

general information

To access the free Wireless Hotspot from your library branch using an iOS device:

1. Open Wi-Fi settings on your iPhone, iPad or iPod Touch. To do this, tap on Settings > Wi-Fi.
2. Make sure the wireless is enabled on your iPhone, iPad or iPod Touch. Wi-Fi should be 'On'.



3. Tap Wi-Fi and look for the Library's wireless network on your mobile device list of available networks. (ie. Five Dock Library)



4. Once you have found the wireless hotspot network, click on it to connect.



After connecting to the library's wireless network, open your Internet browser (e.g. Internet Explorer, Mozilla, or Chrome). Open your homepage or browse to a website (e.g. www.nsw.net.net), you will then be redirected to the login screen.

For library hotspots that requires a username and password, Obtain a Wireless Hotspot ticket from the library reception desk. This ticket will have a username and password.

A screenshot of a login screen. On the left is the 'HITECH SUPPORT' logo. On the right, there are two input fields labeled 'login' and 'password', and an 'OK' button below them.

tips



These are common Wireless symbols used on laptops and mobile devices. You need to make sure your Wireless is turned on.

Check and see if the wireless symbol is lit up.



The library wireless network will appear like this in your **Wi-Fi Networks**.

You will need to tap on it, to connect. If you can't see the library network, try turning the Wi-Fi switch off and on.

Once your iPhone, iPad or iPhone Touch is connected to the library's network, you will then have a small wireless icon displayed in the taskbar at the top of your screen.

frequently asked questions

How long can you use the wireless internet for?

Your username will expire once your time credits have been used, or the expiry date or download limit on your ticket has been reached whichever comes first. If you need more time, please get another ticket.

Why can't I connect to your network?

Your location may be too far away from the wireless antenna. If you move to another location within the library this may improve the situation. Please check that your Wi-Fi is enabled. If none of this works, please see a library staff member.

Are there any limitations on downloads, bandwidth, connections, and time?

Yes. Please advise the librarian if you wish to know all applicable limits.

Can I use the one username and password ticket at another branch?

Yes. Same limits also apply on the other branches.

Troubleshooting

Ensure you are connected to the correct Library Wi-Fi service:

Check Settings > Wi-Fi Networks. You should see the library wireless network ticked if you are connected correctly.

Make sure you have a good connection to the Wireless

If the signal quality is low, try moving to another location in the library.

Ensure your iPhone, iPad or iPod Touch battery is well-charged or connected to an external power

In some cases a low battery causes the wireless connection to be disabled.

Miscellaneous tips

If your connection 'times out', browse to your home page again and re-login to resume your session.

