

# Connecting Your Computer A STEP-BY-STEP GUIDE



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## Things You Need

1) Computer- PC running Windows 95 or higher or Macintosh running Mac OS 7.6.1 or higher.

### Recommended:

- ❑ 266 MHz or faster PC or Macintosh with Mac equivalent.
- ❑ At least 128 MB RAM.

2) 10/100 BaseT Ethernet Network Interface Card (NIC), properly installed.

A NIC is required to connect your computer to the network and can be purchased at any computer store. NICs come in at least 4 different interfaces: PCI, ISA, PCMCIA, and USB.

- ❑ Contact your manufacturer for the right NIC for your computer

3) 10/100 BaseT Category 5 Ethernet cable.

- ❑ Connects your computer's NIC to the data jack in the wall.
- ❑ Looks like a telephone cable except the connectors on each end are larger and the cable is thicker and round.
- ❑ Telephone cable will not work.

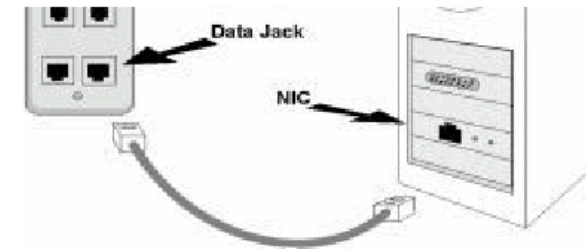
## Verifying NIC Installation

### WINDOWS 95/98/Me

- 1) Click **Start > Settings > Control Panel**.
- 2) Double-click on the **System** icon and select the **Device Manager** tab.
- 3) In the device list, double-click on **Network Adapters** to expand it. Select the entry for your NIC and click the **Properties** button below.
- 4) View the box labeled Device Status. If your NIC is properly installed, you will see "This device is working properly." If not, follow the instructions given or see documentation that came with your NIC.

## Connecting the Cable

1) Plug one end of the Ethernet cable into the NIC.



(Note: Many PCMCIA cards for laptop computers use an included "dongle" adapter cable that goes between the card and Ethernet cable.)

2) Plug the other end of the Ethernet cable into the data jack on the wall. (Ask the staff at your housing complex if you're unsure which jack to use.)

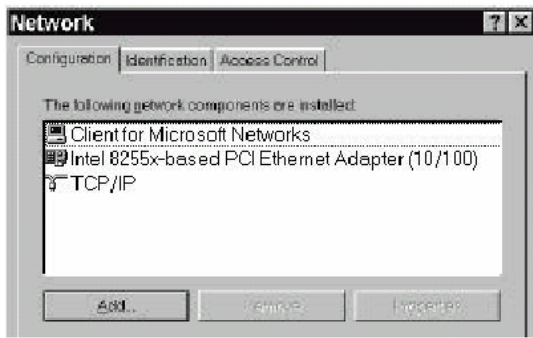
3) Turn your computer on and check for link light on back of NIC or on end of dongle cord (usually a solid green light). If the link light is not illuminated, check connections again.


## Configuring Your Computer

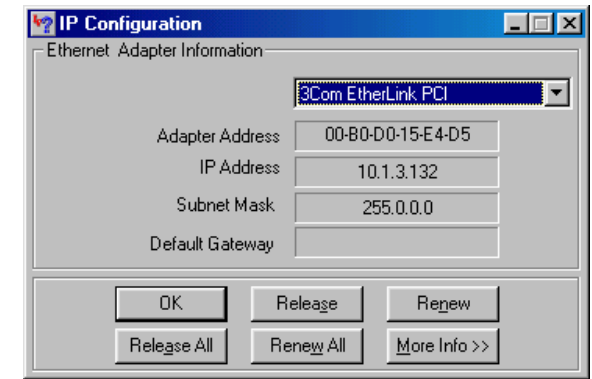
### Windows 95/98/Me

1) Click **Start > Settings > Control Panel**.

2) Double-click on the **Network** icon. Verify that at least the following network components are installed (the second entry will vary depending on which NIC you have):



- 1) Click  > Control Panels > TCP/IP.
- 2) For “Connect via:” select “Ethernet” or “Built-in Ethernet”.
- 3) For “Configure:” select “Using DHCP Server”.  
Leave Client ID blank.
- 4) Go to “Edit”, Select “User Mode” check the “Advanced box”.
- 5) Go to “Options” check the box “TCP/IP Active”
- 6) Uncheck the “Load Only When Needed” box.
- 7) Restart your computer.



- ❑ If your NIC is not present, then the Ethernet card or its drivers are not installed properly. See section titled “Verifying NIC Installation”.
- ❑ If TCP/IP is not present, click the Add button. Click Protocol, then Add. Select Microsoft on the left and TCP/IP on right, then click OK. Click OK again at Network window and restart computer.

## Surfing the Net

Start your web browser (Internet Explorer or Netscape Navigator, for example) to get on the Internet. See the section entitled “Troubleshooting” if you cannot access the Internet.

## Using AOL

- 1.) Start AOL. When you get to the Sign On window click on the **Setup** button.
- 2) Choose “Add or change a modem or other Connection device” and click Next.
- 3) AOL will find your connection as **TCP/IP** or **ISP/LAN**. Click Next to connect.

## Troubleshooting

### WINDOWS 95/98/Me

To determine whether you have a working network connection, do the following:

1. Click **Start > Run**.
2. In the Open box type **WINIPCFG** and click **OK**.

3. Make sure that your NIC is selected.
4. Click **Release**, then click **Renew**.
5. If you have a working connection all boxes will be filled in. If one or more boxes are empty or contain all zeros (typically it will be the Default Gateway that will be blank, you are not connected to the network. **If you have an IP Address of 169.x.x.x, this is a Microsoft default IP Address and will not work to connect you to the Internet.**

If you have no connection, try the following steps.

After each step, check your connection as above.

- 1) Unplug and reinsert the connections for your Ethernet cable.
- 2) If possible, try plugging into a roommate’s Ethernet jack. If the computer works in another jack, call Aspen to report jack trouble.
- 3) If possible, try a different Ethernet cable.

**NOTE: It is recommended that only a qualified technician install or reinstall your network components and NIC drivers.**

## Verifying NIC Installation

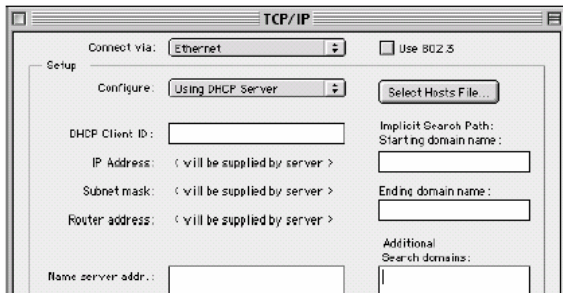
### WINDOWS 2000

1. Click **Start > Settings > Control Panel**.
2. Double-click on the **System** icon and select the **Hardware** tab.
3. Select the **Device Manager** tab.

### 3) If you’ve used your NIC before on a different network, you may need to check your TCP/IP settings as follows:

- ❑ Double click on TCP/IP or the TCP/IP entry associated with your NIC.
- ❑ Make sure that “Obtain and IP address automatically” is checked.
- ❑ Click on the Gateway tab and remove any installed gateways.
- ❑ Click on the DNS Configurations tab and make sure the “Disable DNS” is checked.

### 4) Restart your computer.



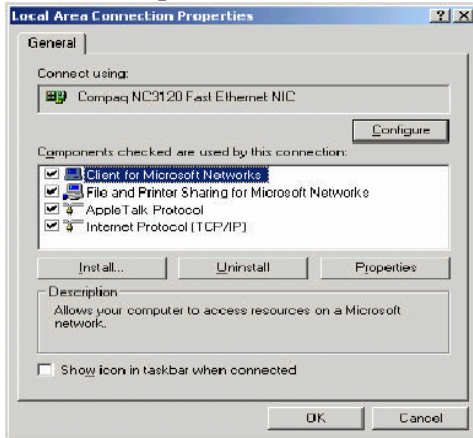
MAC OS

- In the device list, double-click on **Network Adapters** to expand it. Select the entry for your NIC and click the **Action** drop down menu and select **Properties**.
- View the box labeled **Device Status**. If your NIC is properly installed, you will see “**This device is working properly.**” If not, follow the instructions given or see the documentation that came with your NIC.

## Configuring Your Computer 2000

### WINDOWS 2000

- Click **Start > Settings > Network and Dial-up Connection**, right click on the local area connection that you want to configure then click on **Properties**.



- Verify that your NIC is listed in the Connect using window.
- Look at **Components used by this connection window**. Make sure that Client for Microsoft Networks and Internet Protocol (TCP/IP) are both listed and selected with a check mark.

Click on the **configure** Tab.

Look for statement that **this device is working properly**.

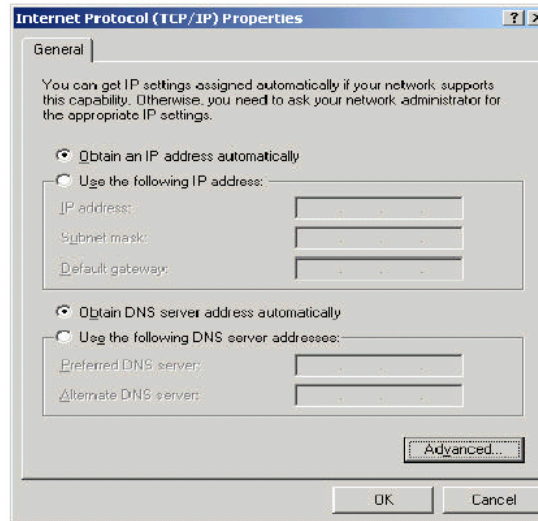
**Device usage** should be set to **enable**.

**If your network adapter is not present**, then the Ethernet card or its drivers are not installed

properly. See section titled “**Verifying NIC Installation**”.

## Configuring Your TCP/IP Settings

- If TCP/IP is not present, click the Install button, Click Protocol, then click Add, Select TCP/IP, then click OK.
- Click on TCP/IP & Select Properties down below.
- Remove any installed IP addresses, **Subnet Mask, Gateways, or DNS** server information.
- Make sure that “**Obtain an IP address automatically**” is checked.
- Make sure that “**Obtain DNS server addresses automatically**” is checked.



## Troubleshooting 2000

To determine whether you have a working network connection, do the following:

- Click **Start > Run**.
- In the **Open** box type **COMMAND** and click **OK**.
- At the Command prompt type **IPCONFIG /ALL**.

- You will see fields for your IP Address, and your Default Gateway, as well as other information. If one or more boxes are empty or contain all zeros (typically it will be the Default Gateway that will be blank), you are not connected to the network.
- At the **Command prompt** type: **ipconfig/release** (this releases all IP information) then, type: **ipconfig/renew** (this renews all IP information).
- If you have an IP Address of 169.x.x.x, this is a Microsoft default IP Address and will not work to connect you to the Internet.**

If you have no connection, try the following steps.

After each step, check your connection as above.

- Unplug and reinsert the connections for your Ethernet cable.
- If possible, try a different Ethernet cable.
- If possible, try plugging into a roommate’s Ethernet jack. If the computer works in another jack, call Aspen to report jack trouble.

**\*For Sporadic loss of connectivity:**

- Click **Start> Settings>Network & Dial-up Connections**.
- Right click on the **Local Area Connection** and click **Disable** (to unbind adapter from the network). **Right-click on Local Area Connection and click Enable (rebinds adapter to network stack dynamically – makes connection functional again)**.

## Verifying NIC Installation Win XP

### WINDOWS XP

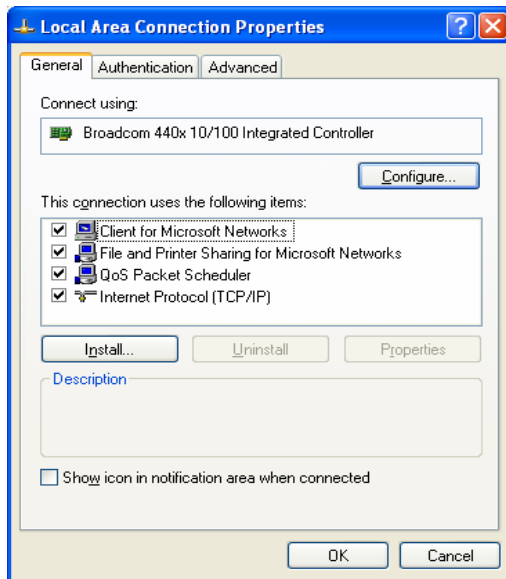
- Click **Start > Right-click My Computer**.
- Click the **Properties** button.
- Select the **Hardware** tab > click the **Device Manager** button.

- In the device list, double-click on **Network Adapters** to expand it. Double-click on the entry for your NIC.
- View the box labeled **Device Status**. If your NIC is properly installed, you will see **“This device is working properly.”** If not, click the **Troubleshooting** button or see the documentation that came with your NIC.

## Configuring Your Computer Win XP

### WINDOWS XP

- Click **Start > Control Panel > Network and Internet Connections > Network Connections**. Double-click **Local Area Connection** that is associated with your NIC.



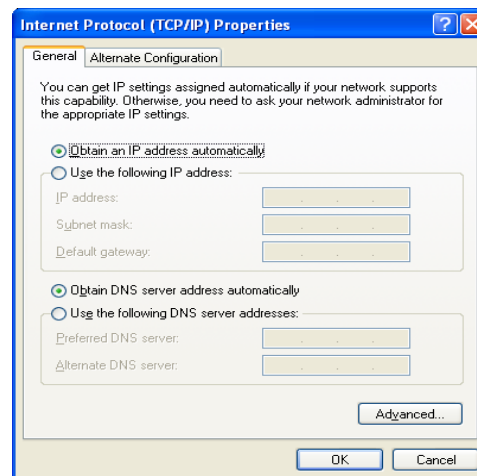
- Verify that your NIC is listed in the **“Connect using”** window.
- Look at **“This connection uses the following items:”** window. Make sure that **Client for Microsoft Networks** and **Internet Protocol (TCP/IP)** are both listed and selected with a check mark.

Click on the **Configure** button. Look for statement that **this device is working properly**. **Device usage** should be set to **enable**.

**If your network adapter is not present**, then the Ethernet card or its driver are not installed properly. See section titled **“Verifying NIC Installation.”**

## Configuring Your TCP/IP Settings

- If TCP/IP is not present, click the **Install** button, click **Protocol**, click **Add**, select **TCP/IP**, then click **OK**.
- Click on **TCP/IP & Select Properties** down below.
- Remove any installed IP addresses, Subnet Mask, Gateways, or DNS server information.
- Make sure that **“Obtain an IP address automatically”** is checked.
- Make sure that **“Obtain DNS server addresses automatically”** is checked.



## Troubleshooting Win XP

### WINDOWS XP

To determine whether you have a working network connection, do the following:

- Click **Start > Run**.
- In the **Open** box type: **command** then, click **OK**.
- At the **Command prompt** type: **ipconfig/all**.
- You should see entries for your IP Address, and your Default Gateway, as well as other information. If one or more entries are empty or contain all zeros (typically it will be the Default Gateway that will be blank), you are not connected to the network.
- At the **Command prompt** type: **ipconfig/release** (this releases all IP information) then, type: **ipconfig/renew** (this renews all IP information).
- If you have an IP Address of 169.x.x.x, this is a Microsoft default IP Address and will not work to connect you to the Internet.**

If you have no connection, try the following steps. After each step, check your connection as above.

- Unplug and reinsert the connections for your Ethernet cable.
- If possible, try a different Ethernet cable.
- If possible, try plugging into a roommate’s Ethernet jack. If the computer works in another jack, call Aspen Square to report jack trouble.
- Reinstall your network components and NIC drivers following the manufacturers installation guide that came with your NIC.

**NOTE: It is recommended that only a qualified technician install or reinstall your network components and NIC drivers.**