

# **Internet Connections for Personal Laptops in the King Library**

## **Availability and Locations**

The Dr. Martin Luther King, Jr., Library offers a limited number of Internet connections for visitors with personal laptops.

- Network ports available for personal laptop connections are identified with a *green* sticker labeled “Personal Laptop Connection”.
- Personal laptop connections are found on the Lower Level and on the Second, Third, Sixth, Seventh, and Eighth Floors.
- Specific locations for personal laptop connections are indicated by **bright green** on the floor plans on the Library’s website. The floor maps stationed on each floor identify areas with *aqua*.

See the *Personal Laptop Connections Policy* for additional information. Click the Policies, Privacy & Legal Info link on the SJLibrary.org homepage.

## **Computer Requirements**

To use King Library connections, your computer must—

- Have a network interface card (NIC) that is 10/100BaseT with an RJ45 plug. (A telephone modem card will not work.)
- Have TCP/IP software installed and active.
- Be set up to obtain an IP address and a DNS server address automatically (using DHCP).
- Have an Ethernet network cable (CAT5 with RJ-45 connectors).

**The Library is unable to provide technical assistance to patrons using their own laptops.** If you do not know how to change the network settings on your computer, consult the user’s guide for your computer or contact the technical support service for your *home* Internet service provider.

## **How to Connect**

1. Locate a green-labeled Personal Laptop Connection and plug your network cable into the designated network port, **if there is not one present already**. Unlabelled ports will not work. To help safeguard the Library from virus attacks, please do not plug into the pink-labeled SJSU Laptop Connection ports.
2. Turn on the computer power.
3. Verify or change the network settings. (Restarting the computer may be necessary for changes to take effect.)

## **How to Disconnect**

1. Log off and/or shut down your computer.
2. If you brought your own network cable: Unplug the network cable.

Remember to reset your network settings (if changed) the next time you use your computer.

## **Printing**

To print in the Library, save your work on a floppy disc, USB drive, or CD, and use one of the Print-from-Disk stations located on the Lower Level. Printing from a personal laptop to the Pay-for-Print stations in the Library is not possible.

See the opposite side of this page for connection and troubleshooting suggestions.

# Connection and Troubleshooting Suggestions

## General Connection Suggestions

The information below contains general suggestions that may help you change or verify the network settings on your computer. Computer operating systems have many different versions, so the exact steps and labels will vary.

Changing Settings in <i>Windows</i>	Changing Settings on <i>Apple Systems</i>
<ol style="list-style-type: none"><li>1. Find the Network and Dial-up Connections folder. (Typically located in the Settings folder.)</li><li>2. Double-click Local Area Connection.</li><li>3. Click Properties.</li><li>4. Click once to select Internet Protocol (TCP/IP), then click the Properties button.</li><li>5. Choose “Obtain an IP address automatically.”</li><li>6. Choose “Obtain DNS server address automatically” and click the OK button.</li><li>7. Click the OK button to close the Local Area Properties box.</li></ol> <p><b>Microsoft Help and Support</b> <a href="http://support.microsoft.com/">http://support.microsoft.com/</a></p>	<ol style="list-style-type: none"><li>1. Go to System Preferences and open the Network pane.</li><li>2. Next to Location, choose Automatic; next to Show, choose Built-in Ethernet.</li><li>3. Click the TCP/IP button.</li><li>4. Next to Configure, choose Using DHCP.</li><li>5. Click the Apply Now button to close the Network pane.</li></ol> <p><b>Apple Service and Support</b> <a href="http://www.apple.com/support/">http://www.apple.com/support/</a></p>

## Changing Internet Explorer’s Internet Options

You may need to change the settings within Internet Explorer’s (IE) Internet Options.

1. Open an IE browser window; click the Tools menu, and select Internet Options.
2. On the Internet Options window, click the Connections tab.
3. On Dial-up and Virtual Private Network settings, click the radio button for “Never dial a connection.”
4. Click the LAN Settings button.
5. On the Local Area Network (LAN) Settings box, check “Automatically detect settings.”
6. Uncheck “Use automatic configuration script” and “Use a proxy server for your LAN...” On the Local Area Settings box, click the OK button.
7. Click OK to close the Internet Options window.

## Troubleshooting Suggestions

- If other personal laptop users are successfully using the connections, then the problem may be with the specific port you are using or with your laptop’s network settings.
- Many network cards have small lights that turn on or blink when an active connection is present. If those lights are not on, the connection is not active. There may be a problem with the connection, your network cable, or your network card.
- Try plugging into another Personal Laptop Connection network port on the same or on a different floor. Look for areas where other users are successfully connected.

## Reporting Problems with the Network

If you have reason to believe that there is a problem with a specific personal laptop connection port or with the network in general, go to the nearest staffed service desk. Provide a staff member with a description of the problem and the location of the affected network port(s).

Although the King Library provides free Internet access connections, it does not provide support services or equipment for patron’s personal laptops.