ACPL WiFi Service Instructions and Troubleshooting

This diagram on the right shows how the ACPL wireless network is configured. Access Points (**AP**) are located throughout the main library and all branches and are setup to advertise their presence.

When a wireless enabled device is turned on it will detect the WiFi signal automatically and connect to the **ACPL_WiFi Network**. An icon will appear in the system tray showing the connection and signal strength.

The icons vary by network card manufacturer and could look like one of the icons below:

Open up a browser and begin surfing.

ACPL WIRELESS NETWORK OVERVIEW

ACPL WiFi Hotspot
Anyone entering the ACPL with wireless enabled device can connect to the Internet free of charge via the ACPL_WiFi wireless network.

ACPL Local Area Network

Access Point (AP)
(provides the radio signal that allows wireless devices to connect to the network)

Laptop with wireless network card
(a wireless network card/adapter talks to the AP to provide wireless connectivity to the LAN)

PDA/Smartphone that are wireless enabled

If a laptop is not set up to automatically connect a balloon will pop up stating: **Wireless networks detected**. (See image on the right) Click on the message and a list of available networks will appear. Select **ACPL_WiFi** and a warning message: **You are connecting to the unsecured ACPL_WiFi** will appear. Select **Connect Anyway** and you will see one of the connection icons listed above.

Open up a browser and begin surfing.

Wireless networks detected
One or more wireless networks are in range of this computer. To see the list and connect, click this message

If the WiFi signal is not detected there are several things to check. The WiFi antenna on the device may be turned off. Depending on the manufacturer, turning the wireless antenna on and off of a laptop could be a physical switch or a keyboard shortcut using the function keys which could be marked with one of the icons below:

For example, Dell laptops either have a physical switch on the side of the laptop or you can press **Fn + F2**. If the antenna is on and still no WiFi signal is detected check to see if the WiFi device is enabled. From your laptop click on **Start -> Control Panel -> Network Connections**. If the wireless connection shows Disabled, right click on the icon and select Enable.

If the WiFi device is enabled and still no WiFi signal is detected try moving closer to an **AccessPoint**. The **AP** are located in the ceiling and look like the image on the left.

If your wireless enabled device is still not working you may want to check the user manual for further assistance.