



UAFS Housing and Residential Life Internet & Cable TV Resident User Guide

UAFS Housing and Residential Life has partnered with Cox Communications to provide you with **High Speed Internet and Cable TV Powered by Cox**. You can access the Internet throughout Lion's Den and Sebastian Commons via wireless, wired data ports and cable modems (available for check-out). All users are expected to follow the Cox High Speed Internet Acceptable Use Policy (AUP) located at <http://ww2.cox.com/aboutus/arkansas/policies.cox> when using the Cox WiFi or Wired Internet.

Wireless High Speed Internet

Wireless High Speed Internet is available in all areas of the Lion's Den and Sebastian Commons.

Wireless Enabled Devices:

You will need a device that is 802.11g or 802.11n wireless enabled with an Internet browser. Most computer laptops and tablets come with WiFi capabilities. Each User will be allowed to connect up to three (3) wireless enabled devices on the wireless network. This includes laptops, desktops, tablets, phones, TV's, gaming systems and any other wireless enabled devices with an Internet browser.

Connecting to Cox WiFi is easy! Just follow these simple steps:

Step 1: When connecting for the first time from your Wi-Fi enabled device, select the UAFS Residents network.

Step 2: You will be taken to a registration page where you will enter the requested information and setup an account using your UAFS email.

Step 3: After registration your device will connect automatically and should not need to be registered again.

Step 4: Remember your username and password so you can access your account later to add a new device.

**Additional information is available from your Residence Life Staff



Troubleshooting your WiFi Connection:

Step 1: Verify your device is WiFi enabled and has an Internet browser.

Step 2: Check your wireless on/off button to ensure that it is turned on.

Step 3: Check your wireless network card (adapter) to see if it is fully plugged into the computer and verify that the adapter's drivers are installed.

Step 4: Try restarting your device.

Step 5: Make sure that you have registered your device following the steps above.

If you are still unable to resolve the problem, please call Cox Communications Technical Support at (888) 249-0618 and follow the prompts for assistance. If your problem is not resolved while on the phone, please ask for a ticket number to reference later as needed. Thank you!

Wired High Speed Internet Data Ports

Wired High Speed Internet is available in all bedrooms at the Lion's Den and Building 3 of Sebastian Commons. These connections are provided via wired data ports in the wall. If you live in Sebastian Commons and do not have a wired data port in your bedroom ask your Residence Life staff about getting a cable modem and skip to the instructions on the next page.

Wired Internet Enabled Devices:

You will need a device that has a wired Network Interface Controller (NIC) and an Internet browser. Most laptops, desktops, TV's and Gaming Systems have a NIC port.

Connecting to Cox Wired Internet is easy! Just follow these simple steps:

Step 1: Verify your device has a wired NIC and an Internet browser.

Step 2: Plug your device directly into the wired data port in the wall with a data patch cable.

Step 3: Turn your device on

Step 4: Launch an Internet browser (Mozilla Firefox), and you should be redirected to the account creation screen or to the internet if you have logged in previously.

Step 5: If redirected to the account screen follow the steps to setup your account or enter your Username and Password to add your wired device.

Step 6: Start surfing the Web!

Troubleshooting your Wired Internet Connection at Lion's Den:

Step 1: Verify your device is connected to the wired data port in the wall.

Step 2: Try restarting your device.

Step 3: Try replacing the data patch cable and restarting your device

If you are still unable to resolve the problem, please call Cox Communications Technical Support at (888) 249-0618 and follow the prompts for assistance. If your problem is not resolved while on the phone, please ask for a ticket number to reference later as needed. Thank you!



Wired High Speed Internet – Cable Modems

If your room at Sebastian Commons does not have a wired data port, Wired High Speed Internet is available with a cable modem. If you want a cable modem, please go to the Housing Office.

Wired Internet Enabled Devices:

You will need a device that has a wired Network Interface Controller (NIC). Most laptops, desktops, TV's and Gaming Systems have a NIC port.

Connecting to a cable modem is easy! Just follow these simple steps:

Step 1: Pick up a cable modem and paperwork from the Housing Office.

Step 2: Once the cable modem has been connected to the additional cable outlet on the Digital TV Adapter on the wall in your room and plugged into power, lights should start flashing. Allow plenty of time for the cable modem to come online and all the lights to stop flashing.

Step 3: Verify your device has a wired NIC.

Step 4: Plug your device directly into the data port on the back of the cable modem with a data patch cable.

Step 5: Turn your device on

Step 6: Student e-mails mdusupportteaminbox@cox.com with the following information:

Student Address: _____

Student Apt & Bedroom Number: _____

Modem Customer Serial Number: _____

Modem MAC Address: _____

Within 8 business hours someone will assign the modem to the account and respond to email address that submitted the request. Any submissions on Friday will be fulfilled same day if possible, but no later than the following Monday.

Note: It is important the modem is hooked up before the information above is sent to Cox

Step 7: Student will need to return cable modem to staff when he or she moves out.

Troubleshooting your cable modem internet connection:

Step 1: Verify your device is connected to the wired data port on the cable modem.

Step 2: Make sure the cable modem is connected the cable outlet in the wall

Step 3: Turn your device off.

Step 4: Leaving the cable modem connected to the cable outlet and your device via the data patch cable, power cycle the cable modem by unplugging the power cord from the wall. Leave it unplugged for a few seconds and then plugging it back in.

Step 5: Allow plenty of time for the cable modem to come back online and all the lights to stop flashing.

Step 6: Turn your device back on

Step 7: Try replacing the data patch cable and repeating steps 3 – 6.

If you are still unable to resolve the problem, please call Cox Communications Technical Support at (888) 249-0618 and follow the prompts for assistance. If your problem is not resolved while on the phone, please ask for a ticket number to reference later as needed.

Thank you!



Cable TV

Cable TV access is available in all bedrooms and living rooms at the Lion's Den and Sebastian Commons. Cox Digital TV is provided via a direct connection to the Digital TV Adapter (DTA) on the wall.

Connecting to Cox Digital TV is easy! Just follow these simple steps:

Step 1: Locate the DTA in your room. It will either be a white or black box secured to the wall.

Step 2: Plug your device directly into the DTA via an HDMI cable or RG6 cable TV jumper.

Step 3: Turn your TV on

Step 4: Turn your TV to the correct input that is connected to the DTA

Step 5: Using your DTA remote you can access your channel guide by pressing the Guide button to select a channel.

Step 6: Start watching Cox Digital TV!

Troubleshooting your Cox Digital TV Connection:

Step 1: Verify your TV is connected to a power source and to the DTA on the wall with the appropriate video cable.

Step 2: Make sure the DTA is still connected to the wall and power cord is plugged in.

Step 3: Power cycle the DTA by unplugging the power cord from the wall. Leave it unplugged for a few seconds and then plugging it back in. You should be able to see that the DTA is reloading on the TV screen by leaving the TV turned on and connect to the DTA during the power cycle.

Step 4: Allow plenty of time for the DTA to come back online.

Step 5: If you think your remote is not working, ask your Residence Life Staff for a new one.

If you are still unable to resolve the problem, please speak to your Residence Life Staff or call Cox Communications Technical Support at (888) 249-0618 and follow the prompts for assistance. Thank you!

Getting Additional Cox TV Services:

Many additional TV services are available at Lion's Den and Sebastian Commons by contacting Cox directly. Services like additional channels, On Demand, Digital Video Recorder (DVR) and more are available. If interested in additional services, please Call, Click or Come By!

www.cox.com

1-866-719-2045 (Sales and Upgrades Only)

Cox Solutions Store
8100 Rogers Ave
Fort Smith, AR 72903



Resident User Guide Frequently Asked Questions

Q. When I search for wireless networks on my device, I see lots of available networks/ SSIDs. Which one should I choose?

A. The only network that is recommended for use by UAFS students is the “UAFS Residents” network.

Q. I forgot my password?

A. Visit <https://communitywi-ep.cox.com> and click "Access my Account." Click "I forgot my password" and choose whether to retrieve your password via text message

Q. I can get to the login screen to enter my username and password but they won't work. What should I do?

A. If you have tried your username and password multiple times, followed the trouble shooting steps in this User Guide and you still cannot access the internet, please call Cox Communications Technical Support at (888) 249-0618.

Q. Why should I use the Wired Internet connection instead of the WiFi Internet connection?

A. The wired connection is a dedicated connection just for you that will give a higher level of reliability especially when doing homework.

Q. I can't find where to plug my computer into for the wired internet?

A. At Lion's Den, there should be a port directly in the wall. At Sebastian Commons if there is not a port in the wall in your bedroom, you will need to ask for a cable modem. If you can't find your wired connection or cable modem please contact your Residential Life staff.

Q. Why can't I install my own wireless router in my room?

A. Any wireless devices that omit a signal in the same spectrum as the “UAFS Residents” network are prohibited by Housing and Residential Life. These devices cause interference and a decreased user experience. For additional information please see your Housing and Residential Life staff.

Q. Why can't I use my laptop, iPad, phone and PS3 at the same time?

A. Each student is only allowed up to three (3) devices registered on the Internet network at a time.

Q. When I am using the Internet, pages are slow to load and videos won't load, what do I do?



A. Determine how you are connected, wired or wireless and then call Cox Communications Technical Support at (888) 249-0618.

Q. Why can't I access the Internet on my phone?

A. Make sure you have logged into the "UAFS Residents" wireless network following the steps outlined on page 1, 2 and 3 of this document. Please note that sometimes phones take a little longer to register on the wireless. If you have followed all the correct steps and given your phone a few minutes to register and you still cannot access the Internet, please call Cox Communications Technical Support at (888) 249-0618.

Q. Why can't I access the Internet on my iPad or other Apple device?

A. Make sure you have logged into the "UAFS Residents" wireless network following the steps outlined on page 1, 2 and 3 of this document. If you have followed all the correct steps and given your Apple device a few minutes to register and you still cannot access the Internet, please call Cox Communications Technical Support at (888) 249-0618.

