

## **WHY CAN'T I CONNECT TO San Bernardino Public Library's WIRELESS NETWORK?**

San Bernardino Public Library can't provide specific wireless troubleshooting for individual PCs. Below are 2 basic steps we can suggest. Wording on individual PCs may vary:

### **1) To delete temp files in Internet Explorer**

- a. In Internet Explorer, click the **Tools** button, and then click **Internet Options**.
  
- b. On the **General** tab, under **Browsing history**, click **Delete all...** button at the bottom. When the **Delete browser history** dialog box comes up - put a check mark by **Delete file and settings stored by add-ons** and click **Yes**.
  
- c. Click **OK**.

### **2) Windows 2000 & XP Network Settings:**

- a. From **Control Panel**, select **Network and Dial-up Connections** or **Network and Internet Connections > Internet Connections**.
  
- b. Right-click on **Wireless Network Connection** or **Local Area Connection** and click **Properties**.
  
- c. Locate the **Internet TCP/IP protocol** and click on the **Properties button**. If more than one TCP/IP protocol is listed, look for the one associated with your wireless adapter.
  
- d. Select both **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
  
- e. For XP, right click on **Wireless Network Connection** and select **View Available Wireless Networks**. Select the name of the wireless network available at the library and click **Connect**.