Family Housing High-Speed Internet: Instructions & Troubleshooting

Glossary of Terms Used in this Document

**Ethernet Cable:** The short Ethernet cable provided with your CPE is black, but they can be other colors including red, blue, yellow and green.

**Note:** Phone cables and Ethernet cables are not interchangeable. Ethernet cables have larger plugs than those on a phone cable.

**Connector:** A place on the CPE where a cable can be plugged in. The CPE has 4 connectors: PWR, ENET, WALL and PHONE. PHONE is not used.

**CPE (Customer Premises Equipment):** The CPE for Family Housing is a Cisco 575 long range Ethernet device provided to students by the University. This device can not be used with any networks other than the University of Massachusetts at Amherst Family Housing Network. Students are financially responsible for damage to the unit. Cable Modems or DSL Modems are not replacements for the CPE. We also do not recommend that you use Cable Routers.

**Jack:** An OIT phone jack on the wall.

**Power Adapter:** The CPE comes with a power adapter and wall power cord. Do not use another power adapter.

**NIC (Network Interconnect Card):** Your computer's Ethernet card. Most new computers have built in NIC’s.
How to Set Up Your Connection

Step 1
Connect the Ethernet cable to the ENET connector and your computer’s NIC card.

Step 2
Connect the phone cable to WALL connector and OIT telephone jack.

Step 3
Connect power adapter to CPE.

Step 4
Connect Power Cord to Power Adapter, and plug into power outlet.

Step 5
Start your computer, open a browser, and type in a URL. Your browser will be directed to the NetReg page where you will be asked to register your computer.
Troubleshooting Tips:
What to do when you can’t connect to the Internet

When properly configured, the READY, ETH and POWER lights will be on. The ACT light may flicker.

Symptom: The READY and POWER lights are lit, but the ETH light is not lit. The ACT light is also dark.

Troubleshooting: Make sure the computer connected to the CPE is on. Next, make sure the black Ethernet cable is connected to computer’s NIC card and to the ENET connector on the CPE. If the Ethernet cable is not in good condition, it should be replaced.

Remove any intermediate devices and connect a computer directly to the CPE. If this solves the problem, the intermediate device is defective or improperly configured.

Symptom: None of the four CPE lights are on.

Troubleshooting: Check back of unit power connection, wall power connection, and power adapter in the middle of the connection. Try a different wall outlet. If these do not work, CPE or power adapter unit may have failed.

Symptom: The POWER light is lit, all other lights are dark.

Troubleshooting: Use above troubleshooting procedures to first troubleshoot the Ethernet side, then the Network Side. Recheck the connections to make sure the proper cables are connected to the correct CPE ports.

Symptom: ETH and POWER lights are on; ACT light may be blinking. The READY light is not lit.

Troubleshooting: Make sure the phone cable is connected to CPE connector labeled WALL and to the jack in the wall. The PHONE connector on the CPE should not be used. To ensure that the phone cable is not faulty, try testing the connection with another phone cable.