



CLASSIFIED DOCUMENTATION

Installation Date: _____

End of Warranty: _____

WEP / WPA Key: _____

SSID / Network Name: _____

Router User Name: _____

Router Password: _____

Work Group Name: _____

Channel Used: _____

Cloned MAC Address: ____ : ____ : ____ : ____ : ____ : ____

Broadcasting: Enabled Disabled



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DECLASSIFIED TROUBLESHOOTING

PROBLEM: 2.4GHz wireless telephones can interfere with wireless network

SOLUTION: Symptoms include sudden loss of wireless connectivity or drastically reduced speeds when the phone is in use. If either of these occur, switch the phone off, then on; this should force the phone to use a different channel. Some phones also have a "channel" button allowing you to manually reset the channel without disconnecting.

PROBLEM: Cannot access network or internet from any computer on the network

SOLUTION: Power down all computers on the network. Unplug both the modem and router. Breathe normally for a few moments. Plug in the modem and wait for the lights to stop flashing. Then plug in the router and wait until the lights stop flashing. Power up computers connected to the network. This is known as power cycling your modem and can often restore connectivity.

PROBLEM: Cannot access network from one computer when all others work

SOLUTION: Try shutting down the computer and restarting. If the computer is a laptop, try moving closer to the access point. If this solves the problem, you're having signal interference which can be caused by leaded glass or metal-reinforced walls and floors. It is also possible you are simply too far away from your access point.

PROBLEM: Boosting wireless network to cover weak areas of home or office

SOLUTION: A simple solution is to buy a wireless repeater. This device allows you to extend your wireless networking signal much farther from the base station. A wireless repeater can be purchased at Best Buy™ for less than \$100.

If you witness any suspicious computer activity, contact an Agent at 1 800 GEEK SQUAD.

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