

How to Use a Wireless Connection at Syracuse University, School of Information Studies

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IDE 651 Message Design for Digital Media

Syracuse University, School of Education

June 19, 2003

Target Audience:

Faculty, Staff, Students, and/or visitors of the School of Information Studies at Syracuse University needing to configure and use wireless access on campus.

Channels:

The term “channel” ... can refer to the type of medium used: film, television, radio, and so forth. It can also refer to human sensory capabilities such as vision, hearing, and touch. When the term “channel” is used in the literature on attitude change, authors are usually referring to some media type, such as film, television, radio, or print.

This material is presented visually using a computer power point presentation. There is one (1) instance of an audio instruction on the navigation menu of the presentation. This is a stand-alone presentation, which will be delivered to users without further formal instruction, though there are links provided for additional information. User can follow the links within the presentation or contact the IT Help Desk online or by phone to obtain additional information or support.

Principles Addressed:

Motivation

Need Stimulation. This document is completely needs based as a tool to use the wireless network. This motivates the user to accomplish a particular task.

Challenge Level. I want to keep the challenge level relatively low as this is not meant to necessarily teach a long term skill, rather is meant to instruct a process needed immediately.

Positive Outcomes.

Graphic Illustrations.

Early Interest.

Perception

Attentive Perceptual Processing: Selection and Organization.

This material is meant to draw attention to task oriented procedures; illustrating exactly “how to” do something. I want to create contrast that directly results in providing the user with a step-by-step list.

Interpretation. I want to limit the amount of external influences and keep the users attention on the task, minimizing the room for error.

Perception of Pictures.

Perception of Text.

Illustrations and Text Together.

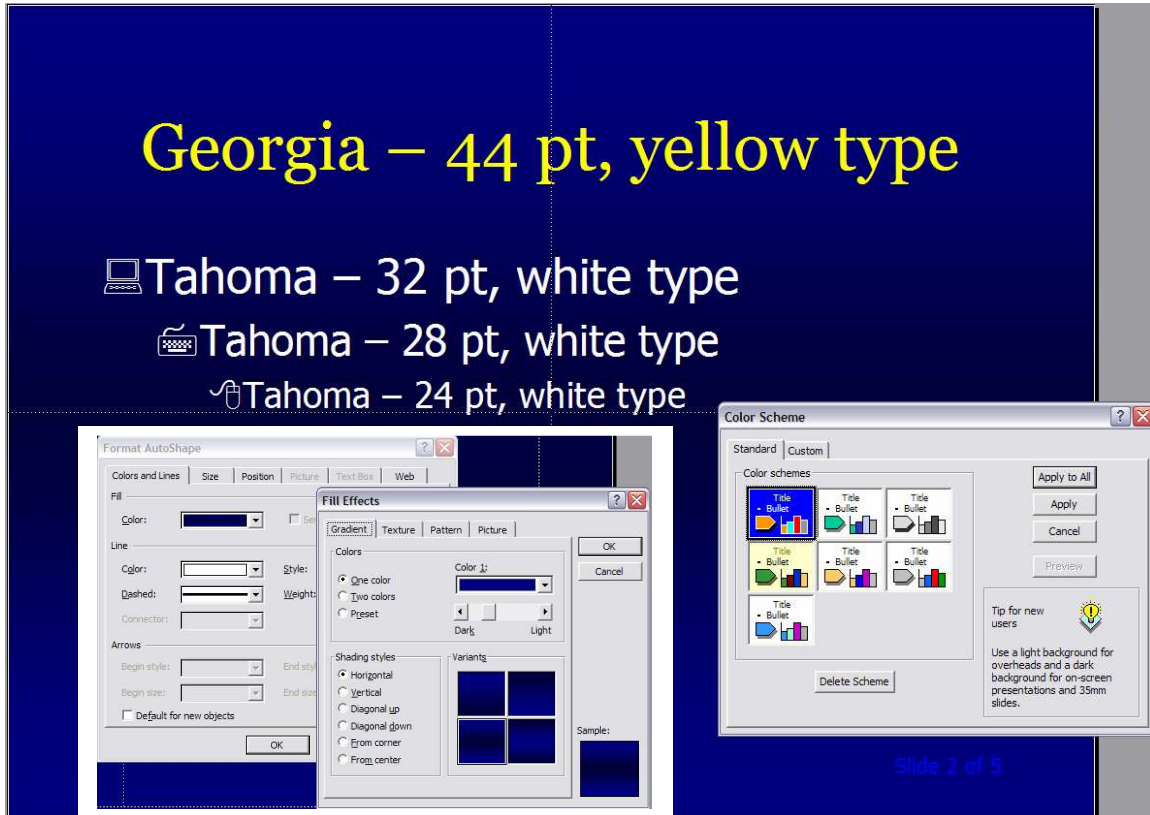
Learning

Organization. I want to present the information logically and well organized for quick unequivocal retention and usefulness.

Sequence of Instruction. I want to provide instruction in a very methodical way also allowing the user to control their own level and rate of instruction (menu driven).

Story Board:

Master Slide



Background Color: blue, horizontal gradient (blue is a cool, non-threatening color to induce ease of learning necessary information)

Slide Color Scheme: first default theme with blue background and various colored text and accents, etc.

Format Bullets and Numbering: inserted Wingdings characters to fit with computer themed content

Typestyle: For computer screen viewing used Georgia, a serif font.

Titles/Headings in 44 pt yellow type for ease of view. Other text in Tahoma, a san-serif font. Size of body text font varies automatically depending on the position within the outline. Generally the 32 pt white text is used for ease of viewing against the dark blue background.

The slide has numbering at the bottom right hand corner. It shows the slide number "of" the total number of slides. This provides the user with a final count, motivating them to work through the slides in sequence or jumping ahead to a particular slide.

Title Slide**Wireless Network**

Wireless Network

How to Connect to the Internet With a Wireless Card

AirOrange logo obtained from the <http://cms.syr.edu>

Used the above logo to create continuity between the university website and the IST user guide. This gives some identification to the subject matter.

The title slide is simple and to the point. The user is able to immediately identify with the subject matter and decide whether or not it is relevant to their needs.

This uses the motivation principles of need stimulation and early interest.

The layout of this slide is using a typical title slide template with heading and sub-heading already laid out. The logo was added to the slide, centered on the page using layout guides.

Slide 2

Navigation Menu



The slide features a dark blue background with yellow text. At the top center, the title "Navigation Menu" is displayed in a large, bold, yellow font. Below the title, a list of five menu items is presented, each preceded by a small laptop icon and underlined in red. The items are: "Compatible Network Cards", "University Wireless Locations", "Getting Started", "Configure AirOrange", and "Questions?". To the left of the first item, a small yellow lightbulb icon is visible. In the bottom right corner, there is a small speaker icon with the text "Click above for audio instructions" and a yellow button labeled "Back to Navigation". At the bottom of the slide, there are three pieces of text: "June 19, 2003" on the left, "Ern Barrett - IDE 651" in the center, and "Slide 2 of 7" on the right.

This slide provides a central menu screen for organization and sequence of instruction. This allows the user to choose their own path of instruction based on their need. This uses various motivation and learning principles.

The layout of this slide is using the bulleted list slide template. Each of the bullets links to another slide within the presentation. Each of the slides has a "Back to Navigation" button in the lower right hand corner, above the slide numbers. The button is an active link on the other slides to provide a way to easily get back to the main menu and choose another screen. Otherwise, user could advance sequentially through the power point presentation as usual. This particular slide contains a short audio clip providing instruction on how to return to the navigation menu at any time during the presentation.

"You can return to the navigation menu at any time by clicking on the yellow, back to navigation button, on the slide you are currently viewing."

Slide 3

Compatible Network Cards

Compatible Network Cards

computing and media services

wireless cards

Wireless network cards typically come in two strengths: the less-powerful 30mW and the more-powerful 100mW. While "good" 30mW cards can perform nearly as well as "bad" 100mW cards, only a good 100mW card is guaranteed to provide the best reception. CMS staff have tested various wireless adapters and have found that some work very well while others do not work at all with our network hardware.

The following is a list of Wireless PCMCIA ethernet cards for which Computing and Media Services (CMS) will provide full support on the AirOrange wireless network. They have the following characteristics:

- Designed for use in laptop computers and tested on Windows98, WindowsMe, Windows2000, WindowsXP. They have also been shown to work on AppleOS 9.x and X.
- IEEE 802.11b compliant and certified Wi-Fi compatible.
- Rated at 100mW(20dBm) transmit power.

Recommended 100mW cards:



- Cisco Aironet 359 PCMCIA client adapter *preferred choice*
- Symbol Spectrum 24 Wireless Networker PC card
- Symbol Wireless Networker Compact Flash Card


Note: The College of Law is in the planning stages of a project to offer wireless connectivity. If you would like to use this service when it becomes available (expected to begin in 2003) you should purchase the Cisco Aironet card. Because of the complexity of their wireless environment, the Cisco Aironet card is the only wireless card guaranteed to work.


It is recommended that all users purchase the Cisco Aironet card. Certain areas of the wireless network receive a weaker signal than others, making it necessary to have a powerful card to guarantee seamless network service. Also, because much of the network infrastructure is built of Cisco parts, the Cisco card does not have the compatibility issues that some other cards encounter.

CMS does not provide support for 802.11b wireless cards that advertise connection speeds of 22 MBs. Cards of this type display erratic behavior on the AirOrange network and cannot be guaranteed to work.

The [Syracuse University Bookstore](http://cms.syr.edu/connecting/wireless/equipment.html) offers Cisco Aironet cards for sale in the Computing Department.

  **Designed for use in laptop computers**

 **IEEE 802.11b compliant**

 **Rated at 100 mW transmit power**

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On this slide, a summary of important information has been provided, as it is most relevant to the target audience. Otherwise, the entire list of compatibility issues can be found by clicking on the active link within the graphic depicting the cms website. (<http://cms.syr.edu/connecting/wireless/equipment.html>)

Slide 4
University Wireless Locations

University Wireless Locations

wireless locations

The following locations support wireless access:

- Schine Student Center: [Dining Center](#) and [Panasci Lounge](#) (including adjacent conference rooms)
- Bird Library: [first floor](#), [second floor](#) and [basement](#) common areas
- Goldstein
- Newhouse II: [basement](#) and [ground level](#)
- Stocum: [second](#), [third](#) and [fourth](#) floor Architecture areas
- School of Management: third floor Graduate Student areas
- Physics 2nd and 3rd floor areas
- Carnegie Math 4th Floor
- 400 Ostrom: [basement](#) and [1st floor](#)
- Machinery Hall (all)
- Hinds (IC area)
- Huntington Hall: All of 3rd floor and basement. 530 classroom area
- CST areas on 1st and 4th floors
- Kimmel Computer Lab
- Kimmel Dining Center
- College of Law (all)

Still more areas are being researched and scheduled for wireless networking such as:

- Carnegie Library (pit area only)

New building projects and major renovations to existing buildings are likely to involve wireless networking, and many such situations are currently being evaluated.

If you are interested in having Air Orange accessible within your department please contact CMS by sending email to consult@syrr.edu. Consultants from CMS will survey your area, and (with your assistance) come up with a plan that suits your needs and ensures compatibility with Air Orange. Please do not attempt to install your own wireless network.

- IST – 3rd & 4th floors
- Schine Dining Center
- Bird Library – common areas
- First floor
- Second floor
- Basement

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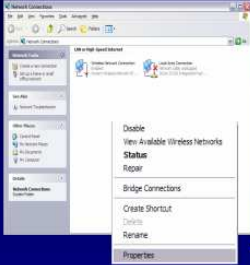
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On this slide, only the information that is most relevant to the target audience is printed on the slide. Otherwise, the entire list of locations can be found by clicking on the active link within the graphic depicting the cms website. (<http://cms.syr.edu/connecting/wireless/locations.html>)

Slide 5
Getting Started

Getting Started

1. Turn on (enable) your internal wireless card or insert your Wireless PC card
2. On your desktop, right click My Network Places and choose Properties
3. Right click the Wireless Network Connection and choose Properties



The screenshot shows the Windows XP network control panel. The 'My Network Places' folder is selected in the left pane. The right pane shows the 'Wireless Network Connection' folder, which is right-clicked, opening a context menu with options: Disable, View Available Wireless Networks, Status, Repair, Bridge Connections, Create Shortcut, Details, Rename, and Properties. The 'Properties' option is highlighted.

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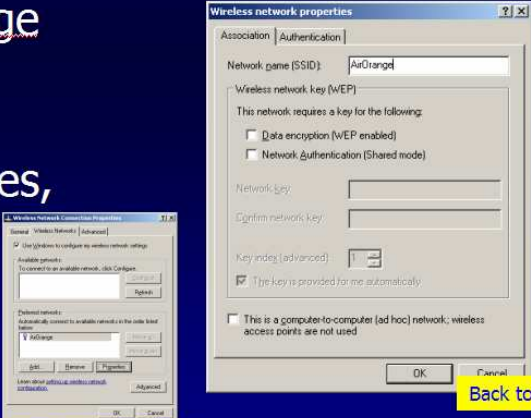
Back to Navigation

The “Getting Started” shows the first step to completing the process. The user can follow the steps, “as easy as 1-2-3” Small amounts of information have been “chunked” together for ease of understanding and retention.

Slide 6
Configure AirOrange

Configure AirOrange

1. Click the Wireless Networks tab, choose AirOrange from the list of networks and choose Properties, or if not on list, choose Add
2. Make the following changes:













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Again, small amounts of information have been “chunked” together for ease of understanding and retention.

Slide 7
Questions?

Questions?

-   **Contact IST IT Services**
 -  Erin Barrett, ebarrett@syr.edu
 -  315.443.4490
-  **Request IT Support**
 -  <http://istit.syr.edu>
 -  [Get Help!](#)
-  **Get additional information from the CMS website**
 -  <http://cms.syr.edu>
 -  [AirOrange](#)

[Back to Navigation](#)

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This slide provides helpful links and a contact person for additional information or support. The user can still return to the navigation menu to review information contained in the presentation.