

**PORT NETWORKS**

Port Networks Wi-Fi

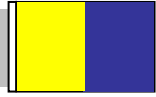
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**TROUBLESHOOTING  
WI-FI CONNECTIONS**

**(ALL OPERATING SYTEMS)**

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# TROUBLESHOOTING WI-FI CONNECTIONS

If you're having trouble connecting, here's a quick list of items to review:

## **1. Does your computer have a Wi-Fi card or built-in Wi-Fi capability?**

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Before you can use Port Networks Wi-Fi, your computer has to be able to communicate via Wi-Fi. Some computers come with this capability built-in, but otherwise you will need to buy and install a Wi-Fi card. Please make sure that your computer either has Wi-Fi built-in, or has an added card.

## **2. If you've added a Wi-Fi card, did you also install the drivers?**

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With most operating systems, you need to install software to support add-in cards like the Wi-Fi card you installed. This software usually comes on a disk or CD that is included with the card. Please make sure that you have installed these drivers.

## **3. If you've added a Wi-Fi card, is it fully inserted in your computer?**

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Your add-in card won't be connected to your computer unless it is fully inserted, so the contacts at the end are fully seated at the far end of the PC Card slot in your computer.

## **4. Are your network settings properly configured for your Wi-Fi card?**

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If you've made any changes to your network settings since installing your Wi-Fi card, you may need to double check that your network configuration still includes your card.

## **5. Are you within range of a Port Networks' access point?**

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If you are not sure whether you're near one of our access points and you haven't previously connected to Port Networks from your current location, you may be out of range. Please call Support if you are having trouble locating a nearby access point.

## **6. Are you near a source of signal interference?**

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Microwave ovens, cordless telephones, and some medical or scientific instruments can create interference that may prevent you from connecting to Port Networks Wi-Fi. If you are near one of these items, please relocate and try connecting again.

## **7. Have you launched your web browser?**

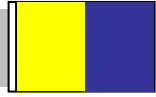
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To log on to Port Networks Wi-Fi, you need to launch a web browser (such as Firefox or Microsoft Internet Explorer) before starting any other Internet applications. You cannot launch a dedicated Internet service (such as America Online, CompuServe, or MSN) until you have logged in. If you have not logged in, please try launching your browser.

## **8. Did the Port Networks Sign-In Page appear in your browser?**

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When you launch your web browser within range of Port Networks Wi-Fi, the first thing you should see is our Sign-In Page. From this page, you can create a new account or log in using your Username and Password. Please make sure you see this page when you launch your web browser.



## **9. Have you opened a Port Network Wi-Fi account?**

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You must subscribe to our service in order to go past our Sign-In Page. Please make sure you have a Username and Password, or use the Sign-Up button to enroll.

## **10. Do you have a session going on another computer?**

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Your Username and Password are good for one session at a time. If you've signed in on another computer recently, you may have an open session that's preventing you from logging in again. Please call Support and we will close that session for you.

*Need Help? Port Networks Support (410) 637-3707*