



# **INTERNET ACCESS TROUBLESHOOTING GUIDE**



# Wi-Fi Troubleshooting



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Upon Completing the Trouble-Shooting:



# 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:

#### 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		
<b>Step 1:</b> Right Click on the Wi-Fi Icon at the bottom right side of your desktop home screen.	∧ 즑 🔅 ☜ 🧖 ⊄× ENG 2:18 PM 2017-04-24	
<b>Step 2:</b> After right clicking on the Wi-Fi tab, select "Troubleshoot Problems" And your computer will begin the scan automatically.	Troubleshoot problems Open Network and Sharing Center (중 당행) 대한 전쟁	



# Wi-Fi Troubleshooting

<b>Step 3:</b> 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.	<ul> <li>← S Windows Network Diagnostics</li> <li>Troubleshooting couldn't identify the problem</li> <li>You can try exploring other options that might be helpful.</li> <li>→ Explore additional options</li> <li>→ Close the troubleshooter</li> </ul>
	View detailed information Close
Step 4:	← 🔄 Windows Network Diagnostics
If you find that the troubleshooting does identify an issue, please attempt to correct it by following the instructions.	<ul> <li>Plug an Ethernet cable into this computer</li> <li>An Ethernet cable looks like a telephone cable but with larger connectors on the ends. Plug this 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.</li> <li>→ Check to see if the problem is fixed Click here after you follow the instructions above.</li> <li>→ Skip this step Continue trying to fix the problem.</li> </ul>
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.	CEINU NETWORKS



### 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.	Spotlight       wireles       Solution         Show All in Finder       Show All in Finder       Show All in Finder         Top Hit       Streless Diagnostics       Show All in Finder         Applications       Streless Diagnostics       Show All in Finder		
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.           Wureless Diagnostics is monitoring and move on to the next screen.           Monitoring your Wi-Fi connection           Active since 6/18/15, 3:18 PM		
<b>Step 3:</b> Please relay any information gathered here to your Support Representative.	C I I I I I I I I I I I I I I I I I I I		



### 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		
Select Run from the Menu	Apps and Features         Mobility Center         Power Options         Event Viewer         System         Device Manager         Network Connections         Disk Management         Computer Management         Computer Management         Windows PowerShell         Windows PowerShell         Windows PowerShell         Windows PowerShell         Windows PowerShell         Settings         File Explorer         Search         Run         Shut down or sign out         Desktop         Ask me anything	
<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	Image: Second	
Step 4. Type ipconfig /release and press Enter	C:\Users>ipconfig /release	



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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 : : 255.255.05         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.





the right. The IP Address details will	IPv4 Address: 10.0.1.3 F Subnet Mask: 255.255.255.0 DHCP Client ID:	Renew DHCP Lease
clear and then populate again.	Router: 10.0.1.1 Configure IPv6: Automatically © Router: IPv6 Address: Prefix Length:	( If required )

# 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)		
<b>Step 1:</b> Tap on the <b>Settings</b> icon on the main menu of your Apple device.	Vertical of W OF 1 ALI OF 2 ALI   Vertical of W OF 2 ALI OF 2 ALI   Verti	
<b>Step 2:</b> Select <b>Wi-Fi</b> from the Settings Menu.		
<b>Step 3:</b> Tap in the <b>information icon</b> (i) in the Wi-Fi menu. The network you are connected to will have a blue check mark on the left.	•••••• AT&T      •••••• AT&T     •••••• AT&T     •••••• AT&T     •••••• AT&T     •••••• AT&T     ••••••     ••••••     ••••••     ••••••	



Step 4:	IP ADDRESS			
Tap on <b>Renew Lease.</b>	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:	DHCP BootP Static			
Tap on the <b>Renew Lease</b> button to	IP Address 192.168.0.154			
confirm.	Subnet Mask 255.255.255.0			
	Router 192.168.0.1			
	DNS 192.168.0.1			
	Client ID			
	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		
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   Settings   Settings   Image: Setting   Pome   Find a setting   Pome   Find a setting   Pome   Settings   Image: Setting   Image: Setting	() 12:01 PM Wi-Fi ・ On の COMU_Office_VPN Connected, secured Show available networks Hardware properties Manage known networks
<b>Step 3:</b> Find the SSID listed under the known networks, left click the name you want to forget. Left click on the <b>Forget</b> button.	<ul> <li>Wi-Fi</li> <li>Manage known networks</li> <li>+ Add a new network</li> <li>Search this list  P</li> <li>Sort by: Preference  Filter by: All </li> <li>ResidenceOnFirst</li> <li>ResidenceOnFirst</li> </ul>	Forget



## Step 4.

Try reconnecting to the wireless network.

(iii	ResidenceOnFirst Secured	
	Connect automatically	
	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:	•••• EE 3G 11:00 96%
Tap on the Wi-Fi icon.	Q. Settings
(Now you can view all the networks available to	Airplane Mode
join)	
	Mobile Data
	Personal Hotspot Off >
	Carrier >
	Notifications
	Control Centre
	C Do Not Disturb
	General >
	A Display & Brightness
	🔞 Wallnaper >
Step 3:	•
Tap on the info button next to the networks	●●●●● <b>9:41 AM</b> 100% ■●
name.	Settings Wi-Fi
	Wi-Fi
	Home $\Rightarrow$ ()
	CHOOSE A NETWORK
	WiFiSecure • $\widehat{\mathbf{r}}$ (i)
	Other







### 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:	<ul> <li>☑ ▼ _ 100% 23:56</li> <li>☑ Settings</li> </ul>
Click on the "Wi-Fi" tab to access the menu	WIRELESS & NETWORKS   Image: Settings
Step 3:	Saving screenshot
Long click on the network you would like to forget.	Show Wi-Fi pop-up       Image: Commercial system when Wi-Fi is available.         Wi-Fi networks       Scanning         SWRemote       Image: Commercial system when Wi-Fi is commercial system when Wi-Fi Direct         Show Wi-Fi Direct       Image: Commercial system with when Wi-Fi Direct         Wi-Fi Direct       Image: Commercial system with when Wi-Fi Direct



Step 4:	🖓 😼 🔹 🔯 جستانیة 🖿 12:10 میں VIII کی WLAN
Press 'Forget Network' and now you have now forgotten the network SSID.	HOME Network Not in range HomeNetwork Not in range HOMENetwork HomeNetwork Forget network Modify network Not in range NETGEAR70_2GEXT Not in range NETGEAR88 Not in range
Step 5:	🧑 🐤 🛕 🥞 🔲 🚫 🕑 🗭 11:32 AM Wi-Fi settings
Reconnect to the network by selecting it and typing in the password (if required)	Wi-Fi Disconnected Network notification Notify me when an open network is available Wi-Fi networks UIC-WiFi Connect to network