Internet Services

Wireless Troubleshooting Tips

- Make sure the device you are attempting to connect has wireless capability, that it is turned on and set to look for or "see" the wireless router.

- If the devices are set up for wireless, but do not seem to want to connect, plug the remote device into one of the routers physical ports using an Ethernet patch cable.

- If the device works when connected through the cable, the problem is not with the device itself, but still may be with the wireless operation of that particular device.

- Identify any other wireless devices at the location and unplug or disable (if possible) to see if they may be causing interference.

- If your device has connected but has low, weak or intermittent signal, try moving the router or the device to a different location (possibly closer to the router) to see if the signal strength improves.