Inside:
Get connected quickly to the Internet and cable TV

Syracuse University
ITS
Informatics and Technology Services
ITS.Syr.edu
Getting Connected
Connecting to Syracuse University’s networks, the Internet, and cable TV

Going 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 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 buildings, the Shaw Quad, and many public areas at SU are covered completely by the AirOrangeX wireless network.

How to Connect to the 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 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 are not 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 (ResNet)
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 via the wired (Ethernet, also known as ResNet) network.

Other Devices and SU’s Networks
Game consoles, TVs, streaming devices, TiVos, VoIP phones and similar devices are supported on ResNet, SU’s wired network, and should connect automatically, but are not supported on the wireless network. Most wireless printers will not work on campus WiFi networks, including Syracuse University’s, because they were designed for smaller or 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.

Simple Troubleshooting (continued)
- Is your computer’s operating system current? Computer operating systems that are supported on the SU networks include Windows Vista, Windows 7, Windows 8 and 8.1, and Apple OS X 10.6 (Snow Leopard) or higher. We recommend OS X version 10.9 (Mavericks), which is a free upgrade for owners of 10.6 (Snow Leopard) or higher. Earlier versions of Apple OS X are not supported.
- 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, or Internet Explorer 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/connecting/wireless/locations.cfm.

Cable TV Service
- Standard 72+ channel Time Warner cable television service is provided in all SU residential facilities.
- Premium channels and services are available at additional cost. Students can order by calling Time Warner at 855-375-9005.
- 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 have trouble, call the ITS Service Center at 315-443-2677 or consult http://answers.syr.edu.
- For all other problems, call Time Warner at 315-634-6000.

Stay informed and in touch with Information Technology and Services (ITS)
Visit: http://its.syr.edu
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Getting Help

If you need help with your computer or getting it connected to the Syracuse University networks:

C'mon down! Bring your computer to us with its power cord. We’ll be near the residence hall check-in areas in Booth, Brewster/Boland/Brockway, Day, Delplain, Flint, Lawrinson, Sadler, and Shaw. You can also come to the ITS Service Center in room 1-227, Center for Science & Technology, just off the Milton Atrium.

OR

Hang me up! Hang this tag on the doorknob outside your residence hall room. Consultants from SU’s Information Technology and Services (ITS) will stop when they see the hang tag and help. You must be in your room to receive this help, and it’s only available during the times above.

Saturday & Sunday, Aug. 23-24, 1-6 p.m. C'mon Down!

Do Not Hang a Tag! Bring your computer with its power cord to the ITS Service Center in room 1-227 of the Center for Science & Technology.
Information Technology and Services (ITS) is here to help:

**During Syracuse Welcome**
Follow the instructions for your location on the other side of this yellow tag.

**Throughout the year**
Detach and save the card below for information on getting ITS technical support.

**Need Tech Help?**
- Search http://answers.syr.edu
- Explore http://its.syr.edu
- Send your questions to help@syr.edu
- Call us at 315-443-2677
- Visit the ITS Service Center in room 1-227 Center for Science & Technology
- See http://its.syr.edu/supportsvc for hours, services and other information
Please take a few minutes to become familiar with SU’s Information Technology policies at [http://supolicies.syr.edu/it/](http://supolicies.syr.edu/it/). Also, visit [http://its.syr.edu/files-sharing](http://its.syr.edu/files-sharing) to find out 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 or reuse your passwords. Nobody at SU, including Information Technology and Services (ITS), will ever ask for your password. Do not respond to any requests to reveal your password or other private information, including online and email requests.
- Create a strong password, change your password often, and report to ITS if anyone is using your account without permission. Treat your password like the PIN for your ATM card – as your secret!
- 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.

Visit [http://securecuse.syr.edu](http://securecuse.syr.edu) for advice on making and remembering strong passwords, keeping your devices safe, and other information security tips and techniques.

**Get the latest tips, tricks, and important news from the ITS Information Security team.**

Visit: [http://securecuse.syr.edu](http://securecuse.syr.edu)

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