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| Challenge 8.1: Solving Wi-Fi connection issues |
| General Goal *To develop a simple strategy to solve basic connection related issues.* |
| Learning Objectives*To develop a strategy based on a simple diagnosis: observation, trial error.**To be able to evaluate a situation and recognize personal gaps.* |
| Description This challenge brings about two daily life issues related to Wi-Fi connection so you can learn how to deal with them and be ready to solve them in case they have an easy solution. The main objective of the activity is to gain autonomy, learn how to deal with this kind of problems, be able to design a solution, be ready to carry on a trial-error test, to diagnose the issue, and recognize the moment when you should look for help. |
| Instructions You find yourself in these two situations:   1. *You have just turned on your computer and want to open your Facebook page but there is no Wi-Fi... What do you do next?* 2. *You are talking on the phone (smartphone with no data plan) with a friend and promise to send him some pictures as soon as you hang up. When you finish your conversation, you should have Wi-Fi but there is no connection... What do you do next?*   *-What solutions come to your mind? Discuss with your peers.* *Here you have some key words, just in case:*  Plane mode, router, cable, distance, power, password.  *-Write down everything in common.*  *-With the help of your trainer, create a strategy to solve both situations step by step. The resulting strategy should serve you as a guide to help you in case you face a similar problem.*  *It should include the following steps:*   1. My computer has no Wi-Fi… What should I do? 2. Check if other devices are connected 3. Check that the Wi-Fi icon is activated 4. Check the password in case it is the first time you use that Wi-Fi (mind the upper and lower cases, difference between 0 and O, 1 and l and I) 5. Check that the router is working/ the cable is connected properly 6. Turn down the router and turn it on again 7. Turn down the computer and turn it on again 8. Still not working? Ask for help! (Some companies offer a quick response service you can call to and ask if your connexion is working properly - so you can check if it is a general problem)   b) My smartphone has no Wi-Fi… What should I do?   1. Check if other devices are connected 2. Check that the Wi-Fi icon is activated and that the Plane Mode is turned down. 3. Check the password in case it is the first time you use that Wi-Fi (mind the upper and lower cases, difference between 0 and O, 1 and l and I).   If domestic connexion:   1. Check that the router is working/the cable is connected properly. 2. Check the signal strength. Sometimes the distance between your router and your device can result in the weakening of the signal, or if another person is using the same connection for downloading heavy files it may arrive weaker to your device.   If public connexion (open free Wi-Fi):   1. Check the signal strength. Sometimes public connections (in airports, for example) require some extra information. Even though you apparently have no Wi-Fi, open your navigator and check if there are any special instructions for you to follow. 2. Still not working? Ask for help!   *-Self reflection: Have you ever had this problem? What was the source of the problem? How did you solve it? Share it with your peers and discuss if your new strategy would have been useful.*  *\*Keep in mind that whenever you face this kind on problem you can always type it on a search engine and look for the solution online. Just make sure that you introduce the operating system version and your device model.* |
| Resources*Microsoft Wi-Fi support:**<https://support.microsoft.com/en-us/windows/fix-wi-fi-connection-issues-in-windows-9424a1f7-6a3b-65a6-4d78-7f07eee84d2c>* Android Wi-Fi support:  <https://support.google.com/googleplay/answer/2651367?hl=en>  Apple Wi-Fi support:  <https://support.apple.com/en-us/HT204051>  Google Wi-Fi support:  <https://support.google.com/pixelphone/answer/6183600?hl=en>  Tools:  Wi-fi speed test - https://[www.fast.com](http://www.fast.com)  Wi-Fi Alliance - https://www.wi-fi.org/  Safe Wi-Fi - <https://www.cyber.gov.au/acsc/view-all-content/guidance/use-secure-connection>  Safe public Wi-Fi: <https://www.consumer.ftc.gov/articles/how-safely-use-public-wi-fi-networks#:~:text=Public%20Wi%2DFi%20Isn't%20Secure,-When%20you're&text=If%20the%20network%20isn't,and%20log%20in%20as%20you>.  Securing Wireless Devices in public: <https://media.defense.gov/2021/Jul/29/2002815141/-1/-1/0/CSI_SECURING_WIRELESS_DEVICES_IN_PUBLIC.PDF> |
| Assesment 1. Why can a public Wi-Fi connexion be dangerous?  a) It is more vulnerable to theft or manipulation.  b) It might not encrypt traffic going over it.  c) A malicious actor can set up a fake access point resulting in that actor having access to all data sent over the network.  **d) All are correct..**  2. How do you know your operating system and device model?  a) You can never know the version of your operating system, as it keeps updating all the time.  **b) The system has an identification menu that provides you with that information (often *control panel*) and devices should carry a printed serial number or sticker.**  c) It is enought to know the brand of devices to get information and solve problems through search engines (ex. ¨HP screen share¨).  d) You can look for it online (ex. ¨Which one is my operating system?¨) |