-5G-5G	



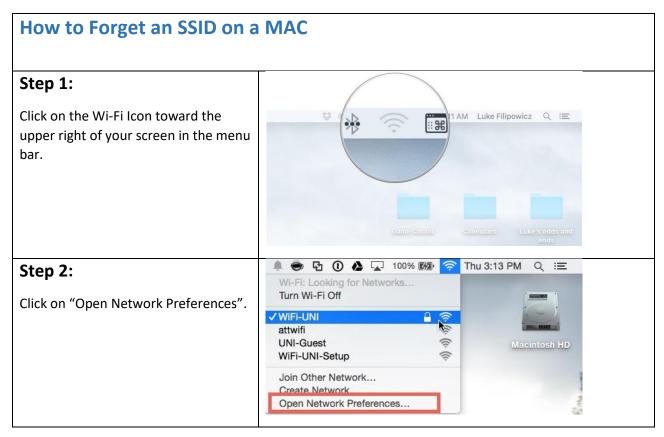
Step 4.

Try reconnecting to the wireless network.

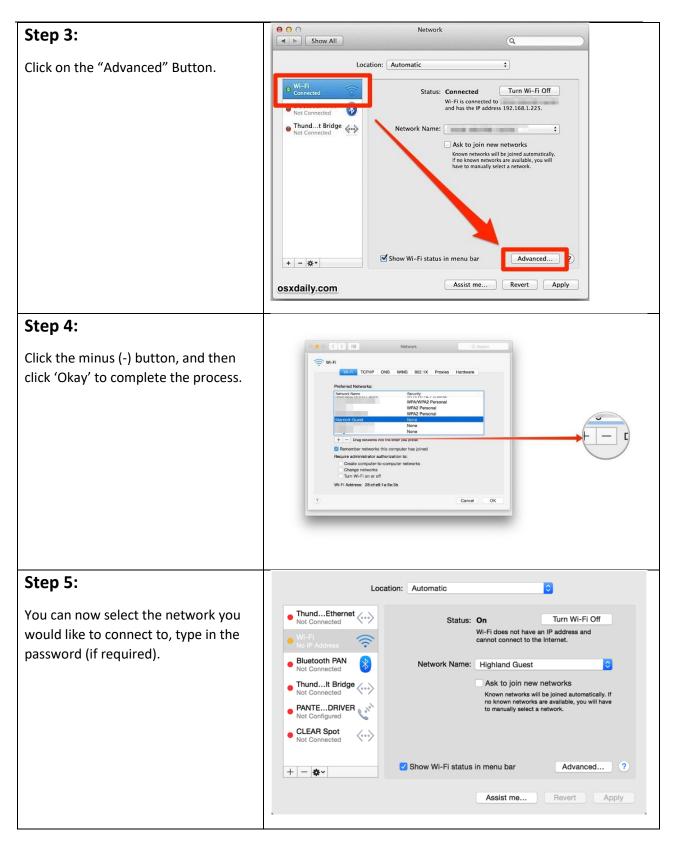
ResidenceOnFirst Secured	
Connect automatic	cally
	Connect

How to Forget the Wireless Network (MAC PC):

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









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/iPh	none/iPod
Step 1:	
Launch the settings menu on your iPhone.	Settings
Step 2:	•••• == 3G 11:00 96% ==> Settings
Tap on the Wi-Fi icon.	Q. Settings
(Now you can view all the networks available to	Airplane Mode
join)	Image: Second secon
	Bluetooth Off >
	Personal Hotspot Off >
	Carrier >
	Notifications
	Control Centre
	C Do Not Disturb
	6 General
	A Display & Brightness
	Wallnaper >
Step 3:	•
Tap on the info button next to the networks	●●●●● 〒 9:41 AM 100%
name.	Settings Wi-Fi
	Wi-Fi
	f Home 🗢 (j)
	CHOOSE A NETWORK
	WiFiSecure • \widehat{r} (j
	Other



Step 4.	-97 AT&T
Press "Forget this network"	Forget this Network
	IP ADDRESS IP ADDRESS DHOP BootP Static IP Address 192.168.1.4 Subnet Mask 255.255.255.0 Router 192.168.1.1 DNS 8.8.8.8
Step 5: Your device has now forgotten the network SSID. You can now rejoin the network by typing in the required password (if needed).	

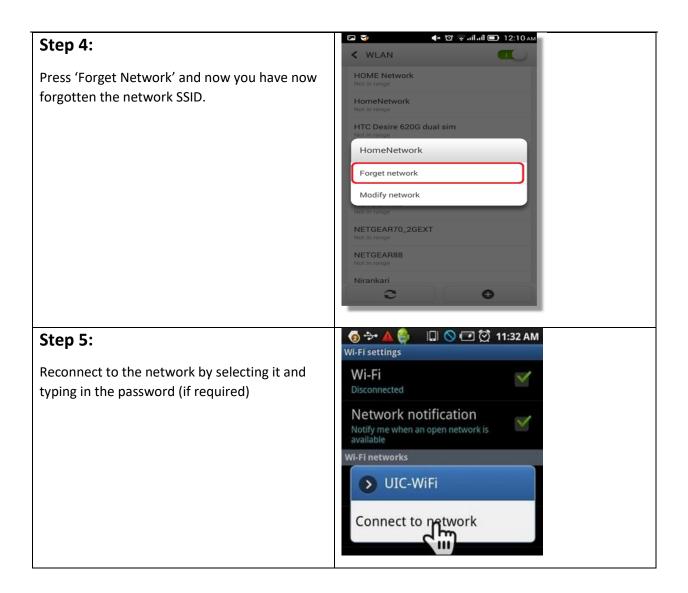


How to Forget the Wireless Network (Android Device):

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

How to Forget an SSID on an Android	
Step 1: Open the settings menu on your device	Settings
Step 2: Click on the "Wi-Fi" tab to access the menu	Image: Settings
Step 3: Long click on the network you would like to forget.	Saving screenshot Image: Constraint of the second sec





Upon Completing the Troubleshooting:

- If you were unsuccessful at resolving the problem using this guide: Please report the problem to Comu Networks to receive internet support.
- Please state that you have completed the trouble-shooting guide, so you are not asked to do so again.
- You can report a problem by going to the following URL:
- http://comuhelp.com/CampusLivingCentres/
- You can also report this issue over the phone by calling: (1) 855-912-2668
- Please note, that it is always best to report the problem using the online tools. The more accurate and complete the information you provide the faster we can be of assistance.
 Regardless of the approach you use, online or toll free number be sure to use your correct email address because that is the way we will initially communicate with you.