

What to Do if Your Wireless Internet Connection is Down

My Network Name is: _____

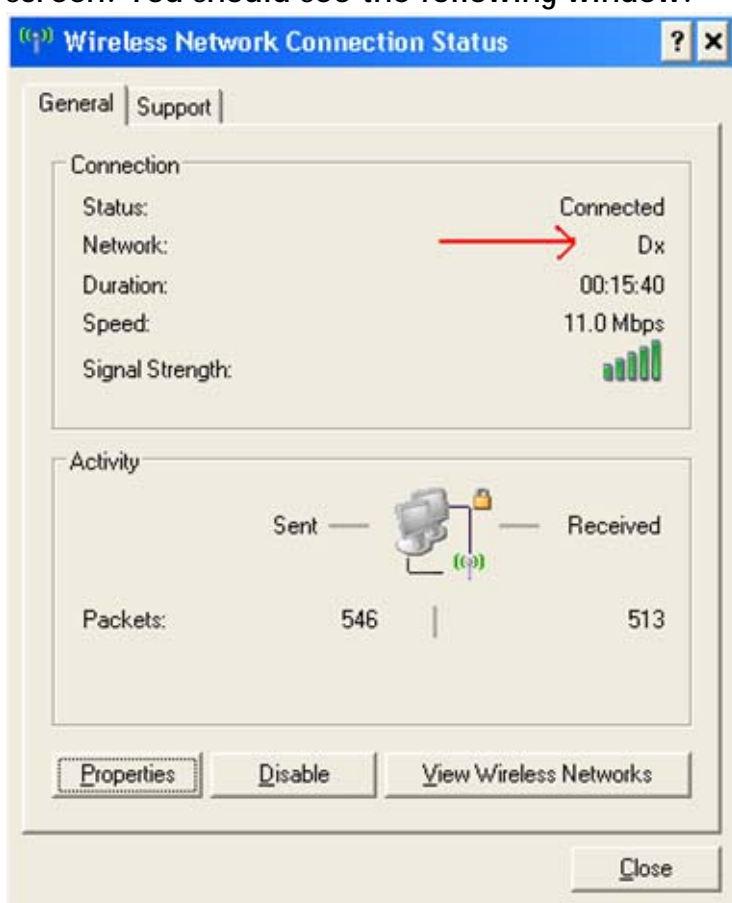
My Network Key is: _____

Desktronix Phone Support: 1-866-DSK-TRNX (375-8769)

If you are having trouble accessing your wireless internet connection, please check first to see if you are able to go to a website such as www.yahoo.com or www.google.com from a wired internet connection. If you are unable to do this, please follow the troubleshooting tips for What to Do if Your Wired Internet Connection is Down.

Please follow the below steps ONLY if you have confirmed that your wired internet connection is working:

Double-click on the Network icon on the bottom right hand side of your screen. You should see the following window.

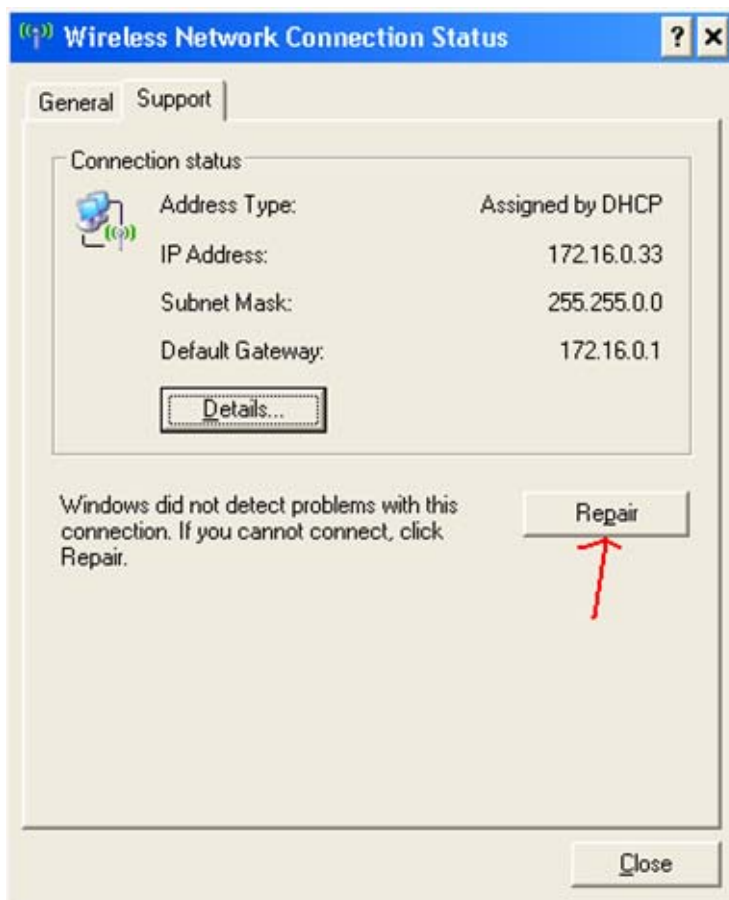


The network listed should match your network name. If it does not, you are either not connected or connected to another wireless network.

If you do not see your wireless network, you may be too far out of range or your wireless router might be down. Unplug your wireless router, wait 30 seconds, and plug it back in.

If you are not connected to a neighbor's wireless network, click on View Wireless Networks. Find the name of your wireless network and click double-click on it to Connect. If you are prompted for a wireless key, type it in twice and press enter.

If you are connected to your wireless network and have more than one signal bar, click on the Support tab and then click Repair.



If you are still having problems, call Desktronix at 1-866-DSK-TRNX (375-8769).