

Greensboro Public Library

Computer Services



Wireless Internet Access Guidelines

You are invited to explore the Internet using your own wireless enabled device at the Greensboro Public Library. Free internet access is provided at all Greensboro Public Library locations at all times the Library is open. Wireless internet access uses radio frequency signals to move information between your laptop computer and the internet (no cables are required.) This allows you to bring in your own mobile device, get Internet access and print from said device. It also allows the Library to offer more computer access than our existing floor space and wiring currently allows. Use your wireless device at any of the chairs and tables in the Library, rather than just at our normal public computer areas.

Setup as: Network name (SSID) is **Greensboro Public Library**, no password is needed, WEP encryption is **off**.

Limitations and Disclaimers

- By using this free wireless service you agree to abide by the Library's Agreement for Acceptable Computer Use Policy and the Public Library Wi-Fi Internet Access Policy.
- Since all information moves over open radio frequencies the Library's wireless network is **NOT SECURE**. Any information you enter or display, including e-mail, can potentially be captured by anyone with a wireless device and the appropriate software within several hundred feet. The Library strongly urges you not to enter passwords, PIN numbers, account numbers or other private information while using the wireless network, and cautions that using the wireless network for e-mail may allow other people to read your e-mail. Use VPN's (Virtual Private Networks) and websites that employ encrypted (https) access if you absolutely **must** enter personal information, passwords, etc.
- The Library cannot supply technical support or troubleshooting if your equipment does not work with the Library wireless service, beyond the helpful hints that follow in this document.
- The Library is not responsible for any changes you make to your computer in order to use or attempt to use the Library wireless services.
- The Library assumes no responsibility for the security or safety of computer equipment you bring into the Library, and users must keep their equipment with them at all times.
- Turn off any audible sound if you use your laptop computers in the Library.
- Signal strength and performance will vary within the Library depending on the location of the equipment that produces the radio signals.
- Although the wireless internet service is usually available, it is not guaranteed and during times of high use or technical problems the wireless service may not be available.

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Hardware Requirements

- You need a WiFi 802.11b, g, n, or ac compliant wireless device to access the Library's wireless network.
- Laptop computers and Ipads are available for check-out at the Glenn McNairy Branch. The checked-out devices are only for use inside the Glenn McNairy Branch. Otherwise, you must bring in your own mobile device in order to use the wireless services.
- The Library has a limited number of public tables and seating, and not all seating is within easy reach of electrical outlets, so be prepared to be self-powered. Do not block or cross aisles or floors with extension or power cords, and do not move chairs to electrical outlets.
- Use headphones if you use audio files.
- Most WiFi software and equipment will be compatible. However, the Library can make no guarantees as to the compatibility of your equipment with the Library's network, and cannot supply technical support if you have problems.

Software Requirements

(see below for specific operating system hints)

- Use a web browser such as Internet Explorer, Safari, or Chrome.
- The Library strongly urges the use of current virus and spyware protection and/or personal firewall software while using the wireless Internet.

General Troubleshooting Hints

- Use the software that came with your computer or wireless card to configure the settings and verify that you have a connection to the Library wireless services.
- **SSID** (network name) = **Greensboro Public Library**.
- Turn off WEP encryption since the Library does not use any special encryption settings, user names or passwords (**WEP = disable** WEP encryption).
- **Mode or Network Type = Infrastructure** or Access Point (not Ad Hoc which permits other computers to connect directly to you!)
- Set your tcp/ip client software to obtain addresses automatically from a server (DHCP).
- Don't set your wireless device to connect automatically to any available network (not secure).
- Refresh your DHCP address if you have trouble getting connected.
- Some wireless devices have a physical switch (very small) that must be turned on in order to connect to the wireless internet.
- Most wireless software has an indicator that tells you a signal is being received. Make sure the link quality and signal strength are both "good". If not, move around the Library to a location that has a stronger signal.

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- If you have installed a PFS (Personal Firewall System) you need to make sure that your PFS is not blocking Library wireless internet access. You may need to authorize access or even disable the PFS while you are using this connection. Disabling your PFS should only be done for troubleshooting purposes and is not recommended for regular use.
- If you cannot access the “Terms of Use” page that is required before getting to our internet, the following could be the problem: check your Auto-Login (or auto login wifi) setting. It should be turned off.

Troubleshooting:

- [Windows XP/2000](#)
- [Internet Explorer tips](#)
- [Windows 7/10](#)
- [Macintosh OS 8 & 9](#)
- [Apple Macintosh OS X](#)
- [Android Devices](#)
- [Apple Devices](#)

Troubleshooting Windows XP/2000

You will need Administrative rights on your computer to make the following changes.

- In XP select **Start -> Control Panel > Network Connections** (depending on the set up this may instead say Network and Internet Connections).
- In 2000 select **Start -> Settings > Network and Dial-up Connections**.
- Click on the icon for **Local Area Connection**.
- Click on **Properties**.
- In the **General Information** tab highlight **Internet Protocol (TCP/IP)** and click on **Properties**.
- In the **Internet Protocol (TCP/IP) Properties** box click on **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
- In XP click **Wireless Network Connection** and select **View Available Wireless Networks** and select the **Greensboro Public Library** wireless network.
- Click **[OK]** and close out all windows by clicking **[OK]**.
- If prompted you should restart your computer for the changes to take effect.
- If your laptop computer has previously been on another network, you may need to release your current addresses in order to pick up a new IP address from the Library.
- To release and renew IP addresses go to **Start -> Run** and type: **cmd** or **command** and press the Enter key. A command prompt window will appear. Type the following in the command prompt window: **ipconfig /release** – releases an older ip address. You should get a notice that the address has

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been released. ipconfig /renew – renews the ip address. After a brief moment, you should be notified that you have a new IP number associated with your NIC card. At this point you should be able to connect.

Internet Explorer tips

- (depending on your version of IE and OS there may be some variations) • From the **Control Panel** select **Internet Options** and the **Connections** tab.
- For those used to a dial-up connection, make sure **Always dial my default connection** is **off**.
- **LAN Settings** should have **Automatically detect settings** checked and leave the Proxy server setting **blank**.

Troubleshooting Windows 7/10

You will need Administrative rights on your computer to make the following changes.

- Select **Start > Control Panel > Network and Sharing Center**.
- In the top left of the window, click on **Change adapter settings**.
- Right click on the **Wi-Fi** icon and select **Properties**.
- In the **Networking** tab, highlight **Internet Protocol Version 4 (TCP/IPv4)** and click on **Properties**.
- In the **Internet Protocol Version 4 (TCP/IPv4) Properties/General** tab, click on **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Click **OK** twice and close any open windows.
- Select **Start > Settings > Network & Internet > Wi-Fi > Show available networks** and select the **Greensboro Public Library** wireless network.
- Click [**OK**].
- If prompted, you should restart your computer for the changes to take effect.
- If your laptop computer has previously been on another network, you may need to release your current addresses in order to pick up a new IP address from the Library.
- To release and renew IP addresses right click on **Start**, select **Run**, type: **cmd** or **command** and press the Enter key. A command prompt window will appear. Type the following in the command prompt window: ipconfig /release – releases an older ip address. You should get a notice that the address has been released. ipconfig /renew – renews the ip address. After a brief moment, you should be notified that you have a new IP number associated with your NIC card. At this point you should be able to connect.

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Troubleshooting Macintosh OS 8 & 9

- Select Apple Menu > Control Panel > TCP/IP.
- Connect via **Airport** or other wireless (WiFi) Ethernet.
- Configure **Using DHCP Server**.
- Leave **Name Server** and **Additional Search** domains **blank**.
- Apply your changes.

Using either the AirPort Control Strip Module > Wireless Network or the AirPort application (Choose Network > Wireless Network) make sure AirPort is ON and select **Greensboro Public Library** from the list of available networks.

Troubleshooting Apple Macintosh OS X

- Select Apple Menu > System Preferences > Network icon.
- Select **TCP/IP** tab and set the Configure menu to **Using DHCP**.
- Above the TCP/IP tab make sure the **Show:** menu is set to **Airport** or other wireless (WiFi) ethernet. If **AirPort** does not show, choose **Active Network Ports** and activate it. Then choose **AirPort** in the **Show** menu.
- Leave **Domain Name Servers** and **Search Domains** blank.
- Click on **Refresh DHCP Address** if available.
- Click on **Apply Now**.
- If you have an AirPort wireless network card installed, look for an icon shaped like a slice of pie on the top right side menu bar. Click on it and select **Turn AirPort On** to complete the set-up for a wireless connection.
- Using either the AirPort menu or the Internet Connect application, select a wireless network. You should choose **Greensboro Public Library** as the selection on the menu or in the list of Networks.

Troubleshooting Android Devices:

- Select **Settings > Connections > Wi-Fi**.
- Make sure the Wi-Fi setting is turned on and you see various available wireless networks.
- Select **Greensboro Public Library** and click **Connect**.
- The Library's Agreement page should load. Please read and click Accept to access the Library's wireless network.
- If any of the above fails, please reboot phone and try again.

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Troubleshooting Apple Devices:

- Select **Settings > Wi-Fi**.
- Make sure the Wi-Fi setting is turned on and you see various available wireless networks.
- Select **Greensboro Public Library** and click **Connect**.
- The Library's Agreement page should load. Please read and click Accept to access the Library's wireless network.
- If any of the above fails, please reboot phone and try again.