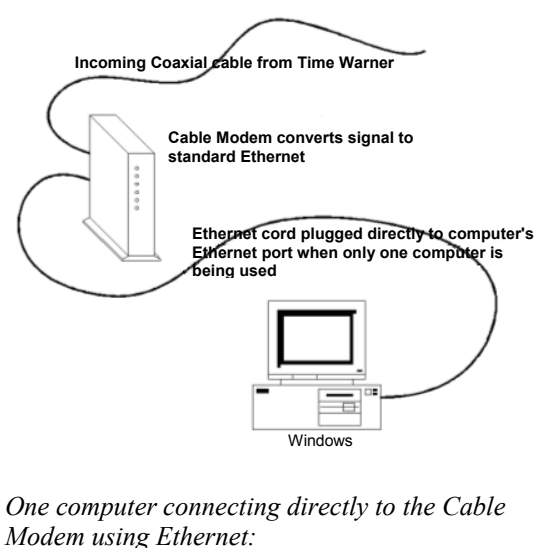
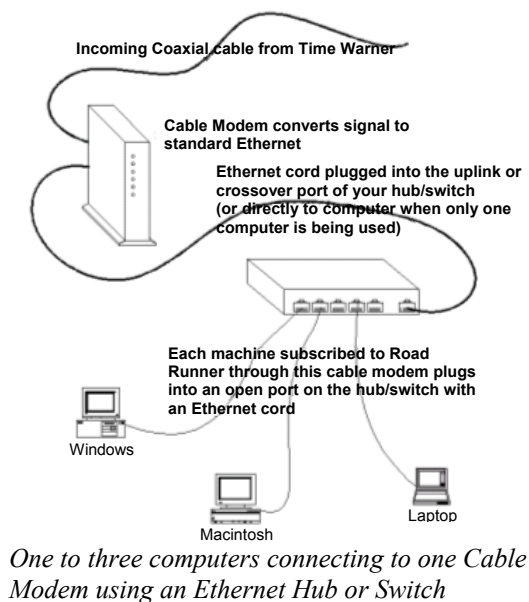


Setting up your computer to use Road Runner

The following instructions were written for Miami University Road Runner subscribers who want some basic help connecting their machine or machines to Road Runner.

- Task 1: Plugging It All Together
- Task 2: A Word On Home Routers
- Task 3: Checking the Cable Modem Lights
- Task 4: Configuring My Computer(s)
- Task 5: Where Can I Get Help?

Task 1: Plugging It All Together



The above illustrations show two typical Road Runner setups.

Your cable modem will have three wires plugged into the back; the power cord, the coaxial cord, and the Ethernet cord. The power cord will come with the cable modem and will plug in to standard wall socket.

The coaxial cord, or television cord, uses a threaded connector and connects your cable modem to Time Warner's Network. The coaxial cord should be connected by the Time Warner line technician when he or she comes on site to connect your service.

Plug the RJ-45 Ethernet cord from your cable modem to the computer or from your cable modem to the uplink port of your hub or switch. The RJ-45 Ethernet cord looks similar to a phone cord except that it has eight pins instead of two or four like a telephone cord. An RJ-45 Ethernet cord will not fit in a standard telephone outlet. A short RJ-45 Ethernet cord usually comes with the cable modem. Longer RJ-45 Ethernet cords can be purchased at almost any retail store if the need arises.

There is a fourth port on the back of the cable modem for USB. You will use either Ethernet or USB but NOT both to connect your computer to the modem. USB can be used as an alternative method of connecting a SINGLE COMPUTER to the cable modem for Internet connectivity.

We recommend that people use USB only if an Ethernet port is not available on the computer that will be connecting to the Internet. Ethernet cards can be purchased from most retailers for a nominal cost and can usually be installed in a computer with minimal effort. Most newer computers have an Ethernet port built into the computer.

Hub/Switch Users:

If you are using a hub or a switch you must first make sure that the hub is plugged in to a power supply. The RJ-45 Ethernet cord plugged into your cable modem must be plugged into the “**Uplink**” or “**Crossover**” port of your hub or switch. An additional RJ-45 Ethernet cord can then be plugged from your computer to an open port on your hub or switch.

Some hubs and switches “**uplink**” ports are shared with a normal Ethernet port. This is often indicated by a line or arrow connecting the “**uplink**” port with one of your other ports. Shared ports like this cannot be used concurrently. Please consult with the manufacturer’s instruction if you are unsure about how your hub or switch works.

Task 2: A Word On Home Routers

Home routers allow multiple machines to connect to your Road Runner cable modem and the Internet through one IP address. This means that only one student needs to sign up for Road Runner Service. Please note that we do **not** support the setup and configuration of home routers. There are simply too many models from too many manufacturers to support.

If you decide to purchase a home router you will be responsible for its correct configuration. If you call the ITS Support Desk with a problem while you have a router plugged into your modem, we will verify that your modem works with a single computer connected directly to it (bypassing the router).

Task 3: Checking the Cable Modem Lights

This year’s Cable Modem is a Motorola SB 5100/5200

This year’s Cable Modem is the Motorola SB 5100/5200. There are six lights on the front of the unit. From top to bottom, the lights are labeled Power, Receive, Send, Online, PC/Activity, and Standby. The *Power* light (top) must be lit solid green for the Modem to work correctly.

If the coaxial (Television) cable is connected properly and the modem is able to connect to Time Warner’s Network, the Receive, Send, and Online lights will show solid green.

The *PC/Activity* light (second from bottom) will flash green if the Cable Modem is correctly connected to your computer and it is able to communicate with it.

The *Standby* light (bottom) will not light up if the modem is working correctly.

Tip: A cable modem sometimes will lose its connection to Road Runner. The first step when this happens is to unplug your cable modem from power for at least two minutes and then plug it back in. This is often called “Power Cycling” the modem.

Task 4: Configuring My Computer(s)

The instructions for this stage of the process vary greatly depending on the Operating System your computer is running. Most modern Operating Systems are preconfigured so that they will work without altering any default settings.

A machine connecting directly to the cable modem or through a hub/switch must be configured to receive an IP (Internet Protocol) address using DHCP. If an MUnet booklet is available, you can consult the Ethernet setup and/or troubleshooting sections in MUnet7 or MUnet8. These booklets are given out to campus residents at the beginning of the year and are available for purchase from the bookstore.

Task 5: Where Can I Get Help?

You have several potential resources for Road Runner assistance. There are three separate entities who support Miami University Road Runner connectivity.

- The IT Support Desk is responsible for assisting you, the client, with the initial setup and configuration of your computer to Road Runner. The IT Support Desk can also be called if you are having trouble with Road Runner. The IT Support Desk is a good resource if you are not sure if your problem is Miami specific or Road Runner related. Please note that during the first six to eight weeks of the semester, the IT Support Desk experiences slow response times due to the volume of incoming calls. You should expect a return call in 2-5 days. Be sure to leave a clear voicemail message when you call to assure that the IT Support Desk is able to return your call.
 - Spell your last name clearly
 - State a phone number where you can be reached
 - Provide as much detail as possible

After call volume has returned to normal, the IT Support Desk can schedule a carry-in appointment to test your Cable Modem and/or configure your machine to work correctly with the Modem.

- The Miami University Knowledge Base is located at <http://kb.muohio.edu>
- The Network Service Enterprise, also known as NSE, takes care of billing and account issues only. They can be reached at 529-8774 Monday through Friday from 8am to 5pm during the school year, 7:30am to 4:30pm during the summer. The NSE's web site is located at <http://www.muohio.edu/nse>. Do not contact the NSE if you are having technical problems.
- Road Runner Technical Support can assist with most issues in regards to Road Runner connectivity. They can be reached twenty-four hours a day, seven days a week at 888.567.2318. This is the same number that normal Road Runner subscribers can call. They may not be able to address Miami University Road Runner specific issues. Road Runner's technical support web site is located at <http://help.rr.com>