

5. There may be a conflict with the IP address.

You must release and renew your IP address. For instructions, please refer to Automatic IP Configuration for your operating system listed below.

To release an IP address and allow the network to assign a new IP address, complete the following steps:

For Windows 2000 and XP

- Click the "Start" button and select "Run."
Type "command" in the field and click "OK."
- At the DOS prompt type "ipconfig / all" and press "Enter."
- At the DOS prompt type "ipconfig / release" and press "Enter."
- At the DOS prompt type "ipconfig / renew" and press "Enter."

For Windows Vista and 7

- Press "Windows" button.
- Type "cmd."
- Right-click "cmd.exe" and select "Run as administrator."
- Select "Continue" on the "User Account Control" Window.
- At the DOS prompt, type "ipconfig/all" and press "Enter."
- At the DOS prompt, type "ipconfig/release" and press "Enter."
- At the DOS prompt, type "ipconfig/renew" and press "Enter."
- Close "Command Prompt" window.

6. Another PCMCIA Network card may be conflicting with your wireless card.

- Remove the other card and reboot the system.

7. You may have corrupted drivers.

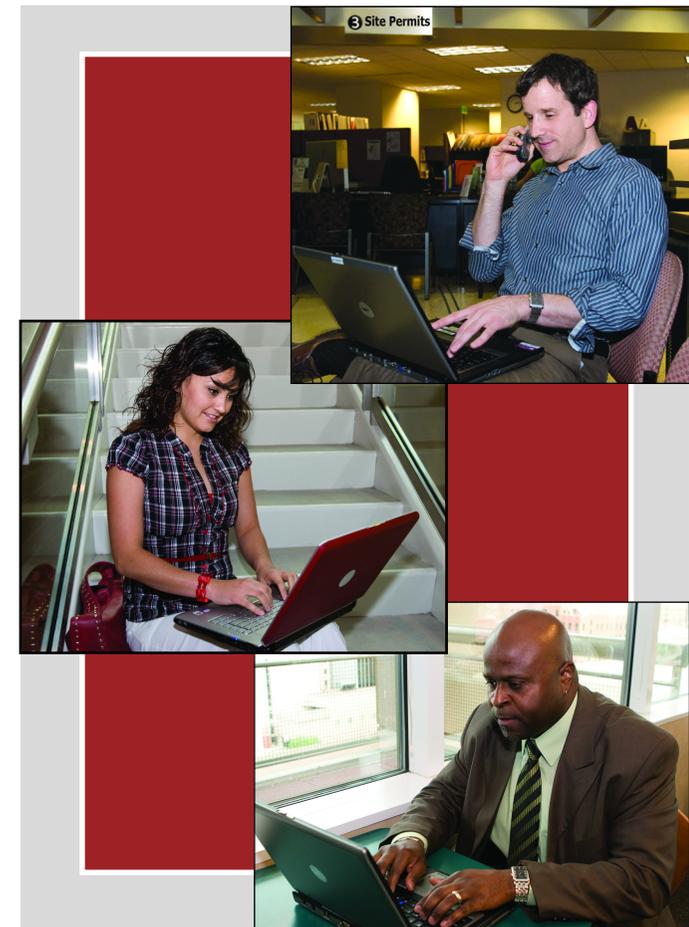
Unfortunately, you may need to reinstall the drivers from your hardware manufacturer's driver disk. Please contact the technical support of your device for assistance.



City of Phoenix

WIRELESS PUBLIC INTERNET

CITY OF PHOENIX



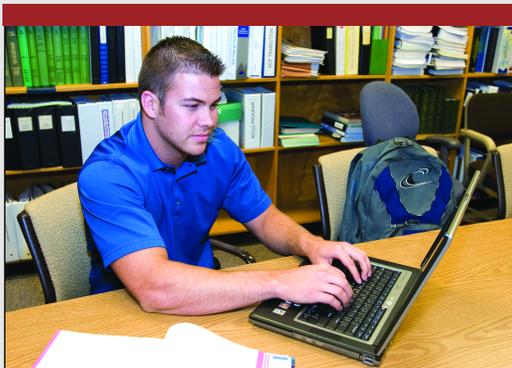
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<http://phoenix.gov/its>
For alternative format/reasonable accommodations,
call 602-262-7176 or TTY 602-534-5500.

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The city of Phoenix offers filtered wireless Internet service to visitors at various city facilities, including Phoenix City Hall, Municipal Court Jury Assembly Room, City Council Chambers and some community centers and libraries. **Here are some things you should know in order to use the public internet at this particular facility:**

- Users must have an 802.11 b/g wireless network interface card installed and configured in their laptop, PDA or other wireless device to access the wireless public Internet.
- The service provided is an amenity to the public - please be aware that **use of it is at your own risk**. Wireless transmissions may present a data security risk, and we advise against using the wireless public Internet to conduct personal or business transactions, such as banking, where sensitive account information and other personal data could be compromised.
- When using the wireless public Internet, **you will need to provide your own power source**. Electrical outlets are not available.
- If you have trouble accessing the wireless public Internet because of configuration issues or technical problems with your wireless device, please see the troubleshooting tips offered in this publication or contact your personal or business-provided technical support for assistance. **City employees are not allowed to provide computer assistance to the public.**



Connecting to the wireless Internet

NOTE: You must complete steps two through four even if using a VPN.

- 1 Turn on laptop or Internet-ready device.
- 2 Make sure your laptop wireless capability is enabled. On some PCs you may have to enable the connection first.
- 3 Launch the Web browser (such as Internet Explorer or Firefox).
- 4 The wireless public Internet welcome page will appear on the screen.
- 5 Click on the "Accept" button once the terms and conditions detailed on the welcome page have been read. You must do this to access the wireless public Internet.



Troubleshooting Tips

If you are having trouble accessing the wireless public Internet, please review the following solutions.

NOTE: Be sure to write down any existing settings before altering them.

1. Reboot your system.
2. You may have to manually enter the Service Set Identifier (SSID). Some network cards may require that you manually add the SSID code. Follow the directions included with your card and enter: PHXCITYWIFI as the SSID code.
3. Your browser settings may be incorrect.

Double check your browser settings - the system may be trying to connect through a proxy server. This is common in situations where the computer may be accessing a corporate LAN. The proxy server settings must be disabled to access the wireless public Internet.

For Microsoft Internet Explorer users, please follow these steps. Other browsers will have slightly different controls:

- In the menu bar, click "Tools" and then click "Internet Options."
- Click on the "Connections" tab, then the "LAN Settings" button.
- Remove the checkmark from the box labeled "Use a proxy server" and click "OK."

4. The system may be trying to connect through a dial-up connection.

For Microsoft Internet Explorer users, please follow these steps. Other browsers will have slightly different controls:

- In the menu bar, click "Tools" and then click "Internet Options."
- Click on the tab marked "Connections."
- Under "Dial-Up Settings," record which options are selected in case you need to re-enable the dial-up connection as it was before.
- Click the option "Never dial a connection."
- Click "APPLY" then click the "OK" button.