



**Internet Access Support Hotline:
(920) 966-4221**

Concord Internet Access Information Guide

(Last updated: 19 September 2007)

Concord is pleased to announce that it is offering broadband internet access to all of its residents. Each apartment has been fitted with a single ethernet jack. In most cases, the jack is on the wall in the computer/tv cubby area. It is an **orange** jack in a beige wall plate and is easily distinguished from other jacks. If you cannot find your ethernet jack, please contact the office.

What you will need:

For each computer in your apartment that you wish to be hooked up to the internet, you will need an **ethernet card** and an **ethernet cable**. Most newer computers come with both an ethernet card and an ethernet cable, but if you require one, you may purchase one at almost any retail store (i.e. - Wal-Mart, Target, Staples, Office Max, Best Buy, etc...).

If you wish to have multiple computers in your apartment, you will need to purchase either an **ethernet switch** or a **router**.

What you need to know:

Accu-Com is providing internet access support for Concord tenants. Please call them with your internet access support questions at the above number. Please do not call your landlord/apartment manager. Operators are available 24/7 to take your call, but techs are only available Mon. - Fri., 8AM - 5PM.

This is a shared internet connection. You are sharing the same connection with everyone else in your building.

Concord does not provide wireless internet to its tenants. If you wish to use wireless internet, you will need to supply and configure your own wireless router to use in your apartment.

Configuring your router and/or computers is beyond the scope of the free internet access support offered. If you would like Accu-Com to configure your devices, a fee will be charged.

Concord does not provide you with an email address. We recommend you use any of the free, web-based email services like Yahoo, MSN, or Gmail. If you need it, the outgoing mail server is **smtp.tds.net**.

If your internet is not working:

First, please ensure you are using the correct type of cable. You should be using an ethernet cable and not a telephone cable. Ethernet cables have a wider plug than traditional telephone cables. An ethernet cable will not fit into a telephone jack, and a telephone cable will not fit snugly into an ethernet jack.

Before calling internet access support, please plug your computer directly into the wall jack in your apartment **and reboot your computer**. This will eliminate any routers or wireless configuration issues as possible causes for your internet not working.

If you have checked your cable, are plugged directly into the wall and still do not have internet access, please call internet access support at the above number. Please be sure to give your **full name, address and apartment number**, and **telephone number** to the operator.

If no tech is available to take your call, the operator will pass your message along, and you will receive a call back as soon as possible. Most calls are returned the same day, and we appreciate your patience.