

INFORMATION TECHNOLOGY



Basic settings for connecting a device to the guest wireless service.

Audience

This document is intended for experienced computer users, and as such this document purely lists the required settings to connect to the guest wireless service, without any instructions regarding how to do so. If you are unsure how to configure any of these settings it is strongly recommended that you contact your conference organiser for assistance.

1. Ensure your device does not have a static IP address assigned.
 - a. Ensure your device is configured to acquire an IP address, subnet mask, gateway address (router address) and DNS server, automatically.
 - b. If you have a static address configured in your device such as 192.168.1.n you will not be able to connect to the wireless service.
2. Ensure your device web browser does not have a static proxy address or proxy configuration file configured.
 - a. All of the Heriot-Watt wireless services use a proxy for outgoing internet browsing to monitor compliance with University internet usage policies.
 - b. This proxy does not normally need to be statically configured as the majority of web browsers are capable of “auto detecting” the settings, providing there is no static proxy settings entered.
3. Ensure your device has the most recent hardware drivers/firmware available.
 - a. A lot of early firmware/drivers for devices running Windows XP, Vista and “7” when first released did not correctly support wireless networking.

Configuration Settings.

1. Network ssid “guest”.
2. Launch a web browser.
3. Username: (Use the username issued to you)
4. Password: (Use the password issued to you)

If you need further assistance please contact the IT Helpdesk on extension 4045, ithelp@hw.ac.uk. Or drop into the IT IT helpdesk in Linlithgow Residences.

