



## Frequently Asked Question About WiFi

### Q - What is WiFi?

A - WiFi, or Wireless Fidelity, is a wireless technology of small antennas that uses specific frequencies or signals that is received by laptop computers or PDA (Personal Digital Assistant). Both the laptop and PDA must have a wireless card that is used to pick up the WiFi frequency. If your laptop or PDA does not have a built-in wireless card, they are readily available for purchase and cost \$35 - \$100. Generally, the most common usage of WiFi technology is for laptop users to gain Internet access in locations such as airports, coffee shops, etc., where the technology can be used to help consumers in their pursuit of work-based, study, or recreational Internet usage. A WiFi service area is commonly called a "hot spot".

### Q - What is the name of the service?

A - The name of The Copperas Cove Library's pilot for free access to wireless broadband service is "Cove Library."

### Q - Is there a charge for the service?

A - No. It is a free service provided by the City of Copperas Cove.

### Q - What do I need to do to access the wireless network?

A - A laptop or PDA (Personal Digital Assistant) with wireless 802.11 b and/or g network card

### Q - What would this service do for me?

A - Provide Internet access in order to retrieve e-mail, perform research, or surf the web without being connected to restrictive network cables.

### Q - If I don't have a wireless card for my laptop, what type of card do I need, where can I purchase one and how much do they cost?

A - You will need an 802.11 b/g, or dual band wireless card for your particular device. They can be purchased at many computer or electronics stores.

### Q - Will I need any special settings or passwords to connect to the service?

A- No special settings, user names or passwords are required.

### Q - Is this service secure?

A - The library's public access wireless network is not secure. The library's wireless network does not offer firewall protection, anti-virus protection, or data encryption. Data sent to or from your device can potentially be captured by someone else, and data you download (email or other files) could contain viruses, malicious code, or spyware, among other security risks. The library assumes no responsibility for the safety of your equipment or data while using the library's network (wired or wireless). We recommend that you not transmit sensitive information (credit card data, passwords, etc.) using the library's wireless network and that you have firewall and anti-virus software installed on your equipment.

**Q - What can I do to protect my laptop while using the wireless service?**

**A - We always recommend that you install a personal firewall and anti-virus software on your laptop.**

**Q. Do I need to Update Windows for wireless?**

**A. You do not need to update Windows to connect to a wireless network; however, it is a good idea to keep your software fully patched and up-to-date. Microsoft recommends that you install all the "service packs" for your version of Windows. Updates are available at <http://windowsupdate.microsoft.com>.**

**Q. I can't get a WiFi signal, but the person next to me can.**

**Not all wireless network interface cards are the same. The quality of your wireless card may be quite different from the person next to you.**

**Q. Can I print from my laptop?**

**A. No. Library printers are not directly accessible from the wireless network. If you would like to print something, save the file to a floppy disk, email it to yourself, or burn it to a CD. You can use one of our public access computers to print your document. The charge for printing at the Copperas Cove Library is ten cents per page.**

**Q. Does the wireless network pose a health hazard?**

**A. The 2.4 GHz band that the wireless network broadcasts on is the same frequency used by many wireless telephones, and poses no known health risk.**

## **WiFi Support Websites:**

**Apple users:**

**<http://www.apple.com/support>**

**Windows users:**

**<http://support.microsoft.com/kb/314897/en-us>**