



Troubleshooting Instructions

Troubleshooting


Always reboot your computer if you are having problems, please try this first.

There are two possible problems when connecting to our system:

Your machine not getting an address on our system:

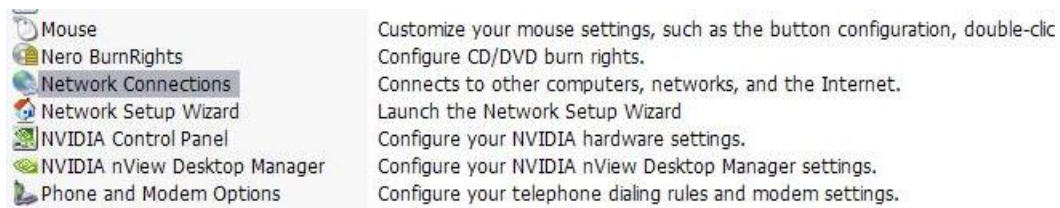
This happens when your IP Address settings are not set to automatically retrieve an address from our system. This is easy to fix.

Windows XP:

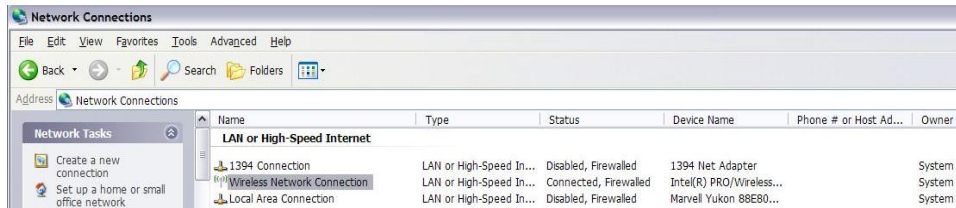
Click on  and select Control Panel:



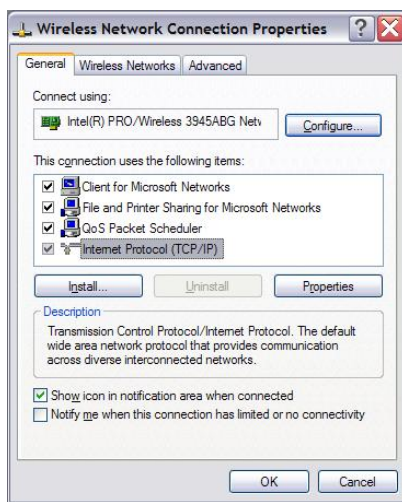
Double-Click on Network Connections:



Right Click on Wireless Network Connection and select Properties:



Select Internet Protocol (TCP/IP) and select Properties:



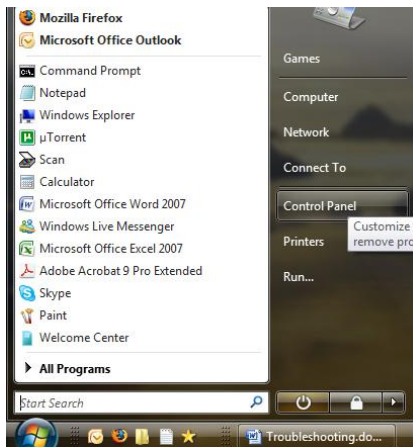
Make sure both settings are set to Obtain address automatically.



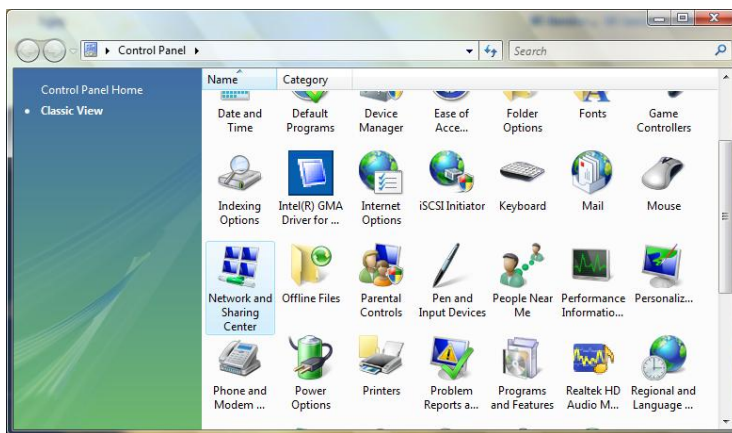
Click OK twice to close these boxes. Reboot your machine and retry connecting to our wireless network again.

Windows Vista:

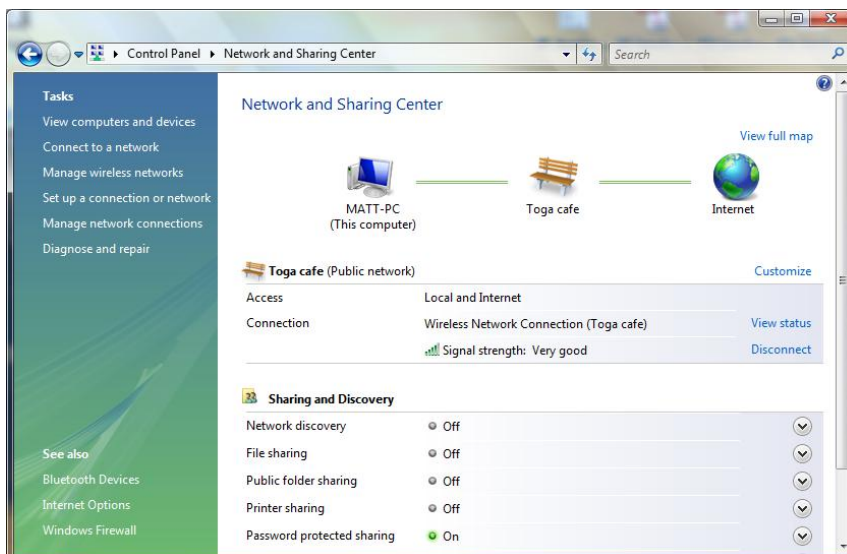
Click on Start and select Control Panel:



Open Network and Sharing Center:



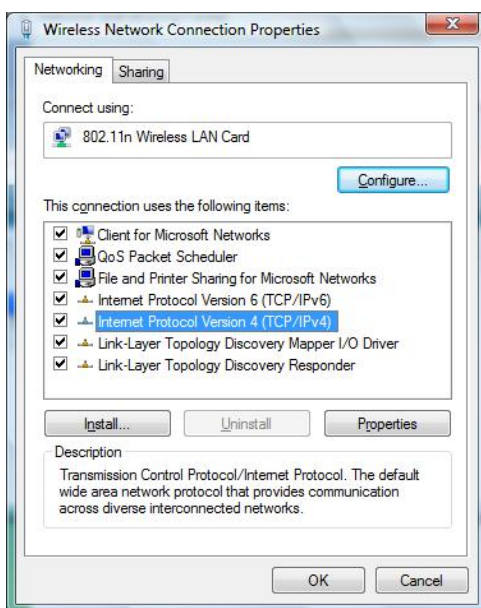
On the left hand panel select "Manage Network Connections":



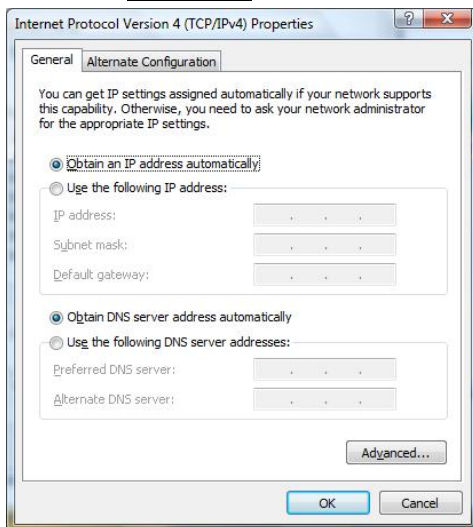
Right Click on Wireless Network Connection and select Properties:



Select "Internet Protocol Version 4 (TCP/IPv4)" and select Properties



Make sure both boxes are set to "Obtain Address Automatically":

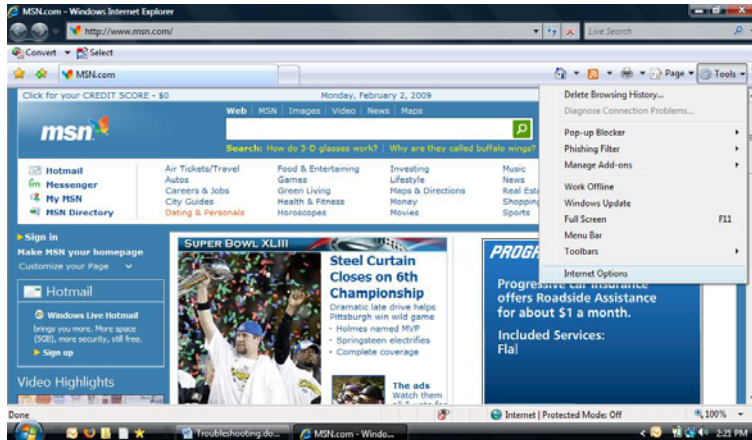


Your Browser Connection Settings Are Wrong

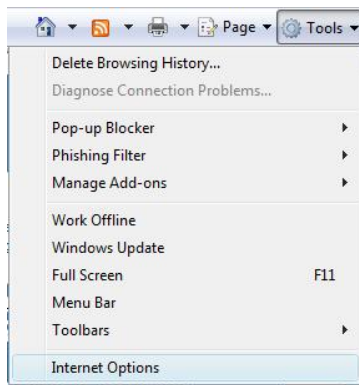
You are connected to our wireless network but your browser is unable to display a page.

Internet Explorer:

Open Internet Explorer:



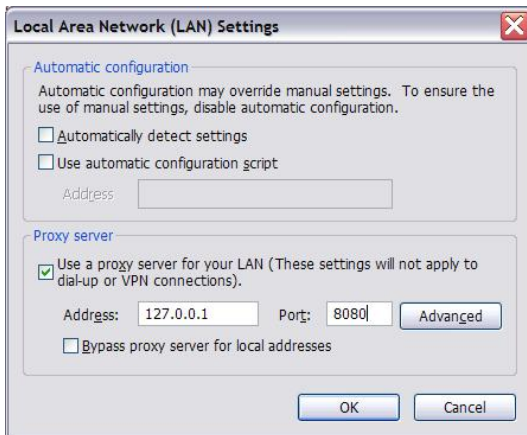
Click on Tools, then Internet Options:



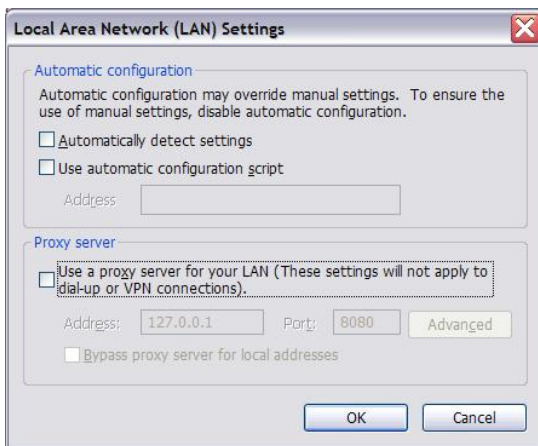
Click on the Connections Tab at the top:



Then LAN settings:



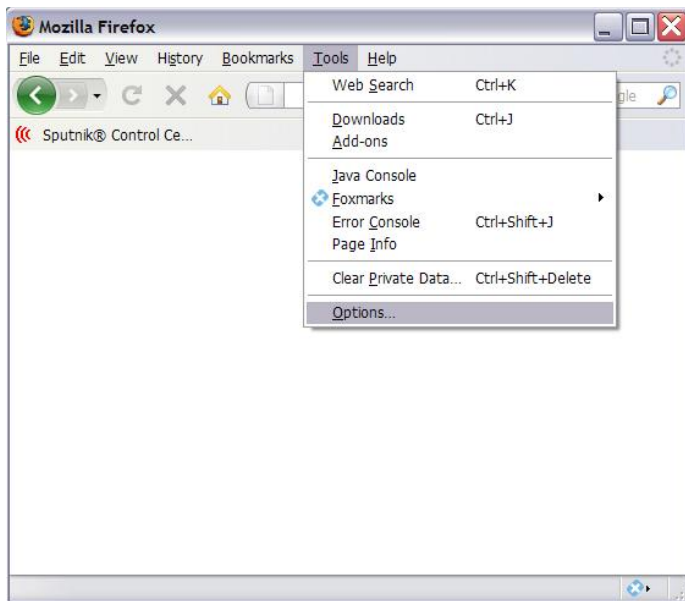
Un-tick the box that says Use a proxy server for your LAN



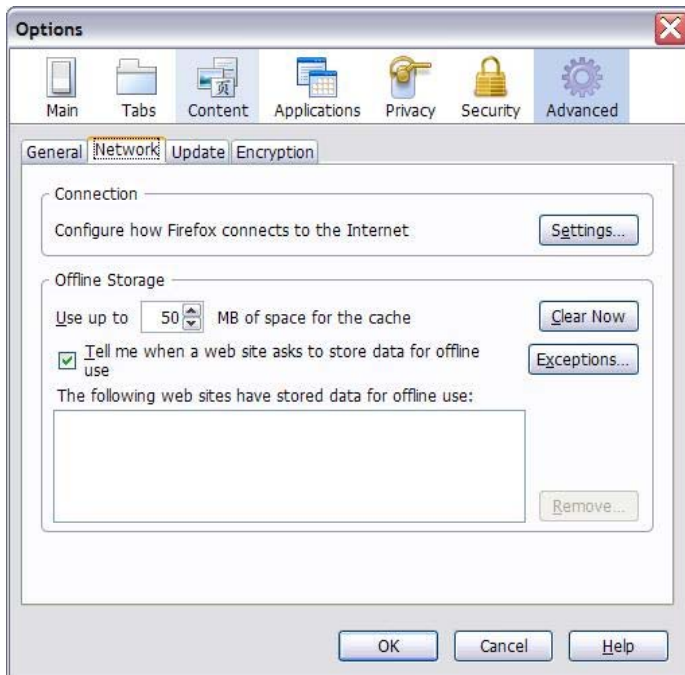
Click OK twice to close these boxes. Reboot your machine and retry connecting to our wireless network again.

Firefox:

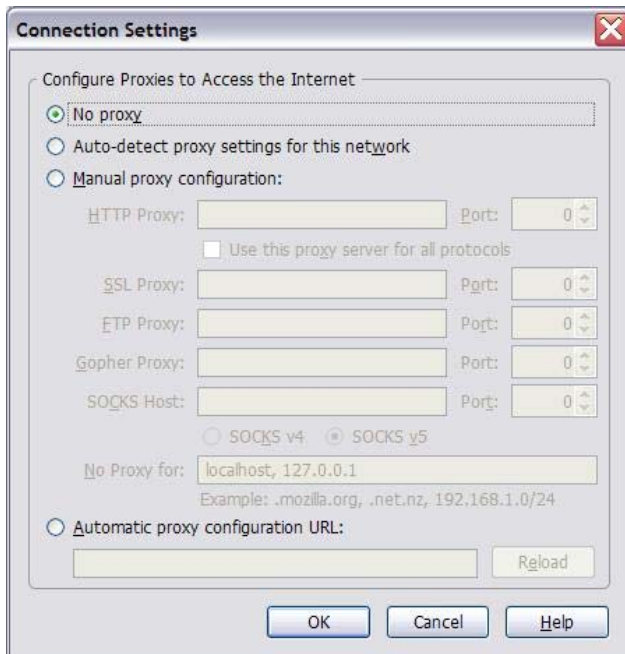
Launch Firefox. Click on Tools Menu, then select Options:



Select the Network Tab. Where it says Connection, click on the Settings Tab:



Select No proxy:



Click OK twice to close these boxes. Reboot your machine and retry connecting to our wireless network again.