STATECOLLEGEINTERNET

PROVIDED BY **getwireless.net**

GETTING
STARTED

CONTENTS

HELP TIP:
Visit **support.getwireless.net** for setup and troubleshooting videos and additional help.

GETTING CONNECTED

Service Basics
• We provide a wired High Speed Internet connection to your apartment.
• Service will be delivered by a DSL modem.
• If you have multiple users in your apartment you will need a router.
• STATECOLLEGEINTERNET does not provide or support wireless service in your apartment.
• Setup of a wireless router is your responsibility, please contact your router manufacturer if you need assistance.
• If you would like STATECOLLEGEINTERNET technicians to schedule an visit to setup your router this can be done for a fee (see below).

Quick Start
 1. Follow the connection diagrams found on page 2 of this guide.
 2. Once you are connected, open a web browser (Firefox / Chrome / etc) and follow the directions to login to our system. [Page 4]

Your Account

Once you connect your equipment, you will need to use this username and password to register your computer or router on our network:

Username: Password:

Equipment
You will need any STATECOLLEGEINTERNET provided equipment plus:
An Ethernet cable and Ethernet port on your computer.
— or —
Your computer, a wireless router and it's connection instructions.

Recommendations to improve your service
• Buy a high quality wireless router. Dual-band routers are recommended.
• Plug your computer and router into a surge protector.
• Keep you computer software updated. Turn on automatic updates where available.
• Run antivirus software, antispyware software and a firewall.
• Configure your wireless network securely. When configuring your router use current WPA to require a password and encrypt your traffic.

Wireless Router Setup by STATECOLLEGEINTERNET
If you would like STATECOLLEGEINTERNET to setup your wireless router we will do so for a small fee. The basic trip fee of $49.95 includes setup of the router and one computer. Additional computers can be configured for an additional $19.95 per computer.
These fees assume you have a working router and wifi capable computer when the technician arrives. Additional fees may apply if you have faulty equipment or miss an appointment.

How do I connect to the network if not using a router?

If you are using a single computer you just need to plug the Ethernet cord from your DSL modem into the Ethernet port on your computer.

DSL Setup

1. Plug one end of the phone cord into the phone jack and the other end into the modem
2. Plug modem power cord into electrical outlet
3. Plug one end of Ethernet cord into the modem and the other end into the computer.

> ## HELP TIP:
> Visit **support.getwireless.net** for setup and troubleshooting videos and additional help.

NOTE: There is one connection provided per apartment, not per tenant.

How do I connect to the network if using a router?

DSL Setup with a Router
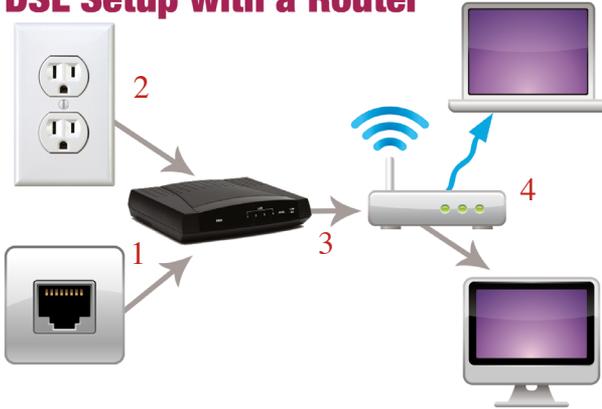
1. Plug one end of the phone cord into the phone jack and the other end into the modem.

2. Plug modem power cord into electrical outlet.

3. Plug one end of an Ethernet cord into the modem and the other end into the router.

4. Connect the router to the desktop computer or laptop via Ethernet cable or wirelessly.

Refer to router manual for setup instructions.

If you are using a router, you will need to connect your router's WAN port (or internet port) to the Ethernet port on your DSL modem. You will need to setup your router to get its IP using DHCP. Please refer to your Router's documentation. You will need to access the sign-in screen as above from behind your router (connected to it either wired or wirelessly) one time using your provided username and password. You will then need to reboot your router (unplug it for 30 seconds) one time after seeing the "Congratulations" Screen.

When you setup your router for wireless access, please make sure to set a unique SSID. Don't leave it the default like, 'linksys' or 'netgear' . Also, set some sort of authentication to secure the wireless connection. We recommend WPA or WPA2. If you don't do this, you may have problems accessing the internet or logging in at all.

DO NOT put your STATECOLLEGEINTERNET Username into your router. You MUST use Obtain IP address automatically or DHCP. DO NOT use PPOE.

PLEASE NOTE: STATECOLLEGEINTERNET **strongly recommends you secure your wireless router to protect yourself from unauthorized access to your computer or internet service. Please refer to your router's manual for setup procedures.**

Logging On

You will now need to open your web browser (Internet Explorer, Firefox, etc.) and try to go to a web page like www.google.com. You should then see the following sign-in screen:

Enter your username and password provided by STATECOLLEGEINTERNET and then click **'Connect'**.

You should now see the following screen:

You will now need to reboot your computer (and/or Router) and then your computer should be registered with the network and you should be able use the Internet.

Set Windows 10, 8 or 7 to use DHCP

DHCP Ethernet Configuration for Windows

1. Click on the Start menu, and select Control Panel.
2. Click on Network and Internet. (Skip this step if you do not see this Control Panel item)
3. Click on Network and Sharing Center.
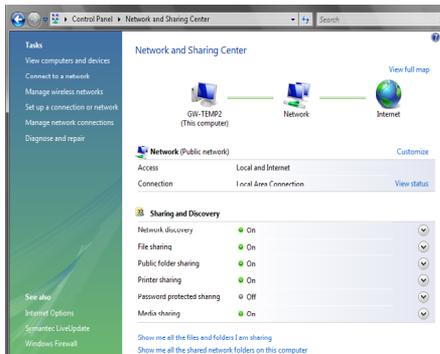
4. Click on Manage network connections.
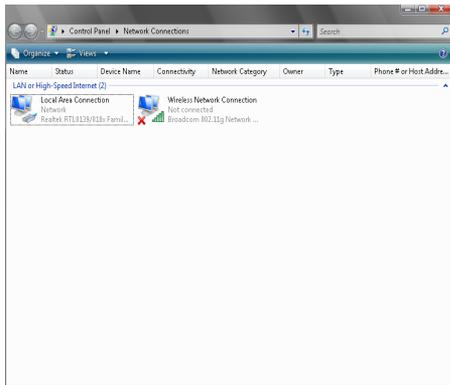
5. Right click on Local Area Connection and choose Properties. If Windows say it needs your permission to continue, click Continue.
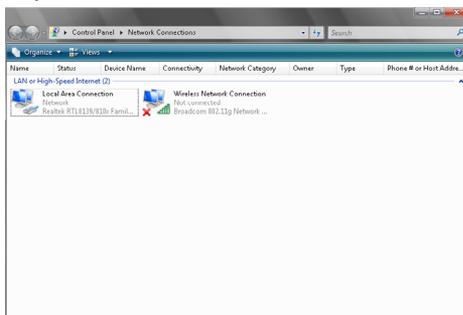
6. Select Internet Protocol Version 4(TCP/IPv4) and click Properties.
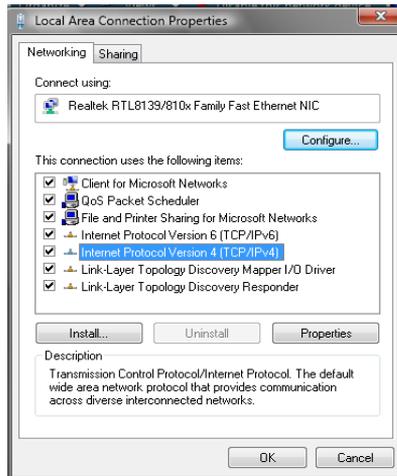
7. Select Obtain an IP address automatically.
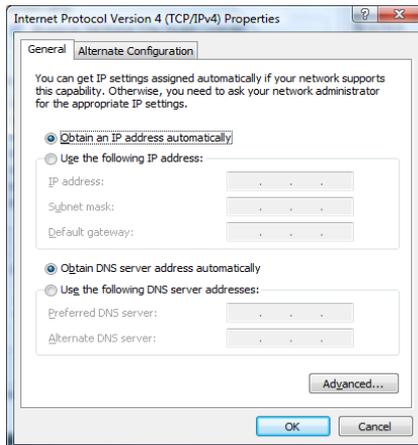
8. Click OK to close the TCP/IP Properties window.

9. Click OK to close the Local Area Connection Properties window.

10. Click Close to close the Network Connections window.

11. Click Close to close the Control Panel window.

Apple OSX Wireless Networking:

Click on the Apple on the left top of your screen. Navigate down to 'System Preferences' and select. Make sure to Show All and then click on Network under 'Internet & Wireless'. You should now see the window below:

You want to highlight the 'Airport' in the left white box as you see it is above. Make sure Airport status is 'ON' and click the checkbox to 'Show Airport Status in menu bar', you will then see your connection status on your top menu bar at all times.
Now click the 'Advanced…' button and from the new screen, click on the link for TCP/IP.
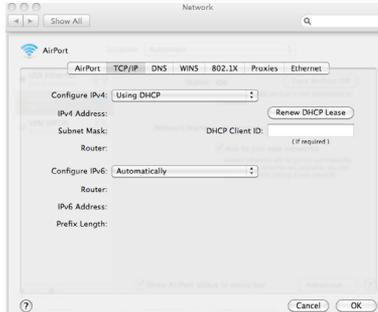
Select 'Using DHCP' if it is not already, next to Configure IPv4 and then press 'OK' at the bottom of the window. Now press the 'Apply' button if you had to make any changes and close the 'Network' dialog window.
Now if you look at your top menu bar you should be able to click on the Airport status icon and your drop down should look like this:
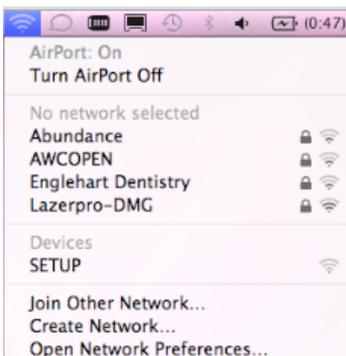
You will see a list of available networks. From the list, pick the SSID you have previously setup on your wireless access point. Select your network, if protected, you will be asked to enter a password. Once you enter the password, (as long as it is correct) your computer will be registered on the wireless network. If you click on the airport status icon in the menu bar it will have a check mark next to the network your computer is registered on.

Your computer should now be connected to your wireless access point.

My web browser did not display any pages…What's wrong?

1. If you have a DSL Modem, reboot by unplugging for 10 seconds and then plugging back in. The "DSL" or "Link" light should be solid and not flashing. If your link light on the DSL Modem is flashing more than 3 minutes (or off) after rebooting, then contact **STATECOLLEGEINTERNET** at **814-325-2382** or **support@statecollegeinternet.com.**

> DO NOT PRESS THE RESET BUTTON UNDER ANY CIRCUMSTANCES, THIS WILL CAUSE YOUR DSL MODEM TO NO LONGER FUNCTION AND WILL REQUIRE A BILLED SERVICE VISIT OR CHARGED EQUIPMENT REPLACEMENT FEES.

2. Reboot your router, if you have one.

3. Then Reboot your computer.

4. If using a router, try bypassing the router by connecting one computer to the Ethernet port on the back of the modem and see if you get the signup screen when trying to get to www.google.com. If this works, the issue is with your router. It could be a configuration issue. Please check with your router manufacturer, (refer to your router documentation).

5. If you still have trouble, contact the **STATECOLLEGEINTERNET** help desk 814-325-2382 or email **support@statecollegeinternet.com**. The help desk is available 24 hour a day.

We have a wireless router but our Internet keeps dropping, why?

If you are in an apartment building with lots of wireless routers and lots of wireless computers, there can be a lot of wireless interference. This can cause your computer to lose connection with your wireless router. The solution is to try and find a less congested channel to run your wireless router on. We highly recommend high end, dual-band routers because they currently offer the most channels and thereby provide you with the most opportunity to be on a different channel from everyone else. To make sure it is your wireless connection and not your Internet connection, plug your computer directly into the Ethernet port provided by **STATECOLLEGEINTERNET** and see if your Internet connection drops. If it is wireless Interference another solution is to hard wire (run Ethernet cable) your computer. This will resolve a wireless interference issue.

Can I move my equipment to another location?

No. We install the equipment in your apartment in the location that will work best for you. In some instances, this is the location that is designated for us by the property management group. Also, if there is a line splitter in place, do not remove or change this. This piece, once again, is designed to give you the best quality service available. If there is a service call requested, and we determine your equipment was moved to another location in the apartment, there will be a minimum service fee of $49.95 charged.

Can I connect to my corporate VPN or PSU VPN in addition to the Internet?

Yes. The **STATECOLLEGEINTERNET** network is designed to pass PPTP and IPSEC packets. In some cases you may need to contact your corporate VPN administrator.

What kind of speeds should I expect?

Speeds are based on the package you signed up for. We have plenty of bandwidth in all of our buildings to deliver our advertised speeds. There are, however, no guarantees on speeds to any particular site or service. In some rare cases in-building line quality can affect speeds.

Can I purchase additional speed?

Yes, please contact our sales team to see what upgrade packages are available in your building.

What happens if someone in our apartment gets a virus?

If we get notified by one of our upstream providers that your IP has a virus or worm behind it, we will notify you and deactivate your service. You will need to contact us when all of your machines have been cleaned and are no longer infected. You will want to make sure your router is secured and it could not be a third party behind your router that is causing the problem. We will then re-activate service. Make sure you are running active anti-virus and anti-spyware protection on all of your computers. If you are not able to determine which machine has the problem you may want to take them to Best Buy or another retailer to have them check your systems.

Recommendation:

We highly recommend you use an Uninterruptible Power Supply (UPS) to power our supplied modem, your router and your computer. At a minimum, you should plug them into a power strip with surge suppression. This will protect you from power spikes and under voltages that could damage your equipment and interrupt your service. The benefit of a UPS is it stabilizes the power and will make it less likely you will need to reboot your equipment if there is a power spike or brownout, which are very common in Central Pennsylvania. It is also much less likely your equipment will get damaged due to local power issues.

Contacting Support:

When you call our **support line 814-325-2382**, you will be asked for your Name, Contact phone number, Email address and your address (or building name) and apartment number and nature of your problem. **Make sure you are in front of your computer in your apartment when you call.** (We cannot assist you if you are not in front of your computer and in your apartment.) The technician will work through troubleshooting steps with you. If you are unable or unwilling to go through the troubleshooting process with a technician, we can schedule a service call which will be billed at $49.95.

If the technician is unable to resolve your issue by the end of the call you will be given a ticket number. This ticket number will be used to track your problem from initial issue until resolution. Please keep this ticket number and refer to it if calling back about the same issue. Once the ticket entered in our system you will also get the information sent to your email address you provided. Also any status updates to the ticket will also be emailed to you. Another way to contact support is through email by sending the same details into **support@StateCollegeInternet.com**. You will receive a ticket number back in email. (We understand that if you don't have working Internet you may not be able to receive email, but many customers have email to their cell phones, so this is an additional way we can correspond with you)

Ultimately if your problem is not able to be resolved over the phone, we will need to schedule a service call. You should get email confirmation of the scheduled service call when it is updated in your trouble ticket. Service calls will typically be scheduled for a two hour window of time, Monday-Friday, between 9am and 5pm. If your service call is scheduled from 9am-11am, this means the technician should arrive before the end of that window, if the technician gets delayed they will typically call you to let you know they are running behind.

support@statecollegeinternet.com
220 REGENT COURT STATE COLLEGE, PA 16801

814-325-2382