

# Wireless Troubleshooting Guide

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## PC – Windows 7

### Connect to Wi-Fi

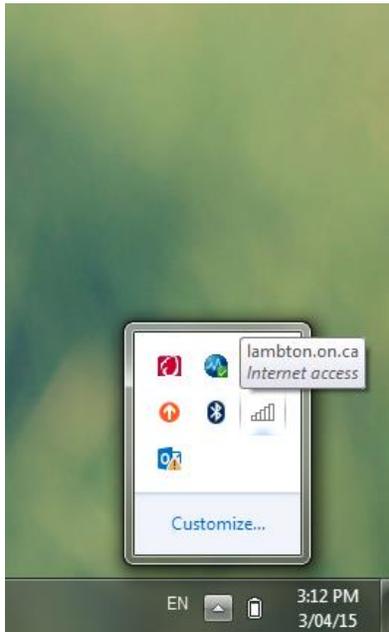
1. You can connect to lambtonwireless by pressing internet access button. You may need to click on the arrow to expand the tray.



2. Select the lambtonwireless network and click **Connect**.



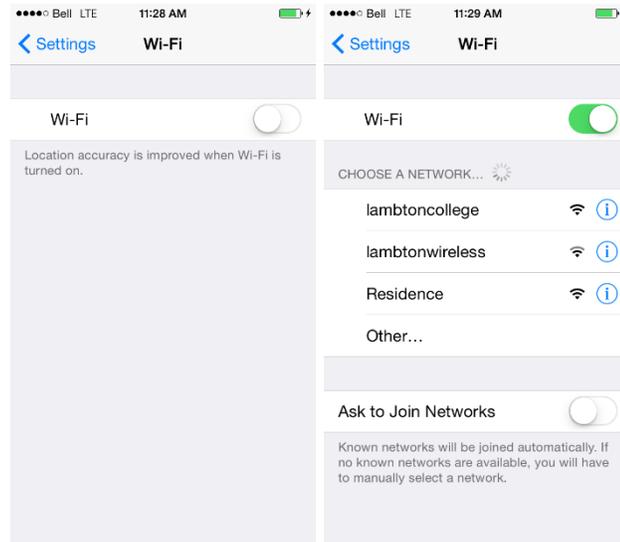
3. You should now be connected to Lambton College's wireless network.



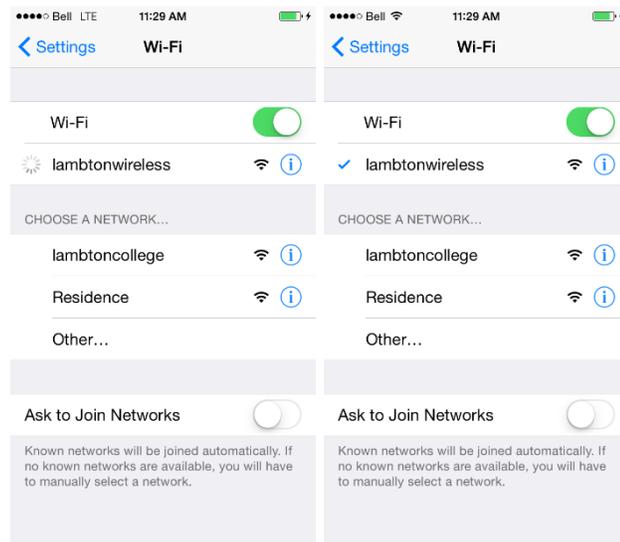
## iOS Device

### Connect to Wi-Fi

1. Tap **Settings > Wi-Fi**
2. When Wi-Fi is on, your device will automatically search for available Wi-Fi networks.



3. Tap **lambtonwireless** to connect the Lambton College's network.
4. When your device is connected to a Wi-Fi network, a checkmark will appear to the left of the network name. The Wi-Fi logo  will also appear in the status bar at the top left of your display.

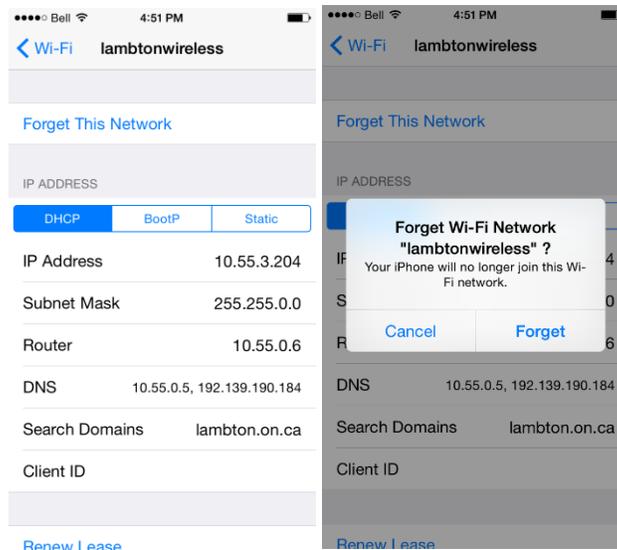


## Can't stay connected?

1. Try disconnecting from lambtonwireless and then re-establishing the connection. Click on the lambtonwireless connection.



2. Click on **Forget this Network**.



3. Try reconnecting to lambtonwireless. If still experiencing problems, please review the troubleshooting steps below.

## Optimizing your connectivity

If you are still having problems with your wireless connection or if you are planning to use the wireless network for streaming such as YouTube, NearPod, or Apple TV, please follow these steps to ensure you're getting the best connection possible.

1. Close any open application on your device, including the one(s) you plan to use. On iOS you would do this by double pressing the home button and then swipe away all applications. On Android, tap the recent apps button to the right of the home button and swipe all of the apps away.
2. Restart the device by completely powering it down and then power it back on.
3. The device should automatically connect to the wireless network again and you can begin to open any apps you need and stream to the Apple TV or from sites like NearPod and YouTube.

Mobile devices have limited memory and when there are several apps open or if they haven't been shut down in a while, memory intensive applications and actions like streaming may not work as expected. The above steps should resolve these issues.

If you are still experiencing problems with your device, please drop by the IT Helpdesk in D100 or give us a call at x 3385.4