

Comcast @ Elkins Apartments

Welcome to Bloomington! Your high speed internet is furnished to you by Comcast.

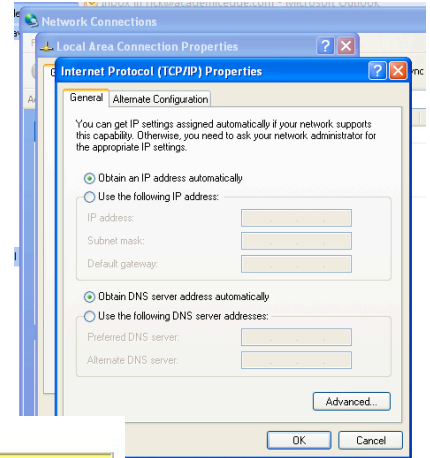
Comcast should have activated the cable modem so you should only have to connect it. By using the service you agree to abide by Elkins Apartments and Comcast's acceptable use policies.

How do I connect?

- (1) You should get a cable modem (and power supply) from the Elkins Apartments office.*
- (2) You will need to obtain an Ethernet cord and cable cable.
- (3) Take the modem home. Plug the power cord in and plug the cable cable into the wall and the modem.
(note: only one jack in the apartment is guaranteed to work, although others may work)
- (4) Check the lights on the modem and compare to the image below.**
- (5) Success: plug your computer into the modem using the Ethernet jack.
- (6) Set your network card to "Obtain a dhcp address automatically" (you may need to restart)
- (7) Surf.

*Your own modems will not usually work and may lead to additional expense.

**Troubleshoot by making sure your Receive, Send, and Online cable modem lights are solid (note, they may blink at first—see table). When you connect your pc or router then the PC Activity light should then start flashing. Your modem may look slightly different.



LED Legend



Modem Light	Status	Problem	Solution
Power	On	None	N/A
	Flashing	Startup diagnostics in progress	Verify all cable connections and try to reset the modem. Confirm signal levels and set up TC if necessary.
Receive	Solid	None	N/A
	Flashing	Looking for cable connection	Verify all cable connections and try to reset the modem. Confirm signal levels and set up TC if necessary.
Send	Solid	None	N/A
	Flashing	Aquiring cable signal	Verify all cable connections and try to reset the modem. Confirm signal levels and set up TC if necessary.
Online	Solid	None	N/A
	Flashing	Aquiring cable signal	Verify all cable connections and try to reset the modem. Confirm signal levels and set up TC if necessary.
PC Activity	Flashing	None	Transmitting data.
	Off	No data being transmitted	Either no data is being transmitted or there is no connection to the PC. Verify connections, check cable signals. Verify Ethernet/USB connections, the TCP/IP stack, and NIC.
Standby	Off	None	N/A
	On	Modem is in Standby	All other lights should be off. Press Standby button.

How do I get extra services like HD DVR or pay per view movies?

Just call Tammy Todd at Comcast (812.606.0624). They should be able to locate your bulk and create a separate account for you. You will be billed directly for any services you add over and above the services provided to you by Elkins Apartments. These changes should not cause you to be billed for any cable or internet services that Elkins Apartments has agreed to provide to you. If it does, then there has been a miscommunication between you and Comcast and you need to contact them to resolve the problem. We can try to help if you think you are being billed for services that you should be receiving as part of your lease.

How do I connect more than one computer?

You'll need a couple of things to connect multiple computers in your new home:

GO WIRELESS:

Unless all of your computers are in one room, we highly recommend you purchase a wireless router. These devices allow you to connect all your computers without using wires (thus wireless!).

We do not recommend you run wires all over the place and punching holes in walls is likely to cause you considerable problems for your damage deposit!

That said, for a typical house with, say, 3 roommates each with a computer, you will need: an internet service provider/connection, a cable or DSL modem (in most cases this comes with the connection order), a cable or DSL router, a network hub (only needed if you will use cables for some computers or printers), a wireless access point (if you choose to go wireless), a wireless card for each computer (if you choose to go wireless).

This sounds like a lot, but in reality you can purchase one device that combines the functionality of (3),(4), and (5). These are wireless routers that include hubs. Examples include products from **Netgear**, **Linksys**, and **3Com**, among many others. You can get such devices at **Best Buy**, **Office Depot**, **Staples**, **Circuit City**, or any other electronics store and they are generally under \$50.00. Most of these also include what's called a "firewall." A firewall helps protect your network from hackers and other intrusions from the internet.

So what you really need, unless you know you don't have need for one or more pieces, is an internet connection, a wireless router, and wireless cards for all computers.

Note that there are several types of wireless devices and all of the devices you purchase must speak the same language. The key is that your router/hub support any protocols that your cards have. So if the hub supports 501a & b and a card supports only the newer g or n protocols, then things won't work.

BASIC SETUP—THE NUTSHELL:

- 1. Go to the store and say "I need a wireless router and X wireless access cards" where X is the number of computers you have.** You may also want to say "I need a cable splitter, a couple cable cables, and an Ethernet cable" if you don't already have them.
- 2.** Hook the internet connection—in most cases a cable cable (called RG6)--into your modem.
- 3.** Hook the Modem to the Router using Cat5 cable (often blue and looks like a big phone jack).
- 4.** Connect PCs to the Router via wireless or wired (more cat5 cables) connections.



You'll need to follow the instructions for the devices you purchase since they all vary a bit but are pretty easy.

SECURITY:

Another thing to think about is how secure you want your wireless network to be. For example, most out-of-the-box configurations have a low level of security. This means that someone in an apartment next to yours or driving by in a car could detect your network and use it for free.

SUPPORT:

Technical support questions should be directed to your providers: Tammy Todd @ Comcast (812.606.0624) or, for 14th and Walnut ONLY, Consultech @ 812-330-7136). However, if you email or call in a question, we'd be happy to attempt to answer it as soon as possible and will forward them to our internal computer support person for response as time permits.

Please let us know if you have trouble with your internet provider. We want them to work with you and meet your needs and we need to know when they are not doing so. Thanks again for choosing Elkins Apartments as your new home. We look forward to having you with us.