

## Troubleshooting Tips

- Are you in one of the designated areas offering WiFi access?
- Is your SSID/ESSID/Network name/Wireless Network name/Network Identifier set to WiFi@Mercy? For details, refer to your WiFi card instructions.
- Is your software running while you are setting your SSID? Sometimes setting the SSID to “any” will provide connection to available networks.
- Is WEP Encryption disabled and off?
- Is the connection configured for the correct mode? Infrastructure mode (not ad-hoc mode) should be selected.
- Reboot if you make any of the changes suggested above.
- All previous proxy settings should be disabled. To turn off proxy settings on your Mac, choose system preferences, network panel, proxy tab, uncheck proxy choices (FTP, Web, etc.).
- To turn off proxy settings on your PC, choose Internet Explorer, go to Tools, click on “Internet Options,” click on the “Connections” tab, click on “LAN Settings.” Make sure both checkmarks under the “Proxy server” fields are unchecked.
- If you are still unable to connect, call WiFi Technical Support (see below).

## WiFi Technical Support

If you are unable to connect and have tried all of the troubleshooting suggestions, call WiFi Technical Support at 1.866.497.5377.



Mercy Information Services Division

 **MERCY** A division of the Sisters of Mercy Health System



When  
you  
want  
to stay  
*connected*



at Mercy Health Center

*The system is provided on an “as is” and “as available” basis. No warranties are made that the system or its use will be uninterrupted or secure, will be free of defects, inaccuracies or errors, will meet your requirements, or will operate with hardware or software you use. See website Terms and Conditions for more specifics.*

# Mercy Health Center

*always connected to your  
healthcare needs, now  
connected to your world*



## How to Connect

- *On a Windows computer or other internet-enabled device, log in.*
- *A list of available wireless network sites in the area will appear (on a Mac, click on WiFi symbol). Choose WiFi@Mercy.*
- *Next launch web browser.*
- *The Mercy "Welcome" page will then appear, along with a Terms and Conditions agreement.*
- *Choose "Accept" or "Agree" to confirm your acceptance.*
- *No password is needed.*

*Now you are ready to begin your WiFi session.*

## About WiFi @ Mercy

Mercy Health Center is pleased to provide patients, visitors, physicians and co-workers with wireless internet service. With this service, physicians attending at the hospital can keep in contact with their offices. Patients and families who stay for extended periods of time remain connected with WiFi. For new parents, WiFi provides a venue to send photos of their newborn just moments after the little one arrives. And when it is necessary to wait, WiFi offers another option for entertainment, news and keeping in touch.

- WiFi is provided **free of charge** in designated areas throughout the hospital.
- This service is separate from any network used to transmit patient data.
- Please review the hardware requirements and troubleshooting tips in this brochure.
- Please be aware that **no printing options** are available when using WiFi.
- For additional help, please call 1.866.497.5377 for WiFi Technical Support.

## Hardware Needed

A laptop, notebook computer or PDA (Palm®, BlackBerry™ or other internet-enabled, hand-held device) is needed. The device should be equipped with a standard Internet browser and a WiFi-compliant (802.11b/g) wireless Ethernet card. This card is normally installed in the PCMCIA slot on the side of the computer. Software that controls wireless connectivity should be loaded on your computer prior to accessing the wireless connection.

- Newer laptops may have built-in WiFi capability. In this instance, you will automatically see available WiFi networks listed on your browser window.
- If you use a Macintosh, an Airport card or other 802.11b/g compatible wireless card is needed (along with the already installed appropriate software).
- If you do not have a wireless card, one can be purchased at an electronics retailer. You will need a WiFi 802.11b/g wireless network card. Please make sure the software is loaded before you insert the wireless card.

With WiFi@Mercy you also have the capability to connect to your corporate Virtual Private Network (VPN). However, if you are unable to connect to your VPN, you may need to contact your company's private network administrator.

 **WiFi Technical Support**  
**1.866.497.5377**