

## Wireless Internet at Jersey Community Hospital

Patients and visitors at Jersey Community Hospital can use their wireless-equipped laptop computers and other devices to access the Internet. Surf the Web, check e-mails and chat with friends and family from anywhere in the hospital. It's a great way to stay connected during your stay with us.

### How To Set Up Your Wireless Connection at Jersey Community Hospital

- These instructions presume that your wireless network card is already installed properly and functioning. Due to the large number of wireless network cards on the market today, we will be unable to help you set up your wireless card. Please refer to your manufacturer's documentation.
- Under Control Panel, the Network and Internet (or Network and Dial-Up) Connecting setting required access our wireless network are:

SSID= JCH\_GUEST

Mode= Infrastructure

IP= Automatically obtain IP Address (or DHCP)  
Proxy Server (in i.e.)=none

\* If you are unfamiliar with the inner workings of your computer, the configuration instructions below may be used as a guide, and they will work for many laptop computers, but they will not work for every device. Because of software updates, there are many versions of each operating system, and the exact screens, and the location of some things vary. If this is the case for you, you may have to search a little for the location of these settings.

### Configuring for Windows XP

1. Click Start, then Control Panel, and then Network Connections.
2. Right-Click the Wireless connection icon and click on Properties.
3. Click on the Wireless Networks tab.
  - a. The "Use Windows to Configure My Wireless Network Settings" option should be checked.
  - b. Click on the "Add" button under the Preferred Networks box.
  - c. Set/Confirm the following, then click OK.
  - d. Set Network Name (SSID)= JCH\_GUEST
  - e. Set Data Encryption=Disabled
4. Click on the General Tab
  - a. Select Internet Protocol (TCP/IP), and then click the Properties button.
  - b. On the General tab, verify that "Obtain an IP Address Automatically" and "Obtain DNS Server Address automatically" are selected.
  - c. Click OK.

### Configuring for Windows 2000

1. Click Start, then Settings, then Network and Dial-up Connections.
2. Right-click the Wireless connection icon and click on Properties.
3. On the General tab, then click the configure button.
4. Click the Advanced tab. Set/Confirm the following then click OK:
  - a. SSID= JCH\_GUEST
  - b. Infrastructure Mode=Yes
5. Select Internet Protocol (TCP/IP), and click the Properties button. On the General tab, verify that "Obtain an IP Address Automatically" are selected. Click OK.
6. After making changes, you may need to remove and reinsert your Laptop's Wireless Card.

### Configuring for Mac OS

1. Click Apple, then System Preferences.
2. Click the Network Icon.
3. Next to Location, click the down arrow and select new location.
4. Name the New Location "JCH" and click OK.
5. Next to Show, click the down arrow and select Network Port Configurations. Leave the check mark in front of the Air Port, and remove all other check marks, such as Internal Modem or Ethernet.
6. Next to Show, Click the down- arrow and select Airport. Set/Confirm the following:
  - a. Click on the TCP/IP tab.
  - b. Ensure that DHCP is enabled.
  - c. Choose join a specific network.
  - d. Network=JCH\_GUEST
  - e. Password=(leave blank)
  - f. Deselect the "Allow this computer to create networks" option.
7. Click Apply Now
8. Close the System Preferences window.

### **Frequently Asked Questions**

#### ***What do I need to connect to the JCH wireless network?***

All you will need is a properly configured wireless device.

#### ***How much does it cost?***

The service is free.

#### ***What is a wireless network?***

A wireless network works much the same way other computer network works, except there are no cables or wires involved. A device with built-in wireless capability or a special wireless network card is required instead. When properly configured, your computer will communicate with a dedicated network, providing you access to the Internet that's similar to the access you enjoy at home or work.

### ***What web sites can I view?***

You will be able to view most Internet sites. For your protection, our protection, and for the other Jersey Community Hospital Patients we do a small amount of content filtering.

### ***What Equipment do I need?***

- **Wireless device:** You must provide your own laptop computer or PDA. Most PC's, pocket PC's and Macintosh computers should work so long as they are properly configured and have and appropriate wireless network card.
- **Wireless Card:** You need to provide your own wireless network card. Some new devices have the wireless card built in, otherwise it will probably be inserted into a PCMCIA slot on the side the laptop or the top of the PDA.
- **Supported wireless formats:** your network card must support either 802.11b or 802.11g. Though there are other industry standards, they are not implemented.
- **Browser:** Your device must use a standard Internet browser such as Internet Explorer, America Online, Netscape or Safari (Apple).

### ***How Secure is my Internet Session?***

Wireless networks are "shared" among all users and, by that very nature, are public. Public networks lack the high level of security you may be accustomed to at work and home. We encourage you to be careful when sending personal or sensitive information. If a website is SSL encrypted it is considered being as safe as a wired network.

### ***Can I connect to my company's network from here?***

If your company has implemented a VPN (virtual private network), and you can access it from home, you can probably connect to it from here. If you are having problems please contact you company's I.S. department.

### ***Why will my wireless device work at my home or office, but not here?***

This is most likely a configuration issue, there are multiple ways to configure a wireless connection, and we may do it differently than the way yours is currently set up. Please follow the instructions on "How To Set Up Your Wireless Connection" on the back of this brochure you can probably get your device to work here.

### ***I'd like to print an e-mail or article...***

It is not possible to print from our public wireless network. The best solution is to e-mail the web address of the page to yourself, and print it when you return home.

### ***My network connection works (light flashes), but I can't connect to the Internet...***

You are probably set up to use a proxy server. In Internet Explorer, click on Tools, then Internet Options, then Connections, then LAN Settings. Make sure the "Use a proxy server..." option is unchecked. If you change it, remember to recheck it when you leave.

### ***Who can I call for help?***

Due to privacy and liability concerns prevent us from working on your computer.

**Jersey Community Hospital's wireless network is not secure. Information sent from or to your laptop can be captured by anyone else with a wireless device and the appropriate software, within three hundred feet. The Jersey Community Hospital Information Technology staff is not able to provide technical assistance and no guarantee can be provided that you will be able to make a wireless connection. Jersey Community Hospital assumes no responsibility for the safety of equipment of for laptop configurations, security, or data files resulting from connection to the Jersey Community Hospital network.**

## **Wireless Internet Access**



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