



Wireless Internet Access at the East Meadow Public Library

Frequently Asked Questions

The East Meadow Public Library is pleased to provide a free wireless hotspot to its patrons. Below are answers to some questions you might have about using wireless in the Library.

Q. How can I use the wireless hotspot within the Library?

A. In order to connect, your portable device must have a wireless 802.11b or 802.11g radio capable of supporting WPA encryption. In most cases you simply turn the equipment on and it will automatically recognize the hotspot. The Library's wireless network uses a Service Set Identifier (SSID) of **EM Library**. The required network password is: **library1**. You must launch your browser and accept the Library's *Policy on Public Use of the Internet* before attempting to utilize the connection. The Library cannot guarantee your equipment will work with the Library's wireless network.

Q. Will I need any special settings or passwords to connect?

A. Yes. The Library's wireless hotspot utilizes WPA encryption and you will need to provide the following password: library1

Q. Is my information safe while using wireless?

A. While the library's hotspot employs WPA encryption, the Library cannot guarantee that the information transmitted over the wireless connection is completely secure. Keep this in mind if you are accessing sensitive business or personal information.

Q. Are there any restrictions on my use of the wireless connection?

A. You will be asked to accept the Library's *Policy on Public Use of the Internet* in your Web browser before being granted wireless access. Printed copies of the policy are available at the Reference Desk.

Q. Can I print while using wireless?

A. Printing is not available. If you need to print, please save your work to a USB flash drive or email files to yourself, then login to a library workstation and send print jobs to the network printer.

Q. Can I search the Library Catalog and special databases using wireless?

A. Yes. Surf over to the Library's Web page located at www.eastmeadow.info and click the "Online Catalog" link. Our subscription databases can be accessed via the "Research Databases" link. Be sure to have your EMPL card number handy.

Q. My battery is low; can I plug my computer into an outlet?

A. There are two areas where you can plug in your laptop or other device. Please ask a librarian for assistance in locating these particular outlets. Please be sure that your wires do not extend across an area where someone might walk. The Library is not responsible for any damage to your equipment that may result from using the Library's power supply.

Q. Can the library help me configure my computer?

A. Sorry, everyone's computer is different and **you are responsible for configuring your own equipment.** The Library cannot be responsible for any changes you make to your computer's settings. If you need additional assistance, you may need to contact the hardware or software manufacturer.

Q. What type of Internet connection is used for the hotspot?

A. The bandwidth for the Library's wireless hotspot is provided at no cost by Power to Learn, a service of Cablevision. A broadband cable modem has been installed and is capable of providing a high-speed connection for up to 25 users.

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