Important note: Sometimes the Wi-Fi acting slow isn’t your computer’s fault. NKU’s network may struggle to provide your device with service during busy hours.

Windows 7

Right click the wireless icon in the bottom left of the taskbar.

Click to open Network and Sharing Center.

Click manage wireless networks.
Click on each individual network and remove them one by one. This flushes out all of the saved passwords and configuration settings for every wireless network the adapter has connected to.

![Manage wireless networks window](image)

Manage wireless networks that use (Wireless Network Connection)

Windows tries to connect to these networks in the order listed below.

- Remove
- Adapter properties
- Profile types

After clearing out all of the saved networks, click on adapter properties.
Click Internet Protocol Version 4 (TCP/IPv4) and then click Properties.
Make sure that The IP address and DNS server are both set to be obtained automatically and click OK.

![Internet Protocol Version 4 (TCP/IPv4) Properties]

Finally, press the “Windows Key” and R at the same time, this will open a Run window.

Type “ipconfig /flushdns” and then press OK.

![Run]

After completing all of these steps, you will be able to start a fresh connection to the wireless network of your choice. This resolves the majority of wireless issues.

Advanced problems: In the window after selecting “Adapter properties” click “Configure…” and you will see the window below.
Click the “Advanced” tab at the top and scroll through the list of properties.
NKU has the B band disabled, so avoid selecting anything that implies “802.11b Only”
Click through each property one by one under the “Property:” list checking what options there are under “Value:”
When you come across a property that involves “802.11b Only” or “B Band” be sure to select a different value which includes other options, for example: “802.11a/b/g/n Auto”

Windows 8

Open the network connection interface for windows 8.
Right click on the network which is giving you problems and click “Forget this network”
Attempt to reconnect.
If this fails, follow the steps above as if you were using Windows 7.
**Macintosh**

Click the wireless icon towards the top right of your screen then click “Open Network Preferences...”
Click “Wi-Fi” and then click “Advanced...”
Click the “DNS” tab at the top.
If you have the ability to click on the DNS Servers, click them and remove them one by one.
Your DNS Servers list will end up looking like this and you will be unable to remove the servers at this point.

This means your DNS Servers are now configured properly.