GETTING CONNECTED

Connecting to SU's network, the internet, and cable TV

Getting online

Before you can use SU's online resources, you need to connect your computer or mobile device to the SU network. There are two ways to connect these devices to the University network: via AirOrangeX, SU's wireless network, and via ResNet, the high-speed (Ethernet) connection. AirOrangeX provides 100% wireless coverage in all residential facilities on campus. A wired Ethernet connection is also provided for every student in these facilities. Almost all other buildings, the Shaw Quad, and many public areas at SU are covered completely by the AirOrangeX wireless network.

How to connect to the University's Wireless Network (AirOrangeX)

To connect your smartphone or tablet, visit http://answers.syr.edu/aox and follow the instructions for your device.

To connect your computer to AirOrangeX, follow these simple steps:

1. Open the window on your computer that displays wireless networks.

2. Choose AirOrangeHelp from the list of available wireless networks. If AirOrangeHelp is not on the list, check to be sure your wireless adapter is enabled and working properly.

3. Open your web browser, navigate to airorangehelp.syr.edu (if you do not get directed to the page automatically) and follow the instructions on your screen.

4. You should now be able to access the AirOrangeX wireless network. If your computer is not automatically connected to the AirOrangeX network, choose the AirOrangeX wireless network from the list of available wireless networks on your computer.

How to connect to the Wired Residential Network

1. Plug an Ethernet cable into the computer, and the wall jack labeled with the letters "RN" followed by at least five numbers.

2. You should now have internet access on the wired (Ethernet, also known as ResNet) network.

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Other devices and SU's Networks

Many, but not all gaming devices, TVs, streaming devices, TiVos, VoIP phones, and other similar devices are supported on the Gadgets&Games wireless network. To connect your device(s), select the Gadgets&Games wireless network. All of these of devices are also supported on SU's wired network and should connect automatically when the Ethernet jack is plugged in. They are not supported on AirOrangeX.

Most wireless printers will not work on campus WiFi networks, including Syracuse University's, because they were designed for smaller, less secure home networks. We recommend a Bluetooth wireless connection or USB cable instead. A device needs an Ethernet port to connect to the wired network.

Simple Troubleshooting

◆ Try restarting your computer.

◆ Is your roommate connected? If so, try using your roommate's Ethernet wall jack. Report damaged wall jacks to ITS at 315.443.2677.

◆ Is your computer's operating system current? Computer operating systems that are supported on the SU networks include Windows 7, Windows 8 and 8.1, Windows 10, and Apple OS X 10.6 (Snow Leopard) or higher. We recommend Mac OS Sierra. Mac OS Sierra is a free direct upgrade with Mac OS X version 10.7.5 or newer

◆ Check that you have the most current driver for your wireless card, and update it if needed.

◆ Clear your browser cache (delete your browser history). In Firefox, Chrome, Internet Explorer, or Microsoft Edge hold down *Control+Shift+Delete* (Windows), or *Command+Shift+Delete* (Mac), for options.

◆ Once you're online, you can find complete technology support at http://its.syr.edu/supportsvc/. For a list of AirOrangeX hot spots on campus, visit http://its.syr.edu/wireless/locations.html.

Make The Right Connections

Find the column for your device in the chart below. Follow it down to see which networks are available for your device in the residence halls and elsewhere on campus. Note that AirOrangeX requires authentication with your SU NetID and password.

Game systems, TVs, streaming devices, and other devices with an Ethernet port should connect automatically to ResNet. Many, but not all of these devices are supported on the Gadgets&Games wireless network. They are not supported on AirOrangeX.

	Computer	Smartphone	Tablet	Game System	Internet TV	Streaming Device
RESIDENCE HALLS						
Wired (ResNet)	✓			✓	✓	✓
Wireless						
AirOrangeHelp*	✓	✓	✓			
AirOrangeX	✓	✓	✓			
AirOrangeGuest**	✓	✓	✓			
Gadgets&Games				✓	✓	✓
CAMPUS						
AirOrangeHelp*	✓	✓	✓			
AirOrangeX	✓	✓	✓			
AirOrangeGuest**	✓	✓	✓			
OrangeHotSpot***	✓	✓	✓			

* AirOrangeHelp is used only to configure and connect your device to AirOrangeX.

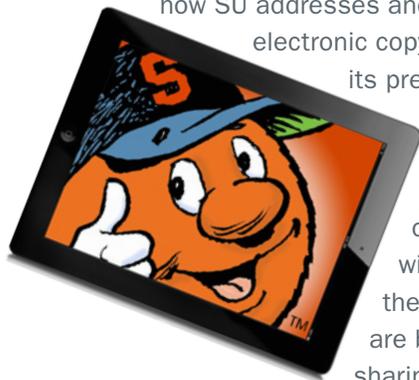** AirOrangeGuest is for family and guests who don't have an active SU NetID.

*** OrangeHotSpot is available only in the Carrier Dome.

Cable TV Service

◆ Time Warner digital cable television service is provided in all SU residential facilities. All channels are transmitted in High Definition and Clear QAM format.

◆ You will need to supply your own coaxial cable to connect your television to the CATV jack. Coaxial cables can be purchased at any store that sells consumer electronics.

◆ If you have an internet-enabled TV, you will need to supply your own Ethernet cable to connect it to the wired network. Internet TVs are not supported on the wireless network.

◆ To view all channels, you must set your TV to receive its signal from cable, and you should run "auto program" to recognize the available channels. Please refer to your owner's manual or visit the ITS website at http://its.syr.edu/cabletv for FAQ's and troubleshooting tips

◆ If you continue to have trouble, call the ITS Service Center at 315.443.2677 or email help@syr.edu. If you email, please include a phone number where we can call you back.

You Otto Know This, Too!

Visit http://supolicies.syr.edu/it/ and become familiar with SU's Information Technology policies. Also, visit http://its.syr.edu/filesharing to learn how SU addresses and resolves issues of electronic copyright infringement, and its preventative measures and policies to ensure compliance with federal laws. If you distribute copyrighted content without authorization from the copyright owner, you are breaking the law. Illegal sharing of copyrighted content can trigger a formal infringement notice. SU is required to comply with federal law, leading to possible legal action against the infringer.

PROTECT YOURSELF!

◆ **Don't share your passwords.** Nobody at SU, including Information Technology Services (ITS), will ever ask for your SU NetID password. Do not respond to any requests to reveal your password or other private information, including online and email requests.

◆ **Actively manage your passwords.** Create strong, unique passwords, change your passwords often, use a password manager to help remember them, and use two-factor authentication if available. Report to ITS if anyone is using your account without permission. Treat your password like the PIN for your ATM card – as your secret!

◆ **Protect your devices.** Ensure your computing devices are safe, physically and digitally. Device theft accounts for a large share of reported computer crimes on campus. Keep your devices in sight at all times, or secure them with locks. Enable automatic updates for your devices' operating systems and installed applications to protect against malware and internet threats.

◆ **Protect your reputation online.** Don't post anything you wouldn't want your parents (or grandparents) to see. Assume everything you post is public, will be read by anybody, and will last on the Internet forever.

Getting Help

If you need computing or network assistance:

◆ Search http://answers.syr.edu

◆ Email help@syr.edu. Please include your phone number so we can call you back.

◆ Call 315.443.2677

◆ Visit the ITS Service Center in room 1-227 Center for Science & Technology, through the double glass doors off the Milton Atrium.

◆ Visit http://its.syr.edu/supportsvc/ for hours of operation and other information.

You can also search SU's knowledgebase at http://answers.syr.edu or visit the new student page on the ITS website at http://its.syr.edu/newtosu for technical help. For detailed information about ITS Support Services, including locations and hours during the academic year, visit http://its.syr.edu/supportsvc.

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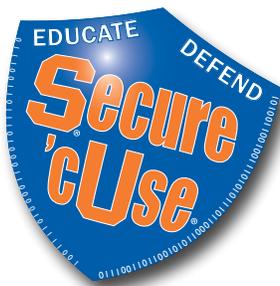
World-class technology at your fingertips!

Visit Answers.syr.edu, and search for *ITS Student Services*

You'll find things you need to know about, from adding your SU email to your phone, to managing your printing account, and more, including:

Unlimited access to the **lynda.com** video library of more than 3,600 engaging, top-quality courses.

Office 365
STUDENT ADVANTAGE

Your official SU email address is your ticket to free **Office 365 ProPlus** applications.

The **SU Mobile App** puts Syracuse University in the palm of your hand. Free for iOS and Android devices.

SU's MakerSpace lets you output to laser printers, 3D-printers, and other tools. Dream it and do it!

Connect with your advisor and course faculty with **Orange SUccess**, a web-based online advising tool.