## **FAQs**

## **Wireless Access**

at the Santa Monica Public Library

## Connecting using a Macintosh

#### Mac OS X

- Pull down the **AirPort** menu at the upper right of your screen.
- 2) Choose **City Wi-Fi** from the menu.



- \* Please do not leave your laptop unattended.
- \* The Library is not responsible for stolen equipment.
- Please avoid extending network and electrical cables across aisles where they might be safety hazards.

# Free Wi-Fi Access in Santa Monica

http://bit.ly/CityWifi

City Wi-Fi is provided by the City of Santa Monica. Additional City Wi-Fi hotspots include most city parks, the Santa Monica Pier, Third Street Promenade, City Hall, and the Civic Auditorium.

For a list of more free Wi-Fi locations, please check the Wi-Fi-FreeSpot Directory www.wififreespot.com

> Open Wifi Spots http://bit.ly/bFEYZ0

# Common problems getting connected

- \* The laptop has no wireless card.
- \* The laptop is configured to search for only one specific access point. Use the feature to find wireless networks to locate the Library's network.
- \* The laptop is configured for a specific setting that does not work with the Library's settings.
- \* The Library's wireless network is down.

#### FAQ

#### How fast is the Library's Wi-Fi connection?

MAX 512KB down per device.

## Is there a limit to the number of people who can access at one time?

Performance will degrade after 12 to 15 users start sharing a single Access Point.

#### Where does the Wi-Fi extend?

Throughout the building and 15 feet past the building's perimeter.

#### What are the hours is Wi-Fi is available?

8am-10 pm

#### Is a Wi-Fi connection secure?

As with any Internet communication, there's a risk hackers may try to intercept emails, files or data. If security is an important concern, it is recommended Wi-Fi be used only for basic Internet surfing and to avoid sending confidential or sensitive information.

#### Can I print from my laptop?

Wireless printing is available at the Main Library. The Wi-Fi print driver can be downloaded at http://smpl.org/MainPB\_Ads.aspx?pageid=21488

#### Why can't I check my email?

Only web-based email access (webmail) is available at the Library. You must go to your email provider's website to check your email. (No VPNs)

03/11 (AL)



SANTA MONICA PUBLIC





#### Main Library:

601 Santa Monica Boulevard 310-458-8600

#### Fairview Branch:

2101 Ocean Park Boulevard 310-458-8681

#### Montana Avenue Branch:

1704 Montana Avenue 310-458-8682

#### Ocean Park Branch:

2601 Main Street 310-458-8683

www.smpl.org



### Using Your Laptop Computer in the Library

The Santa Monica Public Library offers free wireless (Wi-Fi) internet access at its Main Library and at all branch locations. This brochure provides basic instructions on how to connect. Misuse of computing or network resources, or non-compliance with written usage policies is strictly prohibited. Internet policy and use guidelines can be obtained at any service desk or, if you have questions, please ask a librarian for further information.



#### **Basic Steps to Connect**

Note: Make sure your laptop computer's wireless is turned on (enabled) before proceeding.

#### Step 1:

Launch your Web browser.

#### Step 2:

You should be redirected to a disclaimer page. Read and accept the terms of use by clicking on "Log on as a Guest". You should now be connected.

If you are not able to connect, please follow the appropriate instructions in this brochure.

If you continue to experience problems connecting, please find a Library staff member.

#### What You Need to **Get Started:**

- A laptop computer with a 802.11b/g compatible wireless network card.
- The laptop's network configuration must have the TCP/IP protocol installed and be set to use dynamic IP addressina.

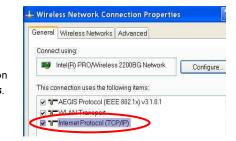
## Connecting using a Windows PC

#### Windows XP

- 1) Right-click on My Network Places on desktop and choose **Properties**.
- 2) Right-click on Local Area Connection and choose **Properties**.



3) Select Internet Protocol (TCP/IP) and click on Properties.



4) Select Obtain an IP Address **Automatically** and click **OK**.



Wireless Network Connection Properties

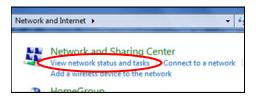
5) Click on the Wireless tab.

6) City Wi-Fi should automatically display as



#### Windows Vista / Windows 7

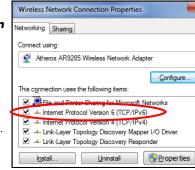
- 1) Click on the **Start** menu, then **Control Panel**, and then Network and Internet
- 2) Select View network status and tasks.



3) Select Wireless Network **Connection** (City-WiFi).



4) Select Internet **Protocol Version** 6 (TCP/IPv6).



- Select Properties.
- 6) Make sure that the settings are set to:
  - Obtain an IP address automatically
  - Obtain DNS server address automatically Then click **OK**.
- 7) Select Internet Protocol Version 4 (TCP/IPv4), then repeat steps 5 and 6.