



INTERNET SETUP DIRECTIONS

General Directions –

1. Please be aware of the ‘NETWORK ADMINISTRATION POLICY’ seen in your lease agreement. Contact the property manager for a copy of this document.
2. We provide a ‘wired’ Ethernet jack for you. Please supply your own Ethernet cable.
3. The Ethernet jack in your room is Plug & Play. You simply connect your computer/device to the in-wall Ethernet jack, and you will be online. Sometimes, certain hardware/software requires a reboot after being plugged in.
4. For wireless, we recommend each person have their own ‘wireless router’. Do not acquire a ‘modem/router’ – this is not the proper device. Your Ethernet jack will function with your wireless router; simply follow the directions issued by your device’s manufacturer for an ‘Automatic’ internet connection. Please ensure you have a Network Name & a Password on your wireless router. **DO NOT SHARE YOUR PASSWORD – EACH ROOM’S ETHERNET JACK HAS ITS OWN BANDWIDTH, AND YOU WILL SLOW DOWN YOUR CONNECTION IF YOU LET OTHERS USE YOUR WIRELESS SIGNAL**
5. We will setup your wireless router for you, if needed. There is a onetime \$30.00 registration fee for this, due at the time the service is rendered. Using your ‘wired’ connection or smart phone, email us at: ITSERVICES@CULLOWHEE.CO for an appointment request.
6. We provide free phone and site support for a basic computer setup.
7. Certain online gaming functions/peer-to-peer functions may not be supported.
8. You are allowed to share folders/printers with anyone on the property, if you obtain permission from that individual.
9. The network is equipped with a firewall, which provides security against certain online threats. You are still required to have a functional software firewall/anti-virus/anti-spyware program. Note, certain software issued to students/employees by their educational institution or employers may or may not have all that is required.
10. If you are receiving email via an email client (i.e. MICROSOFT’S OUTLOOK) ensure that you are utilizing all proper access addresses and port numbers. This information is provided by your email service provider.
11. For printers, wireless or wired, please follow the directions issued by the manufacturer. We will be glad to setup an appointment with your for their setup. There is a onetime \$30.00 registration fee for this, due at the time the service is rendered. Using your ‘wired’ connection or smart phone, email us at the address given above for an appointment request..
12. Refrain from conducting illegal actions online. You are not permitted to plug in any equipment which violates any potential F.C.C. regulation.
13. If you are interested in additional upgrade options for internet services, please email us at the address given above.

Setup Help –

14. If you have performed ALL the steps in this instruction set and are still having connection issues, please contact support during normal business hours, at the number listed below. Most problems would be localized to your computer. Most personal computer issues can be diagnosed through a simple process by calling technical support. Site visits as well as office appointments can also be scheduled to resolve issues with your computer, or any potential problems with the property’s network.
15. In the event of an internet outage, whether during or after business hours, please leave a detailed message for our technicians. The circuits bringing internet to the property are monitored constantly. We will begin working on any problem brought to our attention via network monitoring & your call regarding an outage immediately.



Phone:
(828).508.1797