

# Redwood City Wireless Network FAQs

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**Q: What do I need to access the Library's wireless network?**

**A:** You need a laptop computer and a Wireless Network PC Card. Many new laptops come with this already installed. If you must purchase a card, follow the manufacturer's instructions to install it on your computer. This should involve installing the network card driver, and also a client utility program. This program will allow you to configure the settings for your network connection, monitor signal strength, and perform other useful tasks.

**Q: What kind of wireless card do I need?**

**A:** You need an **11 Mbps 802.11b** or **54 Mbps 802.11g** wireless network card for your laptop. For PCs, we recommend the Orinoco Silver, made by Lucent. Based on online user opinions, Cisco Aironet and Netgear brands should also work well. Linksys, SMC, D-Link or US Robotics brands may be problematic, especially for Windows XP users. For Apple laptops, their Airport card is recommended. Cards are available at local computer stores, or one of many online computer stores.

**Q: What are the minimum requirements for my laptop (PC and Mac)?**

**A:** You should be limited only by the wireless network card you buy. The drivers and software to operate the card must be compatible with your system. See the card's packaging and documentation for compatibility and minimum requirements.

**Q: What settings do I use?**

**A:** You do not need a password or your library card number to use the wireless network. Your computer may alert you that you are joining an "unsecured" network. This is OK as long as you read the **Important Notice** below. These are the settings you might need:

- SSID or Network Name: the word "any"
- WEP: disable
- IP or Network Settings: DHCP enabled or obtain an IP address automatically
- Gateway: no default gateway set - your card should detect it automatically

Close settings and restart computer if necessary.

**Q: How do I connect?**

**A:** If your card is working, you will see the wireless network signals available to you. Many computers will connect automatically. There are two possible library connections (of equal strength) that you can use:

- Redwood City Library Wireless
- PLS Wireless (Peninsula Library System)

See reverse for screenshot images.

**Q: If there are too many users, will I be blocked from using the wireless network?**

**A:** A pool of resources has been set aside to accommodate users at the library. You will not be "blocked" from accessing the network because of too many users, but at busy times the connection might slow down.

**Q: What speed is the Internet connection?**

**A:** The Library has a T1 line. However as with any internet connection, speed may fluctuate greatly due to heavy traffic on the internet at different times of day.

**Q: From where can I access the Library's wireless network?**

**A:** The network is accessible anywhere in the library and also in the plaza out front.

**Q: Can I download large files?**

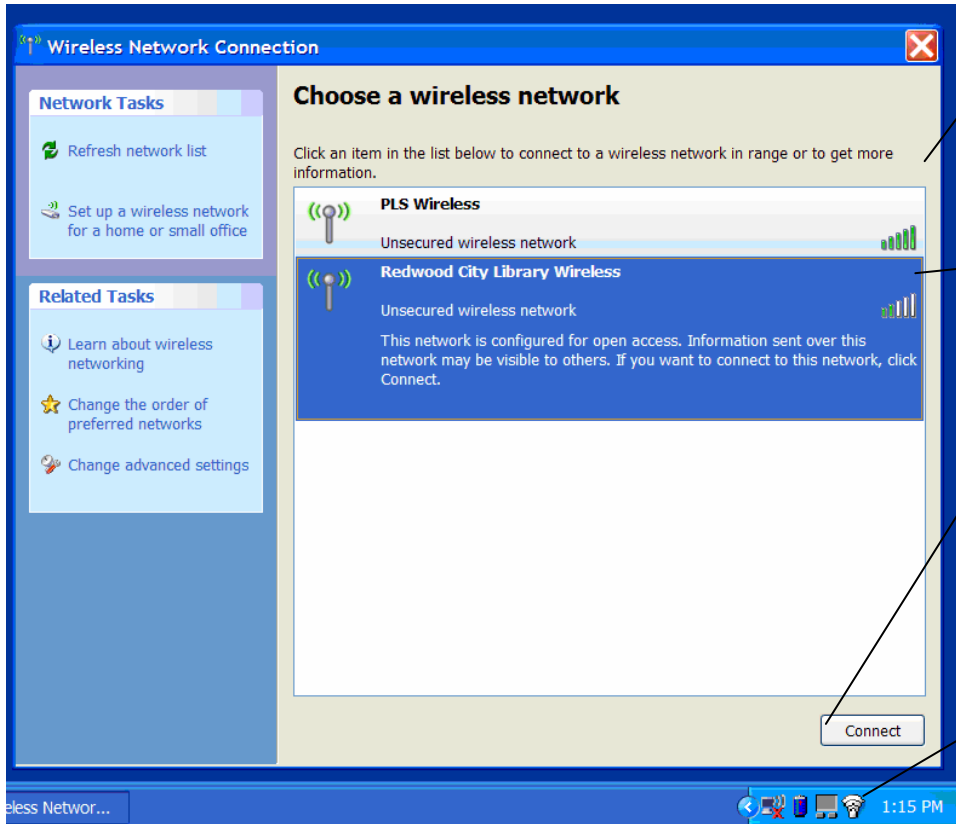
**A:** The bandwidth available for the wireless Internet connection is shared with all others in the library. To show consideration for others' needs, we ask that you not download excessively large files, use peer-to-peer file sharing programs, or access streaming audio/video.

**Important notice to wireless users:**

The wireless user is responsible for protecting his/her laptop from viruses and other Internet threats through the use of antivirus software and personal firewall software. Such steps are highly recommended. No such protection is offered by the library's wireless connection.

**OVER** (See reverse for screenshots showing typical settings and where to check them.)

## Windows XP



Available wireless connections are listed. Some may be password protected. The Library's two (shown here) are not.

These bars represent signal strength

After clicking once to highlight an available connection, click the **Connect** button to begin using it.

Clicking on this symbol should open the Wireless Network Connection window seen here

## Mac OSX



This symbol shows signal strength. Clicking it displays this drop-down menu

Available wireless connections are listed here. Some may be password protected. The Library's two (shown here) are not.

Check mark indicates which connection you are using