



IT Matters

Elizabethtown College Information & Technology Services Student Newsletter – February 3, 2015

Help Keep Wireless Working



The College's network has 2300 devices connecting daily to the 482 wireless access points spread out across the campus. With this many devices on a single network, there are bound to be some problems, but ITS is available to help make everything work as smoothly as possible. This newsletter is dedicated to providing information about the wireless network and potential causes for wireless trouble.

All devices share the same air and if devices aren't configured properly, they can cause problems for everyone around you. Help us keep the network working at top performance by fixing troublesome devices – don't be a WiFi monster!

Wireless Printers



Turn off the wireless feature on your printer. Wireless printers broadcast their own network using air time that would normally be used by the college's network. You can still use your printer by plugging in a USB cable between the printer and your computer. If a cable didn't come with your printer, you can get a free one from the Help Desk if you promise to turn off the wireless on your printer.

Many printers have the wireless turned on by default, which needs to be turned off. UC San Diego provides instructions for most HP wireless printers here: <http://bit.ly/15mbLHl>

Personal Routers

Personal routers are not permitted on the college's campus as they broadcast wireless that interferes with the college's wireless. This interference means everyone nearby sees slower speeds. If you're finding your devices disconnecting from the network frequently, it is likely someone on your floor has a wireless router.



If you see WiFi networks other than those hosted by the college (EC_OPEN_WIFI, EC_JAYNET_LOGIN, or FIX_MY_WIFI), report it to your RA or Residence Life right away. Working with ITS, they can help identify where the network is coming from. These WiFi networks can have a variety of names such as "lynksys2389," "NETGEAR25," "Mike's Network," or "FBI Surveillance Van 3."

If you have a wireless router, turn it off and take it home. The wireless network on campus is capable of handling the devices of students on campus if everyone shares the network responsibly.

ChromeCast/Amazon Fire TV

These devices are designed for a home network and generally don't operate well on a large network. We'd recommend that you leave the ChromeCast or FireTV at home. If you're savvy, you can still connect them on the network.



When setting up ChromeCast or Amazon Fire TV, the device creates a personal WiFi network to complete set up. In order to set up your device correctly, you must use a separate mobile device connected to EC_OPEN_WIFI. Make sure you complete the process entirely or the device will continue to cause problems.

- [ChromeCast Set Up Video](#)
- [Amazon Fire TV Videos](#)

Please note: ChromeCast and Amazon Fire TV can't connect to a computer because computers must connect to EC_JAYNET_LOGIN. These devices must connect to EC_OPEN_WIFI in order to complete installation. Contact the Help Desk at helpdesk@etown.edu or x3333 for more information.

Personal Hotspots



Many cell phones have the option to turn on hot spots. These are great when you're out of WiFi range and still want to be connected. Unfortunately, if they're left on, they use the same airway as all of the other devices, and can cause interference. When you're back on campus, make sure the hot spot feature is turned off on your cell phone.

Comcast TV Guide



You may have noticed that over winter break, Comcast upgraded the digital TV boxes on campus with a new TV guide. As a result of that upgrade, they received a number of complaints about poor picture and audio quality. They rolled back the upgrade, which also removed the TV guide feature. Comcast is currently working on a solution to bring the TV guide back, but they don't have a timeline yet to fix it.

Help is Available

Please reach out to us at the Help Desk if you have any questions or we can help you get your devices connected to the College's network. The Help Desk is available via phone (717-361-3333), email (helpdesk@etown.edu), or walk-in (daytime in Nicarry 108 or evenings at the High Library).



	Nicarry 108	High Library
Saturday	12:00pm - 5:00pm	
Sunday		6:30pm – 11:00pm
Monday – Thursday*	8:00am - 6:15pm	6:30pm – 11:00pm
Friday	8:00am - 5:00pm	

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Contact Us:

Phone: 717-361-3333

Email: helpdesk@etown.edu

Walk-in: Nicarry 108

Online Tickets: helpdesk.etown.edu

Website: www.etown.edu/its

Knowledgebase: Helpsheets and videos for 24/7 tech support
Atomic Learning: On-demand video tutorials on common technology topics