

# Wireless Networking in Your Home

As wireless devices increase in popularity, more and more people are purchasing and using mobile devices such as laptops, mobile phones, tablets and gaming units that are connecting to the Internet through their Wi-Fi routers in the home. Please review the information below to help you identify and resolve wireless issues in your home or business.

## Wi-Fi Connectivity Issues

In order for your wireless Internet connectivity to work properly, confirm the following:

1. The wireless router has to be connected to the Internet.
2. You must connect to the wireless router with your device (Windows, Apple, Android).

## Checking your Internet connectivity:



If you already have a device (wireless or wired) connected to the wireless router, then your Internet connection is working properly. If that is not the case, check your Internet connection first.

You can have a wireless router working in your home in one of two ways:



1. If you have an integrated wireless modem/router from PRTC, reboot the integrated wireless router.
2. If you have a modem from PRTC with your own wireless router (Linksys, Netgear, Belkin, etc.) connected to it, reboot the modem first and then the wireless router.
3. If you still don't have Internet connectivity, verify your connection using a wired device. Connect a CAT5 cable from your wired device to a LAN port on your router/modem.

## Checking your wireless status (for the most popular devices):

For Windows 7, look in the bottom right hand corner of the screen.

These icons indicate that you are connected  or not connected 

On Apple products, look at the top of the screen.

These icons indicate that you are connected  or not connected 

For tablets and mobile phones, wireless connectivity is shown with a similar icon.

To verify that your Wi-Fi connection is enabled, go to the settings menu and verify that the slider bar is set to enable.

The wireless status icon will also show the strength of your connection. If you see a weak signal, represented by 1 or 2 bars on the icon, you might need to move your device closer to your wireless router.

## **Other things to know and check:**

- Your wireless router should be placed in a central location in your home. The wireless signal broadcasts in a 360 degree pattern from the antenna, but gets weaker the farther you are from the router.
- Make sure the wireless router is placed in an elevated location and is not blocked by obstructions.
- Make sure the antenna is standing straight up.
- The wireless signal can receive interference from older cordless phones. Newer phones with DECT technology use a different frequency band.
- You can also receive interference from other wireless networks. Some devices, such as wireless video cameras and baby monitors operate in the same frequency range.
- You could receive interference from your neighbor's wireless if you are in close proximity to another house.