Wireless Networking FAQ

- This wireless networking FAQ addresses common concerns about wireless networks. Learn the wireless and get an overview of a wireless network from these frequently asked questions (FAQ).

What is a Wireless Network?

- A wireless local-area network (WLAN) uses radio waves to connect devices, such as laptops and to the Internet.   It supported by the popular IEEE 802.11 standards family such as 802.11a, 802.11b, 802.11g, 802.11n and 802.11ac.

How far does the signal reach?

- A wireless router or access point's signal typically extends up to approximately 300 feet (91.44 meter)

What is an access point?

- An access point is a physical device typically connected to a wired LAN, which transmits and receives a radio frequency signal to establish a wireless LAN. A computer with a wireless network interface card connects to the LAN by transmitting and receiving data to/from the access point.

What is SSID?

- Service Set Identifiers (SSID) is a unique identifier attached to the header of packets sent over a wireless LAN. It is primarily intended to differentiate LANs, but also acts as a rudimentary password. You will also need to enter a SSID into your wireless client to enable you to access UTHM wireless resources.

How many network devices can I register?

- For Staff

  ❖ You can only register two (2) network-enabled devices in campus.

- For Student

  ❖ You can only register one (1) network-enabled device in campus.

How to login and use wireless?

- Captive portal are implemented on wireless authentication to secure the network. For student, you need to register first your devices via Online Wireless Registration System to enable wireless account just once time.

- For Staff

    ❖ Username: *email username*
    ❖ Password: *email password*

- For student

    ❖ Username: *matric number*
    ❖ Password: *IC number / ID passport*

Where can I use wireless network ?

- For a moment, wireless network can be use of the those areas as follows :

    ❖ Library

    ❖ All residency

    ❖ Meeting room

    ❖ Lecture theatres

    ❖ Cafeteria

What contribute to "wireless problems" ?

- Disabled wireless network adapters.(check on/off wireless button)

- Incorrectly configured wireless network settings.

- Insufficient credentials for authentication or missing permissions for authorization.

- Distance, interference, or obstructions between wireless devices.

- Black out that power down the access point

Why the status shows validating identity ?

- A few reasons why the status still on validating identity:

  - ❖ Wireless client or adapter not running properly (please restart again)

  - ❖ The "driver" is no longer supported the wireless card or wireless adapter (please reinstall the driver)

  - ❖ Laptop infected with viruses, spyware, malware, adware, worms or Trojan-horse
  - ❖ The operating system is not genuine

  - ❖ Invalid mac address

  - ❖ Wireless account blacklisted by the administrator (security threat etc.)

What to do when Windows shows limited connection or connected with

- Limited access ?

  - ❖ When you are connected but limited access, shutdown your laptop for a few minute and restart again.
  - ❖ Enter again your credential info if required

I am having issues connecting to UTHM's wireless network, who can I call for help?

- If you are having issues connecting to UTHM's wireless network you can call PTM Service Desk at:
  - ❖ 07-4537292
  - ❖ 07-4537295
  - ❖ 07-4537241