

## **Campus Crossings at Raleigh**

### **How to contact us:**

#### **Support or General Questions**

Phone: 1.888.892.1370

Email: Raleigh.Service@campustech.net

#### **Hours of Operation**

M-F: 10am to 8:30pm EST

Saturday and Sunday: On-call between 10am and 6pm EST

If you are experiencing an issue outside of the Hours of Operation you can still give us a call and leave a message with our answering service. Your call will generate an issue ticket and you will receive a call back when our support office has reopened.

### **Your Services:**

High Speed internet

-Speeds up to 3 MB download, 1 MB upload

### **How to connect to the Internet**

In your bedroom you will find a wall plate **Ethernet connection**.

1. Plug an Ethernet cable (also referred to as "CAT 5" cable) into the Ethernet port on your computer and the other end into the Ethernet port on the wall plate.



2. If you are using Windows, make sure your Local Area Connection is enabled in "Network Connections". This can be found in the Control Panel.

### **How to set up a Wireless Connection**

In order to connect through wireless you will need to first purchase a wireless router. Any brand is compatible with our service.



1. Plug an Ethernet cable into the WAN/Internet port that is usually sitting apart from the rest of the ports.
2. Plug the other end of the Ethernet cable into the Ethernet jack on the wall.
3. Make sure the wireless network connection on your computer is enabled.
4. Search for available networks, and when you see the name of your router, connect to it.

### **How to connect a gaming console or other devices to the Internet**

If you have a gaming console, cell phone or other device you are trying to connect to the internet please email us the MAC address of that device so we can give access through our system.