RABBIT RIDGE PROPERTIES

Quick Start – connect your devices and you will be online. For plug in - connect via Ethernet to the Ethernet port on the wall in your room. For Wi-Fi: you may acquire a standard wireless router, connect into the Ethernet connection, and lastly follow the router manufacturer's directions for an automatic type internet connection. You can then pair your devices to your Wi-Fi. **Do not use a modem or modem/router combo - this is not the proper device.** Please see below for more information if you have trouble connecting.

General Internet Connection Directions–

1. Please be aware of the 'NETWORK ADMINISTRATION POLICY" seen in your lease agreement. Contact the property manager for a copy of this document.
2. We provide a 'wired' Ethernet jack for you. Please supply your own Ethernet cable.
3. The Ethernet jack in your room is Plug & Play. You simply connect your computer/device to the in-wall Ethernet jack, and you will be online. Sometimes, certain hardware/software requires a reboot after being plugged in.
4. For wireless, we recommend each person have their own 'wireless router'. Do not acquire a 'modem/router' – this is not the proper device. Your Ethernet jack will function with your wireless router; simply follow the directions issued by your device's manufacturer for an 'Automatic' internet connection. Please ensure you have a Network Name & a Password on your wireless router. DO NOT SHARE YOUR PASSWORD – EACH ROOM'S ETHERNET JACK HAS ITS OWN BANDWIDTH, AND YOU WILL SLOW DOWN YOUR CONNECTION IF YOU LET OTHERS USE YOUR WIRELESS SIGNAL
5. We will setup your wireless router for you, if needed. There is a onetime $40.00 labor fee for this (first hour), due at the time the service is rendered. Using your 'wired' connection or smart phone, email us at: ITSERVICES@CULLOWHEE.CO for an appointment request.
6. We provide free phone and site support for your Ethernet connection.
7. Certain online gaming functions/peer-to-peer functions may not be supported.
8. You may share folders/printers with anyone on the property, if you obtain permission from that individual.
9. The network is equipped with a firewall, which provides security against certain online threats. You are still required to have a functional software firewall/anti-virus/anti-spyware program. Note, certain software issued to students/employees by their educational institution or employers may or may not have all that is required.
10. If you are receiving email via an email client (i.e. MICROSOFT'S OUTLOOK) ensure that you are utilizing all proper access addresses and port numbers. This information is provided by your email service provider.
11. For printers, wireless or wired, please follow the directions issued by the manufacturer. We will be glad to setup an appointment with your for their setup. There is a onetime $40.00 labor fee for this (first hour); due at the time the service is rendered. Email us at the address given above for an appointment request.
12. Refrain from conducting illegal actions online. You are not permitted to plug in any equipment which violates any potential F.C.C. regulation.
13. If you are interested in additional upgrade options for internet services, please email us at the address given above.

Streaming & Traditional Video Services-

Setup a streaming account with your preferred online video service(s), perform the steps above to get your device online, and then launch & login to your app(s). Please see below for more details. If you want cable TV, you can subscribe to this directly from the cable company – by calling (888) 855-9036 & giving them your full address. Your room is wired for cable and they can schedule a hook-up with you. We will setup your video device for you, if needed. There is a onetime $40.00 labor fee for this (first hour); due at the time the service is rendered. Email us at the address given above for an appointment request.

1. You may have a smart TV with built in streaming. Modern smart TVs often have dozens of streaming services built in, simply setup their software - you may not need any additional hardware at all.
2. Enjoy multiple ways to stream your own content. Watch your content right from your phone, computer or smart TV or media streaming device.
3. Select one or multiple content provider(s). Netflix, Amazon, Hulu are the industry standards for movies and TV shows, but you can also choose from streaming sports services, streaming premium channel services, etc.
4. Pick the best streaming player for your needs. If you want a dedicated streaming media player, there are many great options: Amazon Fire TV, Roku, Apple TV, and many more.

Setup Help–

If you have performed ALL the steps in this instruction set and are still having connection issues, please contact support during normal business hours, at the number listed below. Most problems are often localized to your device/setup. Setup issues can be diagnosed through a simple process by calling technical support. Site visits can be scheduled to resolve any potential problem with the property's network. In the event of needing additional support, or if reporting internet outage - whether during or after business hours - please leave a detailed message for our technicians. The circuits bringing internet to the property are monitored constantly. We will begin working on any problem brought to our attention via network monitoring & your call regarding an outage immediately.

Cullowhee Communications

Phone:
(828).508.1797