general information

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

1. Open Wi-Fi settings on your Android device. Open the Settings app > Wireless & Networks > Wi-Fi. Access to Wi-Fi settings can differ depending on the brand and/or version of your device.

2. Make sure the wireless is enabled on your Android device. You may have toggle a switch or tick a box to enable the wireless.
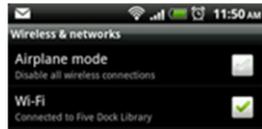
3. Tap Wi-Fi and look for the Library's wireless network on your device's list of available networks. (e.g. Five Dock Library)
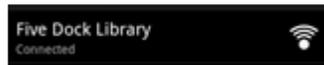
4. Once you have found the wireless hotspot network, tap on it to connect.

5. You will then be redirected to the login screen.

6. Login by agreeing to the Acceptable Use Policy and pressing 'I agree' or 'Submit' button.

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.

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.
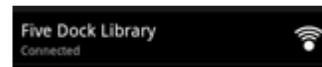
You will need to tap on it, to connect. If you can't see the library network, try turning the Wi-Fi switch off and on.
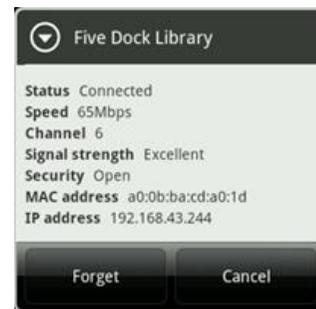
Once your Android device is connected to the library's network, you will then have a small wireless icon displayed in the taskbar at the top of your screen.

frequently asked questions

How long can you use the wireless internet for?
Your session 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 or speak to the library staff.

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 Wi-Fi is enabled on your device.
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 library staff if you wish to know all applicable limits.

Troubleshooting

Ensure you are connected to the correct Library Wi-Fi service:
Check Settings > Wi-Fi. You should see the library wireless network say 'Connected' 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 laptop 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.