

# APNK Wireless troubleshooting checklist

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- work through this checklist
- make a note of any changes you make
- still having problems? talk to library staff

## Problem 1:

**You can NOT see the library's free Wireless service listed in available Wireless connections on your laptop**

**Possible cause:**

**THE WIRELESS BUTTON ON YOUR LAPTOP IS OFF  
Or your laptop doesn't have a wireless adapter!**

Most modern Windows laptops have a physical button / switch / key / touch activated area 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 EG Function F2.

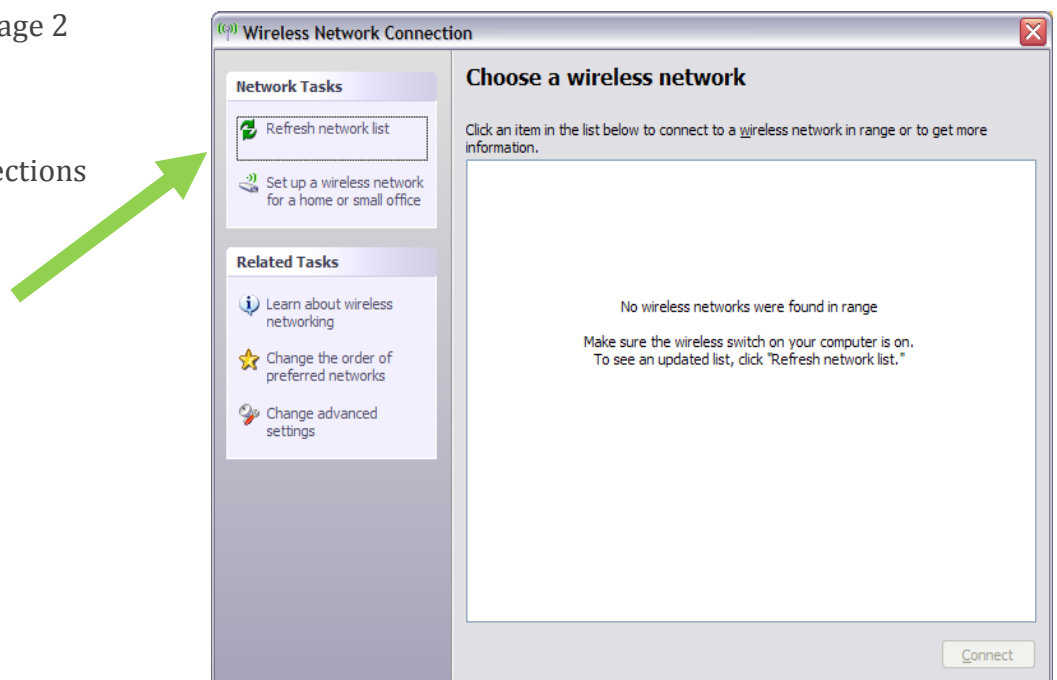
If the laptop isn't wifi capable you will not see a wireless adapter listed in your Network Connections (look for Network Connections in your control panel).

**When you find the Wireless Button switch it on then refresh your Wireless Network Connection.**

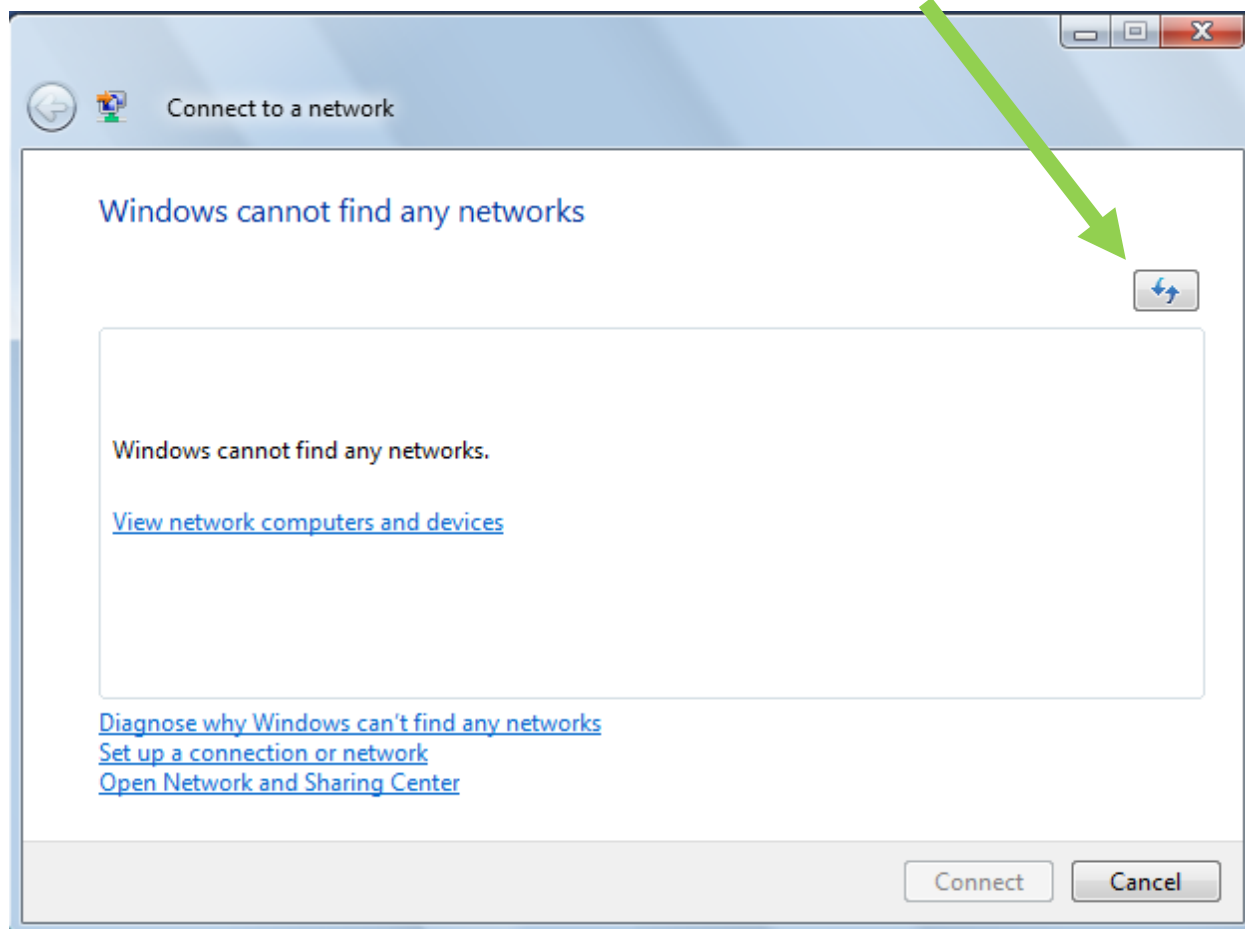
Windows Vista? see page 2

Windows XP

Wireless Network Connections



## Windows Vista Wireless Network Connections screenshot - refresh



Note:

Your wireless connection may be enabled and configured through software, a "wireless connection management utility" usually provided by the manufacturer of a computer's wireless network device.

Look for an icon representing this software in the system tray of your laptop, that's down by the clock for Windows users, or look through your Programs Menu for the manufacturer's installed software.

Tip:

When running on battery turn your Wireless off when not required - it will increase the battery life.

## Problem 2:

You ARE connected to the Library's Wireless but websites don't load for example you can't get to Google

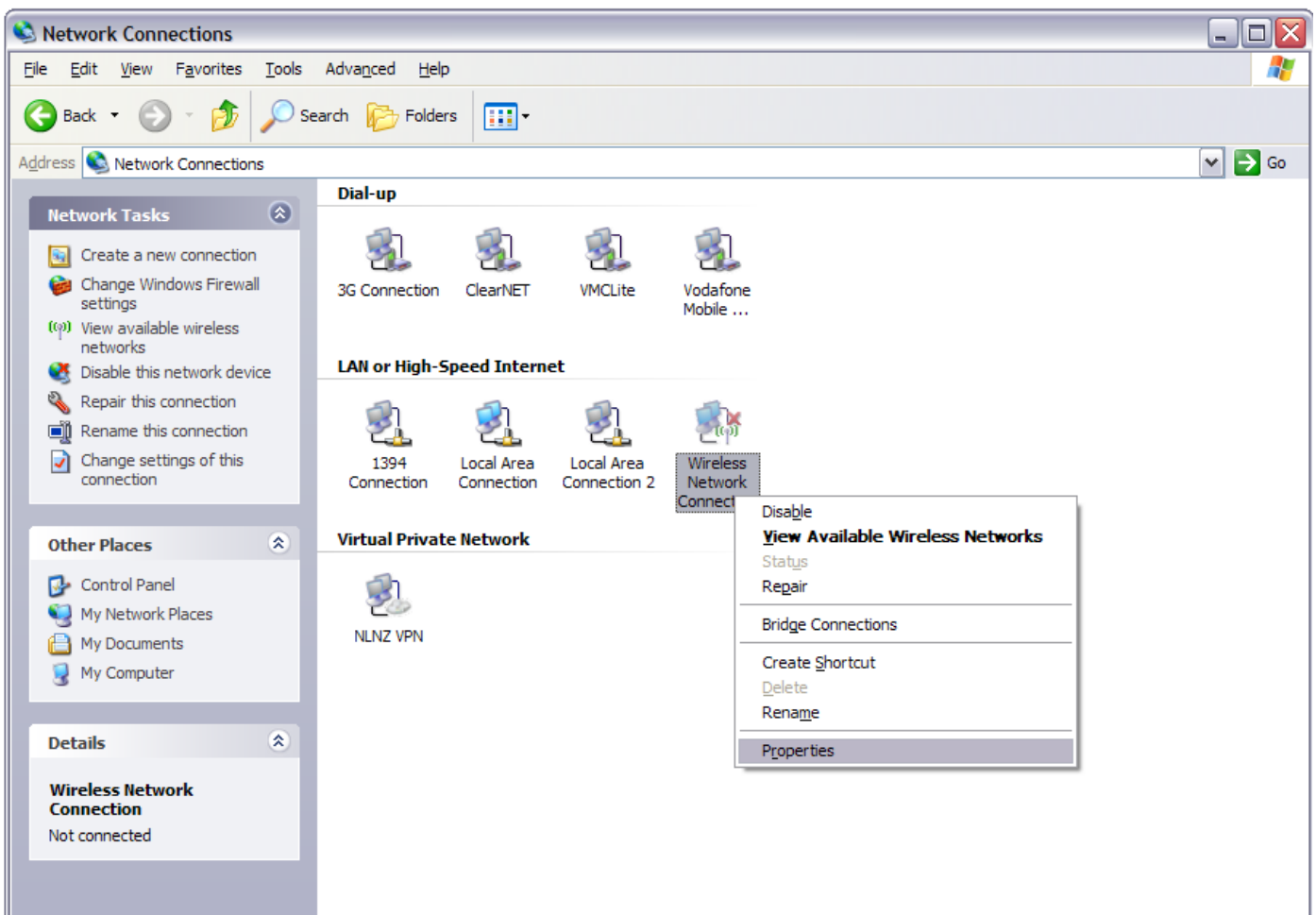
### Possible cause:

**YOUR LAPTOP HAS A FIXED IP ADDRESS**

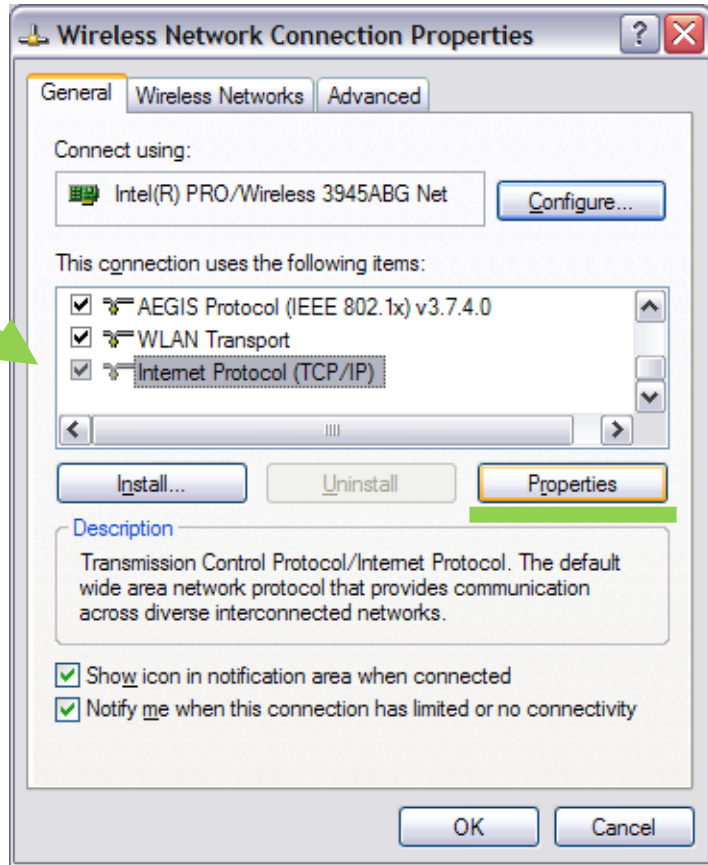
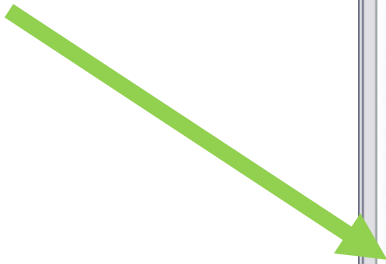
**or fixed DNS server address**

### Windows XP (Vista user? see page 5)

- Windows START
- Control Panel
- (Network and Internet Connections)
- Network Connections
- Right click Wireless Network Connections
- Properties



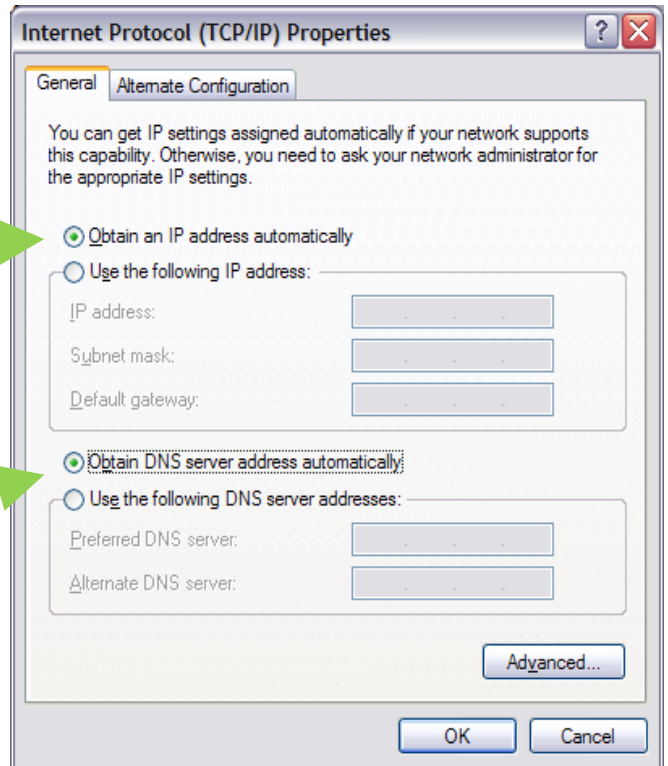
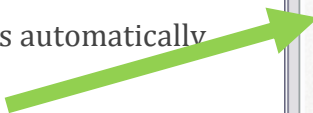
- Properties



- 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)



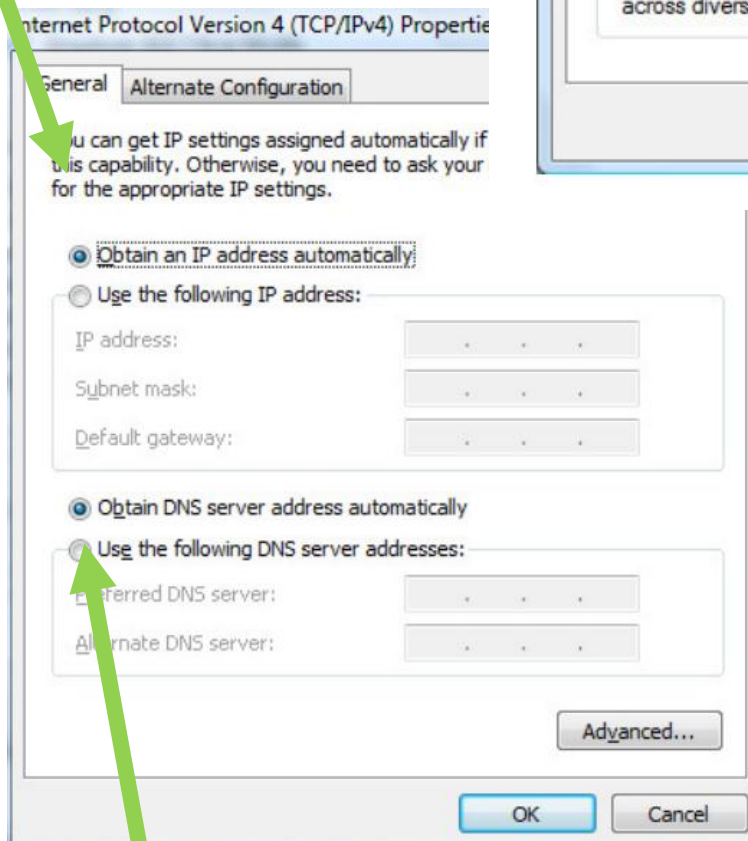
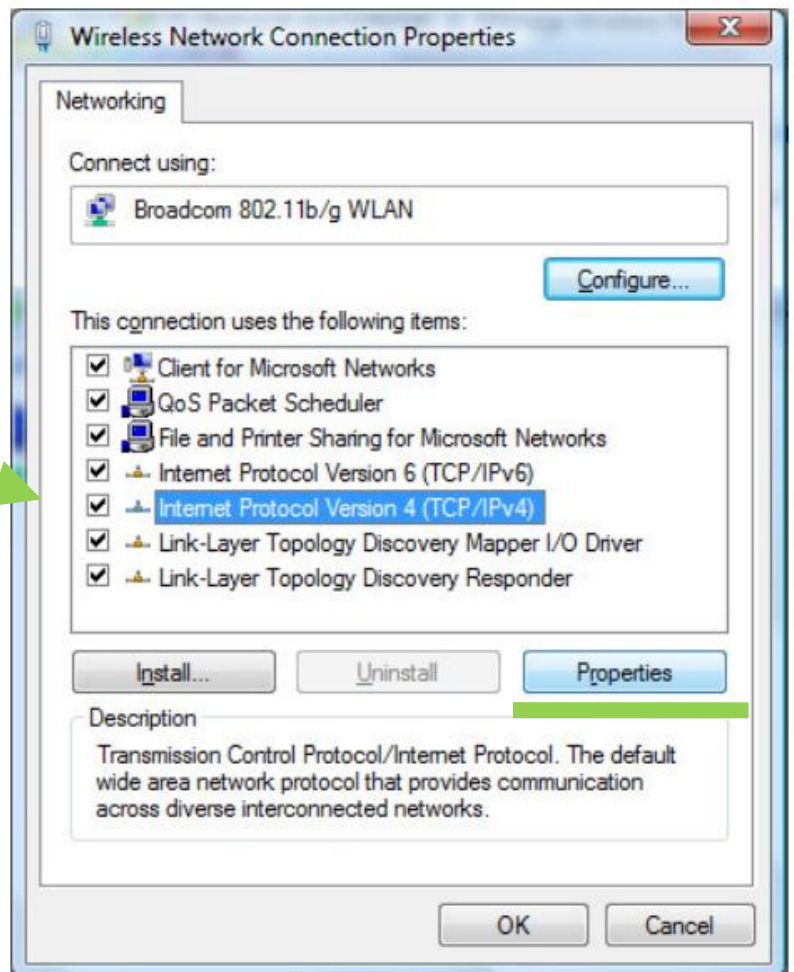
- DNS Server MUST BE SET TO Obtain DNS server address automatically



# Vista laptops: YOUR LAPTOP HAS A FIXED IP ADDRESS or fixed DNS server address

- Windows Start
- Network (or Control Panel)
- Network and Sharing Centre
- Manage wireless networks (Under Tasks on the left hand side)
- Adapter properties icon
- Continue (if asked)
- Internet Protocol V4 (TCP/IPv4)
- Properties

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



- MUST BE SET TO Obtain DNS server address automatically

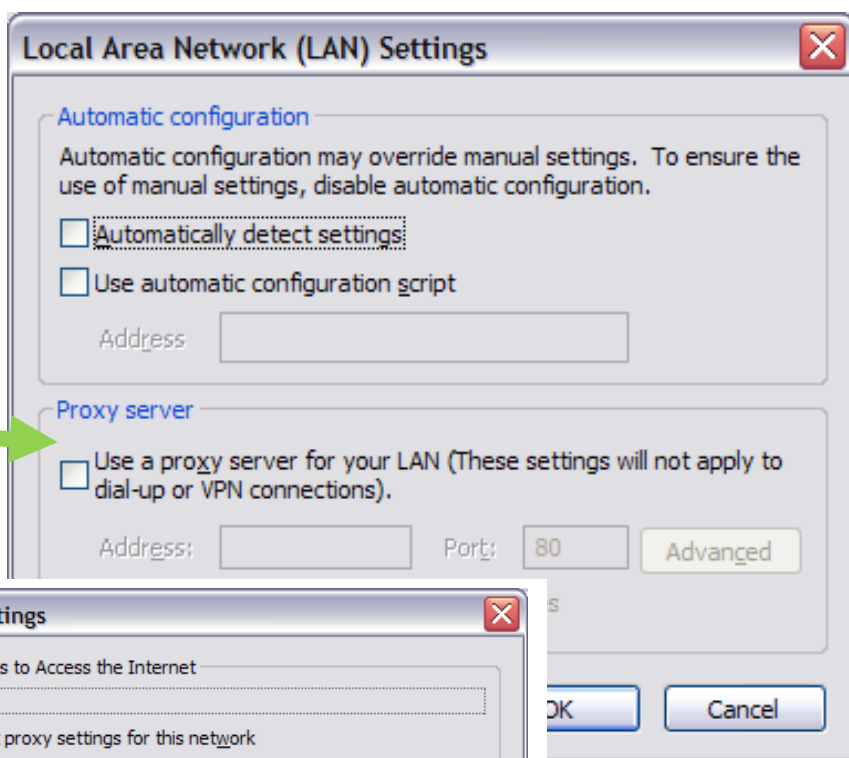
**After making the above changes try re-connecting - problem not resolved?**

**Problem 3: You ARE connected to the Library's wireless, your IP settings are correct, BUT WEBSITES DON'T LOAD for example can't get to Google**

**Possible cause:  
YOUR WEB BROWSER HAS A PROXY SET**

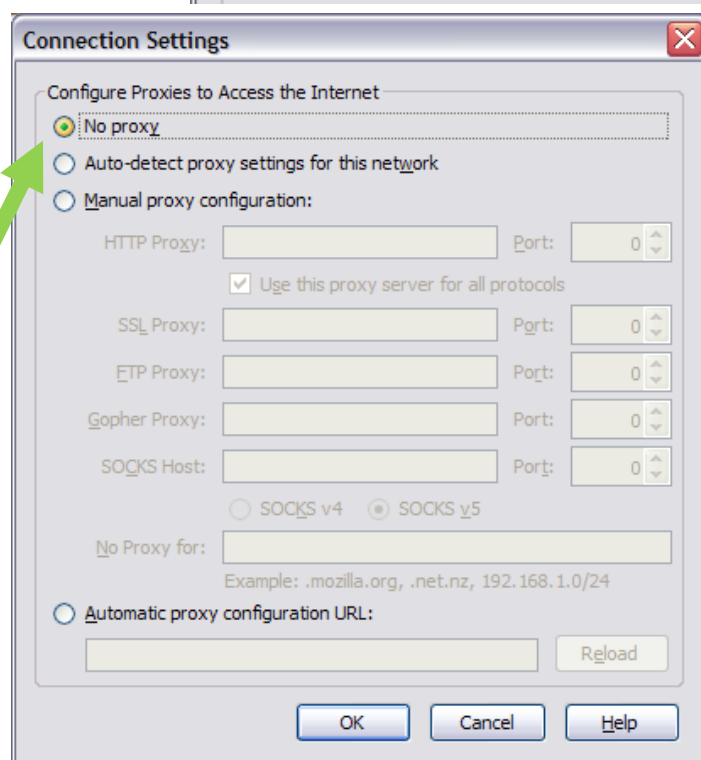
Check this Internet Explorer users:

- **Internet Explorer**
- Tools menu
  - if you can't see the menu try keyboard shortcut Control T
- Internet Options
- Connections tab
- LAN settings
- Under proxy server check it is NOT ticked



Check this Firefox users:

- **Firefox**
- Tools menu
- Options
- Network tab
- Settings
- No proxy



**After making the above changes try re-connecting.**

## **Problem 4: You ARE connected to the Library's wireless, but Internet Explorer is "working offline".**

### **Possible cause:**

### **Your INTERNET OPTIONS are set to DIAL-A-CONNECTION**

Windows laptops check this:

- Internet Explorer
- Tools (try Control T if you can't see a menu)
- Internet Options
- Connections tab
- Never dial a connection

### **Further troubleshooting recommendations**

If you still can't connect we suggest you try the following to see whether it is third-party software stopping you access to the wireless

- Turn any Firewalls off (eg ZoneAlarm or Windows Firewall)
- Turn any Internet Security Software off (eg Norton's or McAfee Internet Security)  
*These are just temporary troubleshooting measures we do not recommend you turn off these third-party software programs permanently.*
- Disable and enable your wireless network card  
*Vista users – see page 3 screen shot, right click the wireless adapter to disable, then again to enable*

### **After making the above changes try re-connecting.**

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## Other problems with wireless? Things to know ...

You need to open a web browser (for example Internet Explorer or Firefox) and accept the **Terms of Use** before trying to use other software such as email.

Did you know the APNK Wireless connection times out after 10 minutes of inactivity?  
Open up a web browser (eg Internet Explorer or Firefox) and agree to the terms of use (again).

APNK Wireless has restrictions, for example sending from email programs other than webmail may be prevented. You should refer to our Wireless Restriction page on our online

Why can't I send email <http://www.aotearoapeoplesnetwork.info/faq/wifi-smtp>  
Wireless restrictions <http://www.aotearoapeoplesnetwork.info/faq/wifi-restrictions>

## ARE YOU AT A LOCATION WITH TWO WIRELESS ACCESS POINTS? Dunedin, Hamilton , Nelson , Puke Ariki

Your laptop may re-connect to the Wireless Access Point it last connected to at that library NOT the one with the best signal strength for your current location. So you may need to refresh your Wireless Connections window and connect to the Library Wireless Access Point with the better signal strength.

**Check out our online FAQ for more help** with the APNK service  
<http://www.aotearoapeoplesnetwork.info/faq>