



## INTERNET ACCESS TROUBLESHOOTING GUIDE

---

## Contents

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.

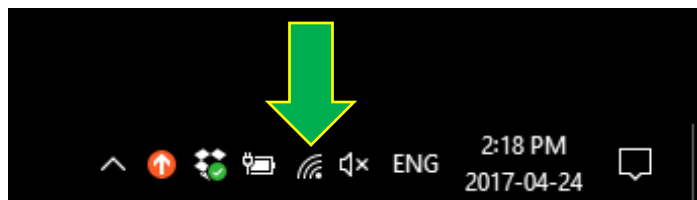
### Device Built In Trouble-Shooting for Windows:

- ❖ 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.

## How to Troubleshoot internet issues on your Windows Computer

### Step 1:

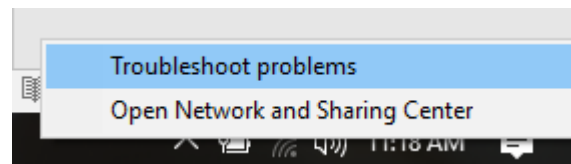
Right Click on the Wi-Fi Icon at the bottom right side of your desktop home screen.



### Step 2:

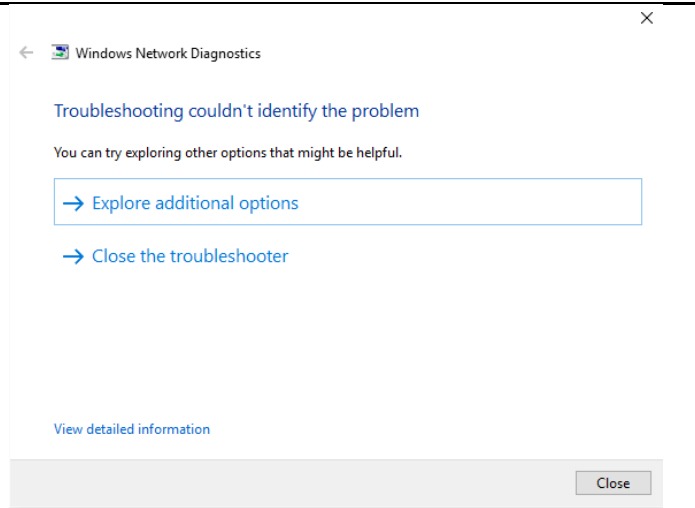
After right clicking on the Wi-Fi tab, select "Troubleshoot Problems"

And your computer will begin the scan automatically.



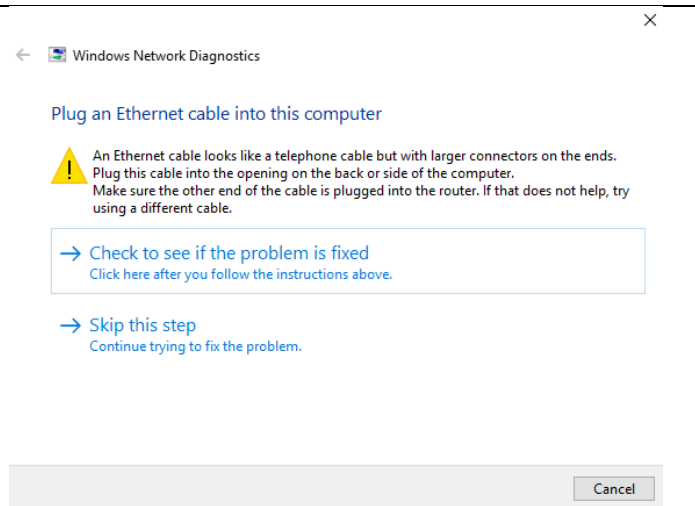
## Step 3:

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.



## Step 4:

If you find that the troubleshooting does identify an issue, please attempt to correct it by following the instructions.



## 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 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:



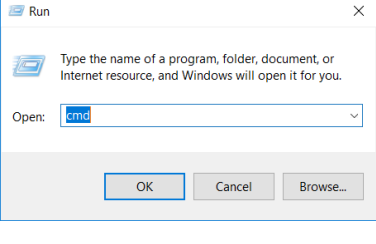
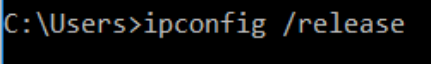
Please relay any information gathered here to your Support Representative.



## 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)

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

**Step 5:** Type `ipconfig /renew` and press Enter.

Make a note of the IPv4 address listed under the Wireless LAN adapter Wi-Fi heading.

```
C:\Users>ipconfig /renew

Windows IP Configuration

No operation can be performed on Local Area Connection* 1 while it has a connection.
No operation can be performed on Bluetooth Network Connection while it has a connection.

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
```

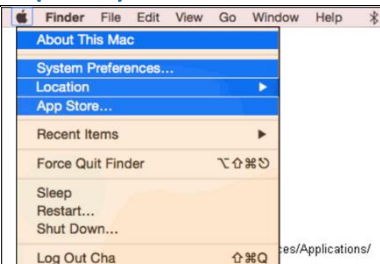
## Renewing your IP Address (MAC):

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

### How to renew your IP Address (Mac)

**Step 1:** Click on the **Apple icon** top left of your screen

**Step 2:** Select **System Preferences**



**Step 3:** Click on the **Network** icon



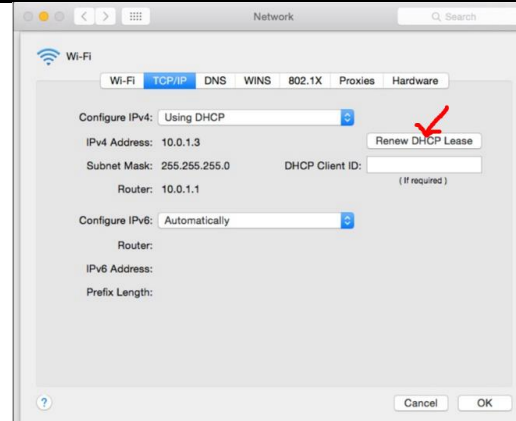
**Step 4:** Select the network you are using on the left side. It is marked with a **green dot** and the status shows **Connected**

**Step 5:** Click on **Advanced**



**Step 6:** Select the **TCP/IP** tab at the top to view your IP address details

**Step 7:** Click on **Renew DHCP Lease** on the right. The IP Address details will clear and then populate again.

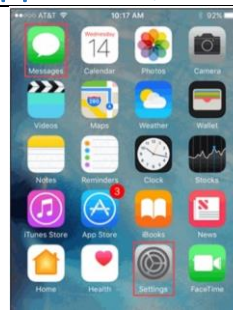


## Renewing your IP Address (Apple iPad/iPhone):

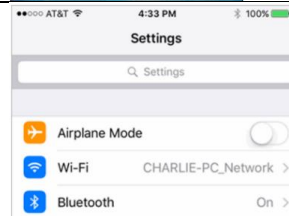
The following steps show how to renew your IP address using an Apple iPad or iPhone.

### How to renew your IP Address (Apple iPad/iPhone)

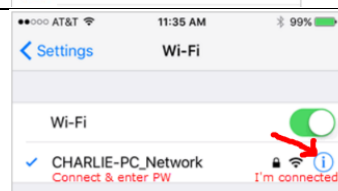
**Step 1:**  
Tap on the **Settings** icon on the main menu of your Apple device.



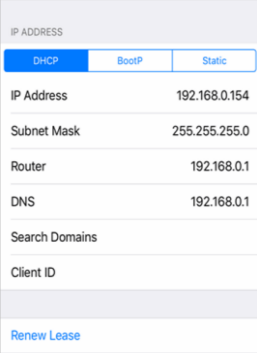
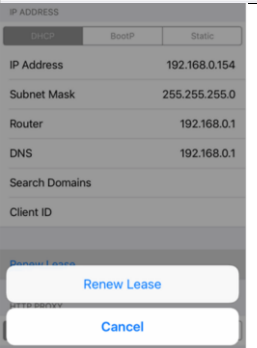
**Step 2:**  
Select **Wi-Fi** from the Settings Menu.



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

## How to Forget the Wireless Network (Windows PC):

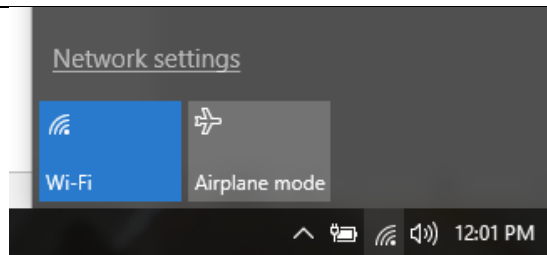
The following steps show how to forget the wireless network using a Windows 10 PC.

### How to Forget the SSID on a Windows 10 Laptop

#### Step 1:

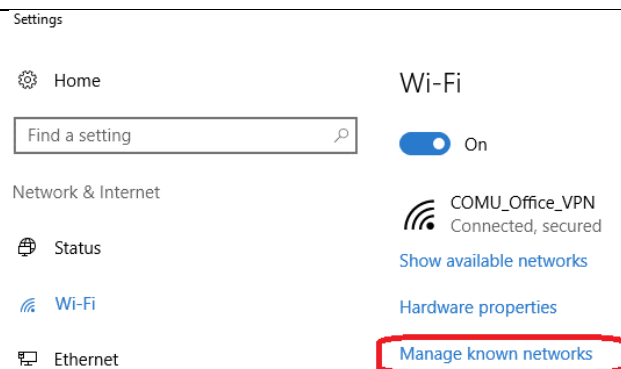
Left click on the wireless icon in the task bar on the bottom right of your screen.

Left click on **Network settings**



#### Step 2:

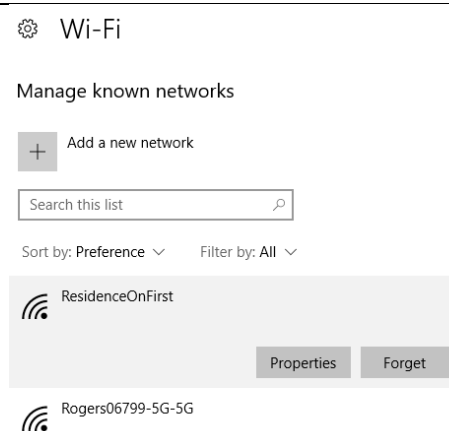
Under the Wi-Fi tab left click on **Manage known networks**



#### Step 3:

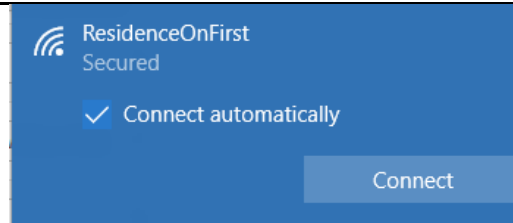
Find the SSID listed under the known networks, left click the name you want to forget.

Left click on the **Forget** button.



## Step 4.

Try reconnecting to the wireless network.



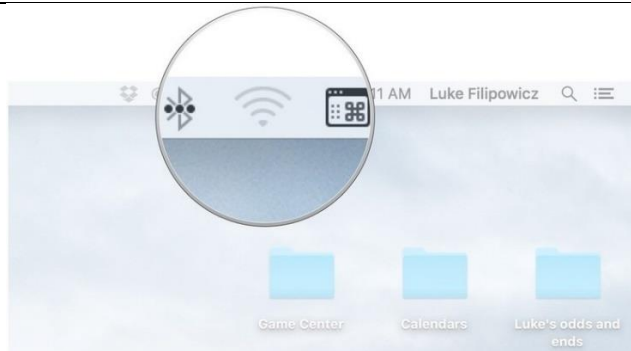
## How to Forget the Wireless Network (MAC PC):

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

## How to Forget an SSID on a MAC

### Step 1:

Click on the Wi-Fi Icon toward the upper right of your screen in the menu bar.



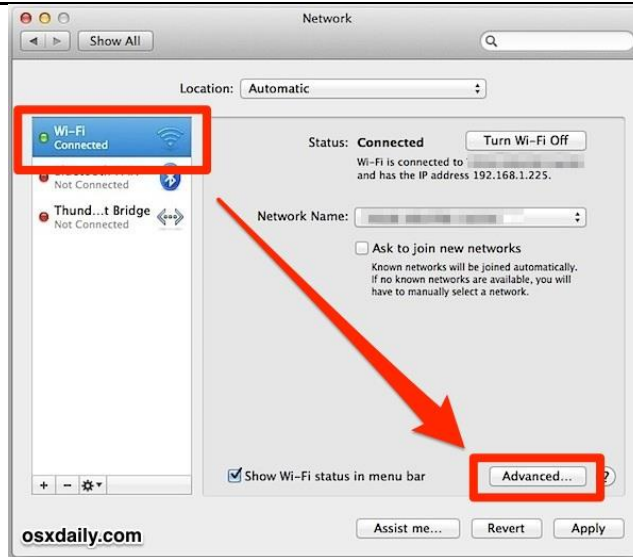
### Step 2:

Click on "Open Network Preferences".



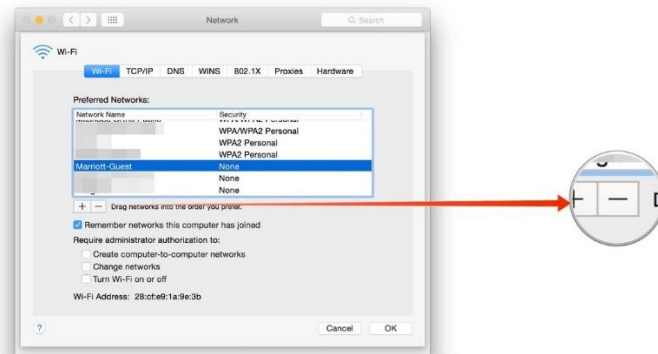
## Step 3:

Click on the “Advanced” Button.



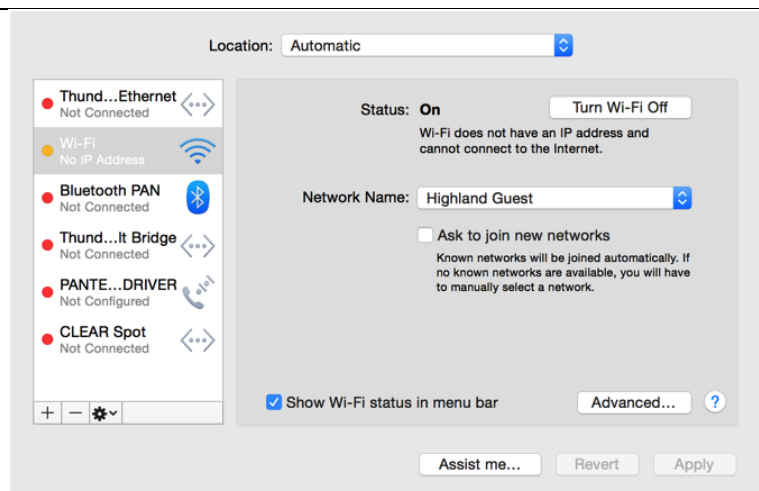
## Step 4:

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)



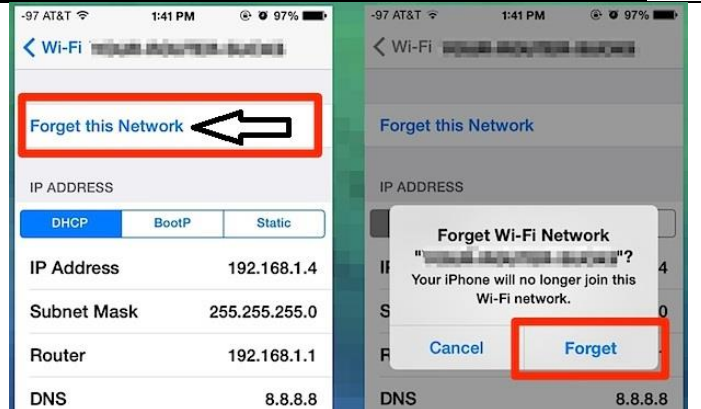
#### Step 3:

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.

### How to Forget an SSID on an Android

#### Step 1:

Open the settings menu on your device



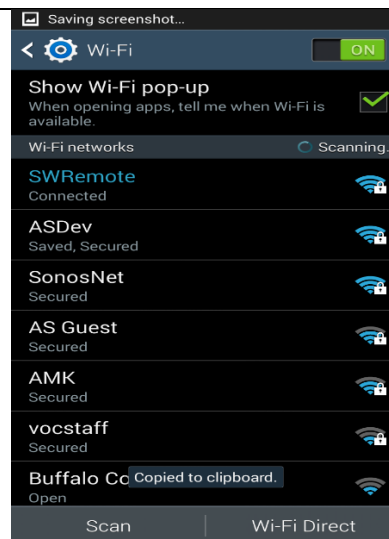
#### Step 2:

Click on the “Wi-Fi” tab to access the menu



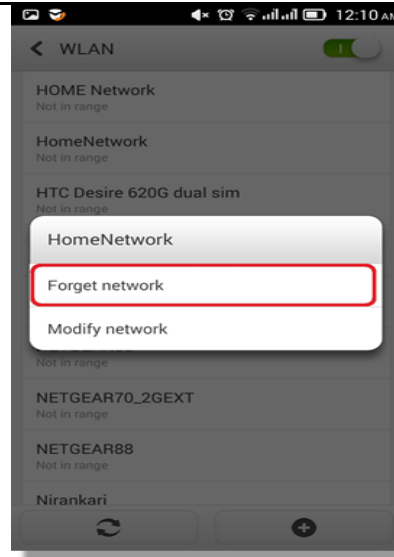
#### Step 3:

Long click on the network you would like to forget.



## 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)



## 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.