Windows Mobile device reports that the wireless status is "Externally Disabled"

Jason - 2017-04-10 - Mobile Computers

When a Windows Mobile Device is synced to a computer via ActiveSync or Windows Mobile Device Center, the WiFi will be non-functional with a status of "Externally Disabled".

To resolve this issue:

1. In Windows Mobile Device Center or in ActiveSync, select **Connect without setting up your device**.
2. Select **Mobile Device Settings > Connection Settings**.
3. Check the **Allow data connection on device when connected to PC** option.
4. Click **OK**. The device should now be able to access the WiFi while physically connected to the PC.
5. Even after checking the box, and disconnecting the device from the PC, Summit's Status will usually stay Externally Disabled. There are two ways to switch this:
    - Perform a **Warm Boot**: With the stylus, press the reset button, which is below the yellow scan button, to the right side. This does not erase data or programs.
    - On the device: Start, Settings, System, Device Setting, IO tab. Tap **Wireless**. Tap **Disable**. When the spinning Wait icon is gone, tap **Enable**.
6. Summit's Status should no longer say Externally Disabled.

Related Content

- Mobile Device User Manuals, Programming Reference Guides, Quick Reference Guides, Quick Start Guides (multiple models)
- WDT60: Disabling and Enabling the Wifi card
- Summit Client Utility: How to set up wireless, and choose from multiple SSIDs (wireless networks)