



OHND Attorney Wireless Troubleshooting Tips

If you are having problems connecting to the wireless network, please check the following items:

1. Is your wireless card properly inserted? Ensure that your Network Interface Card (NIC) is properly inserted into the PCMCIA slot. When the operating system is running, the LEDs on the NIC should be on or blinking.
2. Is your wireless card turned on? Most cards can be turned off to conserve battery power. Use the software that came with your network card to verify the card is turned on.
3. Do you have the right type of wireless adapter? The OHND Attorney wireless network uses 802.11b/g standards. While 802.11b is slower than 802.11g (11 Mbps versus 54 Mbps), both work with the OHND system. Other wireless standards (e.g. 802.11a) will not work.
4. Are you using the latest drivers for the wireless card? Please check your wireless card manufacturer's website to see if there is updated software for your wireless card.
5. Are you using a firewall? Verify that it is not blocking wireless access. Disable all firewalls (Symantec Client Security, Windows Firewall, Zone alarm, etc.).
6. Do you have Pop-Up blocking enabled? Disable pop up blockers within Internet Explorer.
7. Is your battery charged? Weak batteries can make the wireless connection unreliable. If you suspect low power, configure and connect while your laptop is plugged into a power outlet.