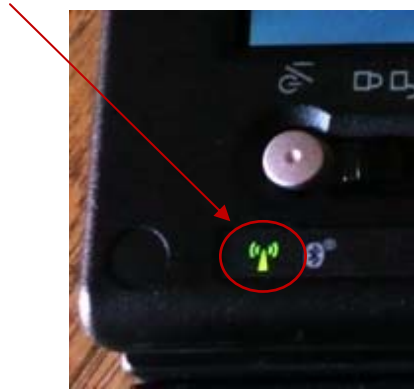


Wireless Network Connections – Basic Troubleshooting Steps

- Restart your computer. Most of the time restarting the computer will fix the problem.
- Make sure the wireless network adapter switch is on. The wireless switch is located on the front case exterior to the left of the lid latch on T60 laptops and on the front case exterior to the right of the lid latch on X60/X61 tablets. With the switch in the right position, wireless is enabled. In the left position, wireless is disabled. On a Lenovo system, the wireless indicator light will be lit when the wireless is enabled.



Also make sure that your wireless is enabled in the Control Panel. Sometimes you need to disable it and then enable it again. Click Start, then Control Panel. Open Network Connections. Check to see that the wireless connection is enabled. If not, right click on the wireless network icon and click Enable.

- Determine if it's a connectivity or application specific problem. If you are on campus, try using another browser or accessing other network resources such as printers or shared drives. If you can connect to other Internet sites or network resources, the problem may be with the site you are trying to access.
- See if you can connect from a different area of campus or from off campus. The problem may be specific to your location.
- If you are connected but having problems or if you're getting a "limited or no connectivity" message, try repairing your connection.
 - Click on Start and then Control Panel.
 - Click on Internet and Network Connections.
 - In the Internet and Network Connections window, click on the Network Connections icon toward the bottom of the window.
 - Right click on your wireless Internet icon and click Repair.

If you prefer to repair this manually, open a Command window. Click Start / Run... In the Run... window, type cmd and click OK.

From the Command window, see if you have an IP address by entering the command: ipconfig /all

- Then remove any IP address you may have by entering this command: ipconfig /release
- When this command completes, try and acquire a new IP address. Enter: ipconfig /renew
- If you are off campus and can't connect to your wireless network, you may have to give control of your wireless adapter to Windows. On Lawrence Tech laptops & tablets, the wireless adapter is controlled by the

Intel PROSet Wireless Software. However some Internet Service Providers, such as Comcast, require that Windows have control of the wireless adapter.

To give Windows control of the wireless adapter, open the Intel PROSet Wireless Software (Start / All Programs / Intel PROSet Wireless / Wi-Fi Connection Utility). Click on the Advanced Tab and click the bottom option in the list: Use Windows to Manage WiFi.

When you are back on campus, give control back to Intel PROSet Wireless software by following the same procedure above. This function is a toggle. You can change control back and forth between Windows & Intel PROSet Wireless by clicking the last option in the Advanced Tab of the Intel PROSet Wireless application.

- Make sure that your Internet connection can obtain an IP address dynamically.
 - Open the Control Panel and then Network Connections.
 - Right click on the wireless network icon and click on Properties.
 - In menu box that says "This connection uses the following items," scroll to the last item and select Internet Protocol (TCP/IP).
 - With this selected, click the Properties button.
 - Make sure that the radio button which reads "Obtain an IP address automatically" is selected.
 - Make sure that the radio button which reads "Obtain DNS server address automatically" is selected.
 - Then click OK and exit.

- Lastly, you may need to update your wireless network driver. If you have had your laptop for several years, the driver may be outdated. The Computer Help Desk can update the network drivers for laptops that we distribute to students and faculty. If you have a personally owned laptop, please download the network driver from the manufacturer's website and follow their instructions for installation.