

Mtida

Help Pages

Mtida Wireless Troubleshooting Guide

Connecting and Disconnecting

To connect to the wireless, or Mtida Wi-Fi, double click the shortcut on your desktop and click connect. Once connected, access the internet or your email through your browser or email program.

To disconnect from Wi-Fi, double click the Mtida Wi-Fi shortcut on your desktop and select disconnect.

You can also click the double computer icon in your task tray and select "disconnect". If clicking on the icon brings up a "disable" option, YOU ARE SELECTING THE WRONG ICON...do not "disable" your connection to the LAN or you will not be able to reconnect to the wireless until the LAN is enabled.

Some of the tech calls we've taken to help wireless folks get back on line is due to someone in the household disabling the LAN when they thought they were disconnecting from the internet.

Rebooting the radio

If your connection to the wireless network slows down try the following:

-unplug the black power connector to the POE (white box) for 3 minutes. The red or green light will go off during this time. Then plug the power connector back in to the POE. A green or red light will come on again. This reboots the radio. Wait for another 90 seconds before attempting to connect to the Mtida Wi-Fi.

-If rebooting the radio doesn't return the normal connection speed, run spyware removal tools. Spyware can slow your computer down and keep programs from functioning properly or at all.

Rebooting the Router

If you have a router, use the following sequence to reboot the network:

1. Shut down your computer(s)
2. Unplug the power cable from the back of the router and make sure you can identify it as the router cable (label with tape is a good idea)
3. Unplug the power cable from the POE (white box). Again, labeling this cable with tape is a good idea.
4. Wait for 3 minutes to allow all the equipment to discharge
5. Plug in the POE and wait for 2 minutes to allow radio to establish connection
6. Plug in the power cable into the back of the router and wait for 1 minute
7. Turn the computer on and connect to the Internet



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