

WiFi Help: I Can't Connect (or Stay Connected)

If this message appears when trying to connect to the Library's wireless network, the steps outlined below may help you in restoring your connection.

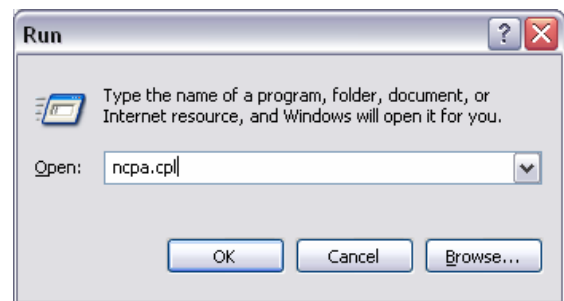


Restoring Your Wireless Connection

1. Click on the Start button.

Press **Run**.

In the dialogue box, type Ncpa.cpl



2. The Network Connections window will open, showing your available network connections.

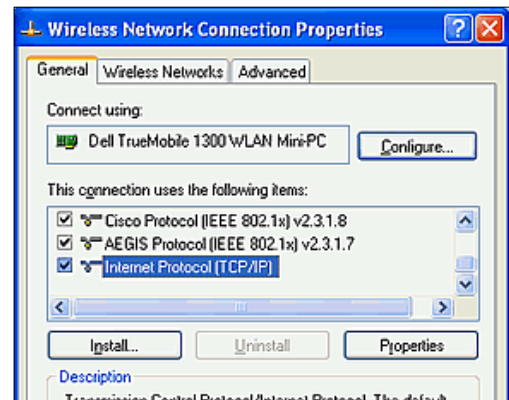
Right click on the connection labeled **Wireless Network Connection**.

Choose **Properties**.



- The Wireless Network Connections Properties window will open.

Highlight the Internet Protocol (TCP/IP) option and click Properties.

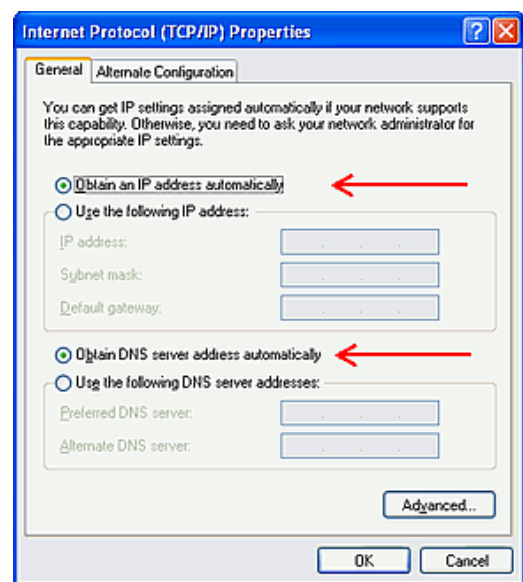


- The Internet Protocol (TCP/IP) Properties window will open. You will be able to see the settings for your computer.

Make sure that you write down any of the settings before they are changed.

Select the following options

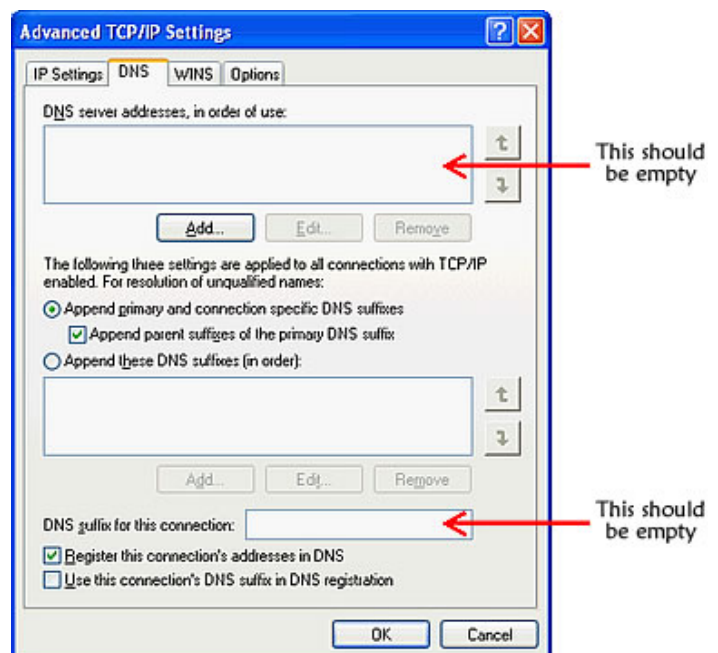
- * Obtain an IP Address Automatically
- * Obtain DNS Server Address automatically



- Click the Advanced Button to open the Advanced TCP/IP Settings.

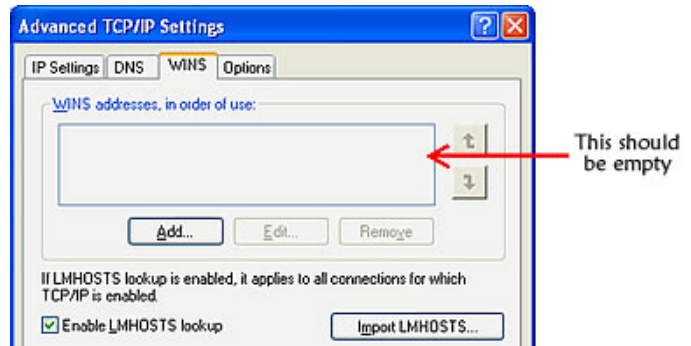
Click on the DNS tab and make sure that there are no IP addresses listed in this option.

The DNS suffix for this connection section should also be empty.



- Click on the **WINS** tab and make sure this is also empty.

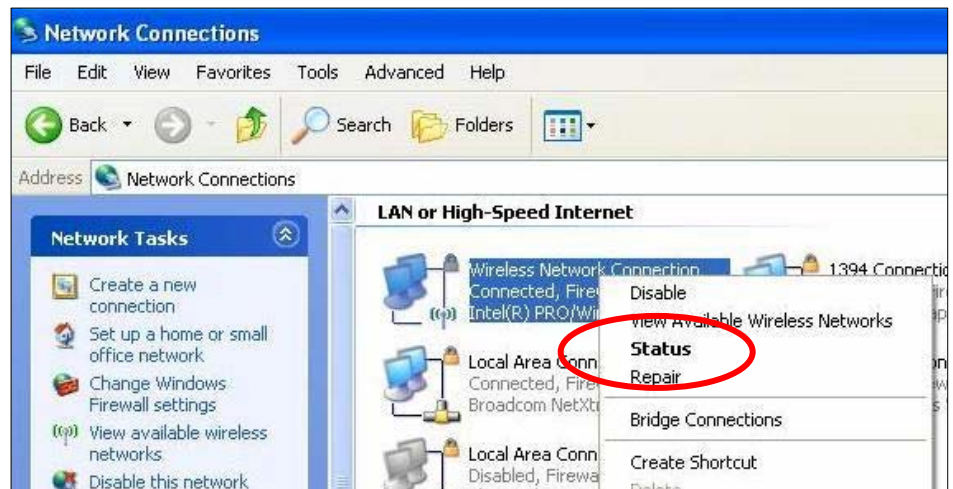
Click **OK** for the settings to take effect.



- Return to the **Network Connections** window.

Right-click on **Wireless Network Connection**.

Choose **Status**.

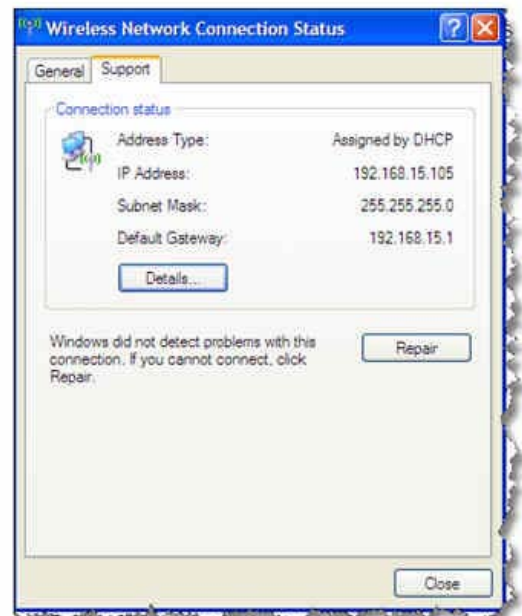


- The **Wireless Network Connection Status** window will open.

Choose the **Support** tab.

Press the **Repair** button. Wait. You should see an IP address in the following format: 192.168.15.xxx.

Open a new browser and try to connect.



If you are not successful, please try relocating to another section of the library. If this results in a viable connection, please alert one of the librarians to contact the Help Desk about rebooting the Access Point in that location.