

# General Troubleshooting

## Problem: I can't logout / end my session

**Possible Cause:** Logout pop up window was closed by mistake.

**Solution:** In the event you close the logout window by mistake, you will need to do one of the following to end your session:

- Using your web browser, go to <https://wireless.nnu.com/logout.html> and click the logout button provided at the top of the page.
- Turn your computer off and leave it off for at least 15 minutes.
- Remove the wireless card from your computer and leave it out for at least 15 minutes.
- Walk outside the coverage area for at least 15 minutes.

**Possible Cause:** Computer rebooted before session could be ended properly.

**Solution:** In the event your computer reboots before you are able to end your session, you will need to do one of the following to end your session:

- Using your web browser, go to <https://wireless.nnu.com/logout.html> and click the logout button provided at the top of the page.
- Turn your computer off and leave it off for at least 15 minutes.
- Remove the wireless card from your computer and leave it out for at least 15 minutes.
- Walk outside the coverage area for at least 15 minutes.

## Problem: I can't receive e-mail

**Possible Cause:** You are not logged into the wireless system.

**Solution:** Before you can receive e-mail, you must either initiate a PayPerUse session or log into the wireless system using your account username and password. If you are a new user, you will need to set up an account and log in or initiate a PayPerUse session before you can access your e-mail. Refer to the **How to Set Up An Account** section of the wireless **User Guide** for more information.

### **Problem: I forgot my password**

If you forget your password, click the **Forgot Password?** link on the main log-in page. A “security” form will appear. Enter the required information and click the **Submit** button. If the information you entered is correct, your password will be displayed on the screen. If you are unable to retrieve your password using the online form, contact Customer Support at 1-866-497-5377.

### **Problem: My computer does not recognize the network card**

**Possible Cause:** The network card is not properly inserted into the PCMCIA slot of your computer.

**Solution:** Remove and re-insert the card into the PCMCIA slot.

**Possible Cause:** The software driver is not installed properly or there is a resource conflict in the Windows operating system.

**Solution:** Re-install the software driver.

**Possible Cause:** The PCMCIA slot on your computer is faulty.

**Solutions:**

- Try another PCMCIA slot on your computer (if available).
- Try inserting the card into another computer’s PCMCIA slot (if available) to help isolate the problem.

*(Continued on the Next Page)*

**Problem: I am having trouble associating/connecting with the wireless access point**

**Possible Cause:** The wireless card's network settings (SSID, Network Type, and Encryption values) are incorrect.

**Solution:** Change your card's network settings so that the "Network ID / SSID" is set as: **nnu** (case sensitive), and the "Network Type" is set as: **Infrastructure**. Encryption should also be set to: **Disabled**.

**Possible Cause:** Did not log-in correctly when prompted for your Windows network username and password (**Note:** This log-in box only appears when your computer is first turned on or restarted.)

**Solution:** When the Windows network log-in box appears, you should enter your network username and password or you can simply press the "Esc" key to bypass the window completely. Do **NOT** press the **CANCEL** button in this window or you will be unable to use your wireless card.

**Possible Cause:** Too far away from the Access Point

**Solution:** Move closer to the Access Point.

**Problem: When I eject my wireless card, the PCMCIA socket hangs or the computer reboots**

**Possible Cause:** Removing the card without "stopping" it first.

**Solution:** "Stop" the card by using the PC Card Tool located in the Windows **Control Panel**. To safely remove your card, do the following:

1. Click the **Start** button and then select **Settings>Control Panel**.
2. Double-click the **PC Card (PCMCIA)** icon. A **Properties** window will appear.
3. Click on the name of your wireless access card and then click the **Stop** or **Finish** button (whichever is applicable).
4. When a dialog box appears stating, "You may safely remove this device", click **OK**.
5. Carefully remove your wireless card from its PCMCIA slot.

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**If you are unable to resolve your problem after performing the troubleshooting steps in this document, please contact Customer Support at 1-866-497-5377.**

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