



Wireless Support

If you are experiencing problems with your wireless Internet connection follow these steps before calling technical support:

1. Check to see whether all of the equipment is plugged in.

We require all of our (CMU) equipment to be plugged into a surge protector or UPS (battery backup). Make sure the device is turned on.

2. Go outside and check the antenna.

See if there are any lights on the antenna and make a note of which lights are on. Make sure that the wind has not moved the antenna and that it is still in the correct placement.

3. Restart your computer.

Your computer may need to be restarted in order to reset your network settings or clear out the cache memory.

4. Unplug your wireless device, wait for 30 seconds and plug it back in.

The wireless device may need to be reset in order to talk to the tower and obtain a new IP address.

5. Run your antivirus and anti-spyware software (make sure that you keep the definitions updated at least weekly; it is better to use automatic updates with a high speed connection)

Many times a virus, or more often, spyware will cause interference with your network settings. By removing the virus and/or spyware; then rebooting your computer, it will allow your computer to obtain the IP address from our server instead of from the virus or spyware.

6. After following the above steps and you are still unable to connect, below are the numbers you may call for assistance.

Monday – Friday

8:00 am – 5:00 pm
CMU Office: 660-646-1664

All other hours, weekends and holidays

CMU Power Plant – 660-646-1661