

# ATTENTION OAKLAND RESIDENTS!!!

NEW FOR FALL 2003: COMCAST HIGH-SPEED INTERNET!

## Steps to Service

To begin using your Comcast high-speed internet, please read on:

- You must be a resident of a Housing-leased apartment in Cathedral Mansions, Fairfax Apartments, London Terrace Apartments, Neville Apartments, or Webster Hall.
- All computers in the room must have ethernet cards installed
- Verify that a cable modem has been installed in your room (it's a dark blue box connected to the TV cable). If there is no cable modem, contact Comcast at 1-800-COMCAST (on Opening day, Aug. 19, you may return to the Oakland check-in site before 4:00pm).
- If you have multiple computers in your apartment, you will need a hub. You may purchase a hub or switch, or 10 mb 4-port hubs are available for loan at Housing Services. To pick up a hub, visit the Housing Services office at Morewood E Tower 101.
- You may need to purchase additional Ethernet cables to connect the computers to the hub. These are available at the Computer Store in Cyert Hall.
- Connect all of your equipment, turn on the cable modem and hub, connect an ethernet cable from the modem to the **uplink** port on your hub or switch, and connect ethernet cables from your hub to each computer. If only one computer is in the apartment, you can run the ethernet cable from the modem directly to the computer.
- For most operating systems (Windows and Macintosh OS X), the default network settings should get you connected. No special network settings are required. For assistance, contact 1-800-COMCAST. **Please note that there is no network registration procedure required.**
- You will need to download, read, sign, and return the **Comcast Acceptable Use Policy** and **Comcast Terms of Service** documents. These documents are available on the website for download, and paper copies will be available when you check in.
- If you still have a DSL modem (see <http://www.housing.cmu.edu/broadband/> for photos) please return it to Housing Services immediately.
- Please do not remove the cable modem from your apartment for any reason, even if you are changing rooms. Missing cable modems will be damage-billed as missing furniture.

## To Get Help

For Technical Support regarding video or data connections, please contact Comcast at 1-800-COMCAST. Enter your apartment phone number when prompted (as 412-862-xxxx). Next, select "3" for technical support, then select "1" for video, or "2" for High-Speed Internet.

If the problem cannot be resolved directly with Comcast, please contact Carnegie Mellon Telecom at 412-268-8500 for additional assistance.