

Game Console Connectivity / Troubleshooting ☺

Note – You must use a Cat-5 Ethernet Network Cable (rj-45 on both ends) to connect your gaming console to the network. Wireless gaming options are not currently available in the dorms as the network encryption is too high for these devices. This cable may be purchased in the bookstore. I recommend a 15 ft. minimum length. Also if you own a WII you will need to buy an (RJ-45 to USB) Ethernet adapter as the WII does not have an external Ethernet port to connect the Ethernet cable to. (EB Games, Gamestop, etc. will have them).

Connection / Testing – Connect the Cat-5 network cable between the gaming device and the wall jack. Try the connection. If you cannot connect to the network, try the following:

1. Connect another device (i.e. computer, laptop, etc.) to the port. Turn off the wireless connection. Does the device have connectivity? If so, then the port is good (skip to step 3). If not (proceed to step 2).
2. Swap out the rj-45 network cable with another. If you can now connect, then you will need to replace the bad cable and (skip to step 3). (Note - If you cannot successfully connect (a non-gaming device) after trying both options above then your drop is most likely not working. Please contact Aggie Tech Support (334-7195) so we may report it to networking for repair. Be sure to take note of your ticket number for tracking purposes.
3. If both the port and cable are good, then something could be wrong with your gaming device. To verify whether your gaming device is working, schedule and appt. to bring the device over to Aggie Technical Support so we can hook it up and test the system. Please bring all parts necessary to power/use the device with you. (Note - If it is deemed your gaming device is not working then (you) must contact the device vendor for troubleshooting/repair instructions – see information below). Vendor Contact information is provided for your convenience. Xbox 360 Support - <https://support.xbox.com/en-US/browse/xbox-360>, Sony Playstation Support - <https://www.playstation.com/en-us/corporate/contactus/>, WII Support <http://en-americas-support.nintendo.com/app/answers/landing/p/604>

User Agreement Connectivity Clause - NC A&T State University makes no guarantee – expressed or implied – that its employees will successfully connect any or all game consoles to the campus network. Sincerely, Aggie Technical Support (Gaming Registration) NC A&T State University 1601 E. Market St. Greensboro, NC 27403 (336) 334-7195