Tennessee State University
Residence Hall Technology Resources Guide

Basic services for telephone, cable TV, and Internet access are provided to residents in dorms and apartments. The University cannot provide individual service to each resident for hardware or software configuration issues. Click on **http://www.tnstate.edu/uploads/documents/networkconnectionguide.pdf** to view basic information on configuration. The table below outlines services and resident requirements for use of technology resources.

Services Available	Equipment to be furnished by resident to access basic services	Optional Equipment	Loss of Service/Problems	Notes
Telephone	Basic phone 20 ft telephone cable Cellular phones are also permitted.	Answering Machines	Call Help Desk at 7777 Assistance with service up to the jack only University personnel do not work on telephones	Local phone service only Resident must select a long distance service plan through long distance providers
Cable TV 40 + channels including local channels	Cable ready television 20 ft coaxial cable All cables must be furnished by resident	VCR DVD Video Games	Call Help Desk at 7777 Assistance with service up to the jack only University personnel do not work on personal TV sets, VCRs, video games, or DVDs.	Premium channels **are not** available in the residence rooms.
Internet Access*	PC running Windows XP 1GHz processor or greater, 1 GB or greater RAM with a 140Gb or greater hard drive, a CD Rom drive, and Ethernet card OR-Macintosh running OS 8 or higher All cables must be furnished by resident Surge Protector highly recommended	Flat Screen Monitor Printer	Call Help Desk at 7777 Assistance with service up to the jack only University personnel do not work on PC or Macintosh systems Hardware failures may require paid assistance from the original supplier or local computer service organizations	Most computers purchased new within the last 18 months should be more than adequate The equipment specification may not be the same as computers used in labs for special applications

*The University maintains computer labs through out campus including the residence halls, hours are posted in each residence. A University issued ID and password are necessary to access all computer labs. Assistance with IDs and passwords is available through the Help Desk See the website **http://www.tnstate.edu/cit** for more information on University computing resources for students.

Internet Service - Ethernet Configuration

Ethernet Connection	Equipment to be furnished by resident to access basic services	Optional Equipment	Loss of Service/Problems	Notes
Ethernet Card for connection to network jack in room.	10/100 twisted pair Ethernet card and 10Base-T cable (20' or longer) to connect the computer to the wall jack. Configure card for TCP/IP using DHCP (automatic) addressing. Use the operating system online help facility to assist with configuration. Search on "tcp/ip" for specific directions See web site for further details:	A Hub to share two simultaneous connections to the single Ethernet connection in dorm rooms. Hubs are sold in local electronics and computer stores	Call Help Desk at 7777 Assistance with service up to the jack only. May require scheduled appointment with University technician to investigate room jack. Hardware failures may require paid assistance from local computer service organizations	Ethernet cards are available for purchase at the Campus Bookstore Installation must be performed by resident or resident designee General directions are provided on the University website at
Ethernet card for wireless connection	802.11b compatible WiFi Ethernet Card Configure the Ethernet card for the TCP/IP Protocol using DHCP (automatic) addressing and the wireless network connection set to "tsuwireless". Use the operating system online help facility to assist with configuration. Search on "tcp/ip" for specific directions See the TSU web site for further details: http://www.tnstate.edu/uploads/documents/networkconnectionguide.pdf		Call Help Desk at 7777 Assistance with service up to the jack only. Hardware failures may require paid assistance from local computer service organizations	Wireless cards are not sold in the Campus Bookstore Installation must be performed by resident or resident designee General directions are provided on the University website at http://www.tnstate.edu/uploads/documents/networkconnectionguide.pdf