



Wireless Quick Help Guide

Washburn University's Information Technology Services provides wireless network connectivity to the campus for mobile computing systems. This is provided for convenience of mobile systems but should not be used for constant work activities that access a remote network. This document is to help troubleshoot problems that may occur while accessing the wireless network.

Legal Notice:

Washburn University is not liable for any modifications of hardware or software or removal of data from your computer. This document is presented as is with no guarantee. It is for informational purposes only. The reader of this document assumes all risk and financial liability from following these instructions.

Q1: How does a computer get registered for the Washburn Wireless network?

A1: This is answered in the quick facts. The quick facts document can be found at <http://www.washburn.edu/iss/docs/qf.wireless.pdf>

Q2: In Windows XP, I can see the Washburn network "WUPublic" but I cannot see the Internet. How do I fix this?

A2: Make sure the computer is accepting the wireless connection from a non-secured network. To do this, try the following:

1. Click on the **Start** button.
2. Select **Control Panel** (or **Settings-Control Panel** if you are using the "Classic Start Menu").
3. In the Control Panel, if you see the Category View, click the link on the left to "Switch to Classic View.")
4. Double-click on **Network Connections**.
5. Double-click on **Wireless Network Connection** (or the wireless connection your computer uses).
6. A pop-up window will give you the "Wireless Network Connection Status" or prompt with an error message stating "Choose a wireless network."
7. The "Choose a wireless network" window should have the "WUPublic" network listed as being "unsecured wireless network". Double-click on "WUPublic."
8. A pop-up window will indicate the network is unsecured. Click the **Connect Anyway** button.
9. The window should now list "WUPublic" as being connected.

If the status still does not show "connected," please reference some of the other questions on this sheet.

Q3: In Windows XP, my computer does not see the Washburn network but it works fine at home. How do I find the network?

A3: You may have a **Network Bridge** in your setup. To check:

1. Click on the **Start** button.
2. Select **Control Panel** (or **Settings-Control Panel** if you are using the "Classic Start Menu").
3. In the Control Panel, if you see the Category View, click the link on the left to "Switch to Classic View.")
4. Double-click on **Network Connections**.
5. Make sure you do not have a **Network Bridge** in your setup. If you remove the bridge, you should be able to get onto Washburn's network.

If it still does not connect, please reference some of the other questions on this sheet.

Q4: In Windows XP, my computer does not have a Network Bridge but it still cannot see the WU network. How do I connect to the WU Network?

Q4: You may have hard coded your IP address for your wireless card. To work with the WU wireless:

1. Click on the **Start** button.
2. Select **Control Panel** (or **Settings-Control Panel** if you are using the "Classic Start Menu").
3. In the Control Panel, if you see the Category View, click the link on the left to "Switch to Classic View.")
4. Double-click on **Network Connections**.
5. Right-click on **Wireless Network Connection** (or the wireless connection your computer uses).
6. Select **Properties**.
7. On the **General** tab scroll down to **Internet Protocol (TCP/IP)**.
8. Double-click on **Internet Protocol (TCP/IP)**.
9. Checkmark the boxes next to **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
10. Click the **OK** button.
11. Click the **OK** button again.
12. Click on the **Start** button.
13. Click on **Run**.
14. In the **Open** field type **cmd** and then click the **OK** button.
15. Type **ipconfig /release** and press **Enter**. (Note: a space should be typed between "ipconfig" and "/release".)
16. When the prompt returns, type **ipconfig /renew** and press **Enter**. (Note: a space should be typed between "ipconfig" and "/renew".)
17. The system should return with an IP Address of 172.18.###.### or 172.19.###.### .

If it still does not connect, please reference some of the other questions on this sheet.

Q5: My internal wireless card is turned off. How do I turn it on?

A5: Most new laptops have an external switch on them. Check around your keyboard and around the sides of the laptop for a switch or button. Older laptops have a software switch. You may have to consult your laptop provider's documentation to turn it on.

Q6: What kind of wireless card do I need for Washburn's network?

A6: The majority of Washburn's network supports 802.11b and 802.11g. There is support for 802.11a and the new 802.11n in some areas.