Why can't I connect to eduroam?

Tell Me

| WiFi Eduroam | Eduroam is the primary wireless network available for campus. |

1. If you are having trouble connecting to eduroam, try the troubleshooting options below.

| Speed and Specs | 1. **Physical Obstacles:** The more obstacles (walls, glass, and people) between you and the access point you are connected to, the slower your network connection will be.  
2. **Number of Users:** Wireless Networks are known as “Shared Networks” and you are sharing bandwidth with everyone on the network.  
3. **Other Interference:** Wi-Fi operates in the unlicensed 2.4 GHz and 5GHz ranges. If another nearby electronic device has a signal within this range, it could disrupt your signal. Common devices that transmit within these frequency ranges and can interfere with your Wi-Fi connection include: cordless phones, microwave ovens, and Bluetooth devices.  
4. **Distance:** The farther away you go from the access point antenna (located on the ceilings), the slower your wireless network connection will be. |

| DHCP/DNS Settings | Check that settings are configured to obtain IP and DNS server addresses automatically:  
1. Windows 7  
2. Mac OS X Yosemite (10.10)  
3. Mac OS X Mavericks (10.9)  
4. Mac OS X Mountain Lion (10.8) |

| Unstable Connection | 1. Possibly reached the boundary of the radio signal.  
2. Interference from microwaves or other electronic devices.  
3. You may want to move to another location in the room. |

| Configuration | If the wireless was working but suddenly stopped:  
1. Check radio signal strength.  
2. Enable wireless NIC/disable LAN NIC. |

| Improve Signal | 1. Try repositioning your device:  
   a. Rotate your device so it is facing a different direction.  
   b. Try moving to another part of the room.  
2. Avoid items that can impede wireless signals:  
   a. Microwave ovens when they are in use.  
   b. Cordless phones.  
   c. Large metal objects. |

| Report a Problem | Please have the following information ready when reporting issues to the IT Service Desk:  
1. Specific date, time, and location of your issue.  
   a. Example: On Monday, September 1st at 10:00 AM in the back of room 126 in Atkins Library.  
2. Any steps you took to troubleshoot the issue.  
   a. Example: Turned off your Wi-Fi adapter and turned it back on, restarted your computer, moved to a different location in the room, etc.  
3. Your device’s operating system, including version number.  
4. The wireless IP address assigned to your device, if known.  
5. Your device’s wireless MAC address, if known. |
Related FAQs

- How do I log into eduroam wireless at UNC Charlotte using a phone/tablet?
- Why can't I connect to eduroam?
- Why does my connection speed seem slow or unstable?
- How do I access the wireless network (WiFi) on campus?
- What should I do if my WiFi connection is slow?