

Windows 7: Troubleshooting your Wireless Connection

No Wireless Connection

If your computer does not recognize any wireless connection, go to **Start**, then **Control Panel**, then **View Network status and tasks** (note: this will only show under "Category" view) . One of the connections displayed should be a Wireless network connection. If you do not see this, please set up a wireless connection by following our [Wireless Set-Up Guide](#).

Computer Recognizes Wireless but Cannot Connect to the Network

Try the options below if your computer displays service bars but is still unable to connect to the internet, or if your computer shows an inactive connection (aka recognizes a wireless card, but cannot connect to the network itself).

- **Reboot.** Before you do anything else, it is always a good idea to reboot. This will often trigger the connection to fix itself.
- **Disable/Enable your connection.** Go to **Start > Control Panel > View Network status and connections**. Click on **Connect or disconnect** (above where your networks are listed). In the window that opens up, click on your wireless connection and click **disconnect**. Then click on the wireless connection again and click **connect**. It may take a few moments for your computer to establish a connection.
- **Diagnose your Wireless Connection.** Go to **Start > Control Panel > View Network status and connections**. Click on **Wireless Network Connection** (on the right-hand side of the listed networks). Click **Diagnose** in the window that pops up.
- **If you have a Dell...**Some Dells come with something called Dell Control Point. To access this to manage your connections, search all programs for **Dell Control Point**. In the program, select **Connections**. Choose to connect with a **Wireless** connection, and then choose **whitman_wireless** as the network.

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