

Before you connect...

Is there an access fee?

No. The City of Fairfield provides this service free of charge to its visitors. Visitors must have their own equipment, wireless card and software.

Is the network secure?

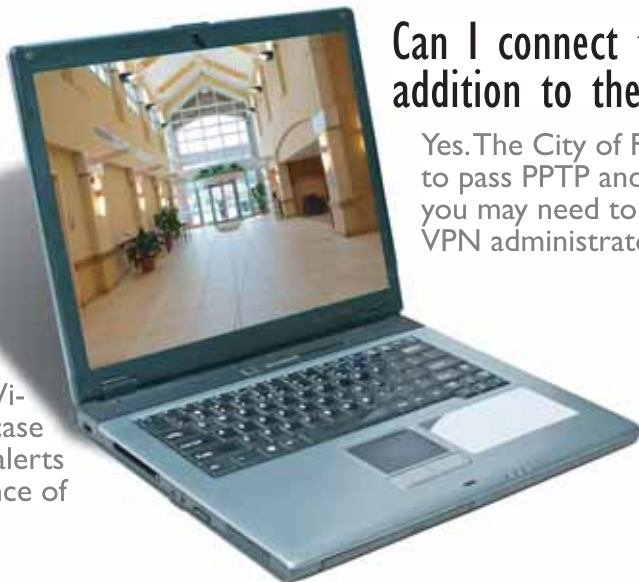
City of Fairfield Wi-Fi access is as secure as any open public access network like public telephones and dial-up Internet accounts. It's always a good idea to make sure you are on an SSL-encrypted Web page prior to sending or receiving confidential data.

What equipment do I need to access the network?

You need a laptop or notebook computer or a personal digital assistant equipped with a standard Internet browser and a Wi-Fi compliant (802.11b/g) wireless Ethernet card. In most cases, the card will be installed in the PCMCIA slot on the side of the computer and will be loaded with the software.

Mac users need an Airport card or other 802.11b/g compatible wireless card and appropriate software installed.

Note: Some newer laptops have built-in Wi-Fi capability, in which case the operating system alerts the user to the presence of an available network.



Connecting to the network...

How do I connect to the network?

Check to make sure your Wi-Fi software and card are properly installed, and turn on your computer. Then open your Web browser. You will see a page like the one below:



Read the Terms of Service and Acceptable Use Policy. Then click "I accept" to begin accessing the Web.

Can I connect to my corporate VPN in addition to the Internet?

Yes. The City of Fairfield network is designed to pass PPTP and IPSEC packets. In some cases you may need to contact your corporate VPN administrator.

Troubleshooting...

My Web browser does not display any pages... what's wrong?

Here are some things to check:

1. Set your SSID to FF-CAC-INET. Refer to your Wi-Fi card instructions for details, and make sure your software is running when you attempt to set your SSID. In many cases, setting the SSID to ANY will also work and will permit connection to any available Wi-Fi network.

Note: ESSID, Network Name, Wireless Network Name and Network Identifier, are alternative terms for SSID.

2. Make sure that WEP Encryption is DISABLED (or OFF).

3. Check that the connection is configured for INFRASTRUCTURE mode. (Ad-Hoc mode will not work.)

4. If you made any changes in steps 2 through 4 above, RESTART (or REBOOT) your computer and Web browser.

Where can I buy a Wi-Fi card?

Wi-Fi 802.11b/g wireless network cards are available from most major electronics retailers in-store or online. Be sure to load the software for your wireless card before you install the wireless card.

