

Wireless Internet Access FAQ (Frequently Asked Questions)

1. **What do I need to connect to the wireless network in the Library?**
You need an 11Mbps 802.11b or 802.11g wireless network card. Many new laptop computers have wireless built-in. Check with your laptop manufacturer for your options.
2. **Is it difficult to connect to the wireless network?**
Not usually. Most laptops that come configured for wireless access can automatically pick up the wireless signal. If yours does not, you will have to know how to use your wireless device's configuration software to connect to the wireless network.
3. **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.
4. **Do all PDA's support wireless?**
While not all PDA's support wireless, several manufacturers have adopted the 802.11b standard.
5. **Will my Macintosh work with wireless in the Library?**
Yes, as long as it supports 802.11b or 802.11g wireless.
6. **Do I need special software or drivers to connect?**
While you won't need special software, up-to-date drivers have remedied many connection problems. The drivers included with the card may be several generations old. Updates are usually available on the vendor's website.
7. **Is technical support available from the Library staff?**
No. Technical support from the library staff is not available. You must be familiar with your device and know how to set it up for wireless access.
8. **When can I use the Library's wireless network?**
Wireless Internet access is available to users during the hours that the Library is open.
9. **How long does my connection last?**
Connection lasts for an hour. You can automatically reconnect if connections are available.
10. **Is there a charge to connect to the wireless network in the Library?**
There is no charge for using the Library's wireless network with your wireless-capable device.
11. **Can I connect to the printers and other software via the wireless network?**
No, the wireless network is not connected to the library's public printers nor does it offer access to any other software.
If you need to print, send your file(s) to your email account. Log on to one of our public access computers, connect to your email and send your file to one of our public printers. Ask for prices at the circulation desk.
12. **I don't have a laptop computer. How can I use the wireless network?**
Unfortunately, the library does not have laptop computers for loan. You are welcome to sign up at the Circulation Desk to use the Library's Public Access Computers.
13. **Does the wireless network pose a health hazard?**
No, the wireless network does not pose any health risk. It uses radio signals within the spectrum of safety. While there will always be controversy over the safety of exposure to radio signals, it is something we are exposed to whether we have a wireless network or not.
14. **Will Bluetooth transmissions interfere with my Wireless connection?**
It is unknown whether Bluetooth transmissions will interfere with Wireless connections at this time. Bluetooth does transmit in the same frequency range as Wireless so it is possible that the transmissions may interfere with each other.
15. **Can a cell phone interrupt my connection?**
A cell phone probably won't interrupt your connection, however there are cordless phones and microwave ovens that operate within the frequency range of the Library's wireless network (2.4 GHz and up) that can cause interference with the connection.
16. **What else can interrupt my connection?**
Wireless connections use radio waves. Anything that can interfere with radio waves can also interfere with your wireless connection. Wood, people, walls and book shelves can all cause the signal to be interrupted or weakened. If you experience a connection problem try moving to a different part of the Library or within sight of the Access Point (AP).
17. **Why does the wireless network data transfer rate vary?**
There are several possibilities including:
 - a. Your distance from the Access Point and/or obstructions that might be in the way (see above).
 - b. The number of people using the connection. Since a wireless network is a shared network, if several people are using the network then users might see slower connections.
18. **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.

Please be advised that:

- Due to insurance limitations and warranties, Library staff is not allowed to configure users' laptop or handheld computers or install any devices or software on those computers. **Library staff is not able to provide technical assistance for laptops, cards or configurations.** If you need assistance, contact the manufacturer of your laptop or software.
- The Library's wireless network is not secure, and the Library cannot guarantee the safety of your traffic across its wireless network. Information sent to or from your laptop can be captured by anyone else with a wireless device and appropriate software, within up to three hundred feet.
- Anti-virus, security, and privacy protection is the responsibility of the user.
- The Library assumes no responsibility for any alterations or interference with a laptop's configuration, operation, or data files resulting from connection to the Library's wireless network.
- The Library is not responsible for any changes you make to your computer's settings.
- 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.
- The Library cannot guarantee that the service will be available at any specific time or that the connection will have any specific quality or speed; there is no guarantee that you will be able to make a wireless connection.
- The connection shall not be used for illegal or capacity-hogging purposes, nor shall it be used in such a way to violate library policies.