How-to Check TCP/IP Settings

Windows 7

1. Click on the **Windows Icon** (Start).
2. Click **Control Panel**.
3. Click **Network and Internet**.
4. Select **Network and Sharing Center**.
5. Select **Change Adapter Settings** (on left).
6. Right-click on **Local Area Connection** (or **Wireless Network Connection** for wireless problems).
7. Check if it is enabled (the first option will be "disable" if it is enabled or "enable" if it is disabled).
8. Click **Properties**.
9. Select **Internet Protocol Version 4 (TCP/IPv4)**.
10. Click **Properties**.
11. Select **Obtain an IP address automatically**.
12. Select **Obtain DNS server address automatically**.
13. **Restart** the computer.

Windows 8.1/10

1. Click on the **Windows Button** to go to the Start Menu.
2. Start typing "Control Panel"
3. Click **Control Panel** on the right hand side.
4. Click **Network and Internet**.
5. Click **Network and Sharing Center**.
6. Click **Change Adapter Settings** (on left).
7. Right-click on **Ethernet** (or **Wi-Fi** for wireless problems).
8. Check if it is enabled (the first option will be "disable" if it is enabled or "enable" if it is disabled).
9. Click **Properties**.
10. Select **Internet Protocol Version 4 (TCP/IPv4)**.
11. Click **Properties**.
12. Select **Obtain an IP address automatically**.
13. Select **Obtain DNS server address automatically**.
14. **Restart** the computer.

Macintosh OS X

1. Click the **Apple** button.
2. Click on **System Preferences**.

3. Click the **Network** icon.
4. Select **Ethernet** (or **Airport/Wi-Fi** if you are troubleshooting wireless) in the left side-bar.
5. Click the **Advanced** button.
6. Click on the **TCP/IP** tab.
7. Select **Using DHCP** in the **Configure IPv4 field**.
8. Select **Automatically** in the **Configure IPv6 field**.
9. Verify that all other fields are blank.
10. Click **OK**.
11. Click **Apple**.
12. **Restart** the computer.

Apple iOS (iPhone / iPad)

1. Tap **Settings > General > Wi-Fi**.
2. Tap the **(i)** next to UCO_SECURE.
3. Ensure that **Configure IP** is set to **Automatic**.
4. Tap **Renew Lease**.
5. Also, ensure that **Configure DNS** is set to **Automatic**.

Android

1. Open the **Settings** app on your device and go to the **Wi-Fi** settings.
2. Highlight **UCO_SECURE** and select **Modify Network Config**.
3. Select **Show Advanced Options**.
4. For **IP Settings**, set **Proxy** to None and **IP Settings** to DHCP.