



CADL Wireless Troubleshooter

Not getting the sign-in page in your web browser?

Try these tips or check these settings in this order.

- In the Address box of your web browser, type “mel.org” (or any other non-CADL web site address) and press the Enter key on your keyboard. Depending on what your default web page is set to, this may trigger the wireless sign-on page.
- View your available wireless networks (some tips on how to do that are elsewhere in this document) and make sure that “CADL Wireless” is selected. Once it is selected, you may need to click a Connect button to establish the connection. If the signal is weak, you may need to move to a place where the signal is stronger. Close your web browser and start it again.
- If you don’t see “CADL Wireless” in the list of available networks, first check with staff to confirm that the network is available and working. If it is and it doesn’t appear in your list, your wireless software may not automatically create a profile when it senses an available wireless service and you will need to create one using the following information. Refer to your software documentation for specific instructions.
 - SSID (network name): **CADL Wireless**
 - Encryption or Security Settings: **none** (no WEP or WPA keys)
 - Mode or Network Type: **infrastructure** (not ad hoc)After creating your profile and connecting to it, close your web browser and start it again.
- Make sure your wireless network card is configured to obtain an IP address automatically.

Windows 7 or Vista

1. Click the Start button, choose Control Panel. Open the Network and Sharing Center. (Your control panel needs to be in “Classic view” to see it.)
2. In Windows 7, click “Change Adapter Settings” on the left side of the screen. In Vista, click “Manage Network Connections” under tasks on the left side of the screen.
3. Double click your wireless adapter.
4. Click properties.
5. Double click “Internet Protocol Version 4 (TCP/IPv4).”
6. Make sure “Obtain and IP address automatically” and “Obtain DNS server address automatically” are both checked. Click OK.
7. Restart your computer.

Windows XP

8. Click the Start button, choose Control Panel. Open the Network Connections control panel.
9. Select the Wireless Network Connection, right-click on it, and choose Properties.
10. In the scrolling box, scroll to Internet Protocol (TCP/IP) and double-click on it.
11. Make sure “Obtain and IP address automatically” and “Obtain DNS server address automatically” are both checked. Click OK.
12. Restart your computer.

Macintosh OS X

1. From the Apple menu, choose System Preferences, then Network.
 2. Verify that “Show” is set to “AirPort”.
 3. Click on the TCP/IP tab.
 4. Set the Configure option to “Using DHCP.” Leave all other settings blank. Click Apply Now.
 5. Restart your computer.
- Make sure your web browser is *not* configured to use a proxy.
 - In Internet Explorer, choose the Tools menu > Internet Options. Choose the Connections tab, then click the LAN Settings button. Make sure all the options are unchecked. Close Internet Explorer and start it again. Note: If you are using IE7 or IE8, you may need to hit “ALT” on your keyboard to reveal the tools menu at the top.
 - In Firefox, choose the Tools menu > Options. Click on the Advanced icon, then the Network tab. Click the Settings button. Make sure the option “Direct connection to the Internet” is selected. Close Firefox and start it again.
 - In Safari, choose the Safari menu > Preferences. Click on the Advanced icon. Click on the Change Settings button next to Proxies. In the scrolling list of proxies, make sure they are all unchecked. Click Apply Now. Close Safari and start it again.
 - If you have checked all these things and/or made some changes, and you still aren’t connecting, reboot your computer. If your wireless network adapter slides in to your laptop or attaches to a USB port, unplug it and plug it back in before rebooting.

When you click to accept the Terms of Use, are you getting an error message that says something about cookies?

If so, you need to make sure your web browser is set to accept session cookies.

- In Internet Explorer, choose the Tools menu > Internet Options. Click the Privacy tab. Make sure the slider is *not* on “Block All Cookies.” Close Internet Explorer and start it again. Note: If you are using IE7 or IE8, you may need to hit “ALT” on your keyboard to reveal the tools menu at the top.
- In Firefox, choose the Tools menu > Options. Click on the Privacy icon. Make sure “Accept cookies from sites” option is checked. Close Firefox and start it again.
- In Safari, choose the Safari menu > Preferences. Click on the Security icon. Next to “Accept Cookies,” select “Always.” Close Safari and start it again.

Still Having Problems?

- Ask library staff if there are any known problems with the wireless service. Staff can report service issues to the IT department, but cannot troubleshoot individual computers.
- Contact the Technical Support service for your device.

How to View Available Wireless Networks

There are many different Wi-Fi capable devices and we can't possibly describe how each one works in detail. However, here are instructions for the built-in wireless software in Windows and Mac OS X as well as some tips for finding third party wireless software on Windows.

Windows 7

In the system tray (the area in the lower right hand corner near the clock), you will find an icon that looks like a computer monitor with an antenna on the left side. Left click it once, and you'll see a list of available wireless networks. If the monitor/antenna icon is not showing up, you may have to reveal it by clicking the small white “reveal hidden icons” triangle on the far left of the system tray.

Windows Vista

In the system tray (the area in the lower right hand corner near the clock), you will find an icon that looks like a two computer monitors with a globe in the lower right corner. Left click it, and then left click “connect to a network.”

Windows XP

In the system tray (the area in the lower right hand corner near the clock), you will find an icon that looks like a computer monitor with waves coming out of it. It may have a red X. When you hover over it with your mouse pointer, a yellow box should pop up labeled Wireless Network Connection. Right click on this icon and choose View Available Wireless Networks from the menu.

Mac OS X

In the upper right corner near the clock, the AirPort icon looks like a cone of waves. Click on it. In the menu that appears, available networks should be listed underneath the options to turn AirPort on and off (If AirPort is off—the cone icon is empty—you will first need to turn it on by clicking Turn AirPort On). Click on “CADL Wireless” to connect.

Generic Tips

In Windows, wireless connection software usually has an icon in the system tray (the area in the lower right hand corner near the clock). Hover over the various icons there and look for one that relates to wireless or wi-fi. If you find one, right-click on it and look in the menu for an option to open the wireless software or view available networks.