

RESIDENCE HALL WIRELESS NETWORK OPERATED BY CONVERGEONE



Welcome to the Onondaga Community College ResNet Wireless Network

All Residence Halls have full wireless coverage for student and staff use. All users will need to accept the Terms and Conditions and authenticate using their college-provided username and password.

To Connect to the Residence Hall Wireless:

1. You will see a SSID called "OCC-ResNet"
2. Connect your wireless device to this SSID
3. Your web browser will present a splash page with Terms and Conditions (*may need to manually open browser*)
 - ✓ Please review and accept on the bottom of the page
4. You will need to enter your College Network Credentials—username and password—for authentication
5. Congratulations! You are connected to the Onondaga Community College ResNet Wireless Network!

Support:

When calling, the support team will NEED the following information:

Contact name, phone number and email, device type, location, nature of problem, and MAC address of device (unique device

identifier that looks like e.g. 01-23-45-67-89-ab). Please see page 2 for instructions on how to get your MAC address.

Occasionally some devices (i.e. game console, Roku, Apple TV, Alexa, Google Home) will not have a web browser or devices just won't connect for some reason. For support and assistance with connectivity, please reach out to our wireless support team at ConvergeOne, by email (C1tickets@convergeone.com) or by calling 844-886-8802.

Cable TV

Every residence hall room is wired for Cable TV allowing students to have access to a channel lineup consisting of popular programming such as music, sports, news, education, and entertainment.

TV Requirements: Make sure that your TV is capable of processing digital clear QAM signals.

What You'll Need to Do: All resident students should perform a complete channel scan using your television's setup menu. This will allow your TV to see the new channel lineup.

- General TV Programming Instructions:
- Press Menu on your remote control
- Navigate to channel setup screen
- Set TV to Cable, Digital Cable, or QAM mode
- Select Auto Program option

Note: Please consult your owner's manual for detailed instructions if needed.

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Please use the steps below to find the MAC address on popular gaming consoles.

A MAC address is a unique alphanumeric identifier (can contain numbers 0-9 or the letters A through F). MAC addresses are often broken up into pairs using colons or dashes (e.g.12:34:56:4a:5b:6c).

Note: It is critical to write down the MAC address correctly because every character is important.

Microsoft Xbox One

1. Power on your Xbox One
2. Navigate to the settings tile and launch Settings
3. Select Network
4. Select Advanced Settings
5. The MAC address for both the Wired and Wireless interfaces should be listed

Microsoft Xbox 360

1. Power on your Xbox 360 without a disc in the system.
2. In the “System” area of the Xbox 360 dashboard select “Network Settings”.
3. Select “Edit Settings”.
4. From “Advanced Settings” select “Advanced Settings”.
5. On this screen you will see “Wired MAC Address” followed by the MAC address of the system.

Sony PlayStation 4

1. Power on your PS4.
2. Navigate to the Settings icon located on the menu bar
3. Scroll down and select System under the Settings menu
4. Select System Information
5. The MAC address for both the Wired and Wireless interfaces should be listed

Nintendo Wii

1. From the Wii Channel screen, select the “Wii” button then go into “Wii Settings”.
2. On the second page find the option “Internet” then go under “Console Information”.
3. This screen will have a line with “USB Ethernet Adapter MAC Address” or “LAN Adapter MAC Address” or something similar.

Nintendo GameCube

1. Remove the GameCube’s broadband adapter from the console.
2. Printed on the underside of the adaptor is the MAC address.

Roku Device

1. Power on your Roku device.
2. From the home screen select “Settings”, then “About” or “Network”
3. Locate the value next to “Wireless MAC Address”