

## Connecting to Pragma Networks Wireless Network for Windows XP

Setup Instructions:

- Wireless access to the Internet is available at any of our HotSpot affiliate locations.
- Connecting to Pragma Networks Wireless Network requires a laptop with a wireless network card installed.
- Pragma Networks wireless Network Name or SSID is Pragma.
- The Internet Protocol (TCP/IP) is DHCP.
- Remember that you must be physically located at one of our HotSpot affiliates where our wireless network access is available, or you will not be able to properly configure your computer!

Once your wireless network card is installed, you should see a new **Wireless Network Connection** icon in your system tray (in the lower-right corner of your screen, near the clock). The icon looks like two computer monitors. If you have more than one network connection (like a wireless connection and a local area connection), then you may have one of these icons for each type of connection.



1. Right-click on the **Wireless Network Connection** icon and select **View Available Networks**.
2. If your computer is configured properly, and if you are at one of our HotSpot affiliates where our wireless network access is available, you should see **Pragma** listed under **Available Networks**.
3. Select **Pragma**, then check the box labeled: "Allow me to connect to the selected network even though it is not secure."
4. Click **Connect**.
5. Start your web browser (Internet Explorer or Netscape). You should automatically be directed to your default home page.

Congratulations! You are now connected to Pragma Networks Wi-Fi HotSpot and are ready to go!

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## Troubleshooting Suggestions

Below are some things to try if you were not able to follow the instructions above, or if your wireless connection is simply not working as expected.

Make sure you are at one of our HotSpot affiliates where our wireless network access is available. Refer to our list of HotSpot affiliates located on our website.

If there is no **Wireless Network Connection** icon in your system tray:

- Go to **Start > Control Panel**. (Or **Start > Settings > Control Panel** if you're using the Classic Start Menu.)
- In the Control Panel, double-click on **Network Connections**. (If your Control Panel is arranged in Category View, then choose **Switch to Classic**

**View** from the items listed on the left side of your screen. This will change the way the Control Panel displayed, but it will not affect any other part of your computer. Once you've done this, then double-click on **Network Connections**.)

- You should see an icon for **Wireless Network Connection**.
- If you see the **Wireless Network Connection** icon, then follow the instructions above (under **Connecting to Pragmeta Networks Wireless Network**) to View Available Networks and connect to Pragmeta.

If you followed the instructions above (under **Connecting to Pragmeta Networks Wireless Network**), but you could not view the network registration page in your web browser (Page Cannot Be Displayed):

- You should double-check your Windows XP configuration to make sure it is properly set up for a Wireless Network Connection.
- Go to **Start > Control Panel > Network Connections**.
- Right-click on **Wireless Network Connection**, and select **Properties**.
- Under **Connect Using** you should see the brand name and model number of your wireless card.
- Under **This connection uses the following items** you should see:
  - **Client for Microsoft Networks**
  - **Internet Protocol (TCP/IP)**
  - You might also see **File and Printer Sharing**.
- If any other items appear, either select them and click **Uninstall**, or uncheck the box next to them.
- Select **Internet Protocol (TCP/IP)** (Click on it once so it appeared highlighted).
- Click on **Properties**.
  - Select **Obtain an IP address automatically**.
  - Select **Obtain DNS server address automatically**.
  - Click on **OK**.
- Click on **OK** in the **Wireless Connection Properties** window.
- You may have to restart your computer for new settings to take effect.
- After you've restarted, go back to the instructions above (under **Connecting to Pragmeta Networks Wireless Network**) and try again to connect.

If all of the settings under the Wireless Connection Properties are correct, but you still cannot connect successfully:

- Make sure your computer is **NOT** configured to use a Network Bridge.
  - Go to **Start > Control Panel > Network Connections**.
  - You might see a separate icon here that says something to the effect of Network Bridge, or Bridged Connection. If so, right-click on it, and select **Delete**.
  - If there isn't a separate icon for a Network Bridge, you should still double-check your Wireless Connection itself.
  - Right-click on Wireless Network Connection - a menu should pop out.
  - If there is an item in the menu that says **Remove Bridge**, go ahead and select it to remove the network bridge.
- Make sure your computer is **NOT** configured for Internet Connection Sharing.
  - Go to **Start > Control Panel > Network Connections**.
  - Right-click on **Wireless Network Connection** and select **Properties**.
  - Click on the **Advanced** tab.
  - **Uncheck** the box for **Internet Connection Sharing**.
  - Click **OK**.
- If you are using the built-in firewall that comes with Windows XP, or you have installed third-party firewall software, try disabling your firewall, restarting your computer, and then

going back to the instructions above (under **Connecting to Pragmeta Networks Wireless Network**) to get connected. Once you have connected successfully, you can re-enable your firewall.

- If you made changes to your system based on any of the instructions above, you may need to restart your computer before the new settings will take effect. Restart, and then try again to connect.

If there is no **Wireless Network Connection** icon in your system tray, and there is no **Wireless Network Connection** item under **Start > Control Panel > Network Connections**:

- Your wireless network card may not be properly installed.
- Check to see if your wireless network card appears in the Windows Device Manager.
- Go to **Start > Control Panel > System**.
- Click on the **Hardware** tab, and then click on the **Device Manager** button.
- Look under **Network Adapters**. Is your wireless network card listed there?

If your wireless network card **is** listed in the Device Manager:

- Double-click on it to view its **Properties**.
- Under **Device Status**, check to see whether the device is working properly or not.
- If the device is working properly, but you still cannot configure your wireless network connection, then you should try completely uninstalling, then reinstalling the wireless network card drivers.
  - From the **Device Manager**, right-click on the wireless card, and select **Uninstall**.
  - Restart your computer.
  - When Windows boots up, it should automatically detect the wireless card and it will either install drivers on its own, or it will prompt you to provide drivers from a disk. Follow the prompts on your screen.
  - Once your wireless network card has been reinstalled, try again to connect to Pragmeta Networks Wireless Network. If you still cannot connect, then there may be a larger problem with the wireless network card, or with the operating system (Windows XP). You should contact one of our technicians at 607-432-2922 for further suggestions, or contact your manufacturer's technical support department.
- If the device is not working properly:
  - Windows should provide a reason why the device is not working properly. Common problems are wrong device drivers, drivers are not installed properly, resource conflict, or malfunctioning hardware.
  - It might be useful to try completely uninstalling, then reinstalling the device drivers for your wireless network card. (Follow the instructions above.) But if you've done that, and the device is still not functioning properly, then there may be a larger problem. You should contact one of our technicians at 607-432-2922 for further suggestions, or contact your manufacturer's technical support department.

If your wireless network card **is not** listed in the Device Manager:

- You may need to install device drivers. Drivers should have been provided on a floppy disk or CD-ROM that came with your wireless network card. You should also be able to use a computer lab on campus to download drivers from the wireless card manufacturer's website, and save them to a floppy disk or burn them to a CD-R.
- To install the device drivers manually (if Windows did not prompt you through an automatic process), follow the instructions that came with your wireless network card. If you had to download drivers, there may be installation instructions available on the

manufacturer's website. Otherwise, go to **Start > Control Panel > Add Hardware**. Follow the prompts on your screen.

If you've installed new device drivers, but your wireless network card still does not appear in the Device Manager, then the card may be malfunctioning, or it may not be compatible with your computer system, or there may be some other problem. You should contact one of our technicians at 607-432-2922 for further suggestions, or contact your manufacturer's technical support department.