Article

Cannot connect to Network:

If you are having problems connecting to a wireless connection, you can try these solutions.

First, make sure you have followed the procedure to set up a wireless network in this knowledge base article. (how to connect to a wireless network)

Step 1: Make sure the desired wireless network is active.

Step 2: If you are unable to see your network, check to see If your router is 802.11N. If so, make sure it is set to allow 802.11 B/G devices by selecting B/G/N-Mixed mode on your router.

Step 3: Check to see if your router is broadcasting the wireless network. Set the router to broadcast mode, instead of hidden. You can also add the network manually on the enTourage eDGe or Pocket eDGe following the steps described in the link above.

Step 4: If the network requires a password or key, ensure you have the correct key or password. You may need to select Show password to make sure you are entering the correct values.

Step 5: On the network settings page, select WiFi settings. Long press the name of the network, and then select Forget network. Then select the name again, and re-enter the password or key.

Step 6: Reboot the wireless router by powering down and back on.

Wifi won't turn on:

If you are having problems with your wireless connection, you can try these solutions.

First, make sure you have followed the procedure to set up a wireless network in this knowledge base article. (how to connect to a wireless network).

Step 1: Confirm that the WiFi switch on the top of the enTourage eDGe is switched to the on position. ON is closest to the spine. NOTE: There is no switch on the Pocket eDGe. You can turn wireless on and off using the Network controls menu only.

Step 2: Verify that your wireless network is active.

Step 3: Open network settings and make sure there is a checkmark in the checkbox next to Wi-Fi. If not, select the checkbox.

Step 4: If you are unable to apply a checkmark or the checkbox is checked but you are unable to see any networks, move the wifi switch to the OFF position for **10 seconds**. Turn the WiFi switch back to the ON position. NOTE: There is no switch on the Pocket eDGe. You can turn wireless on and off using the Network controls menu only.

If none of these steps solves your problem, please contact us.