

Wireless is a shared resource

The WiFi system used at SIUE monitors for interference and adapts to current conditions. However, microwaves, game consoles, bluetooth headsets, and non-SIUE WiFi routers create a large amount of interference that can and will degrade the network.

1. When you can, plug in using Ethernet. Wired Ethernet is the most reliable and fastest way to connect to the Internet.
2. Don't install your own WiFi router or access point. Also, don't connect to any WiFi network that you don't recognize
3. Turn off wireless on your printer. Use a USB cable to connect to your personal printer, or use *Wireless Printing*: <http://www.siu.edu/its/printing>
4. If you are shopping for a new mobile computer or tablet, look for models that support dual-band WiFi. Specifications to look for include 5GHz, 802.11a, and 802.11ac.

SIUE-WPA vs. SIUE-WIFI

SIUE-WPA is the preferred, secure wireless network. It also does not require you to log in to the web portal each time you connect.

Use SIUE-WPA unless your client does NOT support WPA2-Enterprise encryption/authentication

Use the SIUE-WPA setup instructions and configuration tools found on the ITS Web Site:

<http://www.siu.edu/its/wireless>. The configuration tool installs the certificate and ensures that setup is correct. Make sure to delete SIUE-WIFI from your wireless network list on your phone, computer, and tablet. If you skip this step your computer may continue to use SIUE-WIFI.



WiFi Upgrades

ITS upgraded WiFi access points in all four Residence Halls from 2.4GHz 802.11g to dual-band 2.4/5 GHz 802.11a/b/g/n prior to Fall 2013. The number of access points was tripled in Woodland, Prairie, and Bluff. Installation of additional points in Evergreen will enhance coverage within two weeks. Cougar Village access points will be replaced during the Fall 2013 semester.

Support

- If you have trouble with a specific *device* (laptop, phone, or tablet) regardless of where you try to connect, take it to the ITS Help Desk (Lovejoy Library room 0005) for assistance.
- If you experience problems with a specific *location* (ie. your laptop works fine in the MUC or lobby but cannot connect in your room), call the ITS Help Desk (618-650-5500) and report poor WiFi signal in a residential area. Be prepared to provide specific locations where WiFi does and does not work for you, along with the best way to contact you.
- Reported coverage locations will be reviewed by network engineers. In some cases, a technician will contact you to discuss the issue in detail and schedule an on-site meeting if needed.
- Please note: WiFi Printers, game consoles, and media players (Roku, AppleTV, etc.) are not currently compatible with the SIUE wireless network. However, they can be connected to the Ethernet port in your room. You will need to register the MAC address of each device; instructions can be found here: <http://www.siu.edu/its/network/students/gameconsolereg.shtml>