Customer Tips For Establishing a Reliable Wireless Network Connection

1. Know your wireless network settings. This may sound simple but there can be a lot of errors that occur by having your wireless settings off by one setting, such as your WEP Key. If it is off by just one character it will cause the unit in some cases to look like it is connecting but only a few seconds later the connection will fail. Knowing your worksite specific wireless network information can go a long way with the customer being able to successfully troubleshoot their device.

2. Not knowing your wireless network information can result in potential increase in production time, mid-shift interruptions, increased shipping costs for repairs, and excess downtime that could have been averted by knowing the wireless network settings.

3. Be aware of your access point locations and where the coverage starts and stops at. There are many instances where it is suspected that a unit has an intermittent wireless connection and it seems to be picking up a connection and then a short while later it will drop when walking around the job site. Always be aware of the access point coverage, locations, and names of the access points that you are trying to connect to.

4. If your device is not connecting to your access point be sure that you’re within range of the access point. When you are within range the device should have a strong connection. If your device is not connecting check your units WLAN settings to ensure that the radio is enabled. If the radio is disabled, in some cases you will have to cold boot or reset your unit and then select the radio settings and enable the radio.

5. Ensure that you have the correct WEP key for your encrypted network. WEP keys are case sensitive and can be easily entered incorrectly into the device.

6. In order to establish a connection to your access point it is mandatory that you at least know the following information: How far the access point is from you at present time of connecting, IP address assignment, Dynamic (DHCP) or Static IP. If static IP is used you will need to know the IP address, Subnet mask, and Default gateway. If DHCP is in use the access point will auto assign all information to the device upon connection. Next you will need to know what the name of the access point you are trying to connect to is, then you will need to select connect; make sure the ESSID is correct, ensure operating mode is correct, then you will need to ensure the Authentication is correct (e.g. None for unsecured connection, LEAP, TTLS for encrypted networks), you will then select the Encryption type (Open for unsecured connection, 40 bit WEP, 128 bit WEP, TKIP, AES), if using encryption select key index then select use passkey, enter passkey then proceed to IP address assignment (e.g. Static IP or DHCP), check all additional settings then proceed to finish establishing the connection. (All information in the paragraph is applicable to all windows based units in terms of information needed to establish a wireless connection)