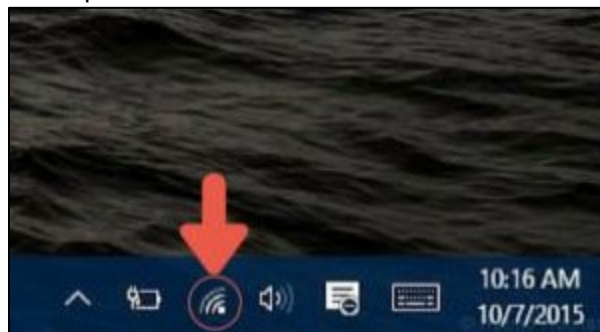


Home Wireless Issues

Troubleshooting

If you are having issues accessing your home wireless network, the following steps may help resolve the issue.

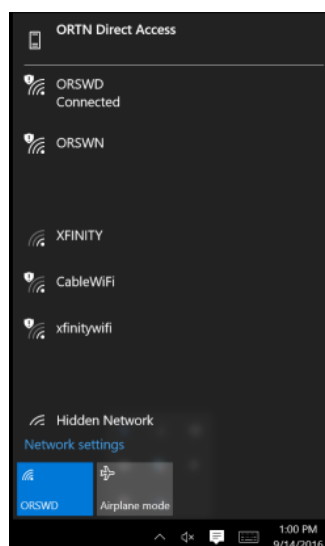
Your wireless connection status is displayed in the system tray which is in the lower right corner of your desktop screen.



If you are disconnected or the wireless adapter is turned off, the icon will appear like this:



Click on the icon, and available connections will appear.



Please note that if you are connected to the ORTN network, your connections are the ORSWN and ORSWD networks. Your device is set to connect to these networks automatically.

When you wish to connect to your home network, open the connections menu and select your home network. Then select "Connect."

If you are unable to connect to your home network:

- If your home network is not showing as available, check and power cycle your router. Check the computer connections once the router is back online.

Home Wireless Issues

Troubleshooting



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- If Airplane mode is turned on, wireless connections will not work. Turn off Airplane mode and you will be able to access wireless connections.
- The ORTN network has software that runs on a protocol called IPv6. Your home router must have this protocol enabled for you to connect to our network. Contact your internet service provider for details on managing this setting.