

Wireless Internet

Frequently Asked Questions



Q. What do I need to access the wireless Internet at the library?

A. You will need a wireless-capable device. If you plan to work with audio files, you should use headphones. Power outlets may be available; check with staff at the Information Desk.

Q. What is the name of the wireless network at the library?

A. The name of the wireless network is "Library-Wireless."

Q. How can I connect to the library's wireless service?

A. Many devices actively search for wireless signals and each device does this in a different way. Once your device can see the Library-Wireless signal, go ahead and connect to it. The library cannot guarantee your equipment will work with the library's network. If you change any settings on your device, be prepared to change them back in order to use your other wireless networks.

Q. Do I need a password to connect to the wireless network?

A. No password is needed to connect to the Library-Wireless network.

Q. Is my information safe while using the wireless network?

A. Your information is not protected while using wireless, unless you are connected to a web page that employs SSL or SSH encryption (stores, banks, etc.) Keep this in mind if you are accessing sensitive business or personal information.

Q. Are there any restrictions on my use of the Internet?

A. You must adhere to the library's *Wireless Use* and *Internet & Computer* policies.

Q. Can I access the library's LINKcat catalog?

A. All of the library's online resources including LINKcat are available. LINKcat can be accessed at <http://www.linkcat.info>.

Q. Can I print while using wireless?

A. Printing is not available. If you need to print, please save your work to a USB storage device or e-mail the files to yourself, then log into a library workstation and print.

Q. Can the library help me configure my computer?

A. Sorry. Everyone's device is different and you are responsible for knowing how to configure your own equipment. The library cannot be responsible for any changes you make to your device's settings. If you need assistance, you may need to contact the manufacturer or supplier of your equipment.

Q. Can I send/receive email using email clients? (Outlook, Thunderbird, etc)

A. Due to potential spamming through this wireless service, you will not be able to SEND email when using an email client program like Outlook or Thunderbird. You will be able to RECEIVE email from these programs. To send email you must use a web based e-mail account such as Gmail or Yahoo. Your home or office ISP may offer web based e-mail.

Sun Prairie Public Library

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Technical Requirements



Hardware Requirements

- Users may bring their own WiFi-compliant 802.11a/b/g/n wireless device to the library.
- Most wireless or 802.11a/b/g/n devices will work at the library. However, the library can make no guarantee about the compatibility of your equipment with the library's network, and cannot supply technical support if you have problems.
- Use headphones if you plan to work with audio files.
- The library has a limited number of public tables and seating, and not all seating is within easy reach of electrical outlets. Rely on the battery in your device whenever possible, and see staff at the Information Desk about work spaces with electrical outlets. Power cords must never block isles or walkways.

Software Requirements

- A web browser such as Microsoft Internet Explorer or Mozilla Firefox.
- Other recommendations: use firewall and antivirus software, keep your OS up to date, turn file sharing off, and encrypt sensitive files.

Wireless Settings

- **Wireless Network Name** - Library-Wireless
- **Turn wireless ON** – Many wireless devices have switches, buttons or software that can be used to turn off their wireless capability and extend battery life. Make sure that it is turned on
- **TCP/IP settings** – Use DHCP or “obtain IP Address automatically” (the default setting)
- **Encryption** – none or disabled
- **Mode or Network Type** - Infrastructure or Access Point
- **Authentication** – Open or None

If you change any settings on your device, be prepared to change them back to use your other wireless networks.

Preparing to connect to the wireless network

- Before changing any settings, try using the wireless network. It may already work.
- Wireless settings used at home could conflict with settings needed at the library. Make sure that the original settings can be restored before making any changes.
- After making changes, you may need to reboot.
- Make sure your wireless network adapter has been properly installed according to the manufacturer's instructions.
- Use the software that came with your computer or wireless adapter to configure the settings and verify that you have a connection to the library's wireless service.

What else should I know about using the library's wireless network?

- By their very nature, public wireless networks are not secure. If you do not have a VPN or are not at an SSL or SSH encrypted website, you may want to limit your wireless network use to non-critical email and basic Internet browsing.
 - Signal strength and performance will vary within the library depending on the location of the equipment that produces the radio signals, so some areas of the library may have slower service.
 - Although the wireless Internet service is usually available, it is not guaranteed. Periods of high demand or technical problems may slow or disrupt the wireless service.
 - No printing is available while using the Library-Wireless signal.
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