

# TROUBLESHOOTING A MIGHTY MOOSE WIRELESS CONNECTION

## WEB PAGES NOT FOUND

When you can't reach Google, Yahoo, MSN, or any web site, the most likely reason is that you're not currently connected to the Internet. (A second possibility is that a firewall installed on your computer is blocking access.)

Please note that our hotspots occasionally reset themselves. This can result in downtime of between 5 and 25 minutes, depending upon the hotspot.

If downtime exceeds a half-hour, troubleshooting steps depend upon the kind of gizmo you're using to make the connection.

- a device connecting to your computer with a USB cable and lacking a separate power cable, or
- a bridge, which has its own power cable plugged into an AC socket and which connects to your computer with an ethernet cable.

## TROUBLESHOOTING A USB WiFi DEVICE

There are many different USB wireless devices. To begin troubleshooting a lost connection, try the following:

- Unplug the USB cable from either your computer or the external device, wait a few moments, then plug it in again.
- Consult the documentation for your WiFi device to be sure that you are operating it correctly and selecting the strongest signal available from a **MightyMoose** or **MightyMoose2** hotspot. Signal strength must be greater than 30% for an effective connection. If you usually see stronger signals from one of our hotspots, or if you see none of our hotspots, wait 30 minutes (the hotspot may be resetting itself), and/or try moving the device to a better position where the signal is stronger.

You may need to reinstall the software for the USB device (follow the instructions that came with the device), and/or to reboot your computer.

Please realize that WiFi devices do fail. If you suspect device failure, please consult the documentation that came with your device for manufacturer's warranty information. It is up to you to initiate warranty replacement or to purchase replacement equipment.

We initially make a house call without labor charge to get your connection working. Subsequent house calls to troubleshoot problems or configure and replace equipment are available by appointment for \$50/hour (\$35 minimum).

## TROUBLESHOOTING A WiFi-ETHERNET BRIDGE

### NO LAN LIGHT ON A WiFi-ETHERNET BRIDGE

The LAN light indicates a good connection over the ethernet cable between the bridge and your computer. If the LAN light is out, be sure that the ethernet cable is securely plugged in to the bridge and to your computer. If after reseating the connectors, you still don't see a LAN light on the bridge, either the ethernet cable has been damaged, or the network settings on your computer have become incorrect, or your computer's network card has malfunctioned.

To check your network settings, go into the computer's Control Panel. (In Windows XP, be sure that the Control Panel is set to Classic View rather than Category View.) Double-click the **Network Connections** icon. Under **LAN or High Speed Internet**, right-click on **Local Area Connection**, then click on **Properties** from the menu that appears. A Local Area Connection Properties window opens. Click on **Internet Protocol (TCP/IP)**, then on the **Properties** button. Make sure the connection is set to **obtain an IP address automatically** and to **obtain a DNS server address automatically**. Click **OK** to close the TCP/IP Properties window, then **OK** to close the Local Area Network Properties window.

### NO WAN (or WLAN) LIGHT ON A BRIDGE

This means that your bridge is not connecting to the hotspot outside. Things to try are as follows:

- Unplug the bridge from the power source, wait a few moments, and plug it in again.
- Wait for 30 minutes (in the event that the hotspot is resetting itself).
- Make sure the antenna is fully screwed into the bridge.
- Remove any obstacles blocking the line-of-sight connection between the bridge and the hotspot (e.g., closed blinds or curtains or other objects).
- Try moving the bridge around to see if the light comes on.

**CAUTION:** If you depress the RESET button on the back of the bridge, the bridge will revert to factory default settings, which won't work with our system. If this has occurred, you'll need to follow the instructions that came with the bridge, setting it for Infrastructure Mode, and SSID **MightyMoose** or **MightyMoose2** (case sensitive, no spaces). You'll also have to set the bridge to **DHCP**.

If all fails, then your bridge may need replacing. We sell them at our cost, or you purchase directly from [www.defactowireless.com](http://www.defactowireless.com).