

MayfieldEWS Wireless Internet

Internet Troubleshooting

Unable to connect with MayfieldEWS Wireless Internet

Intermittent connection with MayfieldEWS Wireless Internet

Have a Router and are Unable to connect with MayfieldEWS Wireless Internet

Unable to Connect to MayfieldEWS Wireless Internet.

If your MayfieldEWS Wireless Internet service is unable to access the Internet, follow these troubleshooting steps:

Step 1: Reboot Navini modem and computer.

1. Unplug the modem from the electrical outlet and turn off the computer for 30 seconds.
2. Restart the modem, ensuring the modem has power and a signal.
3. Restart the computer.
4. Try your connection again.

Step 2: Check cables.

1. You will have two or three cables that run between your computer, the modem, and the antenna (if applicable):
 - A network cable that connects the back of the modem to the computer.
 - A power cable (normally black) that connects the modem to an electrical outlet.
 - A network cable that connects the front of the modem to the antenna installed outside (if applicable).
2. All cables should be plugged in securely.
3. Cables should not be frayed or damaged.
4. Try disconnecting and reconnecting cables.
5. Try your connection again.

Step 3: Check computer configuration.

Ensure your network preferences are properly configured. To check your settings select your operating system below and follow the instructions:

- [Windows Vista](#)
- [Windows XP](#)
- [Windows 2000](#)

- Windows 95/98/ME

Step 5: Check for hardware conflicts (Windows only).

1. Click **Start**.
2. Click **Control Panel**.
3. Double-click **System**.
NOTE: If you're using Windows XP Category View, click Performance and Maintenance then click System.
4. Open **Device Manager**.
If you're using Windows 95/98/ME click the Device Manager tab.
If you're using Windows 2000/XP/NT/Vista click the Hardware tab, then the Device Manager button.
5. Look through the list of hardware for any exclamation marks or question marks.
6. If you find no markings, close the window.
7. If you find either an exclamation or question mark, please contact your local computer dealer to have the conflict resolved.

Step 6: Validate and release/renew your IP address.

While you are connected to the Internet your computer is assigned an IP address from MayfieldEWS Wireless. It is important you ensure you're obtaining a valid IP. Try renewing and releasing your IP address. Select your operating system below for instructions on how to do this:

- [Windows Vista](#)
- [Windows NT/2000/XP](#)
- [Windows 95/98/ME](#)
- [Mac OS 8/9](#)
- [Mac OS X](#)

Step 7: Call Technical Support.

If all of the above troubleshooting tips were tried and you still can not access the internet, call MayfieldEWS Wireless Technical Support: 1-866-294-2600. Please note that if a MayfieldEWS Wireless employee makes a trip to your home and the problem is not ours, you may be charged a \$25.00 service call.

Intermittent connection with MayfieldEWS Wireless Internet.

If your MayfieldEWS Wireless Internet service is spontaneously dropping out while you're trying to surf the Internet, follow these troubleshooting steps.

Step 1: Reboot Navini modem and computer.

1. Unplug the the modem from the electrical outlet and turn off the computer for 30 seconds.
2. Restart the modem, ensuring the modem has power and a signal.
3. Restart the computer.
4. Try your connection again.

Step 2: Check cables.

1. You will have two or three cables that run between your computer, the modem, and the antenna (if applicable):
 - o A network cable that connects the back of the modem to the computer.
 - o A power cable (normally black) that connects the modem to an electrical outlet.
 - o A network cable that connects the front of the modem to the antenna installed outside (if applicable).
2. All cables should be plugged in securely.
3. Cables should not be frayed or damaged.
4. Try disconnecting and reconnecting cables.
5. Try your connection again.

Step 3: Disconnect other devices.

Other devices such as routers, telephones, caller ID's, fax machines, satellite TV dialers, analogue modems, answering machines and security systems can produce interference, possibly causing your internet service to be interrupted.

- Disconnect all devices other than your modem from your computer.
- If you find an improvement in your connection, try plugging these devices back in, one at a time, until you determine which one is causing the problem.

Step 4: Call Technical Support.

If all of the above troubleshooting tips were tried and you still can not access the internet, call MayfieldEWS Wireless Technical Support: 1-866-294-2600. Please note that if a MayfieldEWS Wireless employee makes a trip to your home and the problem is not ours, you may be charged a \$25.00 service call.

Have a Router and are Unable to connect with MayfieldEWS Wireless Internet.

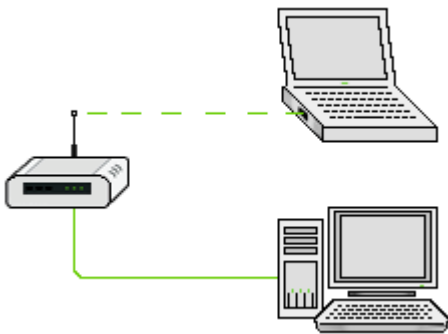
If you have a router and your MayfieldEWS Wireless Internet service is unable to access the Internet, follow these troubleshooting steps:

Step 1: Reboot modem, wireless router and computers.

1. Unplug the modem and router from the electrical outlet and turn off the computer for 30 seconds.
2. Restart the modem, ensuring the modem has power and a signal.
3. Restart the router, ensuring the router has power and a signal.
4. Restart the computer.
5. Try your connection again.

Step 2: Check range and placement of your wireless router.

Designed to range from 150 feet to 600 feet, a wireless connection allows you to access your network from virtually anywhere. However, the number of walls, ceilings, or other objects that the wireless signal must pass through can limit signal range.



A Home Network with one Wireless Computer

Position the computer in a location maintaining a roughly straight-line distance that is within 150 feet to the wireless router with as few obstacles as possible. Ideally you should be able to see the LED indicators on the front in case you need to view them for troubleshooting.

Use these basic guidelines:

1. Walls and ceilings make a difference.
The signal emitted from wireless devices can penetrate through ceilings and walls. However, each wall or ceiling can reduce the range of a wireless device from 3 to 100 feet. Position your wireless devices so that the number of walls or ceilings obstructing the signal path is minimized.
2. Building materials make a difference.
Buildings constructed using metal framing or doors can reduce effective

range of the device. If possible, position wireless devices so their signal can pass through drywall or open doorways, avoid positioning them so that their signal must pass through metallic materials. Poured concrete walls are reinforced with steel while cinderblock walls generally have little or no structural steel.

3. Position the antennae for best reception.
Play around with the antenna position to see if signal strength improves. Some wireless devices allow the user to judge the strength of the signal.
4. Keep your wireless devices away (at least 3-6 feet) from electrical devices.
Position wireless devices away from electrical devices that generate RF noise such as microwave ovens, monitors, electric motors, etc.

Step 3: Check computer configuration

Ensure your computer is properly configured. To check your computers' network preferences refer to the following:

[Windows Vista](#)

[Windows XP](#)

[Windows 2000](#)

Windows 95/98/ME

Step 4: Check configuration of wireless settings.

1. To configure the wireless ethernet adapter on your computer you will need to run the connection manager for that specific device. For instructions on how to do so please refer to the manufacturer's user manual.
2. Ensure the settings in your connection manager match the configuration of your wireless router.
3. To locate the settings for your wireless router do the following:
 1. From the primary computer's desktop, open the My Documents folder.
 2. Open the file My_Network_Settings.html.
 3. This document will include the following information necessary to configure your wireless ethernet adapter:
 - SSID
 - WEP Key

Step 5: Validate and release/renew your IP address.

While you are connected to the Internet your computer is assigned an IP address from MayfieldEWS Wireless. It is important you ensure you're obtaining

a valid IP. Try renewing and releasing your IP address. Select your operating system below for instructions on how to do this:

[Windows Vista](#)
[Windows NT/2000/XP](#)
[Windows 95/98/ME](#)
[Mac OS 8/9](#)
[Mac OS X](#)

Step 6: Reinstall or Repair TCP/IP Connection.

Choose your operating system below for instruction on how to reinstall or repair the TCP/IP protocol on your computer:

[Windows Vista](#)
[Windows XP](#)
[Windows 2000](#)
[Windows NT](#)
[Windows 95/98/ME](#)

Step 7: Check for hardware conflicts (Windows only).

1. Click **Start**.
2. Click **Control Panel**.
3. Double-click **System**.
NOTE: If you're using Windows XP Category View, click Performance and Maintenance then click System.
4. Open **Device Manager**.
If you're using Windows 95/98/ME click the Device Manager tab.
If you're using Windows 2000/XP click the Hardware tab, then the Device Manager button.
5. Look through the list of hardware for any exclamation marks or question marks.
6. If you find no markings, close the window.
7. If you find either an exclamation or question mark, please contact your local computer dealer to have the conflict resolved.

Step 8: Call Technical Support.

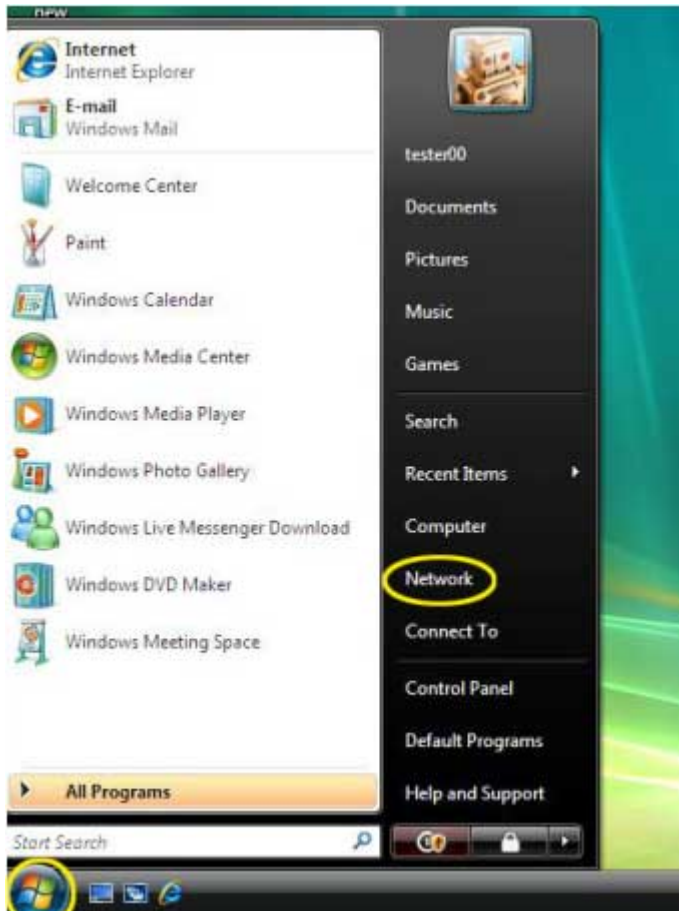
If all of the above troubleshooting tips were tried and you still can not access the internet, call MayfieldEWS Wireless Technical Support: 1-866-294-2600. Please note that if a MayfieldEWS Wireless employee makes a trip to your home and the problem is not ours, you may be charged a \$25.00 service call.

Windows Vista Troubleshooting

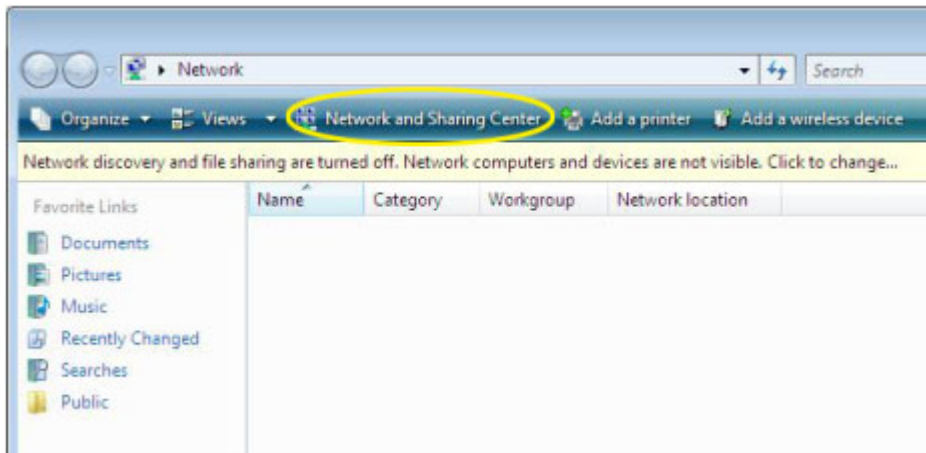
All diagnostic functions in Windows Vista, including checking many settings requires Administrator Access. A pop-up window will appear when accessing these functions asking if you wish to continue. If these functions are attempted by a user without Administrator Access, they will receive the same pop-up, along with a Admin username and password prompt. For details on User Account Control, please consult the Microsoft website at: <http://www.microsoft.com/windowsvista/features/default.aspx>.

Checking Network Preferences

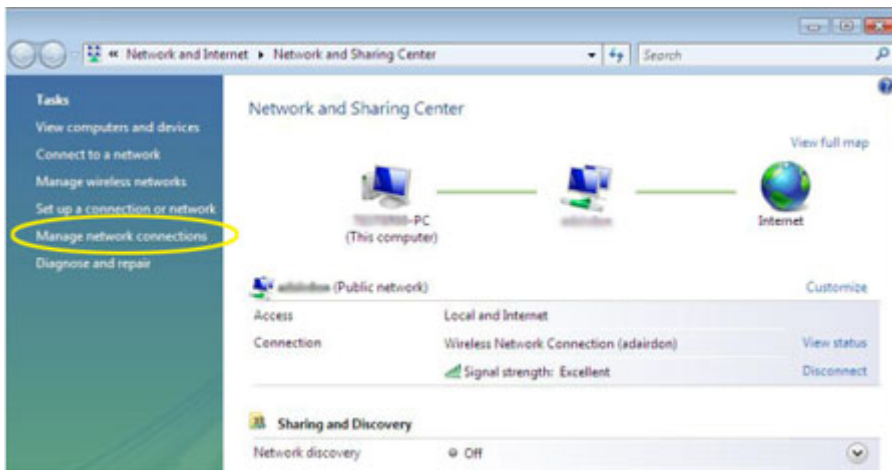
1. Click the **Vista Icon** - the start menu will be displayed
2. Click **Network** from the Navigation menu to the right of the start menu



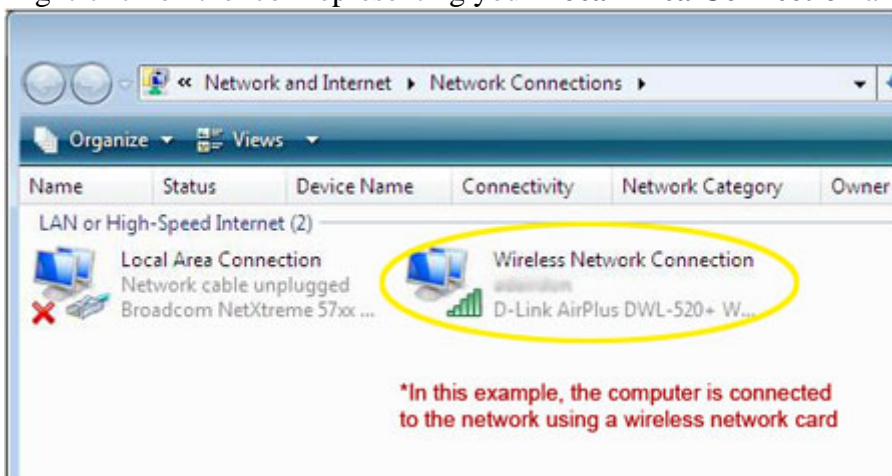
3. From the top menu of the network screen, choose **Network and Sharing Center**



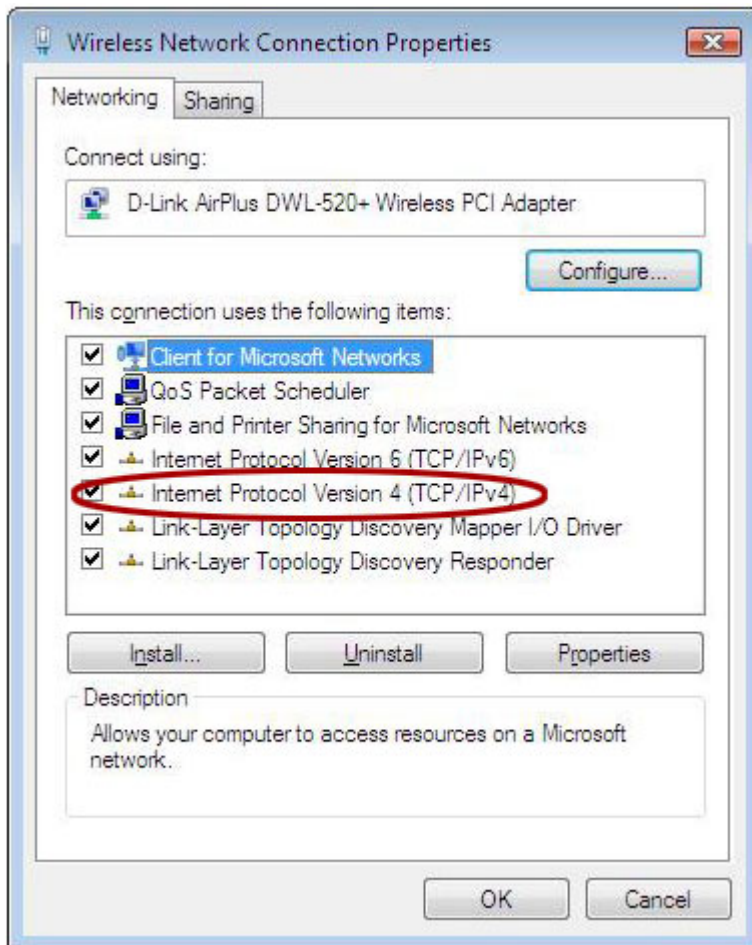
4. on the left window menu, Choose Manage network connections



5. Right-click on the icon representing your **Local Area Connection** and choose **Properties**



6. There are 2 TCP/IP settings in Vista; IPv4, which is current technology, and IPv6, which is new technology. MayfieldEWS Wireless uses IPv4 technology. Click the **IPv4** entry and then click **Properties**



7. "Obtain an IP address automatically" should be selected (This is the default setting)

Validate and Release/Renew Your IP Address

This diagnostic function requires full Administrator access rights in order to function.

1. Click **Vista Icon**
2. Click **All Programs**
3. Click **Accessories**
4. Right-click **Command Prompt** and select **Run as administrator**
5. Click **Continue** at the User Account Control elevation prompt.
6. At the C:\> prompt, type `ipconfig /release` and press **Enter**. Wait for the operation to complete.

7. At the C:\> prompt, type `ipconfig /renew` and press **Enter**. Wait for the operation to complete.
8. At the C:\> prompt, type `Exit` and press **Enter** to close the window.

Check Computer Configuration

Reinstall TCP/IP

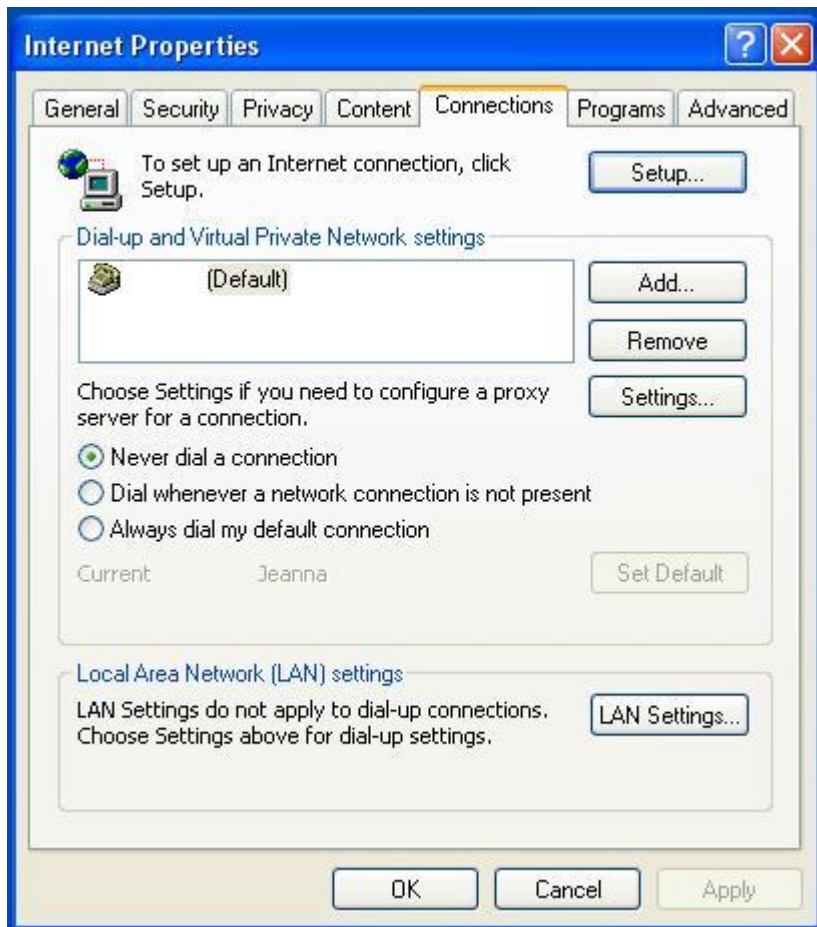
These functions are not part of connectivity troubleshooting in Windows Vista. For detailed information on changes to Networking with Windows Vista, please visit <http://www.microsoft.com/windowsvista/features/foreveryone/networking.aspx>.

Network Preferences for Windows XP

Use the following instructions to check the Network Preferences for Windows XP.

Step 1: Check Internet Options

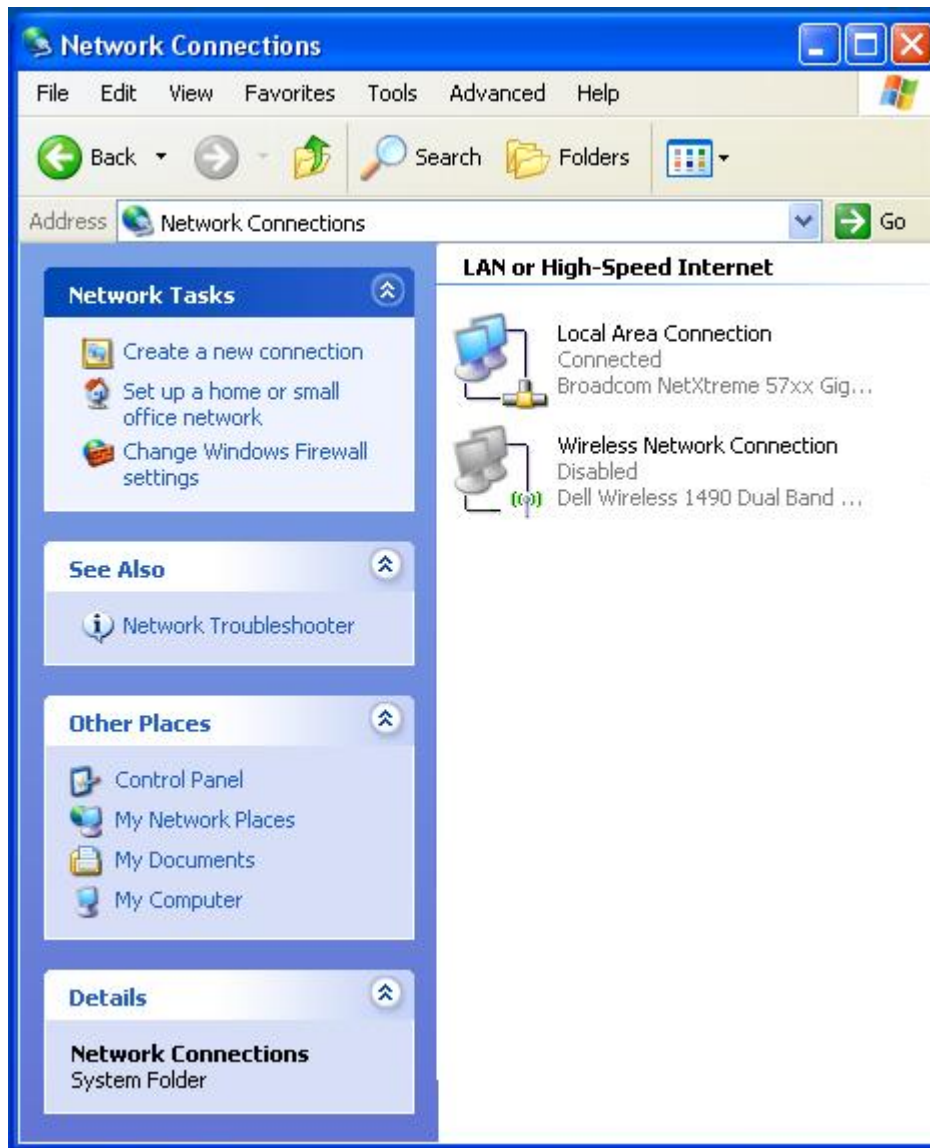
1. Click **Start**.
2. Click **Control Panel**.
3. Click **Network and Internet Connections**.
4. Click **Internet Options**.
5. Choose **Connections** tab.
6. Make sure **Never Dial a Connection** radio button is marked.
7. Click **OK**.
8. Go to Step 2 to make sure local area connection is connected.



Step 2: Make Sure Local Area Connection is Connected.

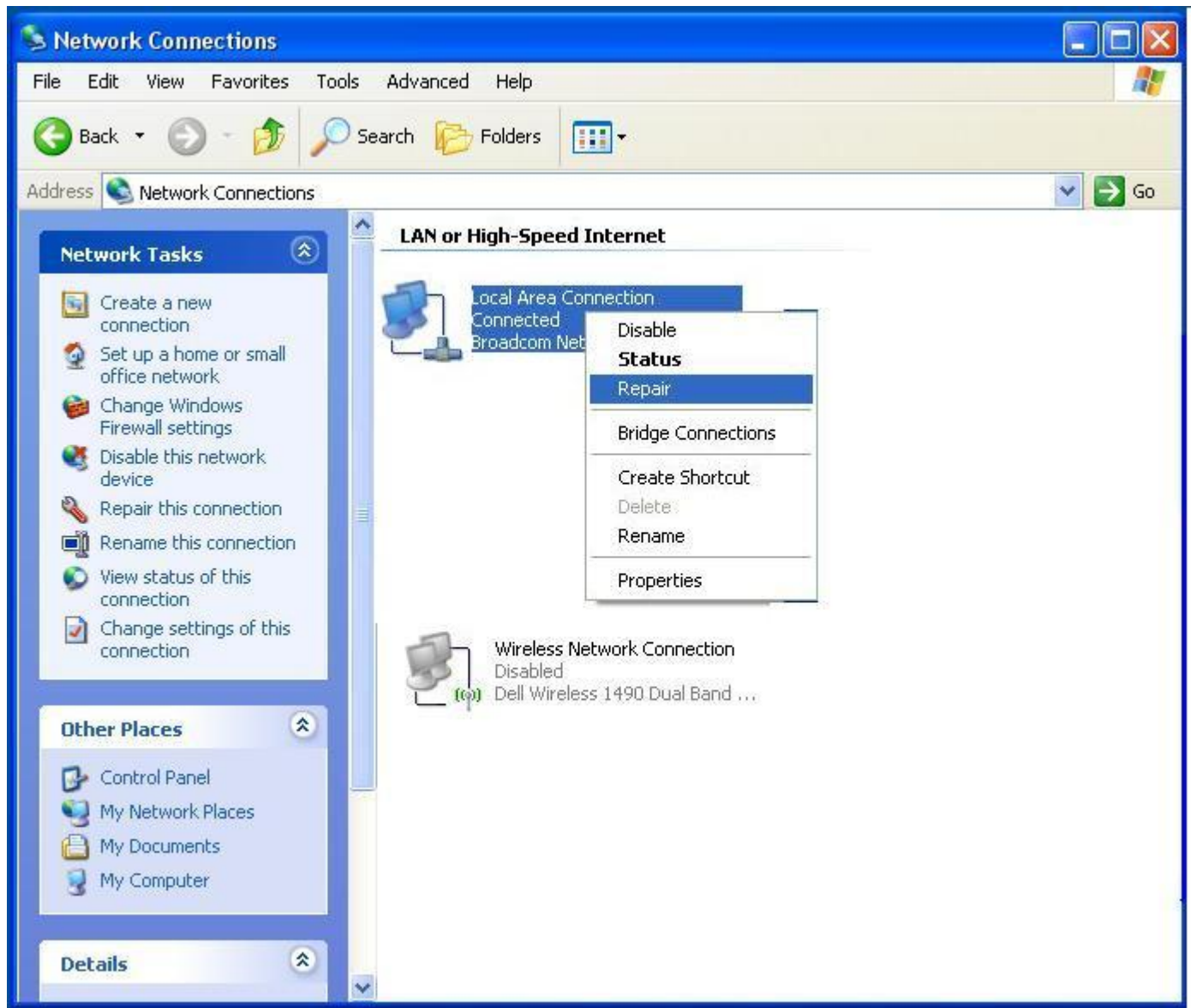
1. Click **Start**.
2. Click **Control Panel**.
3. Click **Network and Internet Connections**.
4. Click **Network Connections**.

5. Make sure **Local Area Connection** is **Connected**.
6. If connection is disabled or not connected, Right-click **Local Area Connection**.
7. Click **Enable**.
8. If you still can not access the internet, then go on to Step 3 to repair your connection.



Step 3: Repair Connection

1. Click **Start**.
2. Click **Control Panel**.
3. Click **Network and Internet Connections**.
4. Click **Network Connections**.
5. Right-click **Local Area Connection**.
6. Click **Repair**.
7. Wait for connection to finish repairing, then click **Close**.
8. If connection will not repair or if you still can not access internet, go to Step 7.



Step 7: Call Technical Support.

If all of the above troubleshooting tips were tried and you still can not access the internet, call MayfieldEWS Wireless Technical Support: 1-866-294-2600.

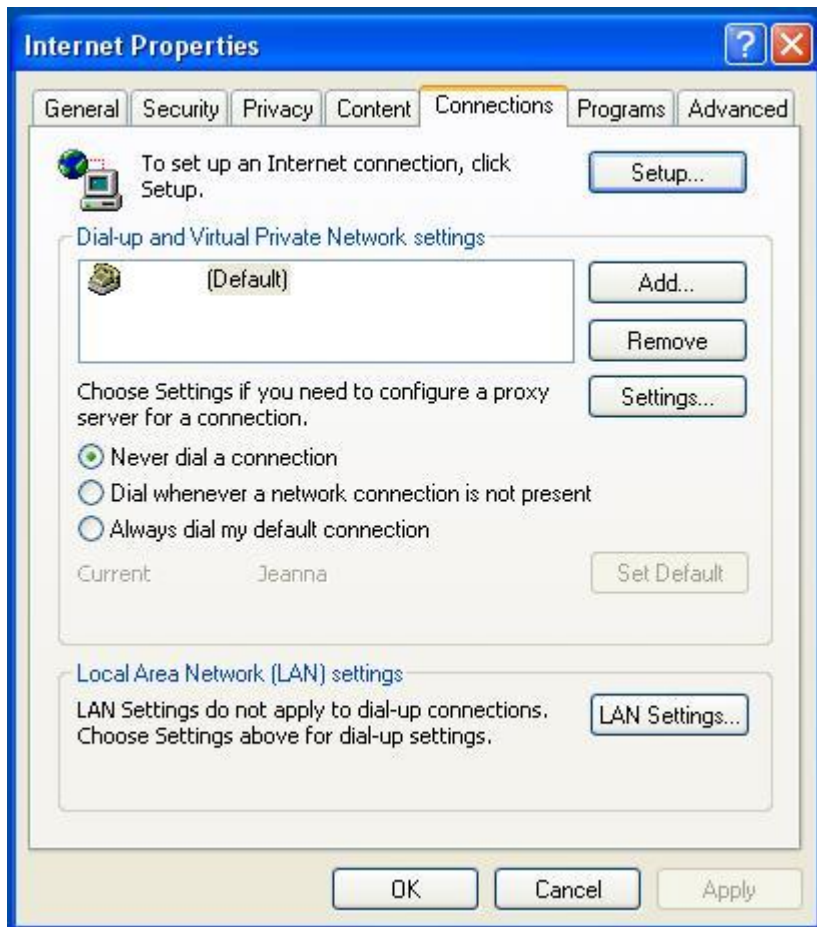
Please note that if a MayfieldEWS Wireless employee makes a trip to your home and the problem is not ours, you may be charged a \$25.00 service call.

Network Preferences for Windows 2000

Use the following instructions to check the Network Preferences for Windows 2000.

Step 1: Check Internet Options

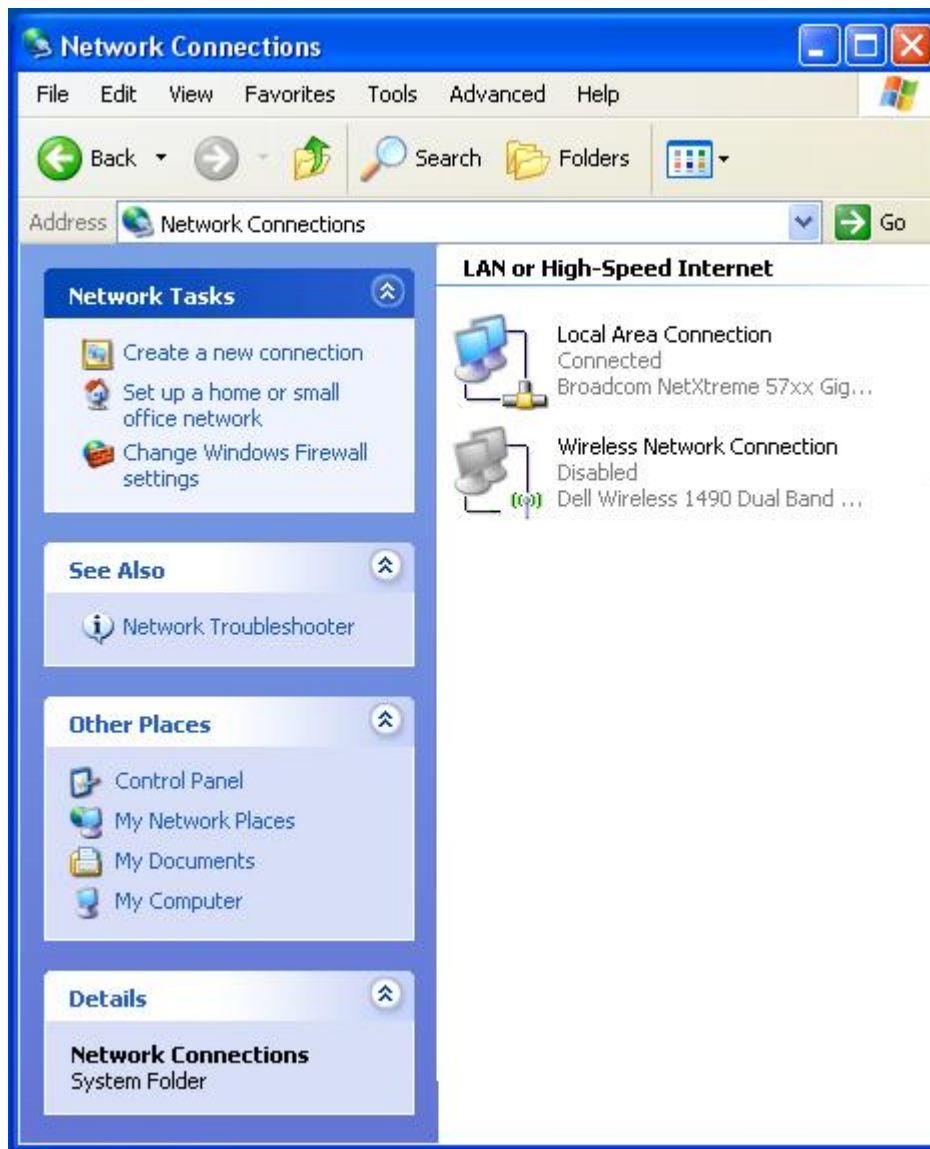
1. Click **Start**.
2. Click **Settings**.
3. Click **Control Panel**.
4. Double-click **Internet Options**.
5. Choose **Connections** tab.
6. Make sure **Never Dial a Connection** radio button is marked.
7. Click **OK**.
8. Go to Step 2 to make sure local area connection is connected.



Step 2: Make Sure Local Area Connection is Connected.

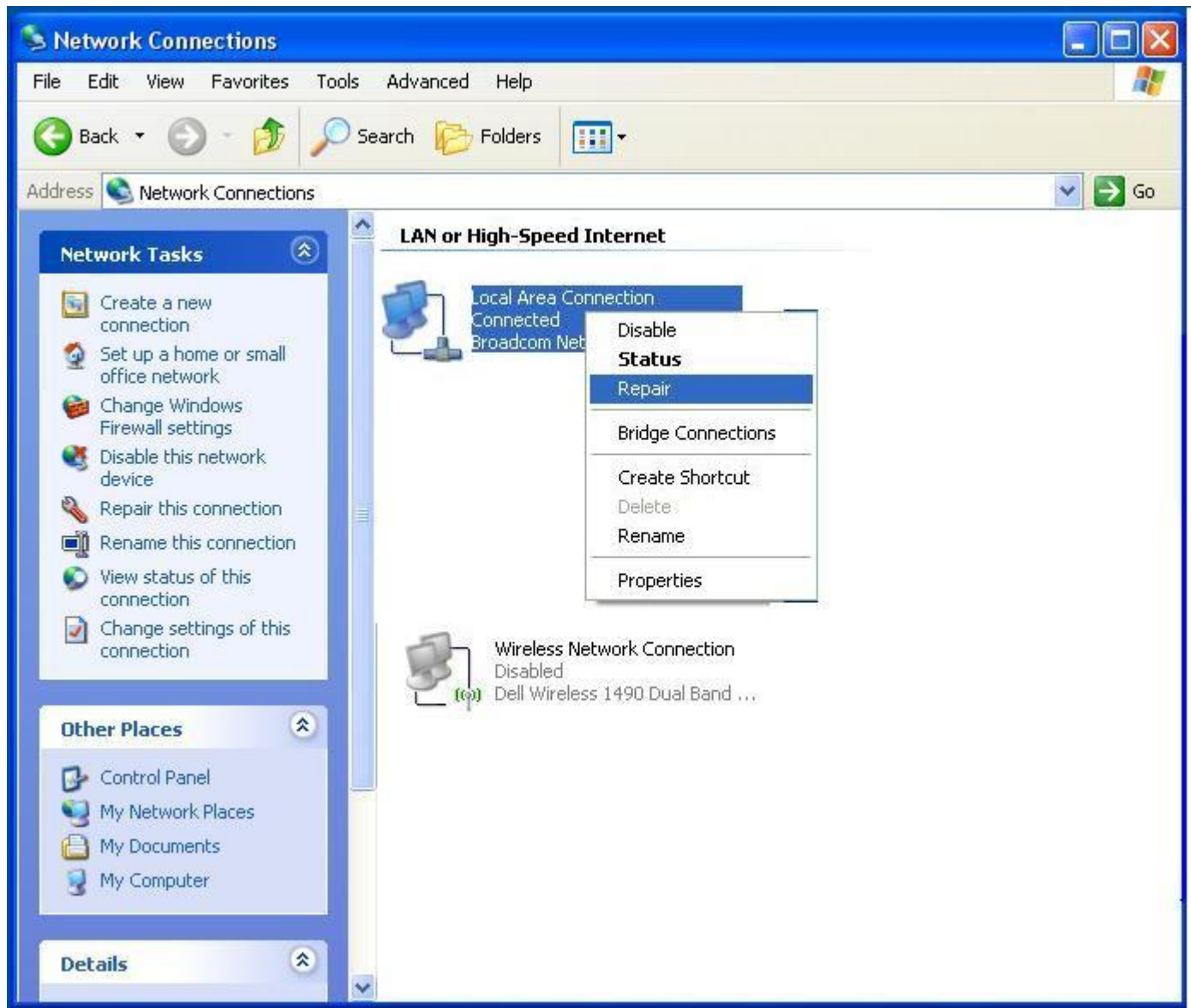
1. Click **Start**.
2. Click **Settings**.
3. Click **Network Connections**.
4. Make sure **Local Area Connection is Connected**.

5. If connection is disabled or not connected, Right-click Local Area Connection.
6. Click **Enable**.
7. If you still can not access the internet, then go on to Step 3 to reinstall or repair your connection.



Step 3: Repair Connection

1. Click **Start**.
2. Click **Settings**.
3. Click **Network Connections**.
4. Right-click **Local Area Connection**.
5. Click **Repair**.
6. Wait for connection to finish repairing, then click **Close**.
7. If connection will not repair or if you still can not access internet, go to Step 7.



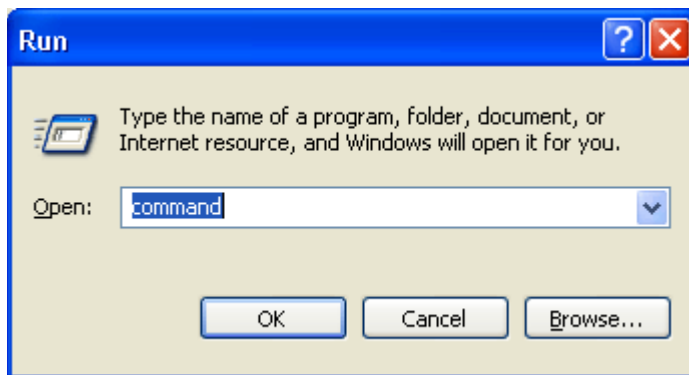
Step 7: Call Technical Support.

If all of the above troubleshooting tips were tried and you still can not access the internet, call MayfieldEWS Wireless Technical Support: 1-866-294-2600.

Please note that if a MayfieldEWS Wireless employee makes a trip to your home and the problem is not ours, you may be charged a \$25.00 service call.

Release/Renew IP Address for Windows NT/2000/XP

1. Click **Start**.
2. Click **Run**. The Run window will be displayed.
3. Type **command**.
4. Click **OK**. The C:\WINDOWS\System32\command.com window will be displayed.



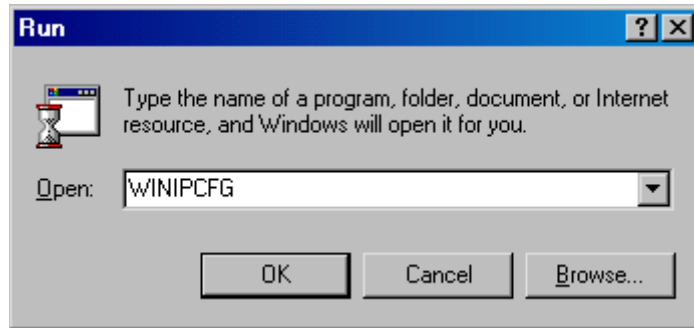
5. At the C:\> prompt, type **ipconfig** and press **Enter**.
6. At the C:\> prompt, type **ipconfig/release** and press **Enter**. Wait for the operation to complete.
7. At the C:\> prompt, type **ipconfig/renew** and press **Enter**. Wait for the operation to complete.



8. At the C:\> prompt, type **Exit** and press **Enter** to close the window.

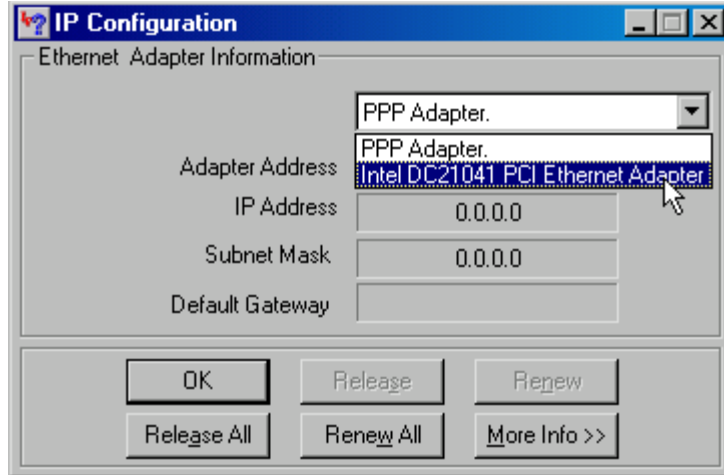
Release/Renew IP Address for Windows 95/98/ME

1. Click **Start**.
2. Click **Run**. The Run window will be displayed.
3. Type **winipcfg**.
4. Click **OK**. The IP Configuration window will be displayed.



5. Click on the **Down Arrow** and select the adapter that matches your Network Interface Card (Ethernet card).

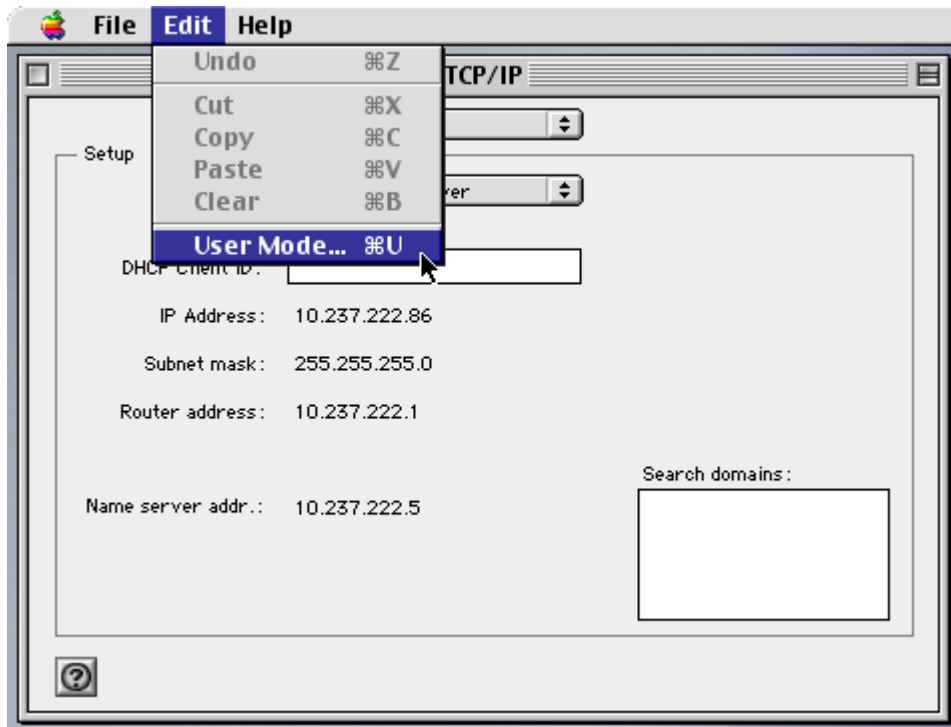
NOTE: Do not select the PPP Adapter.



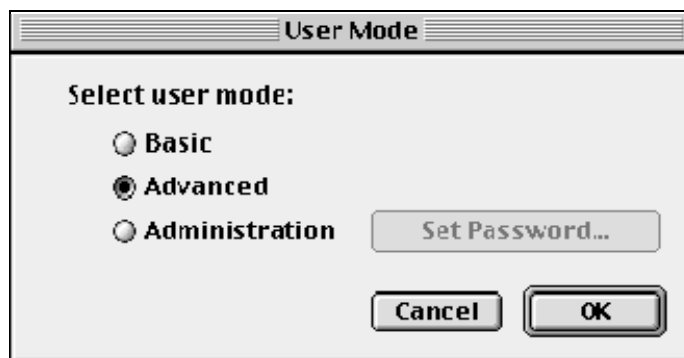
6. Click the **Release All** button and wait for the operation to complete.
7. Click the **Renew All** button and wait for the operation to complete.
8. Click **OK** to close the window.

Release/Renew IP address for Mac OS 8/9

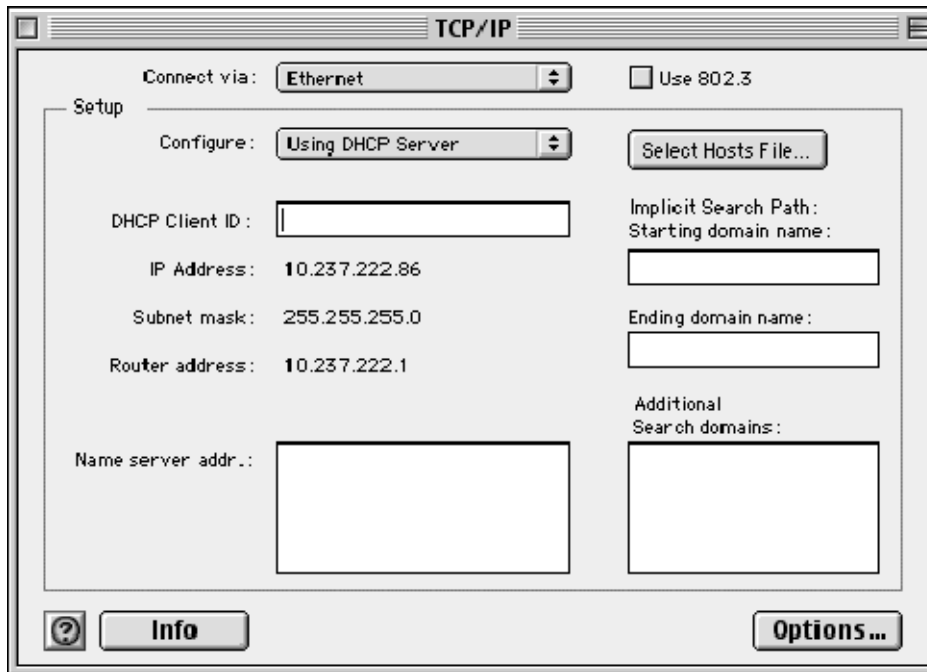
1. Click **Apple Menu**.
2. Choose **TCP/IP** from the Control Panels submenu. The TCP/IP control panel will be displayed.
3. Select **User Mode** from the Edit menu. The User Mode window will be displayed.



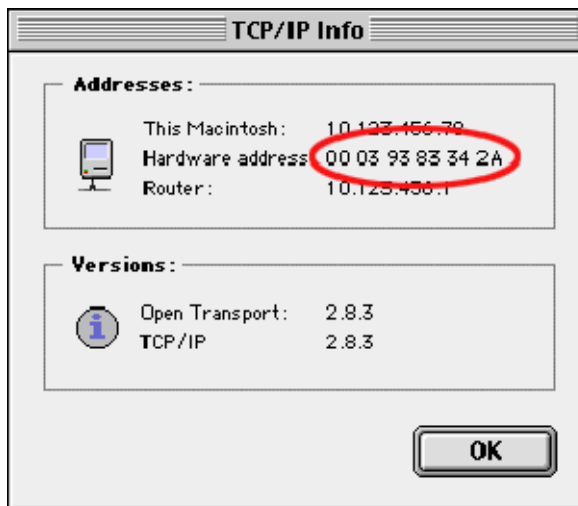
4. Click **Advanced** radio button if it is not already selected
5. Click **OK**. The TCP/IP control panel will display additional options.



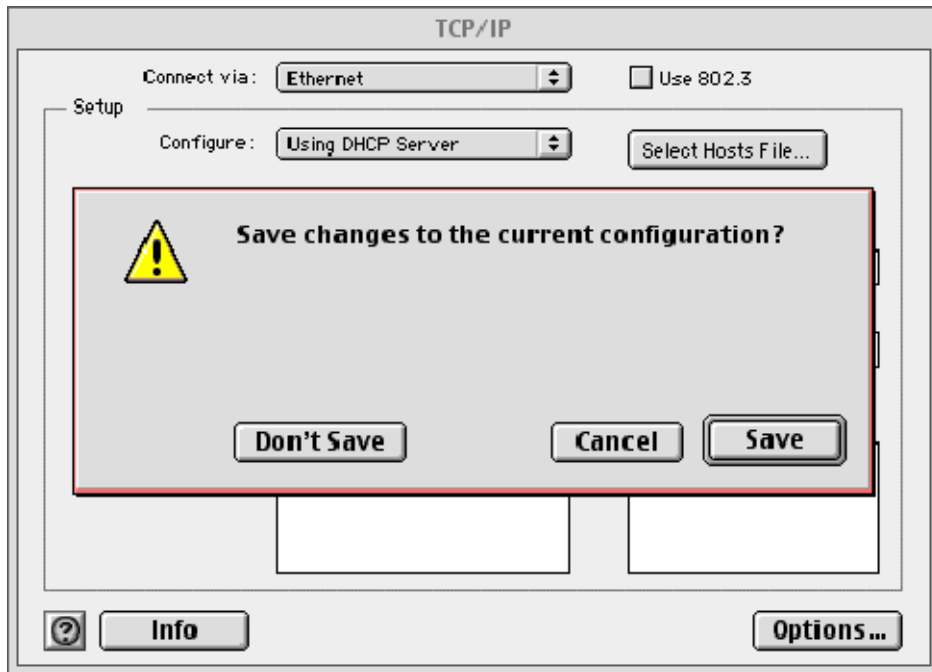
6. Click **Options**. The TCP/IP Options window will be displayed.



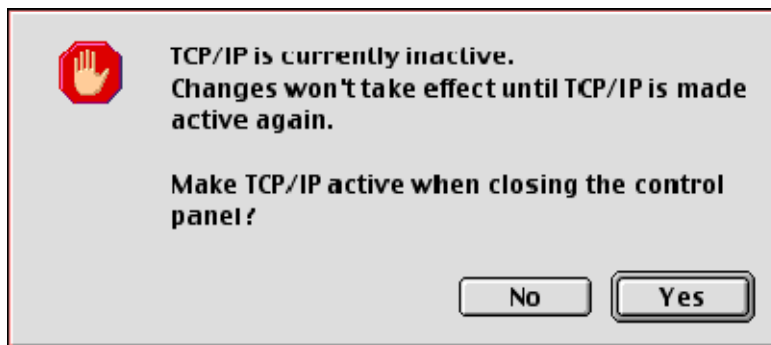
7. Click Inactive radio button.
8. Click OK.



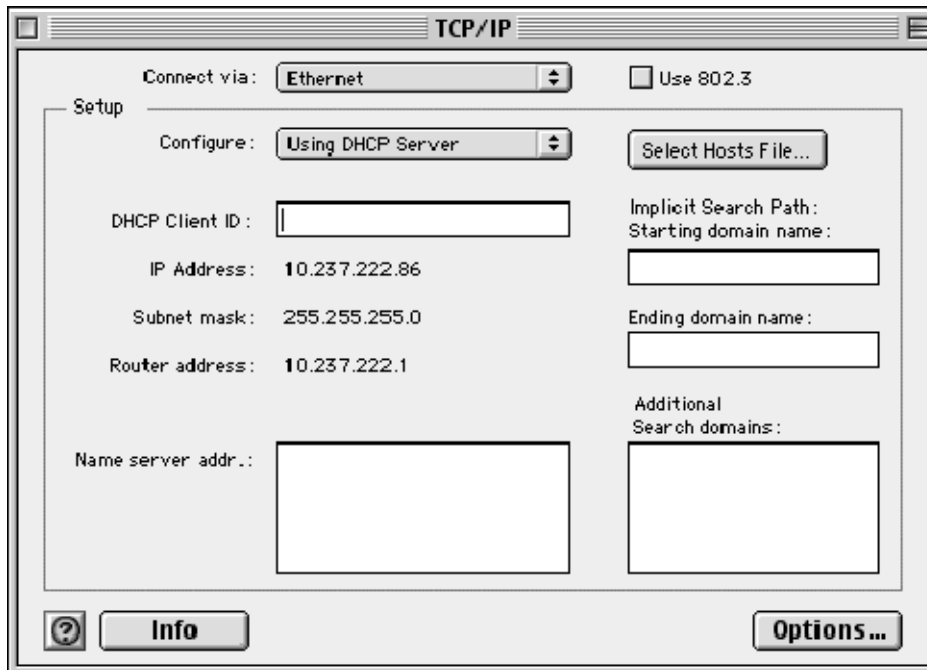
9. Close the TCP/IP window. You will be asked to save changes to the current configuration.
10. Click Save.



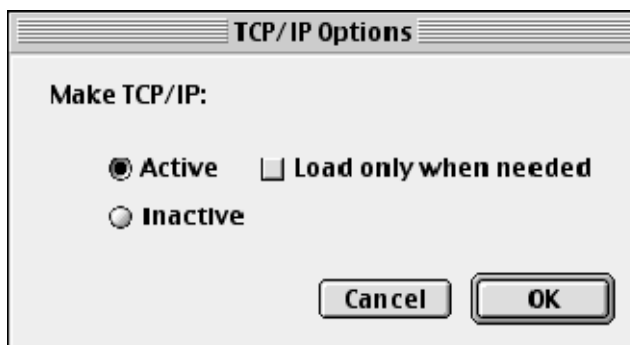
11. You will be asked whether you want to make TCP/IP active.
12. Click **No**.



13. Wait 2 minutes for your current TCP/IP session to be released.
14. Click **Apple Menu**.
15. Choose **TCP/IP** from the Control Panels submenu. The TCP/IP control panel will open.
16. Click **Options**. The TCP/IP Options window will be displayed.



17. Make sure that the **Load only when needed** checkbox is **NOT** selected. If **Load only when needed** is selected, click the checkbox to deselect it.



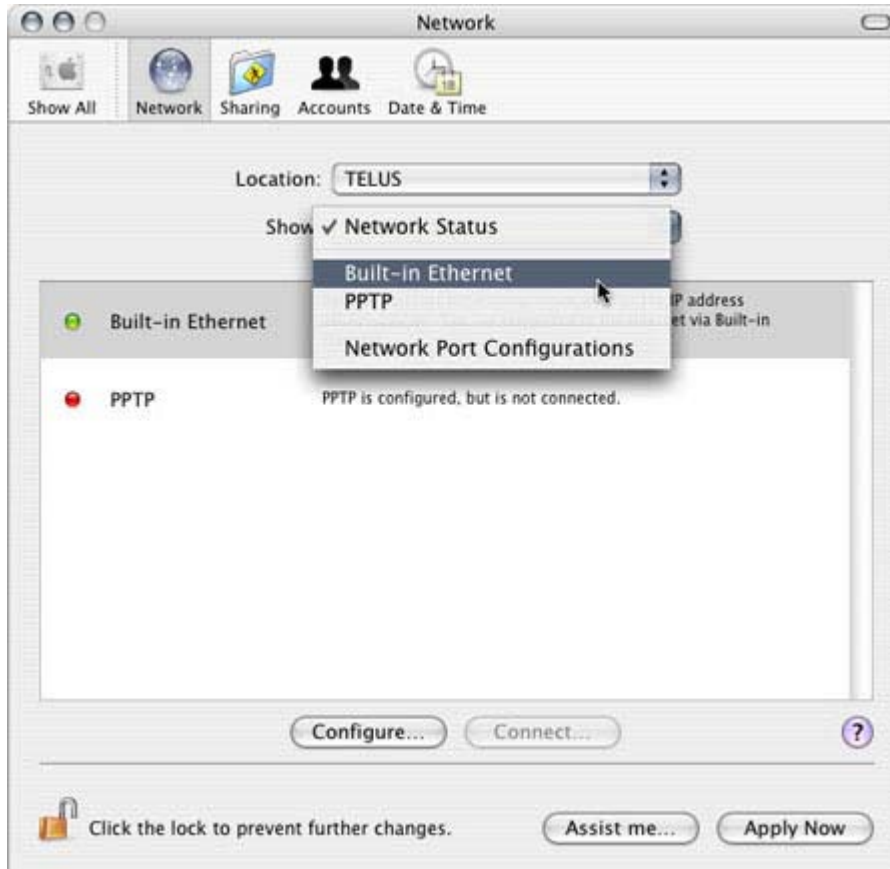
18. Click **OK**.
19. Close the TCP/IP window. You will be asked to save changes to the current configuration.
20. Click **Save**.
21. Open your browser or e-mail application to complete your TCP/IP connection configuration.

Release/Renew IP Address for Mac OS X

1. Close any open Internet applications (such as Web browsers and email). Be sure to save any changes to any open documents.
2. Click **Apple Menu**.
3. Choose **System Preferences**.
4. Choose **Network** from the View menu.
5. Choose **Network Port Configurations (Mac OS X 10.3)** or **Active Network Ports (Mac OS X 10.1 or 10.2)** from the Show menu.



6. Deselect the **On** checkbox for port you use to connect to the Internet (such as Built-in Ethernet or AirPort).



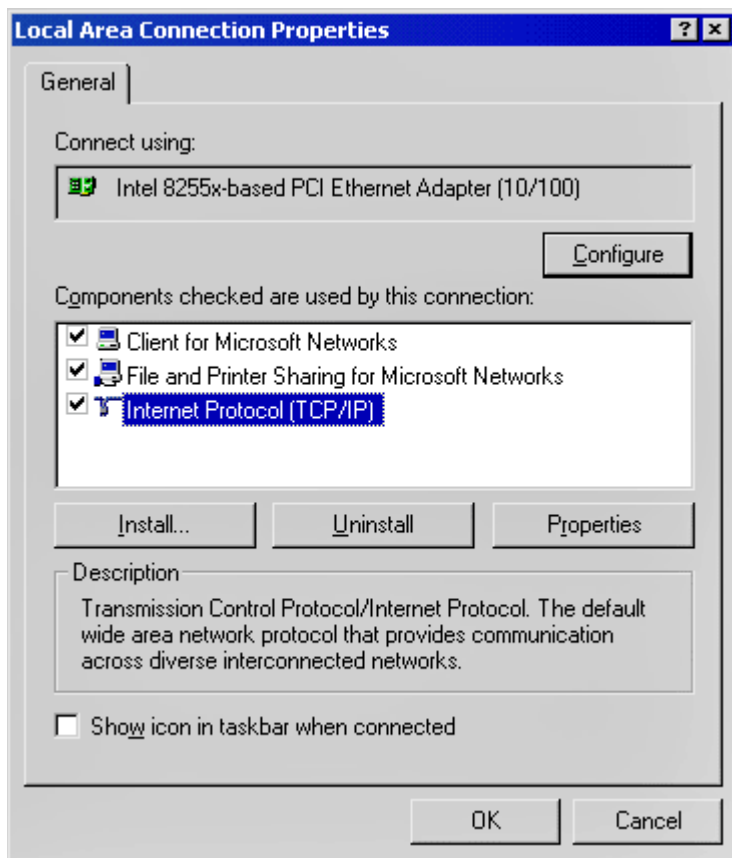
7. Click **Apply Now**.
 8. Reselect the **Port Checkbox** (e.g. Built-in Ethernet or AirPort).
 9. Click **Apply Now**.
 10. Open a Web browser, and attempt to connect.
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Reinstall TCP/IP for Windows NT

Use the following instructions to reinstall the TCP/IP protocol for Windows NT.

Step 1: Uninstall TCP/IP

1. Click **Start**.
2. Click **Settings**
3. Click **Control Panel**.
4. Double-click **Network and Dial-up Connections**.
5. Double-click **Local Area Connection**.
6. Click **Properties**.
7. Click **TCP/IP** to highlight it.
8. Click **Uninstall** to remove TCP/IP.
9. Click **Yes** when it asks you to confirm that you do actually want to remove TCP/IP.
10. The computer will then prompt to restart. Click **Yes**.



Step 2: Reinstall TCP/IP

1. Click **Start**.
2. Click **Settings**.
3. Click **Control Panel**.
4. Double-click **Network and Dial-up Connections**.
5. Double-click **Local Area Connection**.
6. Click **Properties**.

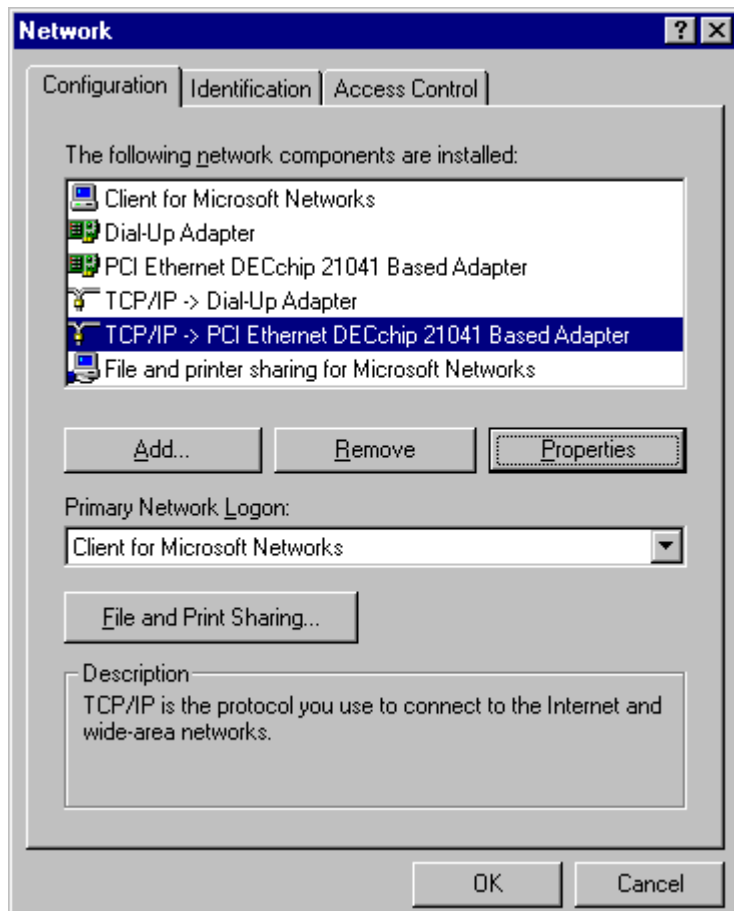
7. Click **Install**.
 8. Highlight **Protocol**, click **Add**.
 9. Highlight **Internet Protocol (TCP/IP)**, click **OK**.
 10. You should now see the new **Internet Protocol (TCP/IP)** in the Components list.
 11. Click **Close**.
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Reinstall TCP/IP for Windows 95/98/ME

Use the following to reinstall the TCP/IP protocol for Windows 95, 98 or Windows ME.

Step 1: Remove TCP/IP

1. Click **Start**.
2. Click **Settings**
3. Click **Control Panel**.
4. Double-click **Network**.
5. Click **TCP/IP ->** for your Ethernet Card to highlight it.
6. Click **Remove**.
7. Stay in the **Network Control Panel** window and continue to Step 2.



Step 2: Add TCP/IP

1. Click **Add**.
2. Click **Protocol**.
3. Click **Microsoft**.
4. Click **TCP/IP**.
5. Click **Ok**.
6. You should now see the new **TCP/IP ->** for your Ethernet Card.
7. Click **Ok**.
8. **Restart the Computer**.