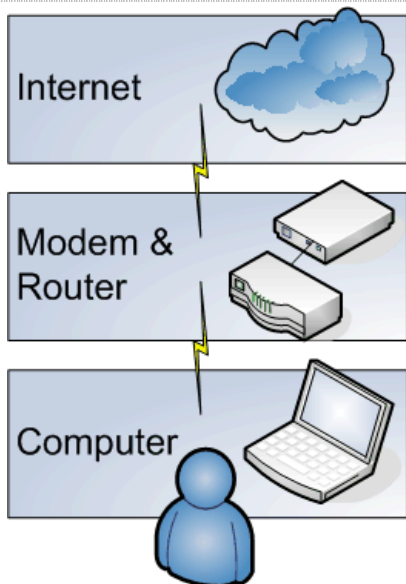


Troubleshooting network connection problems - Detailed

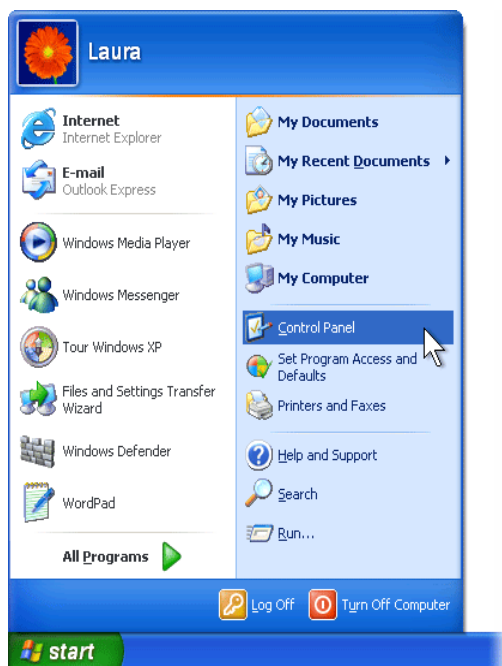
How to isolate networking problems



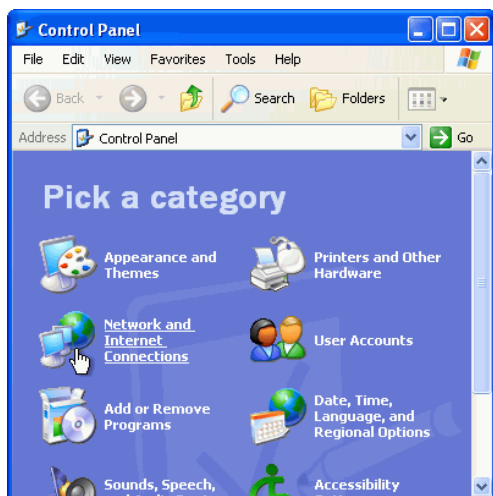
People who work with networks think of them in terms of layers. These layers include the Internet, your modem and router, and the computer (or computers) on your network. To troubleshoot a problem effectively, you must first identify which network layer is causing the problem. The following diagram shows the different layers that might be the cause of a problem.

Although you can fix most problems yourself, if you can't fix a problem, it's helpful to know which layer is causing it so that you can contact the right organization for support.

To identify which layer is causing the problem



1. Click **Start**, and then click **Control Panel**.

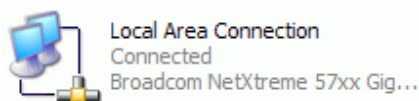


2. Click **Network and Internet Connections**

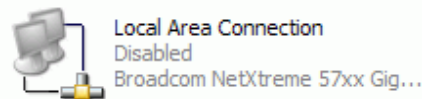


3. Under “or pick a Control Panel icon” click **Network Connections**.

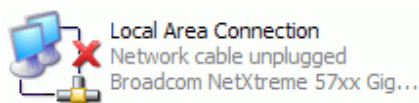
4. In the **Network Connections** window, examine the status of your network adapter:





Connected. Your computer is properly connected to your modem, router, or wireless network, but there is a problem between your router and the Internet.



Disabled. Someone has manually disabled the network adapter. To fix the problem, right-click the adapter, and then click **Enable**.



Unplugged. Your computer cannot detect the connection to your modem or router.

 <p>Wireless Network Connection Not connected Intel(R) PRO/Wireless 3945AB...</p>	<p>Not connected. Your computer cannot connect to your wireless network.</p>
 <p>Wireless Network Connection Limited or no connectivity Intel(R) PRO/Wireless 3945AB...</p>	<p>Limited or no connectivity. Your computer is properly connected to your modem, router, or wireless network, but your router is misconfigured or there is a problem between your modem and the Internet.</p>
<p>Does not appear</p>	<p>If your network adapter does not appear in the Network Connections window, it has not been properly installed. Uninstall the driver and network adapter, then reinstall the network adapter according to the manufacturer's instructions.</p>

Windows XP says your network adapter is unplugged

If Microsoft Windows XP indicates that your network adapter is unplugged, it could be because of several different problems. Follow these steps to troubleshoot the problem. (You can stop following the steps if your network connection starts to work.)

Verify that both ends of the network cable are properly connected.

1. If the cable is properly connected, verify that your modem and router are plugged in and turned on.
2. If you have more than one network port available in your router, plug the cable into a different port. If the network connection works, the original port on your router is faulty. However, you can continue to use the other ports.
3. Replace the network cable with a new cable. You might have a faulty network cable.
4. The network adapter on your computer might have failed. If possible, connect a different computer to the same network cable. If the connection works, the problem is with your network adapter. Contact your computer manufacturer for support, or install a new network adapter.
5. If the new computer also fails to connect and you have already tried a new network cable, your network hardware (the device you connect the network cable to) has failed. Contact technical support for the network hardware, or replace it.

After following these steps, you should have identified the problem as your computer's network adapter, the network cable, or your network equipment, and then either replaced or repaired the failed device.

If you still experience problems, contact Epic at 1-888-832-7167 .

Windows XP says your network adapter has limited or no connectivity

1. In the **Network Connections** window, right-click your network adapter, and then click **Repair**.
2. Unplug your modem. If you are unsure which device might be your modem, it is the device that is connected directly to your phone line (if you have DSL) or cable connection (if you have a cable modem). Wait one minute, and then plug your modem back in again.
3. Unplug your modem. If you are unsure which device might be your modem, it is the device that is connected directly to your phone line (if you have DSL) or cable connection (if you have a cable modem). Wait one minute, and then plug your modem back in again.
4. If you have a router connected to your modem, unplug it. If you are unsure which device might be your router, look for the device that has at least two network cables: one that connects to your modem; and another that connects to your computer. You may also have a wireless router, which would be connected to your modem and would have one or more antennas. Wait one minute, and then plug your router back in again.
5. Restart your computer.
6. If your network adapter still shows "Limited or no connectivity" and you have customized your router's configuration, verify that the router has DHCP (Dynamic Host Configuration Protocol) enabled. Enable DHCP, and then restart your computer. DHCP automatically assigns an Internet Protocol (IP) address to your computer, which uniquely identifies your computer on your network. For instructions on how to enable DHCP for your router, refer to your router's documentation.
7. If you are using a router, unplug the network cable that connects your modem to your router, and connect your computer directly to your modem. Then restart your computer. If your computer connects properly after restarting, the problem is with your router. Contact your router manufacturer for support.
8. If your network adapter still indicates "Limited or no connectivity" when your computer is connected directly to your modem, contact your Internet service provider (ISP) for support. To speed up the troubleshooting process, describe the steps you have already taken, including restarting your modem, router, and computer, and connecting your computer directly to your modem. The "Limited or no connectivity" error message indicates that your computer is properly connected to your home network; however, the ISP's DHCP server is not assigning it an IP address. This problem could be caused by a failed DHCP server on the ISP's network, a failed modem, or a problem with your Internet connection.

After following these steps, you should have identified the problem as your router, your modem, or your Internet connection, and then either reconfigured or repaired the failed component.

Windows XP says your network adapter is connected, but you can't reach the Internet

If you reached this section, your computer is probably connected to your home network properly, but there is a failure with your router, modem, or Internet connection. In this case:

1. First, verify that you can't reach the Internet. Start Microsoft Internet Explorer, and attempt to connect to the following Web sites: www.google.com, www.msn.com, and www.yahoo.com. If any of the Web sites open correctly, your Internet connection is functioning properly. If all of the Web sites fail to open, continue following these steps.
2. Unplug your modem (repeater). If you are unsure which device might be your modem (repeater), it is the device that was installed by an Epic technician and resembles the **Indoor Modem (Repeater)*** device below:
3. Wait one minute, and then plug your modem back in again.
4. If you have a router connected to your modem (repeater), unplug it. If you are unsure which device might be your router, look for the device that is connected directly to your modem. Wait one minute, and then plug your router back in again.
5. Restart your computer.

If these steps fail to resolve the problem, please contact our technical support department at 1-888-832-7167

Referenced Equipment



Mini USB WIFI Adapter



USB WIFI Adapter



***Indoor Modem (Repeater)**