



Wireless Internet Access Highland Park Public Library

Q. How can I use wireless Internet at the Library?

- A. Wireless access at the Library uses the WiFi standard (also known as IEEE 802.11b and 802.11g). Most users can simply bring their wireless-enabled laptop computer or other wireless device to the Library and turn it on. The computer will automatically recognize the wireless network. If your laptop does not have wireless built-in, you can install a WiFi-compatible network card. Due to the many variations in equipment, the Library cannot guarantee that all equipment will work with the Library's network.

Q. How does it work?

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

Q. Will I need any special settings or passwords to connect?

- A. In many instances wireless devices will automatically detect the Library's wireless network and configure themselves to use the system. If your device does not connect right away please try the following:
1. Make sure your wireless network adapter has been properly installed and is working.
 2. Use the management software that came with your wireless device to confirm that your configuration settings match the values shown below.
 - SSID: HPPL
 - NETWORK MODE: Infrastructure
 - WEP: Disabled
 - NETWORK SETTINGS: DHCP enabled (Obtain an IP address automatically)
 - DNS: Obtain DNS address automatically
 3. Save any modified settings and restart your device as required.

Q. Can the Library staff help me configure my computer?

- A. Sorry, but everyone's computer 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 computer's settings. If you need additional assistance, you may need to contact the hardware or software manufacturer.

Q. Is my information safe while using wireless?

- A. The Library allows open access to the wireless network therefore your information is not protected while using the wireless system in the Library, unless you are connected to a web page that employs encryption (i.e. stores, banks, etc.). Keep this in mind if you are accessing sensitive business or personal information. We recommend you use up to date anti-virus software and turn off file and printer sharing. These steps are the responsibility of the user.

Q. Can I print while using wireless?

- A. Printing is not available since that would require the installation of special print drivers on your equipment. If you need to print, please save your work to disk or email the files to yourself, then login to a library workstation and send print jobs to a printer.

Q. What can I access using wireless?

- A. The Library wireless network is only available for accessing the World Wide Web. Email is only available using Web-based services (i.e. Yahoo, Hotmail, etc.). All other services (i.e. telnet, AIM, etc.) are blocked and some programs that depend on non-WWW protocols (i.e. Outlook, VPNs, etc.) will not function properly.