

How to Connect to our Wireless Network

First ensure that the equipment you are trying to connect is wireless enabled and the wireless adapter is turned on.

All Windows and Macintosh based computers with built in wireless have software to manage wireless connections.

You need to use this software to select the name of the wireless network, (also called SSID) at the library, and connect to it. See the list of SSIDs on the right to find the correct one for this library.

Details on how to do this for Windows XP are below. Instructions for other operating systems are on following pages.

Once you have joined the wireless network, launch your web browser (e.g. Internet Explorer, Netscape), and you will be directed to a login page.

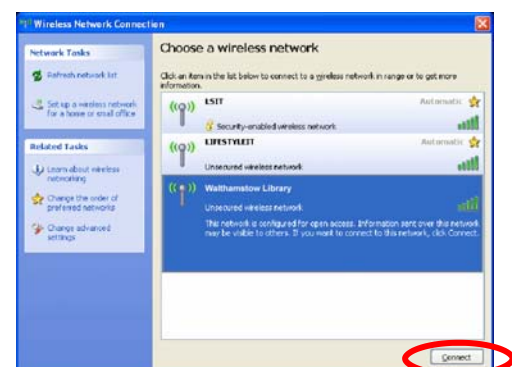
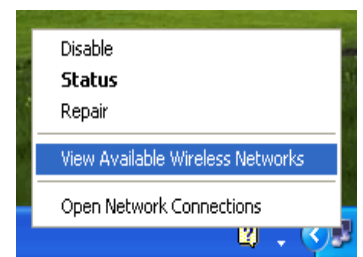
If you're a new a user of Waltham Forest Libraries Wireless Network you will have the opportunity to sign up. Once you logged in you are all set to utilize the internet!

**Waltham Forest Libraries
Wireless Network
SSID:**

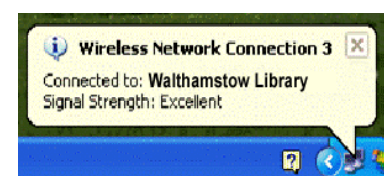
Walthamstow Library

How to connect Windows XP Computers

- **Right click** on the wireless network icon in the system tray at the bottom right of the screen.
- **Select 'View Available Wireless Networks'**
- A window will appear asking you to choose a wireless network. This will vary depending on whether have Windows XP SP1 (Service Pack) or SP2 installed.
- **Click** the network in the list the matches your library location.
- **Click connect**. If you are prompted that the network you are connecting to is an open network, choose to connect anyway.
- A balloon should appear to tell you of a successful connection
- **Launch** your web browser to log into the network.

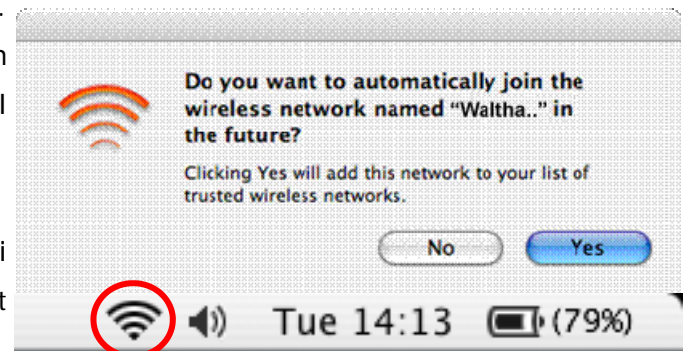
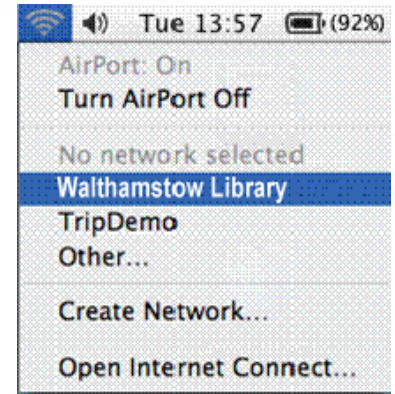


A successful connection to the wireless network requires that your computer is set to be automatically configured (DHCP) by our wireless hotspot controller. If you do not get the log in page, see the troubleshooting section.



How to connect, using a Apple Macintosh

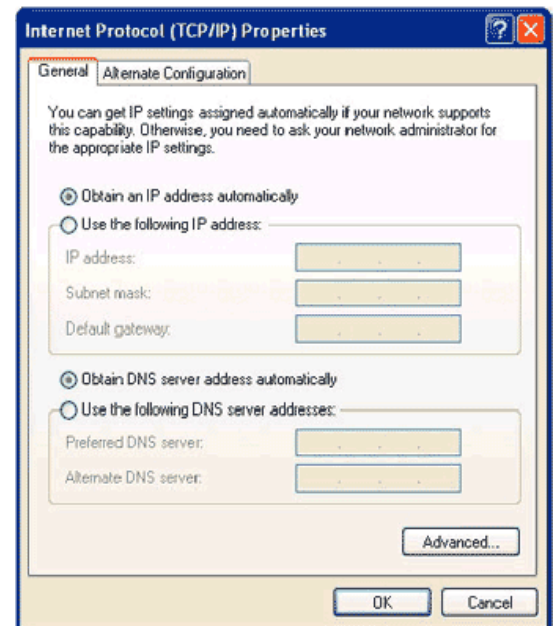
- Verify Airport is on by clicking on the Airport icon in the top right hand corner. If Airport is off then click on the Airport: on option.
- Once Airport is switched on then select desired wireless network.
- Next a dialog box will ask you weather you would like to join this network in the future. Click yes, this will add the network to your trusted network sites and will allow automatic connection in future.
- You should now be connected to the network cloud. To check the signal strength observe the Airport icon in the top left hand side of the screen for signal strength.
- Now just open a Internet Explorer Window or Safari window and register yourself to Waltham Forest Libraries network.



To register simply follow the on-screen instructions or ask a member of staff for the Wifi Register support documentation.

How to connect, for Windows 98 / ME / 2000 users:

- Double-click on Network Connections, in your Control Panel
- Right-click on the icon for the wireless device that is installed on your notebook, select Properties.
- Select Internet Protocol (TCP/IP),
- Click on Properties.
- Ensure you've selected Obtain an IP address automatically. (Note: If an IP address is assigned, make a note of the address so you can reset it later.)
- Launch your wireless network adapter's management software.



- Select the Waltham Forest Libraries wireless network, and then click Connect

From that point, simply start up your web browser and follow the on-screen instructions to register at the Waltham Forest Libraries free wireless network. If you still have problems registering ask a member of staff for the Wifi Register support documentation.

Trouble Shooting

One of the most common problems users when trying to connect is not being able to receive a IP address. This can be because the users machine can be set on a static IP address. Our hotspot controllers distribute dynamic IP address so the user trying to connect must have their machine set to obtain a IP address through DHCP.

Detailed below are how you would enable your machine to connect using DHCP.

Windows 98/ME/2000/XP

- Double-click on **Network Connections**, in your Control Panel
- Right-click on the icon for the wireless device that is installed on your notebook, select **Properties**.
- Select **Internet Protocol (TCP/IP)**,
- Click on **Properties**.
- Ensure you've selected **Obtain an IP address automatically**.
- Click **OK** or **Apply** in the bottom right hand corner of the TCP/IP Properties Window. This may take a few seconds for the window to close and the operation to initialize.

Check IP Settings:

- Double-click on **Network Connections**, in your Control Panel
- Right-click on the icon for the wireless device that is installed on your notebook, select **Properties**.
- Select **Internet Protocol (TCP/IP)**,
- Click on the **Support** tab and check the settings. You should have the following as an IP address:

- 192.168.3.xx

The .xx will be replaced with random numbers that will make your connection to the wireless hotspot unique. The subnet mask should be set to 255.255.255.0 and the default gateway to either on of the following:

- 192.168.3.1

If your IP Credentials meet with what is on the page you should be able to now connect to the internet. Any further problems please call the RegenerateIT Technical support line. The number is in the bottom right hand corner.

Apple Macintosh OSX

- Click on the **Systems Preference** which is located in the dock.
- Double click on the **Network** icon which is in the **Internet Network** section
- Click on **TCP/IP**
- Choose using **DHCP** in the **Configure IPv4** menu
- Click **Apply now**

Contact RegenerateIT (020 8423 2244) for technical support.

Having problems registering to the Waltham Forest Libraries Wireless Network

This section of the support document will take users through each step of registering themselves to the Waltham Forest Libraries Wireless Network.

Register Process

- Double click on either the **Internet explorer** icon or **safari** for mac users.
- Click **Yes** or **Ok** to any security alerts
- To register click on the **Register** link in the top left hand corner of the page.
- Click on **Yes** or **Ok** to any security alerts that may pop up.
- Select the free subscription plan and check the 'I agree with terms and conditions' box at the bottom of the page.
- Then click on **next**
- Enter all relevant details. (Make sure that the no is checked under the Mac authentication section)
- Then click on **next**
- Check details and then click on the **Submit** button.
- Click on **Yes** or **Ok** to any security alerts
- Now use the web browser page provided to surf the web.

Logon

- Open a web browser window ie, Internet explorer or Safari
- Click **Yes** or **OK** to any security alerts
- Enter your **User name** and **Password** in the left hand side dialog boxes and then click on the **login** button.
- Click on either **Yes** or **No** in the Auto Complete alert box.
- Click **Yes** or **OK** to any security alerts
- You should now be logged in

Logout

- Close browser Window
- Click on the **Logout** button in the logout window
- Confirm the logout by clicking on **OK**
- Click on **OK** on the log out alert pop up box
- Close any existing web browser pages

To connect to your company's network

Connecting to your corporate network is generally straightforward, although you should always first check with your company's IT department for any special instructions. The following represents the most commonly implemented corporate intranet access instructions.

First launch your Virtual Private Network (VPN) application, provided by your company's IT department, and connect to the network following their instructions. When your session is complete, log off and close your VPN connection.

If necessary, uncheck your browser's proxy settings. Also be sure to follow the wireless service provider's instructions for logging off from the wireless hotspot.

Contact RegenerateIT (020 8423 2244) for technical support.