

## Wireless Access FAQs

**What type of wireless card should I use?** You can use any wireless card that supports 802.11b or 802.11g. If you have these, you will be able to access our wireless network.

**What is the Ridgefield Library's SSID?** Our SSID for our wireless system is "library". If you search for it, you should find it anywhere in the building.

**Is it difficult to connect to the wireless network?** Not usually. Most laptops that come configured for wireless access can automatically pick up the wireless signal. If yours does not, you will have to know how to use your wireless device's configuration software to connect to the wireless network.

**Why won't my new MacBook bring up the login page?** We have seen this problem with Mac laptops with the newest operating system. The issue boils down to security that was added in the new operating system that does not allow the Mac to be redirected to our login page automatically. In order to get around this issue you should try typing in our wireless login page's web address manually. The address is:  
[http://pias.airmission.com/ridgefield/ridgefield\\_login.aspx](http://pias.airmission.com/ridgefield/ridgefield_login.aspx)

**Do I have to pay for wireless access?** No, wireless access at the Ridgefield Library is free to all patrons.

**Do I have a time limit for wireless access?** We have not implemented any sort of time limit presently; however, we reserve the right to do so at a later date.

**Can I connect to the printers via the wireless network?** No, the wireless network is not connected to the library's public printers at this time. If you need to print a document that is currently on your laptop please copy the document to a floppy disk/key ring drive or email the file to yourself and log into a wired workstation to use the Library's public printers. Black & white printing is \$ 0.10 per page, and color printing is \$ 0.25 per page.

**Can I use a pop-up blocker?** Yes, of course you may use a pop-up blocker. We only ask that you turn it off when you first login so that the log-off pop-up window will appear. (This pop-up window will have a button you can use to log-off the wireless system at your convenience.)

**How do I log-off of the system?** You may log-off using the button located on the pop-up from when you log-on. You will also be logged-off of the wireless system if you are inactive on the internet for more than 20 minutes. For more information on inactivity, please see a staff member.

[What factors can interrupt my wireless connection?](#) Wireless connections use radio waves. Anything that can interfere with radio waves can interfere with your wireless connection. Wood, people, walls and book shelves can all cause the signal to be interrupted or weakened. If you experience a connection problem try moving to a different part of the Library.

[Why does the wireless network speed vary?](#) There are several possibilities including:

1. Your distance from the Access Point and/or obstructions that might be in the way (see above).
2. The number of people using the connection. Since a wireless network is a shared network, if several people are using the network then users might see slower connections.

[I think I got a virus from your Hotspot.](#) Hotspots do not produce viruses. They come from the Internet, often as attachments to e-mail. It is strongly recommend that all users have antivirus protection and a personal firewall installed on their laptops.

[Is your Wireless Network Secure?](#) Our Wireless Network is **not** a secure line. We have an open security Wireless system in place. The authentication that you go through to get online is for statistical purposes only, and not for security. For this reason we again recommend that all users have antivirus protection and a personal firewall installed on their laptops.

[I have a question that is not answered here.](#) For general questions about the Library's wireless network, email our Network Administrator. Please use the subject line "Ridgefield Wireless." For specific questions about your hardware or software, contact the manufacturer.

[Please be advised that:](#)

- Library staff is not allowed to configure users' laptop or handheld computers or install any devices or software on those computers.
- Anti-virus, firewall, security, spyware, and privacy protection is the responsibility of the user.
- The Library assumes no responsibility for any alterations or interference with a laptop's configuration, operation, or data files resulting from connection to the Library's wireless network.
- The Library is not responsible for any changes you make to your computer's settings.
- The Library assumes no responsibility for damage, theft, or loss of any kind to a user's equipment, software, data files or other personal property brought into or used at the Library.
- The Library cannot guarantee that the service will be available at any specific time or that the connection will have any specific quality or speed; there is no guarantee that you will be able to make a wireless connection.
- The connection shall not be used for illegal or capacity-hogging purposes, nor shall it be used in such a way to violate library policies.