

Document Name	Wireless Troubleshooting		
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Wireless Troubleshooting

This document provides troubleshooting solutions for your U.S. Robotics wireless products.

My computer does not recognize the Wireless PC Card or PCI Adapter.

The PC Card may not fully inserted into the PCMCIA slot.

The PCI Adapter may not be fully inserted into the PCI slot.

The PC Card may not be fully inserted into the PCI Adapter.

The PC Card or PCI Adapter does not work properly.

Check the PCMCIA services and be certain the PC Card is not in use before removing it. The laptop will lock up if the PC Card is in use and is removed. Reinstall the PC Card or PCI Adapter. You will hear a beep if the card is properly inserted into the PCMCIA slot.

The power LED indicator will be solidly lighted or flashing if the cable is properly connected. For Windows 2000, NT, and ME, ensure that a PCMCIA card service driver is installed in your computer. Perform the following steps to check for the service driver:

Click Windows Start, point to Settings and click Control Panel. Double-click the PC-card icon. Check to see the PC Card is listed in one of the sockets. If you find U.S. Robotics Wireless Access 802.11b PC-Card in one of the sockets, then the card is detected properly. If you see a yellow question mark, there are conflicting resources or the driver is not correctly installed.

Right-click the My Computer icon and click Properties. Click the Device Manager tab and click Network Adapter. If it is installed correctly, you will see U.S. Robotics Wireless Access 802.11b PC-Card Adapter. If you see a yellow question mark, there are conflicting resources. Click PCMCIA Card and then click PCMCIA Card Service. This will show status of the PCMCIA card. If there is a yellow question mark on the adapter or on the PCMCIA card, verify the following:

Your notebook supports a 5V card.

Your computer has a free IRQ address. If the Wireless PC card or PCI Adapter does not function after attempting the above steps, remove the PC card or PCI Adapter and perform the following steps:

Click Windows Start, point to Settings, and click Control Panel. Double-click the System icon and uninstall the U.S. Robotics Wireless Access IEEE 802.11b PC-card Adapter.

Reinstall the PC card or PCI Adapter and reinstall the correct drivers.

The Wireless PC Card or PCI Adapter cannot communicate with other computers linked via Ethernet in the Infrastructure configuration.

Ensure that the PC Card or PCI Adapter with which the station is associated is powered on.

Ensure that each PC Card or PCI Adapter is configured on the same operating radio channel. If the IDs are different, change each PC Card or PCI Adapter within the LAN to the new radio channel.

Ensure that each PC Card or PCI Adapter is configured with the same security options and can be turned off and on with the same security key.

Ensure that the BSS ID for a roaming disabled station is the same as each PC Card or PCI Adapter. Alternately confirm that the ESS ID roaming enabled station is the same as the PC Card or PCI Adapter.

Ensure TCP/IP is installed. Ensure you are part of the same domain or workgroup. Ensure you are automatically obtaining the IP address or that you have a correct IP address and subnet mask. Reset the Access Point and restart the computer that has a connectivity issue. Ensure that you have some files available to be shared.

My computer does not recognize the Access Point after I changed the settings.

Ensure that the LAN Configuration utility is installed. Ensure that you are contacting the correct Access Point and using the correct MAC address. Ensure that the correct passphrase and encryption option are being used.

If you changed the settings in the configuration of the Access Point, you must also change the settings of every PC Card or PCI Adapter attached to this network. The settings of the PC Cards or PCI Adapters must match the new settings of the Access Point.

My Computer is not finding the correct driver files for the PC Card or PCI Adapter in Windows NT.

When you are prompted for the NT files for the PC Card or PCI Adapter, type D:\i386 and click Continue. You will be prompted again for the NT files. This time, type D:\driver and click Continue.

I am unable to enter the Access Point HTML Configuration Utility.

Ensure that you are entering the correct user name and passphrase. These fields are case sensitive.

My Access Point is not appearing in the list when I scan for it.

You may be on a computer that is too far away from the Access Point. Try moving closer to the Access Point and repeating the scan procedure.

My computer is not acknowledging my Access Point.

Make sure that the Access Point is plugged into a power source and is properly installed. It may be necessary to remove the associated programs, uninstall the Access Point, and repeat the installation procedure. Unplug the Access Point to clear the information and then plug the Access Point back in.

Are You Still Having Problems?

1. Call the U.S. Robotics Technical Support Department

Technical questions about U.S. Robotics's products can be answered by technical support specialists.

Country	Technical Support Number	Email address
Austria	07110 / 90 01 16	germany_modemsupport@usr.com
Belgium (Flemish)	0702 33545	emea_modemsupport@usr.com
Belgium (French)	0702 33546	emea_modemsupport@usr.com
Denmark	70 10 4030	emea_modemsupport@usr.com
Finland	09-81710015	emea_modemsupport@usr.com
France	0803 070 693	france_modemsupport@usr.com
Germany	0180 567 1548	germany_modemsupport@usr.com
Ireland	+44 870 844 4546	uk_modemsupport@usr.com
Italy	848 809 903	italy_modemsupport@usr.com
Luxembourg	+352 342 080 8318	emea_modemsupport@usr.com
Netherlands	0900 202 5857	emea_modemsupport@usr.com
Norway	023500097	emea_modemsupport@usr.com
Portugal	021 415 4034	emea_modemsupport@usr.com
Spain	902 117 964	spain_modemsupport@usr.com
Sweden	077 128 1020	emea_modemsupport@usr.com
Switzerland	848 840 200	emea_modemsupport@usr.com
United Kingdom	0870 844 4546	uk_modemsupport@usr.com
Rest of EMEA	+44 870 844 4546	emea_modemsupport@usr.com

For current support contact information, go to the following web site:

<http://www.usr-emea.com/>

2. Call the Dealer Who Sold You this U.S. Robotics Product

The dealer may be able to troubleshoot the problem over the phone or may request that you bring the product back to the store for service.