

## FAQs for Apogee Customers for SUNY Brockport

### About Apogee

1. How do I contact Apogee?
  - You may call us toll-free at 1-866-478-8861 24/7 or email us at [cservice@apogeenet.net](mailto:cservice@apogeenet.net)
2. When can I contact Apogee?
  - Apogee's customer service and support lines are 24 hours a day, 365 days a year. You may call at anytime.
3. What will Apogee help me out with?
  - Apogee strives to provide the best customer service and support possible. Apogee will assist you in connecting to the Internet, setting up your gaming or VoIP device, cleaning your computer of viruses and malware, and fixing your cable TV connection.
4. Are there any restrictions to using Apogee's service?
  - No. There are not currently any restrictions on what you may access on the Internet. It is, however, against Apogee's end-user agreement and the law to use your Apogee connection for any activity that violates copyrights or local laws. You may review Apogee's end-user agreement at <http://www.apogeenet.net/support/eua.pdf>
5. What is your policy on suspected copyright infringement?
  - The Internet is intended for responsible use only. Accounts with suspected activity that is in violation of the law, Apogee's service agreement, or your university's computing policies will be subject to termination and other penalties.

### About My Account

6. Why do you need the last 4 digits of my Social Security Number?
  - This is strictly for security purposes. You will be asked to verify the last 4 digits of your Social Security Number before any information is given out on your account.
7. Why do you need my email address?
  - Your username and password are automatically emailed to you when your account is created. Apogee will also send account creation and renewal receipts via email as well as renewal reminders and maintenance announcements.
8. Why do you need my phone number?
  - If you are on the phone with Apogee and get disconnected, this allows us to call you back. Apogee will also call you to follow up if you had experienced any connection issues recently
9. How do I keep the service that I signed up for if I've moved rooms?
  - Your Apogee connection is based on your username and password, not the room or port you are plugging into. As long as you are in the residence halls, your selected service will follow you.
10. How can I update my account information?
  - You may call Apogee's toll-free number or send an email (see question, "How do I contact Apogee?") with your updated information, and we will happily update your account.
11. How soon can I get onto the Internet after I have signed up for an account?
  - Your account is activated instantly when you sign up for an account. You will be able to login with your Apogee username and password as soon as it is assigned to you.
12. Can I change my password?
  - No. The password you were given is a randomly generated series of numbers and letters. This will make it more difficult for others to fraudulently obtain access and use your account.
13. What do I do if I forget my password?
  - To obtain your password click on the "Password" button on the login page or go to [www.apogeenet.net](http://www.apogeenet.net) and select "Lost Password?" on the left hand side of the page. You may also call our support line at (866) 478 - 8861.

### Speed and Upgrades

14. What speed should I sign up for?
  - Apogee provides different speed options to meet the needs of each user while keeping costs as low as possible for everyone. You may use the type of connection you have at home as a guideline. Below are some comparisons:
    - Dial up connection averages around 64 Kbps (Kilobits per second)
    - DSL connection averages around 1.0-1.5 Mbps (Megabits per second)
    - Cable modem connection averages around 3.0-3.5 Mbps
15. Can I upgrade my service at any time?

- Yes, you may upgrade your service at any time, however we do not prorate your account. To get the best value for your service, we recommend that you sign up early or at least two (2) weeks prior to the beginning of the semester.
16. What do I do if my Internet speed is not what I signed up for?
- Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your computer, and a representative will gladly troubleshoot with you over the phone.
17. If I have my own VoIP service or gaming device set up on the Apogee network, will it affect the connection speed on my computer?
- No. When you call in to set up your VoIP or gaming device, it is set up on the network with its own, dedicated bandwidth. It will not affect your computer connection speed at all.

## Connection

18. What do I need to connect?
- Simply plug your computer directly into the data jack in the wall, using an Ethernet cable, and bring up an Internet browser (ex: Internet Explorer). A login page will appear; enter in your Apogee username and password to connect to the network. If you do not yet have a username and password, click on the "Sign-Up" button to create your account.
19. My roommate can connect but I can't, why?
- There are several factors that can interfere with your connection. Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your computer, and a representative will gladly troubleshoot with you over the phone.
20. Why can't I connect?
- There are several factors that can interfere with your connection. Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your computer, and a representative will gladly troubleshoot with you over the phone.
21. I've moved rooms, how do I get my service in my new room?
- You may call Apogee's toll-free number or send an email (see question, "How do I contact Apogee?") with your updated information, and we will happily update your account.
22. Can I connect to more than one computer?
- You may connect to more than one computer but not at the same time. Once you log onto your second computer, you will be logged out of your first.
23. Can I share the service with my roommate?
- No. Your Apogee connection is for you and you alone. Your roommate will need to set up his/her own account.
24. Can I use a router?
- Routers, wireless router, and other networking devices are not allowed as they can interfere with the performance of the Residential Network.
25. What will happen if I do use a router?
- The use of routers is against Apogee's end user agreement (you may view it at <http://www.apogeenet.net/support/eua.pdf>). If you are in violation of this agreement, you could lose your Apogee connection.
26. What do I do if I can't connect?
- Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your computer, and a representative will gladly troubleshoot with you over the phone.
27. Why do I keep having to log in?
- If you are using several computers or are constantly switching between a LAN (wired) connection and wireless connection (your computer may be doing this automatically without your knowledge), you may be asked to log in several times. Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your computer, and a representative will assist you in finding the reason and providing a solution.
28. Can I download music?
- There are not currently any restrictions on what you may access or download on the Internet. It is, however, against Apogee's end-user agreement and the law to use your Apogee connection for any activity that violates copyrights or local laws. You may review Apogee's end-user agreement at <http://www.apogeenet.net/support/eua.pdf>
29. Will my Internet be filtered in any way?
- No. You will have complete, unrestricted access to the Internet. Remember to use the Internet responsibly.
30. I have a gaming system (XBOX 360, Wii, etc.) and would like to play on-line, how do I do this?

- Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your gaming system, and a representative will assist you in setting up your direct, dedicated connection. Note: it may be necessary for the representative to create a work order to have a technician call you to set up the connection.

31. Will I be able to use my peer-to-peer applications?

- As long as your peer-to-peer software is installed correctly and working properly, you should be able to use that application. Apogee does not filter your Internet access.

### Computer Protection

32. How do I protect my computer from hackers and others with malicious intent?

- We recommend that you install a firewall onto your computer if you do not already have one. A firewall acts as a "screener" for what enters your computer. It is designed to catch worms and other harmful programs before they enter your computer. Just like an antivirus, you need to update your firewall so it can catch the latest harmful program.

33. What is a virus?

- A computer virus is a program that infects a computer through email, by running specially engineered programs, or, by being connected to the Internet. Viruses can destabilize your computer's operating system (MS Windows or Mac OS) or cause catastrophic system failure.

34. What do I do if I get a virus?

- Be sure you have an anti-virus program installed on your system (Norton, McAfee, etc). Update the software and scan your computer for viruses.

35. Do I need to do an update before I run my virus scan? Why?

- Yes. You should do a live update detection EVERYTIME you scan your computer for viruses. This is to get the most updated version of your antivirus software so it can detect the latest virus that has come out.

36. How often should I scan my computer for virus?

- At a MINIMUM, we recommend doing a virus scan once a week. Most antivirus software have a feature where you can schedule it to get a live update and then run your virus scan.

37. My computer says that my antivirus is running, does that mean it is searching for viruses?

- No. Just because your antivirus program is running, it does not mean it is scanning for viruses. It may catch some viruses that are coming into your computer, but you still need to do the scan to make sure that your computer is clean.

38. Why can't I do a virus update?

- There are several reasons why you cannot obtain a virus update. Some of the more common reasons are: your subscription to your antivirus has expired; you have a virus on your computer preventing you from obtaining these updates; you are not connected to the network; the site you get your updates from is either down or busy.

39. Is a worm the same thing as a virus?

- A worm is similar to a virus, but not exactly the same. Both make copies of themselves and can be VERY destructive and damaging to your computer. The main difference is how they travel and infect other computers. A virus will (usually) attach itself to another program in your computer and wait for you to run it. A worm, however, does not need to wait for you to run a specific program. A worm also has the ability to allow someone else to take control of your computer remotely through their computer.

40. I have heard the term, Trojan horse, what is that?

- A Trojan is simply something that appears to be one thing, when in actuality it is something else. Generally, a Trojan horse is a harmful program that appears to be from a legitimate source.

41. Does Spybot or Ad-ware get rid of my viruses?

- No. Spybot and Ad-ware are NOT antivirus software. They are useful programs, however. They detect and get rid of spyware that is on your computer. Just like the antivirus software that you use, you need to get an update before you search for spyware on your computer.

42. Is spyware a type of virus?

- Spyware is not considered to be a virus because it does not replicate (or copy) itself, and the damage it does is unintentional. Like a virus, though, spyware is installed onto your computer without your knowledge. Spyware is designed to gather information from your computer and then send that information to a specific location (usually for the recipient to gain some sort of profit). This process can cause your computer to have similar symptoms to that of a virus or worm.

43. How does spyware get on my computer?

- It usually happens when you download something onto your computer from the Internet. Many programs (like KaZaa and other filesharing programs) that allow you to download from someone else's computer have spyware attached in the background.
44. How do I do a Windows Update?
- Bring up Internet Explorer. Under "Tools" in the Main Menu, select "Windows Update."
45. Why do I need to do a Windows Update?
- This, along with a firewall, helps to protect your computer against viruses and malware.

### Wireless Internet

46. Is wireless available?
- Yes, wireless is available throughout the residence halls.
47. Does wireless cost any extra?
- No. Wireless is an amenity of your Apogee service
48. How will my wireless speed be compared to my wired?
- Typically, a wired connection is faster than wireless because it is a direct connection. With wireless, there are several factors that can interfere with your speed. Some of the more common factors are: your proximity to the access point, the wireless card in your computer, cell phone usage in the area (not just your use), and microwaves.
49. What is my wireless speed?
- Your wireless speed will be relative to the service you sign up for, however, there are several factors that can affect your wireless connection and not your LAN (wired) connection. See question "How will my wireless speed be compared to my wired?" for more details
50. How do I connect to the wireless?
- Be sure that you do not have an Ethernet cable plugged into your computer. View your "Available Wireless Networks," and select Apogee
51. The Apogee wireless connection says that it is "unsecured," what does that mean?
- When connecting to any wireless network, it will either be "secured" or "unsecured." The ONLY difference is a "secured" wireless network required a "network key" or a password. Only the users who have the "network key" may connect to that network. Apogee prompts you to put in your individual username and password after you connect to the wireless network.
52. Why am I not seeing any wireless networks when searching?
- There are several reasons why you cannot see any wireless networks. Some of the common reasons are: the wireless card in the computer is turned off or not working; the range of the wireless card may be limited; the wireless network in your computer may be managed by a program other than Windows. Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your computer, and a representative will gladly troubleshoot with you over the phone.
53. Why does my wireless keep dropping off every few minutes?
- There are several reasons why your wireless may be dropping. Common reasons are the range of the wireless card may be limited or the wireless network in your computer may be managed by a program other than Windows. Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your computer, and a representative will gladly troubleshoot with you over the phone.
54. Why is my wireless not working?
- There are several reasons why your wireless may not be working. Some of the common reasons are: the wireless card in the computer is turned off or not working; the range of the wireless card may be limited; the wireless network in your computer may be managed by a program other than Windows. Call Apogee's customer service and support line (see question, "How do I contact Apogee?") when you are in front of your computer, and a representative will gladly troubleshoot with you over the phone.
55. I'm connecting through wireless, do I still need an Ethernet cable?
- Yes. Wireless is an amenity of your Apogee service. Even if you plan to use the wireless exclusively, we highly recommend having an Ethernet cable on hand as a back-up.

### Cable TV

56. Where can I see the cable TV channel line-up?
- [http://www.apogeenet.net/dwnld/sunybrockport\\_cable\\_channels.pdf](http://www.apogeenet.net/dwnld/sunybrockport_cable_channels.pdf)
57. How do I request a channel that is not currently in the line-up?
- Please send all channel requests to [cservice@apogeenet.net](mailto:cservice@apogeenet.net). Note: the more people who request a channel, the better the chances of having it added to the line-up in the future.
58. Is there only one channel line-up, or can I upgrade to a different package?
- Currently, there is only one channel line-up available.

59. Can I pay for an extra channel that is not in the standard line-up?
- At this time, there is no option to pay for additional channels.
60. Is Pay-Per-View available?
- At this time, Pay-Per-View is unavailable
61. Do you provide TiVO (or a similar service)?
- At this time, we do not provide TiVO or a similar service. If you have a digital recording device (such as TiVO), we are happy to set it up on the network to allow it to receive updates. To do this, call Apogee's customer service and support line (see question, "How do I contact Apogee?"), and a representative will assist you in setting this up. Note: it may be necessary for the representative to create a work order to have a technician call you to set up the connection.

For any issues, please call our support line at (866) 478 - 8861