

# ENJOY BETTER

WELCOME

To Time Warner Cable Internet  
And Internet WIFI



**Potsdam**  
THE STATE UNIVERSITY OF NEW YORK

## PLUG INTO THE MODEM OR GO WIRELESS - IT'S YOUR CHOICE!

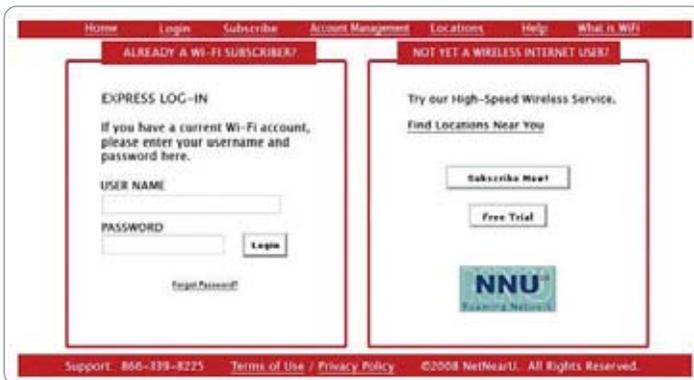
Each room is equipped with a traditional modem, or you may choose to use the RRWiFi Wireless Internet connection.

[NOTE: Wireless Internet will not affect your standard Internet connection (ie: connected to the modem). You may continue to use both.]

## CONNECTING TO WIFI THE FIRST TIME

### Connecting to the Wireless Network

- Open your wireless network or network connection dialog. In XP or Windows 7 it is usually an icon in the tray near the clock. In Vista select "Connect to" in the Start Menu. On a Mac the icon will be on the top right hand side of the screen near the clock. The network is named "RRWIFI" and is not encrypted.



### If the Login Screen fails to be displayed

If you are having any issue getting the initial login screen you may need to disable any firewall or Internet security software you are running. For more troubleshooting tips please consult the Troubleshooting document.

### Logging in to the wireless network

- Once you are connected to this network the first time you open your web browser you will be redirected to a login screen.

To Login, use your SUNY Potsdam e-mail address (without adding "@potsdam.edu", ie: smithjj192) and password. This should only need to be done once. Once that is completed, the information about that computer will be stored. You will only need to enter this information again if you obtain a new computer or change the wireless adapter in your computer.

## TROUBLESHOOTING BASICS

### CONNECTION RESULTS

Typically, assuming all connections are properly set, the lights on the front of the cable modem will go through a series of actions, and different lights will flash while the final connection is being established.

Once connected, lights will illuminate, indicating that your connection is functioning properly. For general information on the functions of your cable modem lights, use the following Lights/Indication table to help identify the functions.

Also please use the list of Troubleshooting Basics to assist with troubleshooting. Note that the names and colors of your lights may vary, but the principles are common to most cable modems. You may also refer to the cable modem manufacturer's owner's manual or instruction book for the exact function of each light and other specific information.

### LIGHTS INDICATION

<b>Power</b>	Steady green usually means modem is on.
<b>Cable, Sync or Block Sync</b>	Steady green usually means modem is connected to the cable Internet network. Usually flashes during initial synchronization. Off means no cable connection (call support).
<b>PC or link</b>	Steady green means connection to computer is working. Off means computer is turned off or not connected. Some modems do not have this light or an equivalent.
<b>Data or Activity</b>	Flashing or blinking green means data is flowing through the modem. Some modems have a separate light (RD or RX, for example) that indicates when your modem is receiving data as well as a light (TD, TX or SD, for example) that indicates when your modem is transmitting data.
<b>Test or Error</b>	Normally off. May flash during initial self-test or software downloading. Steady light usually indicates some failure of the modem or the network.

Your cable modem should operate continuously without maintenance. You may leave the cable modem on even when you turn off your computer. If you experience problems, please go through these possible causes before you contact TWC Customer Support.

- Check coaxial cable at the modem and outlet**

If the connection on your coaxial cable becomes loose at either your modem or the cable outlet, you will not be able to send or receive data. Secure the connection.

- Check Ethernet or USB cable connections**

If your Ethernet cable or USB cable becomes loose at either your modem or your computer, you will not be able to send or receive data. Secure the connection.

- **Confirm the cable signal**

Confirm that your cable signal is active. If you have cable television service, confirm that you are receiving the signal and that the channels are clear.

- **Power cycle your modem**

Given that your modem is always on, normal occurrences, such as power interruptions, network maintenance or electrical storms, can cause its memory to collect errors. Over 90% of the time, power cycling your modem can clear these errors and restore your connection. Should you experience connection problems: simply unplug your cable modem, wait 30 to 45 seconds, plug it back in and reboot your computer when the lights on your cable modem are solid.

Some modems have a battery back-up. Unplugging and plugging will not reset them. Look for a reset button the back of the modem and use it instead.

## INTERNET TROUBLESHOOTING

- Reboot your computer by restarting it.
- Verify that all lights on the modem are working - if all the lights are working OK, you need to contact the helpdesk at 1-866-339-8225 and select option 4. You will need your Account number (if available) or MAC address (which is located on a label on your CABLE MODEM) If all the lights are not working please reset the modem by unplugging it from the electric outlet and plugging it back in. A reset of a wireless router is also necessary if in use.



- If lights on the modem are still not working properly see below.

### No Power Light

Make sure modem is plugged into a working electrical outlet, verify if outlet is run by a switch and make sure switch is on, verify modem power cord is tightly plugged into modem.

### No Cable Light or Blinking Cable Light

Make sure the cable cord is tightly connected to the modem.

### No Online Light

Make sure the cable cord is tightly connected to the modem.

### No Send/Receive Light or Blinking Send/Receive Light

Make sure the cable cord is tightly connected to the modem.

### No PC Light

Verify that your ethernet cable or USB cable is plugged securely into your PC or router. Make sure that the ethernet cable or USB cable are plugged securely into the modem.

**If these steps do not resolve the problem -** And you have lost your connection to the Internet, contact us at **1-866-339-8225**. Please be prepared to provide the Time Warner Cable Technical Support agent your Street Address and/or Complex name. With that information we should be able to find the account with the MAC ID on the modem.

## WIRELESS TROUBLESHOOTING

### BASIC CONNECTION TROUBLESHOOTING

#### Verify the wireless is active

If you are using a laptop be sure your wireless is active. This can sometimes be a switch on the front or side of the laptop or a key combination. The most common key combinations are holding the Function key (Fn) and hitting the F2 key.

#### Verify you are connected to the RRWIFI network

There is usually an icon near the clock that if you hover over will tell you the connection status. If it says anything other than RRWIFI, you'll need to connect to the RRWIFI network first.

## Verify you have a valid IP address

If you are connected to the wireless network and have an IP beginning with 169 you may have an issue with your wireless adapter or your computer. You can try restarting your computer and reconnecting to the RRWiFi network.

## Try another site

Try [www.yahoo.com](http://www.yahoo.com) or [www.google.com](http://www.google.com) or [www.cnn.com](http://www.cnn.com) as options as those sites are rarely, if ever, down.

## Verify connectivity in XP/Vista with ping command

To do this click on the “Start” button, in XP it will say Start and in Vista it will just be the Windows logo. In XP click on “Run” and type “cmd” without the quotes and click the “OK” button. In Vista just type “cmd” without the quotes in

If you get an error such as “unknown host” you may have an issue with your operating system.

## Disable any firewalls or Internet security tools

If you are running a firewall or some form of Internet Security, try disabling it and see if you can get online. If you can get online you may need to contact support for that software package.

For support:  
**866-339-8225**

RRWiFi support ID  
**56-010332**

```
C:\WINDOWS\system32\cmd.exe
C:\>ping www.yahoo.com
Pinging www.yahoo-ht3.akadns.net [69.147.76.15] with 32 bytes of data:
Reply from 69.147.76.15: bytes=32 time=26ms TTL=53
Ping statistics for 69.147.76.15:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 26ms, Maximum = 26ms, Average = 26ms
C:\>
```

the box labeled “Start Search” and hit the enter key or return key. In both cases you will get a black box displayed and a cursor flashing next to a “>.” Just type “ping [www.yahoo.com](http://www.yahoo.com)” again without the quotes and hit the enter key or return key. If the connection is up you should see something like the window above.

