



INTERNET USAGE GUIDE

Select Campus Realty buildings are being supplied with a high speed internet connection. Following is some information that will familiarize you with this service and make using your apartment internet connection easier.

System Requirements

- Windows 2000 or greater
- Ethernet Network Interface Card (NIC)
- CAT5 patch cable with RJ 45 connectors

Networking Setup

The operating system needs to be configured to assign an address to the card using DHCP. DHCP allows the network to automatically assign an IP Address. To configure your Ethernet card:

Windows 2000 or XP

- From the Windows taskbar, click Start
- Click Settings, then Control Panel
- Double Click the Network Icon
- Right Click on your Ethernet Adapter Icon
- Click Properties
- Click Internet Protocol (TCP/IP)
- Select Obtain an IP Address automatically
- Select Obtain DNS server address automatically
- Click OK to exit the window
- Click OK to exit the next window, DHCP will now be enabled.

Apple Macintosh

- Select the Apple Menu
- Select System Prefs
- Select Network
- Select TCP/IP
- Select Configure Using DHCP, DHCP will now be enabled.

The connection should not be shared among multiple users. If this happens you will be charged full price for all users.

E-Mail Setup

We do not offer E-Mail accounts, however, we do allow for outbound and inbound e-mail access via SMTP, or POP3.

Security

The apartment building's LAN is behind a firewall which allows Internet communication only when initiated from within the LAN. This allows you to connect to web sites, mail servers, etc., but prevents anyone from connecting to you. You, however, are still responsible for the security of your own computer system. The security measure mentioned above precludes the use of any software that requires an open incoming connection from the Internet.

Virus Detection/Prevention

It is the responsibility of every network user to ensure their computer is virus free. Antivirus software is widely available for most operating systems, and is freely available to Staff and Students at U of M from the following URL: <http://www.itd.umich.edu/virusbusters/>. Due to the increasing number of problems associated with infected computers, we may assess charges against users that fail to protect their PC from viruses and cause interference with other users or our network. Campus Realty may terminate a user's network rights if virus problems occur persistently.

Network Unavailability

Although we will strive to maintain the best connectivity within the Campus Realty buildings, we cannot be responsible for downtime caused by our Internet service provider. We will work closely with them, however, to ensure reasonably fast restoration of and continuation of service. Accordingly, *there will not be any rebates for service interruptions.*

Troubleshooting and Support

Ethernet

1. Ensure that your Ethernet card is properly connected.
2. Most Ethernet cards have a light on them indicating network activity.
3. Ensure that the light is on or blinking.
4. If your card doesn't have a light, or you can't find it, skip this step.
5. Ensure that the operating system has properly installed the hardware.
6. Follow the Ethernet manufacturer's manuals to ensure card is properly installed.
7. Ensure proper networking configuration for DHCP.
8. Follow directions in **Networking Setup** above. Double-check the settings.

Windows 2000, XP

1. Click the Start button.
2. Click Run...
3. Type cmd into the box and hit OK.
4. At the command prompt type ipconfig and hit the enter key.
5. If the address looks like 169.254.X.X type ipconfig /renew and press enter.
6. If the address looks like 192.168.11.X the problem is elsewhere.
7. If the address still looks like 169.254.X.X check your Ethernet cable to the wall jack, and double check that your computer is getting its settings from DHCP.
8. You will not be able to connect until you have a valid IP Address in the form of 192.168.11.X.

Macintosh

1. Open TCP/IP in the Control Panel.
2. You should see your current IP Address listed.
3. If your address does not look like 192.168.11.X check your Ethernet cable to the wall jack.

Wireless

Windows Wireless Networking

If your wireless device uses Windows to configure the wireless settings and your computer does not automatically connect to the wireless network, follow these connection steps.

1. Click the "One or more wireless networks are available" message in the notification area of the desktop near the clock.
2. Click to select the wireless network named CAMPUS_RENTALS in "Connect to Wireless Network".
3. Click "Connect".

You should now be connected to the wireless network named "CAMPUS_RENTALS".

Troubleshooting

- If you have difficulty connecting to the wireless network, go to Start> Settings> Control Panel. Double click on Network Connections. Double click on the icon for your wireless adapter. Follow the directions above for the **Windows Wireless Networking**.
- If you are still experiencing trouble, go to Start> Settings> Control Panel. Double click on Network Connections. Double click on the icon for your wireless adapter and press the "Advanced" button.
- Under the "Preferred Networks" section, press "Add". Enter the name CAMPUS_RENTALS for the SSID field. The SSID is case sensitive, so please type in CAPS.
- For "Data Encryption", select "Disabled" from the pull down menu then click on "Ok".
- Under the "Available Networks" section of the Wireless Connection Properties, press "Refresh" you should now see and be connected to the CAMPUS_RENTALS wireless network.

If you are still experiencing issues, please contact tech support.

Other Manufacturer's Wireless Software

1. Install your wireless hardware according to the manufacturer's instructions.
2. If the hardware uses the manufacturer's software to configure the wireless settings, please refer to the technical documentation included with your product. The connection settings should follow the DHCP guidelines set by the manufacturer.

Technical Support

For technical support, call 248-591-0000. Notify the technician you are a resident of Campus Rentals.

Lewis IG is the vendor that provides the high-speed link to the Internet.

Hardware or software problems associated with a renter's PC are the renter's responsibility. However, if you have a question about your connectivity, you may make an inquiry to the office free of charge. Sometimes your problem may be solved quickly over the phone, but if a service call to your unit is required and the problem is not related to the landlord's equipment, a service charge will be charged to your apartment. Service charges begin at \$120.00 for the first hour and \$35.00 for each fifteen-minute increment thereafter.

Extended Network Unavailability

In the event of an extended failure, all U of M students have free Merit Dialup Network accounts. The Ann Arbor dial up number is 734-489-2222 for U of M students. Contact the University of Michigan computer help line at 734-764-HELP for more information or help in setting your computer up for this account.

Usage Rules and Regulations

Campus Rentals LLC (Landlord) exercises no control whatsoever over the content of the information passing through the network. You are fully responsible for the privacy of, content of, and liability resulting from your own communications.

- Landlord makes no warranties of any kind, whether expressed or implied, for the service it is providing. Landlord also disclaims any warranty of merchantability or fitness for any particular purpose. Landlord will not be responsible for any damages consequential or incidental that you suffer or inflict on others. This includes but is not limited to loss resulting from computer viruses, delays, non-deliveries, misdeliveries, or service interruptions caused by Landlord or your own errors or omissions. Use of any information obtained via Landlord's networks is at your own risk. Landlord specifically denies any responsibilities for the accuracy or quality of information obtained through its service.
- You agree not to interfere with or disrupt other network users' network services or network equipment, intentionally or not. Disruptions include, but are not limited to, distribution of spam, violations of Usenet news etiquette, propagation of computer worms or viruses, and using the network to make unauthorized entry into any other machine accessible via the network, or for the commission of any crime.
- Landlord reserves the right to modify access if it becomes aware of any of the above violations.

Resident agrees that the use of the Service by the Resident is subject to the following terms and conditions:

- a. **No uses that inordinately drain bandwidth** – Any use of the Service that inordinately drains bandwidth, such as hosting one or more web sites and/or running one or more servers directly from the Apartment, is prohibited. Resident may have a Web site or e-mail address that is hosted over third-party servers, like America Online, and that is stored at a site not on the premises of the Apartment Community. Neither Landlord nor Provider will provide e-mail servicing.
- b. **No rent abatement for service disruptions** – Landlord shall not be liable or responsible for any loss, damage, or expense that Resident may sustain or incur by reason of any change, failure, interference, disruption or defect in the supply or character of the Service or if the quantity of the Service supplied by the Provider is no longer available or suitable for Resident's requirements. No such change, failure, interference, disruption, defect, unavailability, or unsuitability shall constitute an actual or constructive eviction in whole or in part, or in any way entitle Resident to any abatement or diminution of rent or in any way relieve Resident from any obligation under their residential lease.
- c. **Landlord's right to discontinue service** – Landlord reserves the right to switch Providers and/or discontinue providing the Service to a Resident and/or apartment address if the Resident and/or apartment address is deemed to be using an inordinate amount of bandwidth as stated in section b above.
- d. **Access to apartment** – To provide the Service, certain equipment, including amplifiers, distribution cables, lock boxes, connectors, splitters, wall plates, and other appurtenant devices will have to be installed or are installed in Resident's Apartment. Resident shall allow Landlord and/or Provider service personnel reasonable access to the Apartment for purposes of installing, maintaining, repairing, replacing, or removing this equipment, as well as for auditing, selling or changing the Service.
- e. **Resident responsible for equipment damage** – Resident agrees not to damage the equipment described above, and agrees to indemnify and hold Landlord harmless from and against any and all claims, demands, costs, expenses (including attorney fees as allowed by law), and causes of action

arising out of, or in any way relating to, actions or inactions by Resident, including but not limited to, any amounts required to cover the costs of any such damage.

- f. **No installation of private reception devices that cause interference** – Resident may not install or use a private reception device, such as a satellite dish, which does not comply with the technical specifications established by the Federal Communications Commission, including but not limited to, signal leakage, which interferes with delivery of the Service.
- g. **Landlord not liable for residents financial losses** – Landlord shall not be liable to Resident for any losses incurred as a result of day trading, e-commerce, or other financial transactions and activities engaged in by Resident over the Service. If Resident uses the Service to engage in any of these activities, Resident does so at Resident's own risk.
- h. **Landlord not liable for Internet content** – Landlord makes no warranties of any kind, either express or implied, as to the accuracy, completeness, timeliness, moral standard, or suitability for any purpose of the material available on the Internet. Nor shall Landlord have any liability for the content of the data transmitted and received on the Internet.

Resident has read, understands, and agrees to comply with the rights and fulfill the responsibilities described in the Internet Usage Guide, as set forth above. Resident, by his or her signature below, acknowledges receipt of a copy of the Internet Usage Guide. The undersigned Resident agrees to pay Landlord the sum of **\$19.95 per month** for the services described. In the event the service is terminated by either party, in writing, the undersigned Resident agrees to pay for all services through the date of termination of the service, at the rate of \$19.95 per month.

Date: _____

Resident: _____