Scenario One: YOU CANNOT CONNECT TO THE LIBRARY'S WIRELESS NETWORK

Possible cause: The wireless button on your laptop is off

Most modern Windows laptops have a physical button or switch that turns the Wireless signal off and on.

You need to know where this is located on your laptop. Have a good look round the sides, back and front of your laptop OR along the top above the Function Keys. Some laptops activate the Wireless signal using a Function Key shortcut e.g. Function + F2. Some corners of the library may have a weak signal – check that your signal is strong. If it is weak look around for a hanging wireless sign – this indicates high signal areas in the library.

Instructions for Windows XP to refresh the wireless connections:

If you suspect the list of available wireless networks it presents to you is out of date click **Refresh Network List** on the top left hand corner and the laptop will scan for nearby wireless networks again and update the list.

Select the *Christchurch City Libraries* wireless network and click the **Connect** button on the bottom right hand corner.

When you find your wireless switch, turn it off and on and then refresh your wireless connection by double clicking on your wireless connection and selecting **View Available**

Wireless Networks. 📕 🛋 🛜 🛒 🐝 🍫 12:00 pm

Change Windows Firewall settings
Open Network Connections
Regair
<u>View Available Wireless Networks</u>

Scenario One: YOU CANNOT CONNECT TO THE LIBRARY'S WIRELESS NETWORK (cont.)

Instructions for Windows 7 to refresh wireless connections:

When you find your wireless switch turn it off and on and then refresh your wireless connection by clicking on a wireless network icon like the one below.



A window with available network connections will open. As you can see from the screenshot below, the list is split by the type of available network connections. At the top you will have dial-up and virtual private network (VPN) connections, while at the bottom you will have a list with all the wireless networks which Windows 7 has detected. To refresh the list of available networks, click on the button highlighted in the screenshot below





Scenario Two. YOU ARE CONNECTED TO A LIBRARY'S WIRELESS NETWORK BUT YOU HAVE NO INTERNET ACCESS



Possible cause(1): You have not accepted the network Terms & Conditions

You must accept the Christchurch City Libraries Terms and Conditions in order to connect to the internet. Open up a web browser (Internet Explorer, Firefox, Safari, Chrome etc), and go to your home page. You should be redirected to the Terms & Conditions page (see below)



If the browser reports that the page cannot be displayed, clear the internet cache in your browser (see below), close your browser & then start it up again. Retry your home page.

Scenario Two. YOU ARE CONNECTED TO A LIBRARY'S WIRELESS NETWORK BUT YOU HAVE NO INTERNET ACCESS (cont.)

Possible cause(2): Your browser is looking to the local cache of webpages rather than to the internet

For Internet Explorer:

Go to the **Tools** menu (or the cog icon near the top right of the browser window), and choose **Internet Options**

Choose Connections tab

Click **Delete** button under Browsing History

Browsing history			
Ð	Delete temporary files, history, cookies, saved passwords, and web form information.		
	Delete browsing history on exit		
	Delete Settings		

Take ticks out of the checkboxes until **Temporary Internet files** is the only item checked, and click the **Delete** button. Retry your home page

For Mozilla Firefox

Go to the **Tools** menu (if you cannot see this, click Alt and then T), and choose Clear Recent History Click the box next to Time range to clear, and choose Everything:

Time range to clear:	Today 🔻
▲ D <u>e</u> tails	Last Hour Last Two Hours
📄 Browsing & Down	Last Four Hours
Form & Search His	Today
Cookies	Everything
Cache	
Active Logins	
Site Preferences	+

Untick all the boxes except the one next to Cache, and click **Clear Now** Retry your home page

For Google Chrome

Go to the Spanner menu, and choose Options

Go to Under The Bonnet:



Click Clear Browsing Data

Choose to Obliterate the following items from: the beginning of time

Take the ticks out of everything except Empty the cache:

Clear Browsing Data				
Obliterate the following items from:	the beginning of time 💌		Click Clear browsing data	<u>Retry your home page</u>
Clear saved Auto-fill form data	Clear browsing data	Cancel	7	

Scenario Three: YOU ARE CONNECTED TO A LIBRARY'S WIRELESS NETWORK BUT WEBSITES DON'T LOAD (e.g. you can't get to Google / Page Cannot Be Displayed)

Possible cause(1): <u>Your browser is looking to the local cache of webpages rather than to the internet</u> See above, under Scenario Two

Possible cause(2): Your laptop has a fixed IP address or fixed DNS server address

a) How to check in Windows XP:

Windows START button > Control Panel > (Network and Internet Connections) or Network Connections Right click Wireless Network Connections

Choose **Properties**:



Select Internet Protocol (TCP/IP) and click the Properties button.

Connect using:	less 3945ABG Net	<u>C</u> onfigure
This connection uses the Constraint of the second	e following items: heduler rt ol (TCP/IP)	>
Install Description Transmission Control I wide area network pro across diverse interco	Uninstall Protocol/Internet Pr tocol that provides nnected networks.	Properties
Sho <u>w</u> icon in notificat Notify <u>m</u> e when this o	ion area when con onnection has limit	nected ed or no connectivity

IP settings MUST BE SET TO Obtain an IP address automatically (keep a note of pre-existing settings or enter them in Alternative Configuration tab) DNS Server MUST BE SET TO Obtain DNS server address automatically

If these are not set to **Obtain automatically**, note what was configured and then set them to **Obtain automatically**, click **OK**.

Internet Protocol (TCP/IP) Properties	? 🔀
General Alternate Configuration	
You can get IP settings assigned auto this capability. Otherwise, you need to the appropriate IP settings.	matically if your network supports ask your network administrator for
Obtain an IP address automatica O Use the following IP address:	
IP address:	
S <u>u</u> bnet mask:	
Default gateway:	
⊙ O <u>b</u> tain DNS server address autor	matically
O Use the following DNS server ad	dresses:
Preferred DNS server:	
Alternate DNS server:	· · ·
	Ad <u>v</u> anced
	OK Cancel

Try connecting to the internet again.

b) How to check in Windows 7:

Windows START button > Control Panel > Network and Internet > View Network Status and tasks Manage wireless connections > Adapter properties Choose Internet Protocol Version 4 (TCP/IPv4) Choose Properties button

Internet Protocol (TCP/IP) Properties
General Altemate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Otain an IP address automatically Use the following IP address:
IP address:
Sybnet mask:
Default gateway:
Obtain DNS server address automatically
Preferred DNS server
Ad <u>v</u> anced
OK Cancel

IP settings MUST BE SET TO Obtain an IP address automatically (keep a note of pre-existing settings or enter them in Alternative Configuration tab) DNS Server MUST BE SET TO Obtain DNS server address automatically

If these are not set to Obtain automatically, note what was configured and then set them to Obtain automatically, click OK.

Try connecting to the internet again.

Possible cause(3): Your Web Browser has a Proxy set.

Internet Explorer instructions:

Under the **Tools** menu - if you can't see the menu try keyboard shortcut Control T

Choose Internet Options

Choose Connections tab

Choose LAN settings button

Under proxy server heading check it is NOT ticked (see green arrow in screen shot below).

Automatically detect settings Use automatic configuration script Addgess http://cccconfig.ccc.govt.nz/ccc.pax Proxy server Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections). Address: 153.111.60.15 Portg: 8080 Advanced Image: Proxy server for local addresses	A	utomatic con utomatic con se of manual	figuration figuration may ove settings, disable a	rride manu utomatic c	ual settings configuration	. To ensure the n.
□ Use automatic configuration script Address http://cccconfig.ccc.govt.nz/ccc.pax Proxy server □ Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections). Address: 153.111.60.15 Port: 8080 Advanced ♥ Bypass proxy server for local addresses		<u>A</u> utomatica	ally detect settings			
Address http://cccconfig.ccc.govt.nz/ccc.pac Proxy server Use a proxy server for your LAN (These settings will not apply to clial-up or VPN connections). Address: 153.111.60.15 Port: 8080 Advanced Sypass proxy server for local addresses		Use autom	atic configuration §	cript		
Proxy server Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections). Address: 153.111.60.15 Ports: 8080 Advanced Bypass proxy server for local addresses		Add <u>r</u> ess	http://cccconfig.	.ccc.govt.r	nz/ccc.pac	
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections). Address: 153.111.60.15 Ports: 8080 Advanced Bypass proxy server for local addresses	Pr	roxy server				
Address: 153.111.60.15 Port: 8080 Advanced ✓ Bypass proxy server for local addresses	Ľ	Use a prox dial-up or V	y server for your L /PN connections).	AN (These	e settings w	ill not apply to
✓ Bypass proxy server for local addresses		Addr <u>e</u> ss:	153.111.60.15	Por <u>t</u> :	8080	Advanced
		<mark> </mark>	proxy server for l	ocal addre	sses	

Firefox instructions: Go to the Tools menu Choose Options Choose Network tab Choose Settings button

Set the radio button to No proxy



Google Chrome instructions:	
Go to the Spanner menu	
Choose Options	
Go to the Under the bonnet tab	
Under Network click the Change proxy settings button	



Choose Connections tab

Choose LAN settings button

Under proxy server heading check it is NOT ticked (see green arrow in screen shot below).

Local Area Network (LAN) Settings
Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration <u>s</u> cript
Address http://cccconfig.ccc.govt.nz/ccc.pac
Proxy server
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).
Address; 153.111.60.15 Port; 8080 Advanced
OK Cancel

Possible cause(1): Your INTERNET OPTIONS are set to DIAL-A-CONNECTION

Open Internet Explorer Tools menu (try Control T if you can't see a menu) Choose Internet Options Choose Connections tab Set the radio button to Never dial a connection After making the above changes try re-connecting.

Possible cause(2): Your browser is set to work offline

Go to the **File** menu (if you can't see the menus, press Alt, then F). Check if there is a tick next to Work offline. If so, click on Work offline. **For Internet Explorer:**



For Firefox:



NOTE: If you have followed these steps and are still having issues connecting to the wireless network, then there may be a problem with the service itself. Please speak to a librarian, who can escalate the details to our IT team if required.

Instructions for iPHONE / iPAD / iPOD Touch.

Settings > WIFI

Ensure WIFI is **ON** and that the connection selected is *Christchurch City Libraries*



Open the web browser (Safari) and the terms and conditions page will display.

The Accept button must be pressed before you are on the internet. Doing a search in Google will test whether you have a connection out to the internet.



If you do not see the terms and conditions page it helps to turn off your wifi, then turn it back on. Select *Christchurch City Libraries* Open the **web browser (Safari)** and this should prompt the terms and conditions page to display. Once the **Accept** button is pressed you will be out on the internet.

Instructions for Android Smartphone



Ensure WIFI is ticked



Select Wi-Fi settings and press as indicated (see image at right)

Select advanced settings and ensure Use Static IP is unticked

Ensure the connection selected is *Christchurch City Libraries*

Launch your **web browser** and the terms and conditions page will display.

The **Accept** button must be pressed before you can access the internet.

If you do not see the terms and conditions page it helps to turn off your wifi, then turn it back on. Select Christchurch City Libraries