

## Mac OS X Wireless Troubleshooting



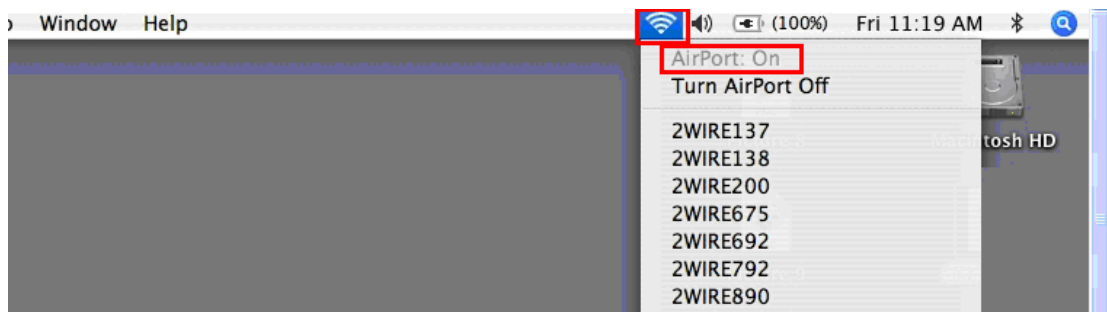
**Use this document if:**

- You are having trouble connecting or staying connected wirelessly using Mac OS X.

**This document assumes:**

- You are using Mac OS X.
- You have an active Internet connection, and your modem's wireless setting is enabled.

1. Has the wireless internet ever worked on this machine before? If not, click [here](#) for Mac OS X wireless setup information.
2. The first thing to try is simply restarting your computer. This solves a large number of problems.
3. If your computer has a wireless card or device that is removable, try taking it out and re-inserting it. Make sure you have a tight secure connection.
4. Check your wireless card configuration settings. Select the wireless icon on the menu bar at the top of the screen. Make sure **Airport: on** is grayed out and not selectable. If it is not grayed out like the picture below, select **Airport: on**. Look for your wireless network name on the list and select it.



If you do not see your wireless network name on the list, you need to add it. Select **Other** and add it. If you need help doing this, go to [How to Configure Wireless on Apple OS X](#).

5. Wireless devices send and receive radio waves. Radio waves can act like a light source, such as a light bulb. Some materials interfere or weaken radio/light waves. While light from several lights is brighter and makes it easier to see, several wireless devices in the same area can cause interference. This interference causes the radio waves to be muddled or distorted.

Stay away from **obstacles and interference**:

**Avoid obstacles and interference.** Interference is a signal that operates at the same frequency as the one you're using. Obstacles are objects that partially or completely absorb, reflect, or bend radio waves. Metal and water (including the water in people) absorb or reflect signals. Air, wood, and glass tend to let signals pass with weakening. When you are outdoors, plants and the weather may cause interference.

Keep your wireless modem a minimum of 2 feet from: metal fixtures, sprinklers, pipes, metal ceiling, reinforced concrete, and metal partitions. Keep away from large amounts of water such as fish tanks and water coolers. Here is a list of other devices to keep away from your wireless modem and minimum distances:

Microwave ovens (10 ft), Cell phones (5 ft), 2.4 GHz cordless phones (10 ft), Copy machines (2 ft), Elevators (10 ft), Windows (3 ft) (windows let in interference from the outside world), Computers (3 ft).



## Having Wireless Problems

Keep these items a minimum of 2 meters (6ft) from your Wireless access point and Wireless device





There are a number of factors that can cause the signal of your access point to deteriorate and the performance of your network to fall under par. Practically any appliance that operates on the same frequency level (2.4 GHz) as 802.11b or 802.11g can cause interference with your wireless network. Be sure to keep cordless phones, microwaves, and other electrical equipment *at least* 1m away from the access point.

To increase signal strength, place your wireless modem in a high unobstructed location.