

CSU Wireless Internet FAQ

- 1. What wireless standard are you using at the university?** At Charleston Southern University we currently use a variation of 802.11n/ac.
- 2. What is my username and password?** On the wireless login page, students will enter their Student ID in the username box and PIN# in the password box. The same login is used for BlackBoard and MyCSU.
- 3. Does the wireless Internet service cost anything for the students?** The use of the CSU wireless network is free of charge for students.
- 4. Can Commuter and other non-resident students connect to the wireless network?** Yes, non-resident students can connect to the network providing they have the properly configured equipment and are physically on the CSU campus. Any commuter needing help should stop by the Communications Center or contact Mike Onorato, Wireless Administrator at 843-863-7762 or email monorato@csuniv.edu.
- 5. If I buy equipment and live off campus can I get free Internet service?** Non-resident students have free access to the wireless network ONLY while on campus. The university's wireless system will not work anywhere outside of campus. To receive Internet access off campus you will need to make arrangements with a service provider of your choice.
- 6. Do I need to have anything special on my computer so that I can connect?** No, as long as you have at least an 802.11n/ac wireless card, and the computer settings are correct, you should be able to connect. You will also need a current updateable copy of virus scan software on your computer.
- 7. If my computer has an integrated 802.11n/ac device will I need to get equipment from the school?** If your computer already has an integrated wireless card you will not need to purchase a device. We will help to configure integrated devices so that they communicate with our network.
- 8. If I buy a new computer, what kind do you recommend?** Information Technology Services does not make recommendations on brand, speed, price, or type of computer. We do recommend when you purchase a new system that you also get the support options with it. More than likely you will have to contact the manufacturer support services during the time that you are here at the University.
- 9. What if I already have a device that is not integrated into my computer?** If you have a device that you would like to use then you certainly can, but we will not support it. Information is available so that you can configure it to connect to our network.
- 10. Do I need a certain computer in order to receive Internet access?** No, any brand of computer that is Window's or Apple based will work with our system. Linux based computer systems will not be supported by our campus services.
- 11. What operating systems will work with the wireless network?** Windows 7 or higher (32-bit & 64-bit) and Mac OS 11.x or higher will all be acceptable for use with our network. Any operating systems older than the above mentioned are not supported for use on our wireless network.
- 12. What brand of Wireless hardware are you using at the university?** We use the equipment manufactured by 3Com, Brocade, Aruba and HP.
- 13. Can I purchase cable/DSL modem service from the local cable provider in your area?** Not to be used on campus. Only the CSU provided wireless network will give students access to the internet.

14. Can I bring my "all in one" (access point, router, switch, print server) wireless device from my house so I can hook up all my friends to the network? No, doing this will result in the disruption of internet service for you and other students.

15. I have an Ethernet card already in my computer why can't I use that to access the Internet? The campus wireless Internet service does not use an Ethernet card to interface with your computer. Therefore, you will need to use a wireless device to access the Internet.

16. Can I host my website when I get to my residence hall room? No, you will need to find another option for your web hosting needs.

17. I heard that you cannot download music when you're on the campus network is this true? Yes, that is true given the music is downloaded from an illegal or unfamiliar source. The school blocks all music download programs and other Peer-to-Peer file sharing utilities. These include programs such as Limewire, Ares, Frostwire, and various BitTorrent programs. We do this because these sites are used to distribute viruses to multiple computers and we cannot support piracy. You can however download music, podcasts and other forms of media via reputable sources such as iTunes.

18. I pay a fee every month so that I can access certain things on the Internet such as games, files sharing software, and music, can I access them? CSU does not actively block these things, however we also do not guarantee that they will work while here on campus. It is best not to sign up for anything until you know it will currently work with our network. Please do not expect us to modify our system to accommodate your purchase.

19. I have an email account (work, personal) and I cannot get it to work, will CSU get it to work for me? Charleston Southern University will not support any kind of email except for the Bucmail system. Any other account that you have must be supported by the organization from which you have the account. We do not guarantee that your mail program/account will work with our system. We suggest that you use Bucmail since all registered students are pre-enrolled in the system.

20. When I arrive at school who will set up my computer and make sure all my equipment is working? Information Technology Services will only ensure that you have a correctly installed and configured wireless device. All other computer equipment setup is the responsibility of the student. The university should not be expected to configure your printer, webcam, scanner, or computer to run properly. We will also be unable to install or configure your wireless device until the PC is setup.

21. What areas of the campus have wireless capabilities? All buildings on campus are outfitted with wireless internet and the outdoor area from the Dining Hall to Java City and across the duck pond to Jones Hall.

22. Where is the Wireless Administrator office located? The Wireless Administrator office is located in the Communications Center, Building 202, next to the pool.

23. Who do I contact if I have any further questions about the Wireless Internet service here at Charleston Southern University? If you have any further questions please feel free to contact Mike Onorato, Wireless Administrator by phone 843-863-7762 or email monorato@csuniv.edu.