

Section 4: Troubleshooting

This section details possible solutions to common problems that might occur in using the WN825G.

Contact Us

If you are unable to locate a solution here, please access our website at www.motorola.com/broadband/networking for the latest information. You can also reach us at 1-877-466-8646 7 days a week, 24 hours a day.

Hardware Solutions

My computer is experiencing difficulty connecting to the wireless network.

- Ensure that your PC and wireless access point is powered on.
- Ensure that your wireless adapter is installed correctly and is active.
- Ensure that your wireless adapter and access point radio signal is enabled. Review your access point's documentation for further instructions.
- Ensure that your wireless adapter for your PC and the wireless access point have the same security settings that will allow your computer to access the wireless network. Refer to the Configuration section of the documentation that came with your access point.
- Verify that the Access Control List (ACL) is not configured to block your PC. Refer to the Configuration section of the documentation that came with your access point.
- Ensure that your wireless adapter is within range of your access point or is not behind an obstruction; for example, metal structures will interfere with the signal, as will 2.4 GHz cordless phones, and microwaves.
- Ensure that your access point antenna is connected.

I would like to test to see if my Internet connection is alive.

For this, you will use the *ping* command to test the connection. Before attempting, determine the IP Address of your adapter.

- 1 Open a command prompt by clicking **Start** and **Run**. For Windows 98 and ME, in the *Open* field, type **command** and press Enter or OK. For Windows 2000 and XP, type **cmd**. Or, navigate using your **Start** button to **Programs>Accessories>Command Prompt**.
- 2 In the Command window, type “ipconfig”.
 - You should see an IP address for your adapter, for example:

```
Ethernet Adapter Local Area Connection:

Connection-specific DNS Suffix.: Example.example.example.com.

IP Address. . . . . : 192.168.10.1

Subnet Mask . . . . . : 255.255.255.0

Default Gateway . . . . . : 192.168.10.1
```

- 3 In the *Command* window, type **ping the Router's IP address** and press the **Enter** key. The router's IP address is most likely the default gateway.
 - If you receive a reply (the first word will be *Reply...*), then your computer is connected to the router. Proceed to *Step 4*.
 - If you do NOT receive a reply, try from a different computer to verify that the first PC is not the cause of the problem.
- 4 In the *Command* window, type **ping** and your ISP's default gateway and press the **Enter** key. You can determine your ISP's default gateway by examining your modem and or router. Refer to the instructions provided with your modem/router.
 - If you receive a reply (It might look something like this: *Reply from 216.109.125.72...*), then your connection to the Internet is alive and well.
 - If you do NOT receive a reply, try from a different computer to verify that the first PC is not the cause of the problem.
- 5 If you cannot determine your ISP's default gateway, ping Yahoo.com or another known web location.