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

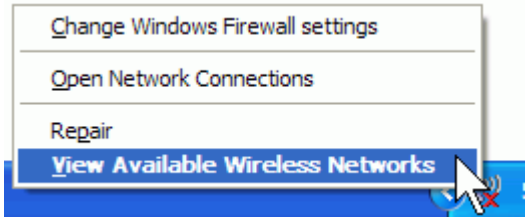
Possible cause: The wireless button on your laptop is off

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If you suspect the list of available wireless networks it presents to you is out of date click **Refresh Network List** on the top left hand corner and the laptop will scan for nearby wireless networks again and update the list.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



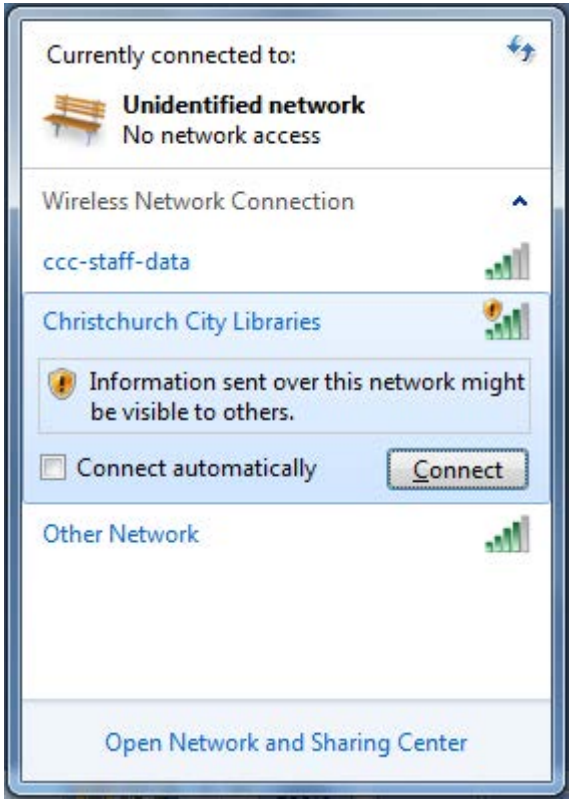
Scenario One: YOU CANNOT CONNECT TO THE LIBRARY'S WIRELESS NETWORK (cont.)

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

Choose **Connect** once you have found the network you wish to join.



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)

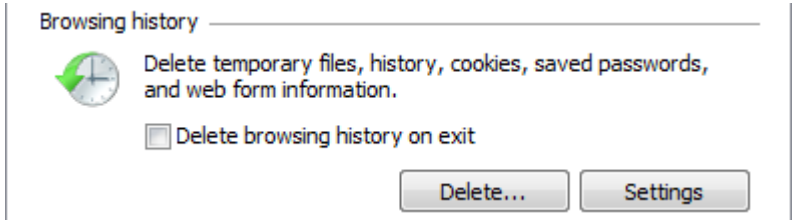
If the browser reports that the page cannot be displayed, clear the internet cache in your browser (see below), close your browser & then start it up again. Retry your home page.

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**:

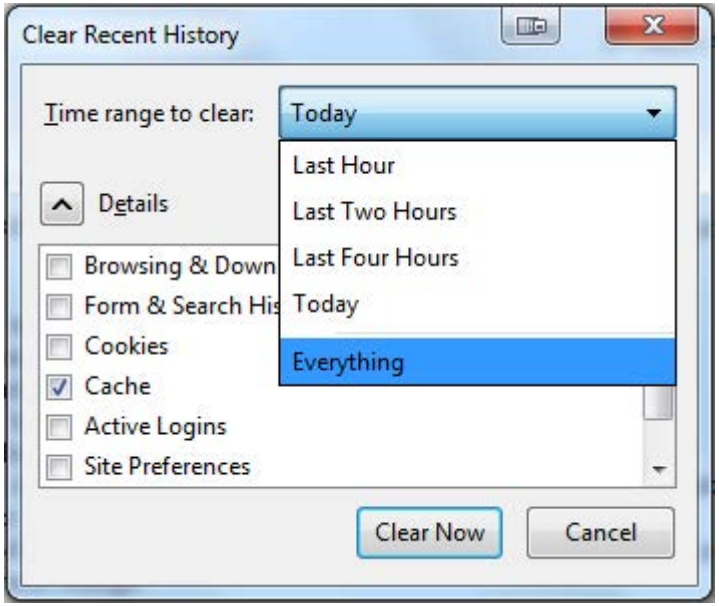
Go to the **Tools** menu (or the cog icon near the top right of the browser window), and choose **Internet Options**
Choose **Connections** tab
Click **Delete** button under Browsing History



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:



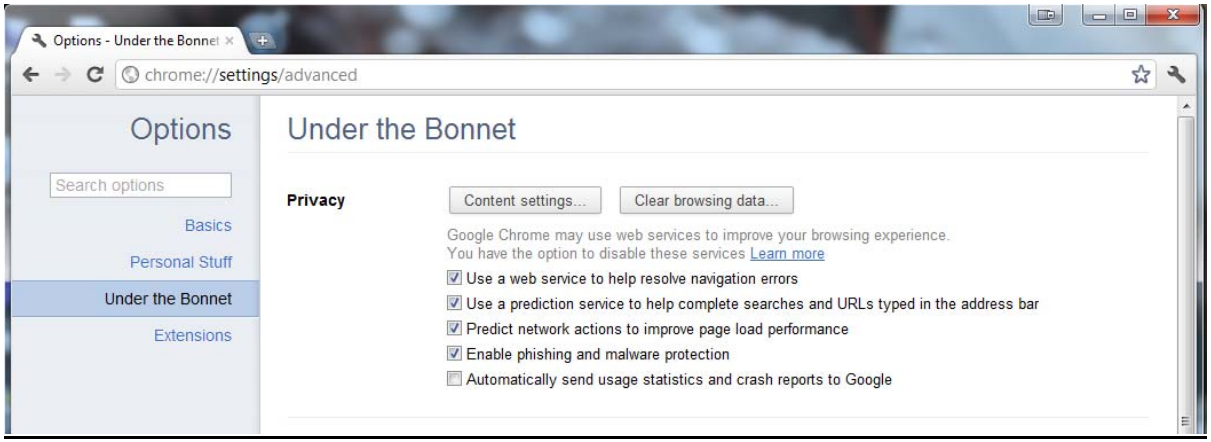
Untick all the boxes except the one next to Cache, and click **Clear Now**
Retry your home page

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

For **Google Chrome**

Go to the Spanner menu, and choose **Options**

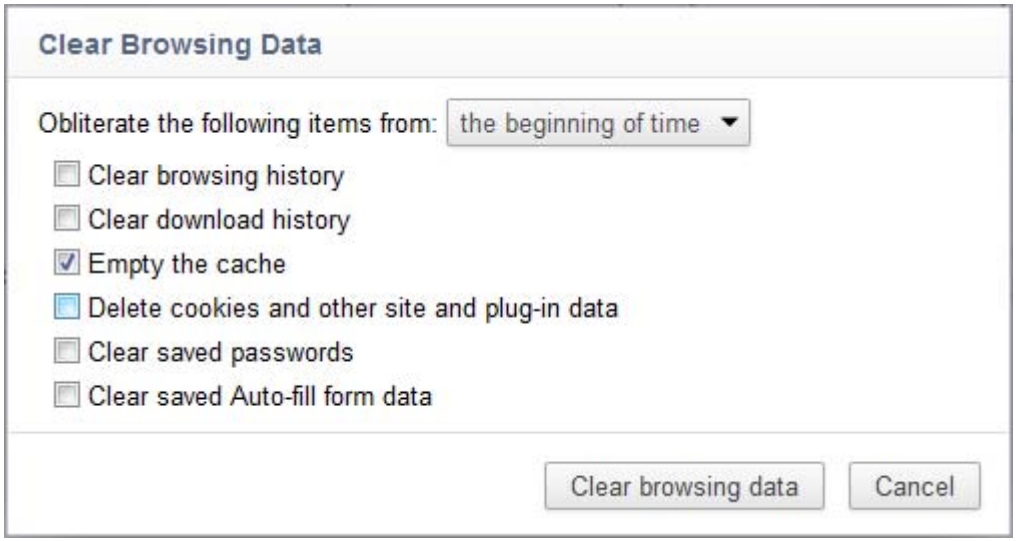
Go to **Under The Bonnet:**



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:



Click Clear browsing data

Retry your home page

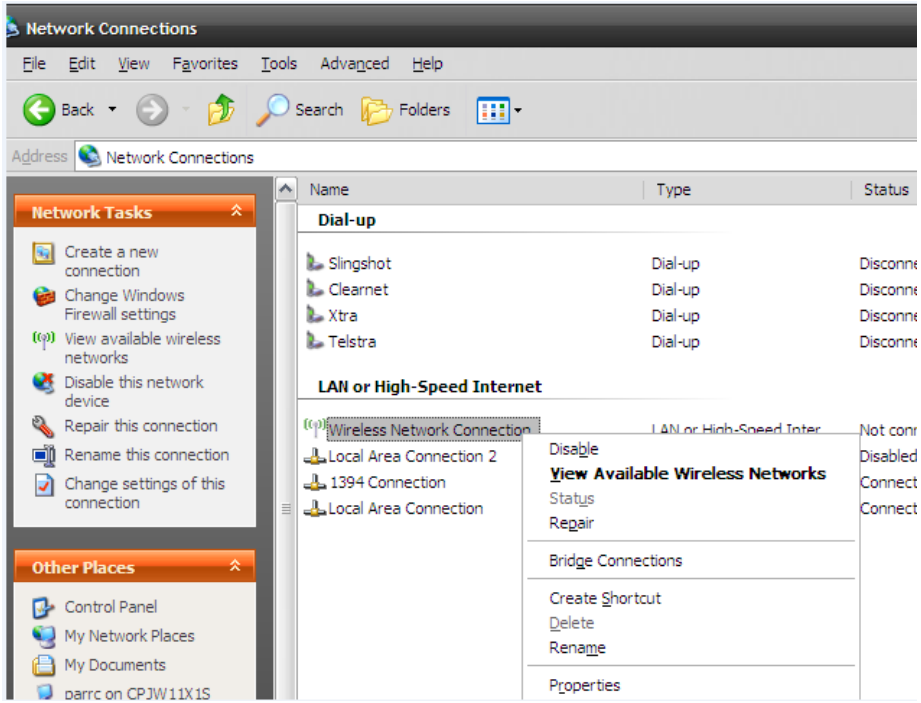
Scenario Three: YOU ARE CONNECTED TO A LIBRARY'S WIRELESS NETWORK BUT WEBSITES DON'T LOAD (e.g. you can't get to Google / Page Cannot Be Displayed)

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

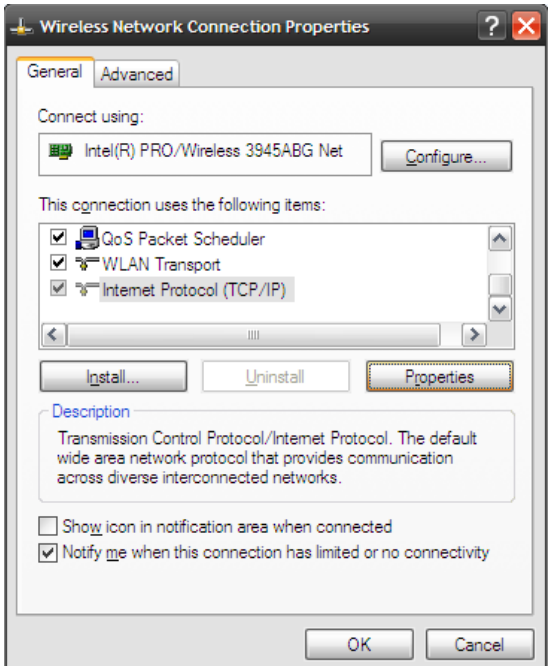
Possible cause(2): Your laptop has a fixed IP address or fixed DNS server address

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:**

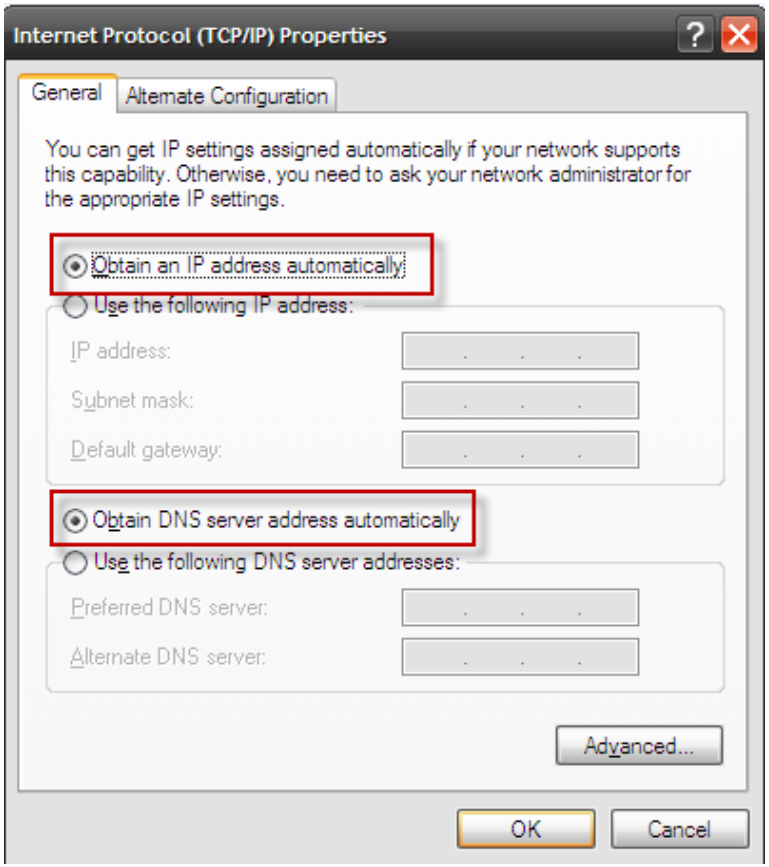


Select **Internet Protocol (TCP/IP)** and click the **Properties** button.



Scenario Three: YOU ARE CONNECTED TO THE LIBRARY'S WIRELESS NETWORK BUT WEBSITES DON'T LOAD (cont.)

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.**

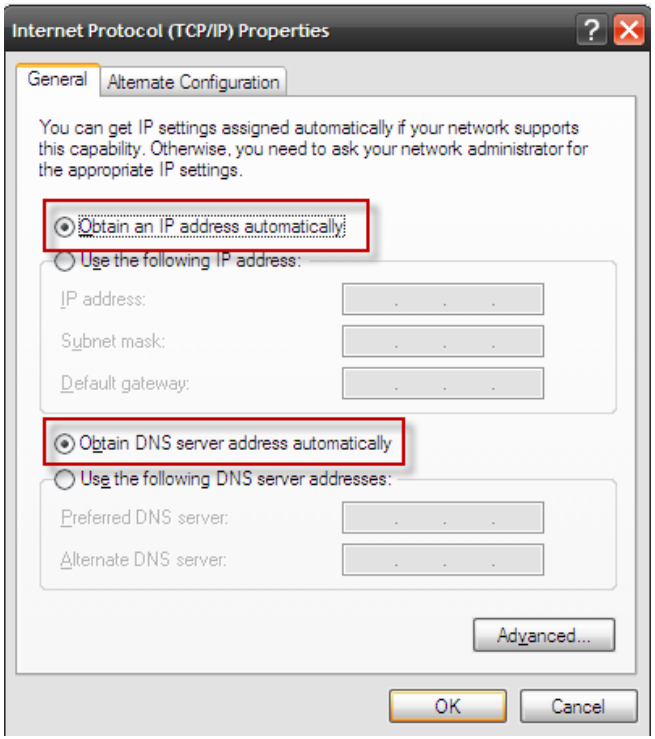


Try connecting to the internet again.

Scenario Three: YOU ARE CONNECTED TO THE LIBRARY'S WIRELESS NETWORK BUT WEBSITES DON'T LOAD (cont.)

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



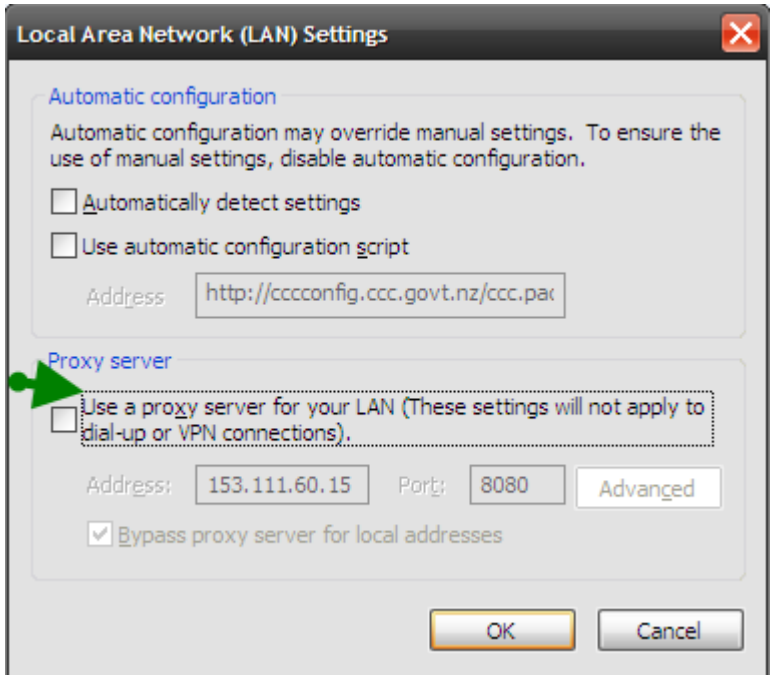
IP settings MUST BE SET TO Obtain **an IP address automatically** (keep a note of pre-existing settings or enter them in Alternative Configuration tab)
DNS Server MUST BE SET TO **Obtain DNS server address automatically**
If these are not set to **Obtain automatically,** note what was configured and then set them to **Obtain automatically,** click **OK.**

Try connecting to the internet again.

Scenario Three: YOU ARE CONNECTED TO THE LIBRARY'S WIRELESS NETWORK BUT WEBSITES DON'T LOAD (cont.)

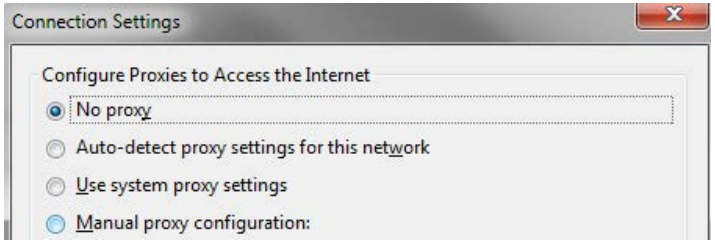
Possible cause(3): Your Web Browser has a Proxy set.

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 L**AN settings** button
Under proxy server heading check it is NOT ticked *(see green arrow in screen shot below).*

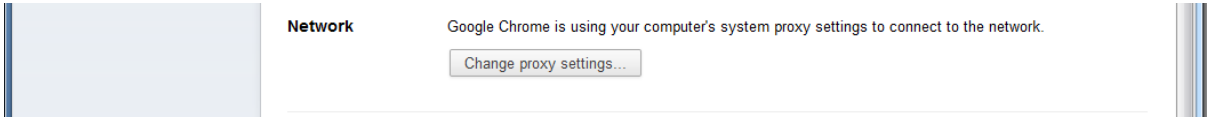


Scenario Three: YOU ARE CONNECTED TO THE LIBRARY'S WIRELESS NETWORK BUT WEBSITES DON'T LOAD (cont.)

Firefox instructions:
Go to the **Tools** menu
Choose **Options**
Choose **Network** tab
Choose **Settings** button
Set the radio button to **No proxy**

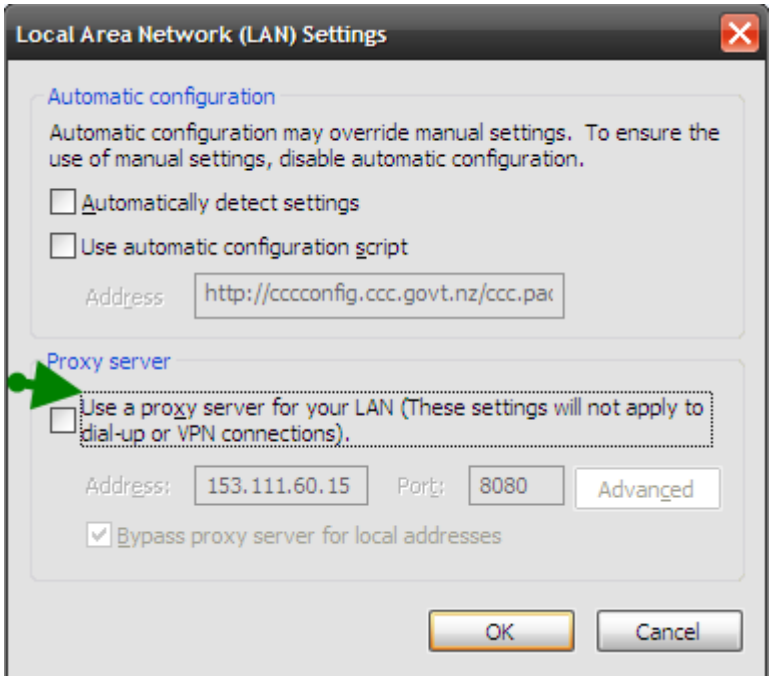


Google Chrome instructions:
Go to the **Spanner** menu
Choose **Options**
Go to the **Under the bonnet** tab
Under **Network** click the **Change proxy settings** button



Choose **Connections tab**
Choose L**AN settings** button
Under proxy server heading check it is NOT ticked *(see green arrow in screen shot below).*

Scenario Three: YOU ARE CONNECTED TO THE LIBRARY'S WIRELESS NETWORK BUT WEBSITES DON'T LOAD (cont.)

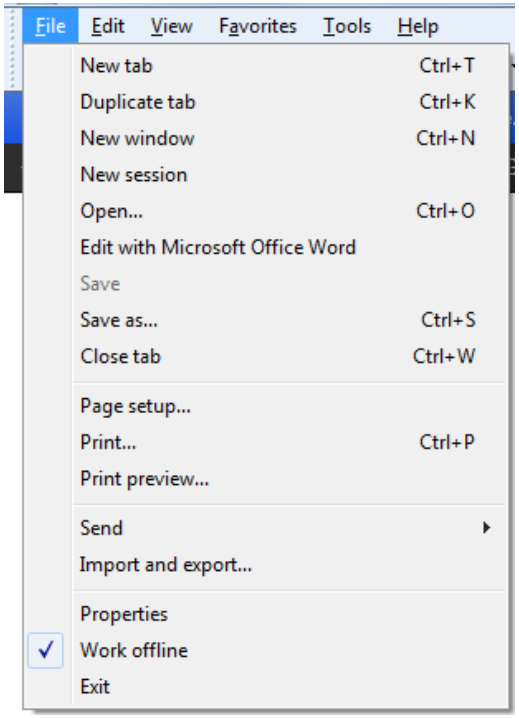


Step Four: You ARE connected to the Library's wireless, but your browser is "working offline".

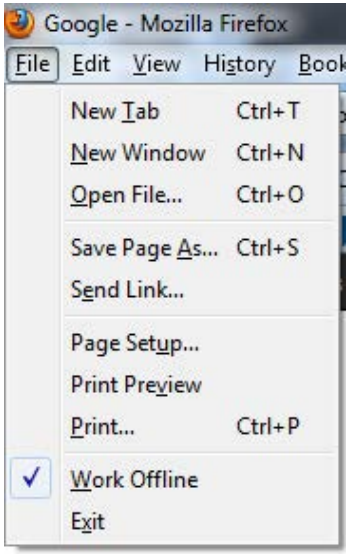
Possible cause(1): Your INTERNET OPTIONS are set to DIAL-A-CONNECTION
Open **Internet Explorer**
Tools menu (try Control T if you can't see a menu)
Choose **Internet Options**
Choose **Connections** tab
Set the radio button to **Never dial a connection**
After making the above changes try re-connecting.

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:



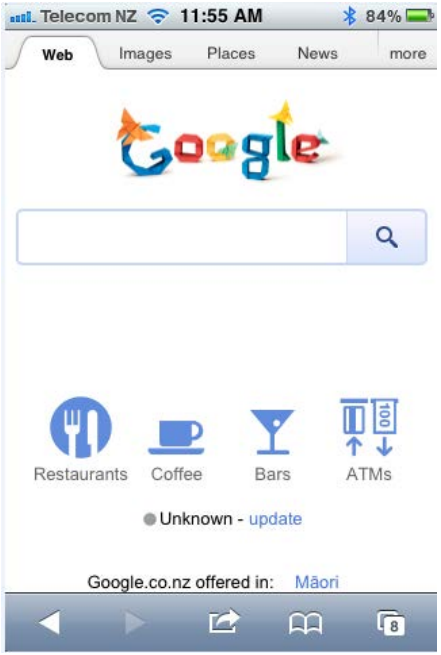
NOTE: If you have followed these steps and are still having issues connecting to the wireless network, then there may be a problem with the service itself. Please speak to a librarian, who can escalate the details to our IT team if required.

Instructions for iPHONE / iPAD / iPOD Touch.

Settings > WIFI

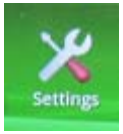
Ensure WIFI is **ON** and that the connection selected is ***Christchurch City Libraries***

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

Select 

then

Ensure WIFI is **ticked**

Select

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***