

# Technical Assistance and Troubleshooting

Each computer is unique, and we're sorry that we are not able to offer personal technical assistance with your configuration. However, we do provide this webpage of technical assistance to help you with the most common issues.

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## Network Settings

### Network Settings for Windows 7

1. From Desktop select wireless icon in notification area
2. From the list of available wireless networks select "LCBPublicAccess"
3. Click on Connect



### Apple – Mac Network Settings (OS X)

1. Select Apple Menu, then System Preference then Network button
2. Select TCP/IP tab and configure "Using DHCP"
3. Above the TCP/IP tab, you may need to configure via "AirPort" or other wireless (WiFi)
4. Leave Domain Name Servers and Search Domains blank

## Troubleshooting

### Troubleshooting Windows 7

1. Go to Start>Run and type: CMD. Click OK
2. A command prompt window will appear
3. Type the following commands in the prompt window
4. Ipconfig/release (Releases the IP address)
5. Ipconfig/renew (Renews the IP Address)

### Troubleshooting Apple Macintosh Powerbooks or iBooks

1. Your laptop must have the MacTCP Control Panel installed. This control panel comes with recent versions of the system software and should be pre-installed.
2. If you have other MacTCP configurations that you would like to save, MacTCP Switcher is a useful utility for storing several setups
3. To configure your MacTCP, choose Connect via Ethernet

## More FAQ's on WiFi Networks

### Why can't I get a WiFi signal, but the person next to me can?

Not all Wireless cards are the same. The quality of your card versus your neighbors can be quite different. Check the wireless card manufacturer's Web support page by using an LCB public Internet workstation or check your wireless card manual.

### Will my Macintosh work with wireless in the LCB?

Yes, as long as it supports 802.11b, 802.11g or 802.11n wireless standards. If you have successfully connected to other public wireless networks, or if you connect at home using Apple's Airport Express or Airport Extreme, you should be fine.

### Do I need special software or drivers to connect?

While you won't need special software, if you are using a wireless card and are experiencing connection problems, you may have drivers which are out-of-date. The drivers originally included with your wireless card may be several generations old. Check your vendor's website for updated drivers which can be downloaded and installed on your laptop or PDA.

### What kind of wireless card do I need?

You need an 11Mbps 802.11b, 802.11g or 802.11n Wireless Network Card. Many new laptop computers have wireless capabilities built-in. Check with your laptop manufacturer for your options.

### What is the difference between 802.11a, 802.11b, 802.11g, 802.11n etc?

- **802.11a** – Achieves speeds up to 54 Mbps in the 5 GHz band. Very short range, mostly used in educational institutions, closed networks, and labs

where range and signal obstruction is not an issue. Not often used for public hotspots.

- **802.11b** – Achieves speeds up to 11 Mbps in the 2.4 GHz band. Not uncommon but being phased out in favor of 802.11g and 802.11n which is faster.
- **802.11g** – Achieves speeds up to 54 Mbps in the 2.4 GHz band. One of the more common standards for wireless networks.
- **802.11n** – Achieves speeds up to 300 Mbps in the 2.4 GHz band. Quickly becoming the standard for wireless networks. Extremely fast and reliable.

### **Will Bluetooth transmissions interfere with my Wireless connection?**

No, both Bluetooth and WLAN can co-exist. Since Bluetooth devices use Frequency Hopping and most wireless networks use "Direct Sequence Spreading techniques" they each appear as background noise to each other and should not cause any significant problems.

### **Will use of the wireless network reduce my laptop's battery life?**

Generally, yes. Accessing the wireless network does increase the use of your battery.

### **I have problems connecting to the wireless network with Internet Explorer.**

In some cases, a proxy server setting is present in your browser. To access the wireless network you will need to turn off proxy servers. To check proxy setting, go under Internet Options, Connections tab, verify that the Dial-up and Virtual Private Network settings are set to "Never dial a connection". Then, under Local Area Network (LAN) Settings, uncheck each of the following:

"Automatic Detect Settings",  
"Use Automatic Configuration Script", and  
"Use a Proxy Server for your LAN"