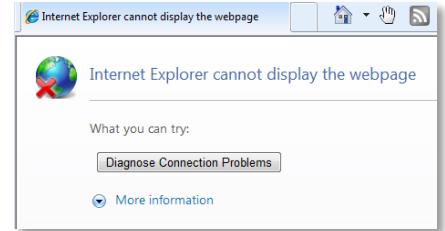# Troubleshooting Wireless Connection on the Netbook

If a Student is Unable to Connect Wirelessly

Step 1: If the student is trying to access a website and receives the message '**Internet Explorer cannot display the webpage,**' this could be either because the student didn't type the website URL address correctly or because the computer is not connecting to wireless.

Double check the web address the student typed.
If it is typed correctly, proceed to Step 2
If the icon looks like #4 – The laptop is connected to the Internet.

Step 2: Check the 'Internet Access' icon. It is located in the taskbar at the bottom right of your screen.
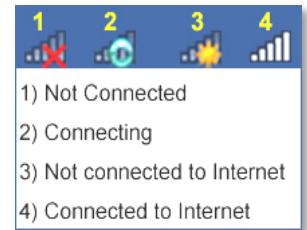

If the icon looks like #1 – The laptop is not connected, continue to Step 3
If the icon looks like #2 – The laptop is trying to connect, wait a few moments, and check again.
If the icon looks like #3 – The laptop is not connected, continue to Step 3
If the icon looks like #4—The laptop is connected to the internet

Step 3: Check the '**Wireless Network Switch'** on the student computer.

There are three light indicators on the front left edge of both year 1 and year 2 computers. The third from the left is the Wireless Network Switch indicator.

a. If the light is on, the wireless is functioning properly

b. If the light is off, the '**Wireless Network Switch'** may be turned off. See below.

To turn the '**Wireless Network Switch'** back on, press the '**Wireless Network Switch'** button on the top row of the keyboard on *year 1 netbooks* or the left front side on the *year 2 netbooks*. Check to see if you can now connect to wireless by opening Internet Explorer or Firefox.

If this does not solve the problem, continue to **Step 4.**

Step 4: Try to reconnect to wireless using the **'SDUSD Wireless Network Tool'** (*You may need to connect to an Ethernet cable to do this*)**.**

a)   Click the icon for the **SDUSD Wireless Network Tool** on your desktop.

b)   A window like the one to the right will appear. Type **'i21 Wireless Networks.'** *If this doesn't connect you to the Internet, try typing in your school name.*

c)   Click **'Connect to Network'.**

d)   A dialogue box will appear. Click 'OK.' The dialogue will close.

e)   Click the '**X'** to close the SDUSD Wireless Network Tool window.

f)   Check the **Internet Access** icon that you checked at **Step 2** to see if the computer is connected. If it is not, continue to **Step 5.**

Step 5: Hold down the blue **'Fn'** key (bottom left of the keyboard) and **'F5'** at the same time. A window will appear like either of those pictured below. Make sure that the **Status** of the Wireless Radio is **'On.'**
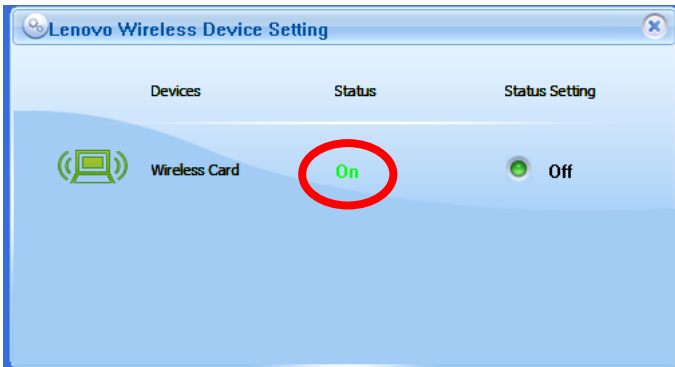
Step 6: Try restarting the student netbook and checking wireless connection after reboot.

Step 7: If none of the above steps connects the student netbook to wireless, call the **IT Help Desk:** (619) 725-7500. Be prepared to provide the laptop's district asset tag (C-tag) and serial number (located on the bottom of the computer), your ID number, school site and contact information.