

Wireless Internet FAQ

Salem Public Library

SALEM, VA

Note: The Salem Public Library is not responsible for any harm, loss of data, or loss of device/laptop that might result from using the library's wireless access connection.

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What do I need to use the Wireless Internet Access connection at the library?

You will need to bring a wireless/WiFi enabled laptop or other device like a Pocket PC, or a handheld PDA to the library. The library does not loan or supply PDA's or laptops. Most recently manufactured laptops are configured for wireless and some may come equipped with a wireless adapter card. If your laptop or PDA does not have wireless built in, you may need to purchase an adapter card. Most hotspots are equipped with 802.11b access points. (See www.wi-fi.com for more information about 802.11b). The IEEE 802.11b is the most commonly used type of WiFi and the Library FreeSpot offers the 802.11b type access. When purchasing an adapter card for your laptop be sure to read the manufacturer's specs for compatibility and installation information.

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How do I connect to the Library FreeSpot?

We are striving to make the connection process as easy as possible at the library. The idea is to automatically configure your laptop for connection. But, as you can imagine, with many different vendors selling access points or cards there could be specific configuration instructions specific to your hardware and device. Again, you would need to consult with your vendor for detailed support.

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Some General Guidelines For Setting Up Your Wireless Device:

1. Be sure to set your TCP/IP properties to "Obtain an IP address automatically" (DHCP).
2. Make sure your computer is not configured to automatically use a dial-up connection.
3. If requested, choose Infrastructure mode rather than ad-hoc mode.
4. Use the SSID name "Salem Public Library" or try choosing "any".
5. Turn encryption (WEP) off.
6. **Make sure your battery is fully charged.**
7. If you're using Windows XP it should automatically sniff out and setup access to the Salem FreeSpot.

What if I need Help connecting?

By and large, *do not expect technical help from the staff at the library.* Most computer manufacturers have toll free tech support numbers and they will have the knowledge to help you with connection issues. Since you are using a hotspot that offers free access you won't find any toll free tech support number to call from the library (that's one reason why we are able to offer the access for free). It may help to familiarize yourself with the instructions for your wireless card beforehand.

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What can I do at the Library FreeSpot?

The Library WiFi wireless broadband FreeSpot connection allows you to do anything you can do from any of the other library Internet public access PCs. You can surf the Web; you can check your email; (in sending email it may be easier if you use web-based email rather than your email program such as Outlook Express, Eudora, etc. Check with your ISP to see if you have web-based email); you can connect to your company's network (be sure to use a secure VPN connection); you can play online games; and you can conduct research. There is no printing capability with our wireless connection. **Note:** Some online databases that are only available in the library may not be available through the wireless connection.

* By choosing to use this free wireless service **you agree to abide by the Library's Acceptable Use Internet Policy** which prohibits abusive or illegal activity including viewing inappropriate websites and spamming while using the Library's Internet connection. This policy can be found on the Library's website at: www.salemlibrary.info. Copies are also available at Circulation Desk and at the public internet stations.

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Is my data or email secure at the Library FreeSpot?

Wireless transmissions, by their nature, can be intercepted very easily. The library FreeSpot wireless internet access was designed for ease of use and thus is **NOT** encrypted or password protected. It is recommended that you do NOT use our connection for transactions such as banking, investments, or even proprietary information. You have the responsibility to make sure that your data is kept secure and that you use secure methods for any sensitive material. Just like our regular public access PCs, we take no responsibility for any information that is compromised by the use of the Internet. Important Note: make sure that your computer does not have file sharing active to give you a more secure environment. In Windows - click on Network Settings in the Control Panel, then find and uncheck File and Print Sharing. Other users on the Internet may be able to access your files if you don't complete this step.

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What about Power and Batteries?

The library has a very limited number of power receptacles which can be used for you to plug in your laptop or wireless device. **Please note:** These outlets do not offer surge protection. The library does not keep batteries or battery chargers. You should make sure your device or laptop is fully charged before using the Wireless connection.