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Cable/Internet Issues in Residence Halls

If you are having Cable or Internet issues in a residence hall room please try the following before contacting staff in your hall or ITS:

Internet:

- Check your Internet jack and make sure it's plugged into the right port. Internet is the top port, the bottom is for phones.
- Try your computer in another jack in your room. If it works, then the issue is with the jack and you should report it. If it doesn't work, the problem could be your device is not set up properly or broken.

Cable:

- Try your TV in another jack in your room. If it works then the issue is with the jack and you should report it. If it doesn't work, the problem could be your device is not set up properly or broken.
- Make sure you've programmed your TV to find channels here at Eastern. Instructions to do so should be located in the manual or under the TV's menu.

If you still have trouble please collect the following information and contact the staff in your residence hall or the ITS help desk at 465-4346:

- Your full name
- Eastern ID number
- Your room number
- Bedroom number/letter if applicable
- The internet jack number (located on the jack)
- The best day and time to reach you (Monday through Friday 9 to 5)
- Your cell phone number
- A description of the problem you are having

ECSU Cable TV Service:

In 2014, Eastern's Charter Communications cable TV service was changed from an analog to an all-digital signal. This new service, which is free to students living in Eastern residence halls includes an expanded channel lineup with many high-definition (HD) channels, four HBO channels, and over thirty digital music channels. This is a customized, bulk-feed type of service that is specific to Eastern. The channels are fixed and the service cannot be upgraded with additional channels using Charter provided equipment.

To receive these channels, you must have a QAM tuner (Quadrature Amplitude Modulation). The QAM tuner allows your TV to receive high definition cable programming without a cable set-top box. Most, but not all televisions manufactured after 2007 have an integrated tuner that can receive QAM based channels.

You should check the specifications from your TV manufacturer to determine if it includes the required QAM tuner. It should be explicitly referenced in the TV's specifications. There are several types of digital tuners in the United States and not all will work with Eastern's cable TV service.

- § NTSC Tuner - not compatible,
- § ATSC Tuner - not compatible,
- § QAM Tuner - compatible and required.

Unfortunately, some less expensive TVs come with a low-quality QAM tuner that may not be able to pick up all of the digital channels. Our experience has demonstrated that well-established manufacturers such as Samsung, Sony, Sharp, LG, and Toshiba have performed better. Also, to receive HD channels, you need an HD-compatible TV.

How do I program my TV to view the new channel lineup?

Most QAM tuner TVs have a "Channel Search" or "Auto Program" function that will automatically scan the incoming signals and detect the ones that are available. It may be necessary to do a channel search before your TV will allow you to tune to a specific channel.

1. Go into the TV Menu and select "Set Up"
2. Look for and select an option similar to "Channel Search" or "Auto Program"
3. The TV will automatically begin searching to identify all available channels
4. After this auto search is completed, there should be approximately 60-70 channels available for viewing (if the TV has an internal QAM tuner). If no channels are available, it is likely the TV does not have a QAM tuner.

If you previously watched a program on channel 4, the new channel may have moved to a new number, such as 4.2 or 4-

Some TVs require you to erase "old" channels and rescan them in the new channels.

Also, most HD TVs have the ability to modify aspect ratios. If your picture seems stretched or has black bars around the picture after the scan, please modify the aspect ratio to fit with your desired viewing experience.

If I do not have or do not want to purchase a TV with a QAM tuner do I have any other options?

You can purchase an external QAM tuner that can be connected to a TV. Only the following unit has been endorsed by Eastern and Charter Communications as being fully compatible with the new cable TV service. This unit is available online directly through Channelmaster or from Amazon.

- http://www.channelmasterstore.com/HD_Antenna_Tuner_CM_7001_p/cm-7001.htm

After consulting my TV user manual and verifying that I have a TV with a QAM tuner, I am still having problems getting a cable signal on my TV. What can I do for support?

- Please contact the ITS Help Desk at 860-465-4346 or by email, helpdesk@easternct.edu.

Channel Name	TV Channel Number
WFSB CBS HD	7.1
WVIT NBC HD	7.2
WCBV ABC HD	7.3
WCCT CW	8.1
WBZ CBS HD	8.2
WTNH ABC HD	8.3
WCTX MyTV HD	9.1
WUVN Univision HD	9.2

WTIC Fox Hartford Channel Name	10.1 TV Channel Number
WEDH PBS Hartford	10.2
WGBH PBS Boston	10.3
WHPX ION HD	11.1
NESN HD	11.2
WRDM-LP - Telemundo	12.104
Government Access	13.156
Connecticut Public Affairs	15.97
ECSU Channel 22	16.105
Public Access	17.150
Charter TV 3	18.67
HBO HD	19.1
HBO 2 HD	19.2
HBO Signature HD	19.3
HBO Family HD	19.4
WCCT-DT - CW	20.1
This-TV	20.2
Comedy Central HD	22.17
A&E HD	23.17
WEDH PBS	24.1
Animal Planet HD	24.17
WEDH PBS CPTV4U	24.2
WEDH PBS CPTV Sports	24.3
Discovery HD	25.17
History Channel HD	26.17
National Geographic HD	27.17
Travel Channel HD	28.17
BET HD	29.17
Bravo HD	30.17
E! HD	31.17

Lifetime Movie Network Channel Name	32.17 TV Channel Number
Esquire Network HD	33.17
TBS HD	34.133
TNT HD	35.174
USA HD	36.17
ABC Family HD	37.17
Cartoon Network -HD	38.17
Disney Channel HD	39.17
Nickelodeon-East HD	40.17
TV Land HD	41.17
Food Network HD	42.17
fx HD	43.17
Cloo TV SD	44.17
HGTV HD	45.17
Learning Channel HD	46.17
Spike TV HD	47.17
SyFy HD	48.17
TruTV - HD	49.17
Weather Channel HD	50.494
AMC HD	51.17
Turner Classic Movies	52.17
CMT	53.2
MTV HD	54.17
VH-1 HD	55.17
CNBC HD	56.17
CNN HD	57.17
CSPAN - HD	58.17
CSPAN2	59.211
Fox News Channel HD	60.17
HLN HD	61.17

Channel Name	TV Channel Number
MSNBC HD	62.17
EWTN	63.15
Home Shopping Network	64.17
Comcast SportsNet - HD	65.368
ESPN HD	66.173
ESPN2 HD	67.177
Golf HD	68.17
NBC Sports Net	69.131
Speed Channel HD	70.17
Music Channels	71.53 - 71.98

Connecting to Wifi at Eastern and Finding Your Mac Address

The instructions below relate to using ECSU BYOD5. If you are using eduroam, please see [Article 180: Wireless Services](#). When you see a list of signals, you will see three (BYOD, BYOD5, and Eduroam), we recommend BYOD5. The recommendation is based on the signal that has the best speed.

Any device with a standard input system (browser and keyboard) can connect to the campus wireless system and attempt to go to a web page. If the device is not registered, it will redirect to the my devices page where you will be prompted to enter your username and password. The status will say pending, but the device will be automatically registered for Internet use. Follow the steps below:

1. Select ECSU-BYOD5 from the list of available wireless networks.
2. After connecting, navigate to <http://easternct.edu> and you will be redirected to the wireless sign-in page.
3. At the sign-in menu, enter your Eastern username and password. **Note: Your username is the part of your email address prior to @my.easternct.edu.**
4. Once successfully signed in, you will be redirected to a success page and granted access to the Wifi on your device for 365 days.

Devices that do not have standard input systems (game systems, TVS, etc.) need to be added to your My Devices list manually. The link to the portal is below followed by instructions for determining the MAC Address required to add devices.

IMPORTANT NOTE: Accessing the network with either of the methods described above associates your username with that device. Any subsequent activity on that device is associated with that username. Any activity in violation of Eastern's policies will be attributed to the username. Please use discretion when allowing others to use your devices.

IMPORTANT NOTE: My Devices registration of iOS devices require the device to be set to a static MAC address, see [Article 638: Disable Private Mac Addresses](#)

My Devices Portal:

<https://mydevices.easternct.edu/mydevicesportal/PortalSetup.action?portal=1ad71200-5e4e-11e4-b905-005056bf2f0a>

To register devices with no standard input system :

1. Navigate to the Current Students section of the Eastern homepage (<https://www.easternct.edu/portal/index.html>) and locate the button labeled My Devices using your phone or computer. Alternatively, scan the QR code below.



2. Sign in using your Eastern username and password.
3. Read and scroll through the Acceptable Use Policy.
4. Click Accept.
5. Click Continue.
6. Click Add.
7. Enter a Device Name and Device ID (MAC Address) It consists of 6 alphanumeric number pairs separated by colons such as AA:BB:CC:11:22:33. (see below for instructions on finding your mac address)
8. Click submit.

Once submitted, the device registration process is complete, and the target device will have access to the ECSU-BYOD and ECSU-BYOD5 wireless networks. **Note: The device registration status may continue to say Pending, this does not impact your device's wireless access.**

Locating Your Device's Mac Address

The following instructions are to locate your device's MAC address. Every device has a unique identifier for its network adapters. This id is called the media access control address, or MAC address. This 12 digit code is made up of letters and numbers and is usually separated by colons, periods or dashes.

Instructions here are provided to the best of our knowledge; because software and hardware instructions change without notice, when in doubt check your user manual or manufacturer's website for support and instructions.

WINDOWS

1. Open the start menu and type, cmd. Click on cmd to open it in a new window.
2. Enter getmac into the window and press enter.
3. You should see your MAC address listed under Physical Address.

MAC OSX

1. In OSX, click on the Apple icon in the top left.
2. Open System Preferences, and select Network Preferences.
3. Select the connection type from the left. For wireless, select Wifi or Airport. For wired connections, select Ethernet.
4. Click on Advanced in the lower right corner.
5. Select the Hardware tab and the MAC address will be listed here.

APPLE IOS (iPhone, iPad, iTouch)

1. For iOS devices, open Settings.
2. Open the General menu.
3. Select About, scroll down to Wifi Address. Your device's MAC address is listed as Wifi Address.

ANDROID

For Android devices, note that these instructions may vary between Android versions and manufacturers.

1. From the Home screen, press Menu.
2. Select Settings.
3. Select About Phone or About Tablet. In some cases, you may have to select Wireless & Networks first, and check the box marked Wifi to turn the wireless on.
4. Select Status. For some versions, you may need to select Hardware Information instead.
5. Scroll down to the Wifi MAC Address field.

LINUX

1. Open a terminal or console window.
2. Type ifconfig.
3. The MAC address will be listed as HWaddr in the format of 12:34:56:78:AB.

CHROMEBOOK

1. Open the Chrome browser.
2. Enter chrome://system in the address field.
3. Expand the ifconfig field.
4. In the wlan0 section, you'll find the MAC address listed as Ethernet HWaddr.

KINDLE FIRE

1. From your home screen, tap your Settings icon.
2. Tap on More, and then tap on Device.
3. Scroll down to find the Wifi MAC Address section.

KINDLE, KINDLE TOUCH, AND KINDLE PAPERWHITE

1. Tap the Menu button from the Home screen.
2. Select Settings.
3. Tap the Menu button again.
4. Select Device Info.
5. Scroll down to find the Wifi MAC address.

BARNES AND NOBLE NOOK

1. Press the Home button.
2. Tap Settings.
3. Find the entry for MAC Address.

BARNES AND NOBLE NOOKCOLOR

1. Tap the Nav Arrow at the bottom of the screen to display the Quick Nav Bar.
2. Tap Settings then tap Device Info.
3. Tap About Your NOOKcolor.
4. Find the entry for MAC Address.

APPLE TV

1. Select Settings.
2. If you are using software version 1.x, select About. If you are using software version 2.0, select General, and then select About.
3. The MAC Address will be listed as either Wireless ID or Ethernet ID. a. You can also find both the Wireless ID and Ethernet ID on the UPC label on the bottom or back of the Apple TV box, next to the serial number.

ROKU (NETFLIX) PLAYER

1. Select Settings.
2. Select About.
3. The Mac Address will be listed on-screen. a. You can also find the MAC addresses on the bottom or back of your Roku player.

TIVO

1. Press the TiVo button to go to TiVo Central.
2. Select Messages and Settings.
3. Select Phone and Network Setup.

4. The MAC address will be displayed at the top right-hand side of the screen.

BOXEE BOX

1. Select Settings.
2. Select System.
3. Select Information.
4. The MAC Address will be displayed on the screen.

BOXEE TV

1. Select Settings.
2. Select Network.
3. The MAC Address will be displayed on the screen.

GOOGLE TV

1. Select Settings.
2. Select Network.
3. Select Status.
4. The MAC Address will be displayed on the screen.

BLACKBERRY DEVICES

1. Select Options from the home screen, and then select Status.
2. Your MAC address will be listed in the WLAN MAC field. a. Not all BlackBerry devices have Wifi.

WEBOS DEVICES (PALM)

1. In the Launcher, scroll to the screen with the Device Info app and launch it.
2. Select More Info. (In some versions you will also need to select the Hardware tab.)
3. Your MAC address will be listed in the Wifi section.

WINDOWS MOBILE DEVICE

1. Make sure your Wifi is enabled.
2. Select Start.
3. Select Settings, and then select Connections.
4. Select Wireless LAN and then select the Advanced Tab.
5. Your MAC address will be listed in the MAC field. a. Alternatively, your device may have the MAC address listed under Start>Settings>Wifi Manager>Advanced.

WINDOWS NOKIA LUMIA 900

1. Select Settings. Then, tap About and then tap More Info.
2. In the third tab, there will be a box for the MAC address.

WINDOWS PHONE

1. In the App List, tap Settings.
2. Tap About and then tap More Info.
3. The Mac Address will be listed on this screen.

NINTENDO DS (AND LITE VERSION)

1. Start a game that has Wifi capabilities.
2. Go to Settings.
3. Select the Nintendo Wifi Connection Setup. It could also be listed as Nintendo WFC Setup.
4. Select Options.
5. Select System Information.
6. Your MAC address will be displayed.

NINTENDO 3DS

1. Tap the wrench icon to access System Settings.
2. Tap Internet Settings.
3. Tap Other Information.
4. Tap Confirm Mac Address.
5. Your MAC address will be displayed on the screen.

SONY PSP

1. Turn on the PSP without a game in the system.
2. Press the Home button.

3. Press Settings.
4. Press System Settings.
5. Press System Information.
6. Your MAC address will be displayed.

SONY PS VITA

1. From the home screen, tap Settings.
2. Tap Start.
3. Scroll up and tap the System option.
4. Tap System Information.
5. Your MAC address will be displayed on the screen.

NINTENDO WII U

1. From the Wii U menu, select System Settings.
2. Use the left stick to select Internet and press the A button.
3. Select View Mac Address and wait for it to display.

MICROSOFT XBOX ONE

The first time turning on an Xbox One system requires an internet connection to reach the settings menu which is where you will find the wired MAC address you need to register your device. The workaround for this is to allow the Xbox to run through the system setup, let it fail, select "Fix It" and then it will attempt to diagnose the issue. When that fails, it will bring you to a screen prompting you to manually set up the connection, listing both the wireless and wired MAC address.

If you are able to reach the main menu on your Xbox, try the following to find the MAC Address.

1. Navigate to My Games and Apps.
2. Select Settings.
3. Select Network.
4. Select Advanced Settings.
5. The Wired and Wireless MAC address will be displayed to the right of your screen.

MICROSOFT XBOX 360

1. Select System from the Xbox Dashboard.
2. Select Network Settings.
3. Select Edit Settings.
4. Select Additional Settings.
5. Select Advanced Settings.
6. For Wired connections, your MAC address will be displayed under the heading Wired MAC Address. a. For Wireless connections, select Wireless Information. Your MAC address will be displayed on this screen.

For the new NXE display

1. Go to My Xbox in the Xbox Dashboard.
2. Select System Settings, all the way to the right.
3. Select Network Settings.
4. Select Configure Network.
5. Under the Basic Settings tab, make sure IP Settings is on Automatic.
6. Go to the Additional Settings tab.
7. Select Advanced Settings.
8. The MAC address is displayed on the screen as Wired MAC Address.

NINTENDO WII

1. From the Wii menu, choose Wii Options.
2. Select Wii Settings.
3. Click right to Wii System Settings 2.
4. Select Internet.
5. Select Console Information.
6. You will find your MAC address on this screen.

NINTENDO WII U

1. Go to System Settings.
2. Tap the Internet settings button.
3. Select View MAC Address.
4. Your MAC address will be displayed.

SONY PLAYSTATION 2 (SLIMLINE)

1. Turn on your PS2 with no game disc in the tray.
2. From the main screen, press the triangle button.
3. The MAC address will be listed on the System Information screen.

SONY PLAYSTATION 3

1. From the PS3 main menu, select Settings.
2. Select System Settings.
3. Select System Information.
4. Your MAC address will be displayed on the screen.

SONY PLAYSTATION 4

1. Select System.
2. Select System Information.
3. Your MAC address will be displayed on the screen.

TIME CAPSULE (APPLE)

1. The MAC addresses for both Ethernet and Wireless are found on the UPC label on the bottom of the Time Capsule, next to the serial number.

VONAGE PHONE ADAPTER

1. The WAN/MAC address is listed on the bottom of the adapter.

WIRELESS PRINTERS

In most cases, the MAC address will be located in the printer manual. However, you may need to print out a configuration page. Generic steps are below, but you may have to consult your printer manual or support information online to determine how to print out a configuration page.

1. If there is a configuration or tools button on the front or top panel of the printer, press that button.
2. Use the arrow keys to scroll to the option for printing a test page.
3. If there is no button on the front or top panel, or if you cannot find the test page option, connect the printer to a computer using a wired connection.
4. Navigate to the printer.
5. Right-click the printer icon and select Print A Test Page.
6. In some test pages, the MAC address will print out on the page. It may also be labeled Physical Address.

Disabling Wifi On HP Printers

Note: Some HP Wifi-compatible printers may interfere with campus wireless network activity. To keep wireless channels free of interference, follow the steps below to disable HP wireless printer services.

For most models:

1. Use the printer menu and locate the **Setup** option.
2. Select **Network** from the options presented.
3. Select **Wireless Radio** on the menu that follows.
4. Switch **Wireless Radio** off.

HP Photosmart C4780

1. From the front panel, choose **Scan**
2. Scroll to locate and select **Networking**
3. Within the Networking menu, select **Wireless** to disable it.

HP Photosmart D110

1. Some models include a Wifi hardware button, requiring only that you push the button to disable wireless connectivity. The button may need to be held for up to 5 seconds. For those models without a Wifi hardware button, follow the steps below.
 1. Within the menu, navigate to **Settings**.
 2. From the Settings menu, select **Wireless**, and choose **Wireless Settings**
 3. Within Wireless Settings, select **Disable Wireless** and click **Ok**.

HP Laserjet P1102w

1. Press and hold the button shown below for 5 seconds.



2. If the indicator light turns off, the Wifi has been successfully disabled.

Housing Staff Cable TV Support Procedures

1. If a student has a problem with their cable TV service they first contact their RA or Hall Director.
2. If the cable jack is broken off or pushed in, RA or HD submits a service form @ www1.easternct.edu/helpdesk as a Physically Damaged Cable TV Wall Jack problem.
3. If the cable jack is physically OK, the RA or HD tests it with the test TV.
4. If the test TV does not show the channels, the RA/HD submits a service form @ www1.easternct.edu/helpdesk as a No Signal problem.
5. If the test TV does show the channel, the HD/RA refers the student back to the info sheet which reminds them how to scan the channels on their TV or determine if they have a TV with a QAM tuner and then gives them the options for either purchasing or borrowing an external tuner.
6. Student's that wants to borrow a loaner QAM tuner unit must pick it up from **Media Services**. They must bring their ID and fill out a loan form. The unit must be returned to Media Services it at the end of the school year (or they withdraw from Eastern.)
7. If after following all of these steps, the student still has problems, they can contact Media Services by email at:

mediaservices@easternct.edu.

****New methods to print over campus wireless****

- [MobilePrint](#) for printing via email, uploading, or from your mobile device.
- [ChromePrint](#) for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Choose the appropriate link below to install the printer for your building

Windows computers:

- [Burnap Hall](#)
- [Burr Hall](#)
- [Constitution Hall](#)
- [Crandall Hall](#)
- [High Rise Hall](#)
- [Laurel Hall](#)
- [Mead Hall](#)
- [Niejadlik Hall](#)
- [Noble Hall](#)
- [Nutmeg Hall](#)
- [Occum Hall](#)
- [Winthrop Hall](#)

Mac computers:

- [All dorms and public areas.](#)

