



Wireless Internet Access at the Indiana State Library

## Frequently Asked Questions

### **What is Wireless Internet Access?**

Wireless Internet access (also known as Wi-Fi, short for Wireless Fidelity) is growing in popularity across the world, and is available in many different venues ranging from airports to coffee shops to libraries. Using 802.11g technology the Wi-Fi wireless network at the Indiana State Library allows you to connect your laptop or other mobile computing device to the Internet without the restrictions of wires, cables or fixed connections.

**IMPORTANT:** When you bring in your laptop to the Library, remember not to leave it unattended. The Library is not responsible for items left unattended.

### **Where can I use my laptop in the Indiana State Library?**

You may use your laptop computer on the first and second floors of the Library in most public areas; we are expanding wireless access so that eventually you will be able to use your laptop anywhere on the first and second floors. With wireless access, you can do your research where it's convenient for you. With the wireless network, you can get up and move around, as you need to, without worrying about Internet connections. However, you may need to plug in your laptop to a power source or use it on the battery.

### **Can I access the Internet and e-mail?**

Yes, you may access the Internet. The ISL wireless network is configured for use with port 80, allowing http web access only. This will allow access to web-based e-mail providers, such as Yahoo, etc. Applications requiring access to other ports, such as Outlook, Citrix, VPN, etc, are blocked in keeping with IOT mandated security policies for all state agencies to maintain a secure and reliable computing network.

### **What do I need to access Wireless network at the Indiana State Library?**

#### **Computer**

Portable/Laptop computer with power source (battery or plug-in cord) and a wireless PC card (802.11b certified or better)

OR

Portable/Laptop computer with embedded network card

#### **Web browser**

PC users: Internet Explorer 5.5 (or later) or Netscape Communicator 4.77 (or later)

MAC users: Internet Explorer 5.01 (or later) or Netscape Communicator 4.76 (or later)

### **How do I set up my laptop computer to use the wireless network?**

Install your wireless card according to the manufacturer's instructions. You do not need any special configuration, as the Indiana State Library network is an "open" network. The wireless card will automatically find and connect to the Indiana State Library network.

### **I have installed my wireless card. Now how do I connect to the Indiana State Library Wireless network?**

After you configure and install the wireless card and accompanying software, turn on your computer. Insert the wireless card. Your computer will find the WiFi network. Start your Internet Browser. For IBM PCs use either Internet Explorer 5.5 (or later) or Netscape Communicator 4.77 (or later). For MACs, use the preferred choice of Internet Explorer 5.01 (or later).

Once you start your browser, you should be taken to your computer's homepage. Once this screen opens, you are connected to the Internet. To connect to Indiana State Library's Web site, go to <http://www.statelib.lib.in.us>.

### **Can I print web pages or files from my laptop using the Library's printer?**

No, unfortunately the wireless network is not connected to the library's public printer in the reference area.

### **What if I need help?**

Once your wireless network card is installed, the Indiana State Library's wireless network is set up in such a way that limited or no technical support is required.

If you cannot make a WiFi connection your configuration may be retaining previous DNS setting from another WiFi site you have used. The previous DNS setting needs to be flushed.

#### For Windows XP, Windows 2000, Windows NT:

Open a command prompt. Click Start. Point to Programs, point to Accessories, and then click Command Prompt.

At the command prompt type **ipconfig /release** [Enter], then **ipconfig /renew** [Enter], and finally, **ipconfig / flushdns** [Enter].

#### For Macintosh OSX:

Go to Network Preferences and change the interface configuration (for example, change to manual address and then back to DHCP). It reloads and cleans the DNS cache.

For additional assistance, ask one of the Library staff to call our systems department for you.