

HOW TO CONNECT TO WIFI AT THE PUYALLUP LIBRARY

The City of Puyallup Library now offers Wireless 802.11a, b, and g wireless Access to the Internet at speeds up to 7mb. If you wish to access the Library supplied wireless access point, your computer MUST be set up to accept DHCP (**D**ynamic **H**ost **C**onfiguration **P**rotocol) for an internet connection and have a wireless 802.11 a, b or g internal or external wireless card.

Verify your wireless card is enabled or inserted in your laptop.

Setting and Verifying DHCP – Windows

In most cases the wireless connection window will open when near a wireless connection and ask you if you want to connect. You can select this option to connect as well, but if you are unable to get connected follow the instructions below to verify DHCP.

1. Click the "Start" button.
2. Click the "Control Panel" icon.
3. Double Click the "Network Connections" icon.
4. Right click the "Wireless Network Connection" icon and click on "Properties".
(If you do not have a wireless connection appearing, you may have to reinsert the wireless card or turn the wireless radio on typically through the control panel. If this does not work, contact your computer vendor for technical assistance.)
5. Click the Internet Protocol (TCP/IP) and click the "Properties" button. Insure that the "Obtain an IP address automatically" button is checked.

Domain Name System (DNS) can be set to "Obtain DNS server Address Automatically" or left to use what the device owner may prefer. *(If you wish to enter DNS servers, there are many to choose from, but as a starting point you may wish to use 199.166.24.253 and 199.166.27.253.)*

Once this is completed, click the "OK" buttons until you get back to the 'Network Connections' screen. Double click on the "Wireless Connection" icon and you will see all wireless networks that the computer can see.

Choose Public_Access and select no WEP encryption then click Connect.

Macintosh Network Settings (OS X):

1. Select Apple Menu, then System Preference, then Network button.
2. Select TCP/IP tab and configure "Using DHCP."
3. Above the TCP/IP tab, you may need to configure via "AirPort" or other wireless (WiFi) Ethernet.
4. Leave Domain Name Servers and Search Domains blank.

THE LIBRARY STAFF WILL HAVE LIMITED ABILITY TO ASSIST YOU WITH THIS PROCESS. IF YOU ARE HAVING DIFFICULTY CONNECTING TO THE WIRELESS, PLEASE CONTACT YOUR SERVICE PROVIDER OR A COMPUTER REPAIR TECHNICIAN.

Frequently Asked Questions

What do I need to access the wireless network?

To access the Library's wireless network, you need a laptop (or suitable PDA or other portable device) equipped with an 802.11 a, b or g compatible wireless card. Some portable devices have wireless cards built-in while others may require you to purchase a compatible card to plug into it. Installation of the card and its associated software will vary depending upon specific device, card and operating system. Your device must be configured DHCP and you cannot have a proxy configured on your browser. Library staff cannot assist you in making changes to the devices network settings and/or hardware configuration, nor can the Library provide network cards for your use. Wi-Fi uses a 2.4 GHz microwave radio signal to reach through walls, floors and ceilings just like a cordless phone.

How does it work?

Wireless access points are located throughout the library. These points communicate with your wireless device. You should be able to connect almost anywhere in the building and on the grounds. A message will appear on your screen indicating a wireless network is available when your wireless network card senses a signal.

What software is needed?

Many Wireless Internet laptops will automatically find the Wireless network and automatically configure the Wi-Fi network card to XXX. Windows XP contains software in the operating system to automatically find Wireless networks within range of the laptop. If your laptop has trouble finding the network, it could be a problem with the network card configuration information or with the software.

Check your manufacturer's literature for wireless card configuration information to make sure that the card is configured with **MPLTrain**, **MPLChild**, and **MPLAdmin** and does not have data security encryption enabled.

How do I connect?

In most cases, you should be able to connect with the wireless network by simply scanning for the network and opening up a browser to start surfing. Details on configuring your portal device for a wireless network may vary depending upon specific models, operating system, and wireless card. For specific information on how to configure or troubleshoot your wireless connection, you will need to refer to your device's documentation.

I can't get a Wi-Fi signal, but the person next to me can.

Not all wireless cards are the same. The quality of your card versus your neighbor's can be quite different.

Can I print from the wireless network?

No, there are no printers configured on the wireless network. To print, you will need to use one of the Library's public access computers.

Is the wireless network secured?

Like most public access "hotspots", the Library's wireless network is not secured. There can be untrusted parties between you and anybody you communicate with, and any information being transmitted could potentially be intercepted by another wireless user. Cautious and informed wireless users should choose not to transmit their credit card information, passwords and any

other sensitive personal information while using any wireless "hot spot." Please take appropriate precautions when using this service. All wireless access users should have up-to-date virus protection on their laptop computers or wireless devices to assist in protecting them from harm.

Can I access the Library's catalog and electronic databases through the Wireless Network?

Yes, access to both the Library catalog and electronic databases are available through the library's website (www.puyalluplibrary.org). In order to use the databases, the user must have a Puyallup Library card. One database, Ancestry Plus, can only be used from a library computer.

Why does the wireless network data transfer rate vary?

There are several possibilities including:

1. Your distance from the Access Point and/or obstructions that might be in the way (see above).
2. The number of people using the connection. Since a wireless network is a shared network, if several people are using the network in a variety of ways, then users might see slower connections.

I think I got a virus from your Hotspot.

Hotspots do not produce viruses. They come from the Internet, often as attachments to e-mail. It is strongly recommend that all users have anti-virus protection and a personal firewall installed on their laptops.

What if I have problems? Can Library staff assist?

Library staff can not provide you technical assistance in configuring your portal device or troubleshooting wireless access problems. There is no guarantee that your wireless device will work with network. The Library assumes no responsibility for the safety or security of a patron's personal equipment resulting from the connection to the Library's wireless network

Are radio signals safe?

The Wi-Fi network meets all guidelines for safety. For more information see <http://www.fcc.gov/oet/rfsafety/rffaqs.html>.

The Library assumes no responsibility for any alterations or interference with a laptop's configuration, operation, or data files resulting from connection to the wireless network.

Virus and security protection is the user's responsibility. The Library assumes no responsibility for damage, theft, or loss of any kind to a user's equipment, software, data files or other personal property brought into or used at the Library's facilities.

The Library cannot guarantee that the service will be available at any specific time nor can the Library accept reservations for wireless access.

Use of Puyallup Public Library's wireless network is entirely at the risk of the user. The library disclaims all liability for loss of confidential information or damages resulting from that loss.