Troubleshoot Wireless Network Connection Problems by Yourself

7tutorials
Genuine Help for Windows 7
Connecting your laptop to a Wireless Network

Does your laptop see the wireless network?

No

Do other devices (laptops, netbooks, mobile phones, etc.) see the wireless network and connect to it?

No

Are you less than 10-15 meters away from your router?

Get closer to your router (preferably in the same room with it).

Yes

Your router is not functioning (check if it is plugged in, if it works, etc).

Is the Wireless Switch On/Enabled on your laptop?

No

Yes

Turn on the Wireless Switch on your laptop.

Did you install the latest drivers for your wireless network card?

Yes

Go to page 3 (next page) And follow the diagram shown there.

No

Install the latest drivers for your laptop's wireless network card.

Yes

Your router is not functioning (check if it is plugged in, if it works, etc).

Go to page 4 And follow the diagram shown there.
START
Latest drivers for your wireless network card are installed

Were you able to detect and connect to other wireless networks (in café’s, airports, other people’s house, etc)?

No
- There is a problem with your laptop’s wireless network card. Use the warranty to have it repaired.

Yes
- Does your laptop’s wireless card support the mode used by the router to transmit the wireless signal (802.11b, 802.11g or 802.11n)?
  
  No
  - Change the wireless mode on your router so that it is compatible with the wireless network card on your laptop.

  Yes
  - Is Mac Address Control enabled on your router?
    
    No
    - Go to the website of your router’s manufacturer, download the latest firmware plus the upgrade manual, and upgrade the firmware on the router.

    Yes
    - Add your laptop’s wireless network card MAC to the MAC Address Control settings of your router. Set the router to allow wireless network access to this MAC address.

Yes
- Is Mac Address Control enabled on your router?

No
- Add your laptop’s wireless network card MAC to the MAC Address Control settings of your router. Set the router to allow wireless network access to this MAC address.

Yes
- Did you install the latest firmware on your router?
  
  No
  - Your router is incompatible with your laptop’s wireless network card. You must change the router (if it is an old model 3+ years) to a newer model or your laptop, so that it includes a more modern wireless network card.

  Yes
  - Latest drivers for your wireless network card are installed
Your laptop sees the wireless network

Can you connect to the wireless network?

Is wireless security enabled on your router (WEP, WPA-PSK, WPA2-PSK)?

Do you know and did you type the correct security key?

Obtain and type the correct security key of the wireless network.

Did you install the latest drivers for your wireless network card?

Clear your current IP, DNS settings on your laptop’s wireless network card and let them be set automatically.

Limited Connectivity Error?

Can you access the Internet?

Do you have a proxy set on your internet browser?

Remove the proxy settings and allow direct connection to the internet for your internet browser.

Everything is OK. No issues.

Possible Internet Outage of your Internet Service Provider or Internet connectivity problems for your router.

Go to page 3 (previous page) And follow the diagram shown there.

Install the latest drivers for your laptop’s wireless network card.
For more help, go to:
www.7tutorials.com/wireless-networks