

Set up guide for using Mac OSX 10.5+

Getting Started

To connect to the CSU Student Residential Network using a Mac you must first register your computer and then configure your computer for use on the CSU network.

Requirements

- 1 blue network cable. *(This should be provided within your room, see your RA if it is not)*
- Your CSU username and password. *(You will need to make sure you have activated your username and password before you try to register your laptop or computer on the residential network.)*

Your Mac laptop or computer must have

- One available network port
- A Firewall - the default Application Firewall is fine (for more information on Firewalls and checking if yours is turned on please visit <http://support.apple.com/kb/HT1810>) *(It is recommended to turn your Firewall off whilst setting up your connection but after you have successfully connected to the CSU Residences Network you should turn it back on).*

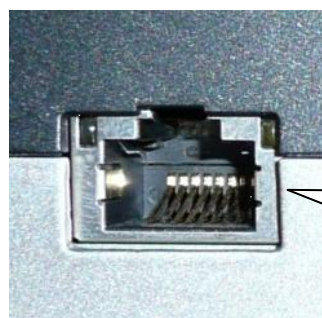
Section 1 – Connecting Your Computer To The VOIP Phone In Your Room

1. Plug one end of the blue network cable into the spare network port on the back of the desk phone in your room.



1. Plug network cable into the PC port on the back of your phone

2. Plug the other end of the blue cable into the network port on the side or back of your computer or laptop. The port should look like the image to the right.



2. Plug the other end of the network cable into your network port on your computer

phone currently doesn't a network connection, please refer to **Section 4 – Troubleshooting, Part 1 - Phone Connection Troubleshooting**, before continuing with the rest of this guide.

Section 2 – Registering Your Computer

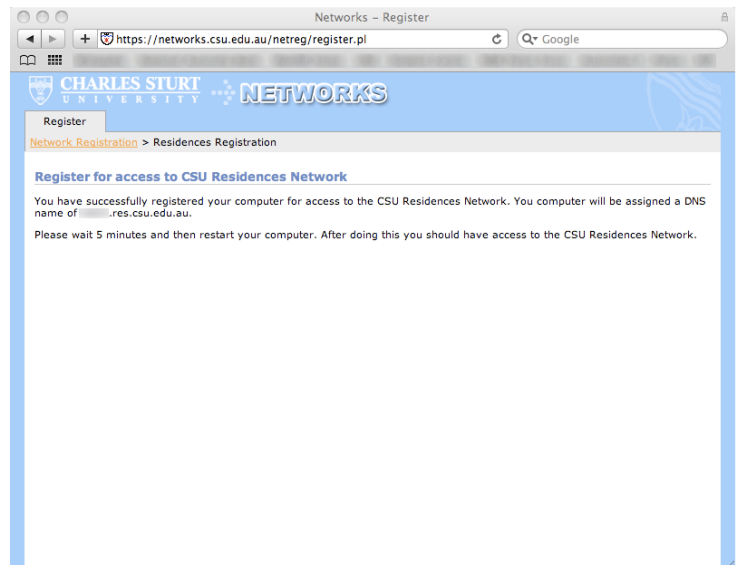
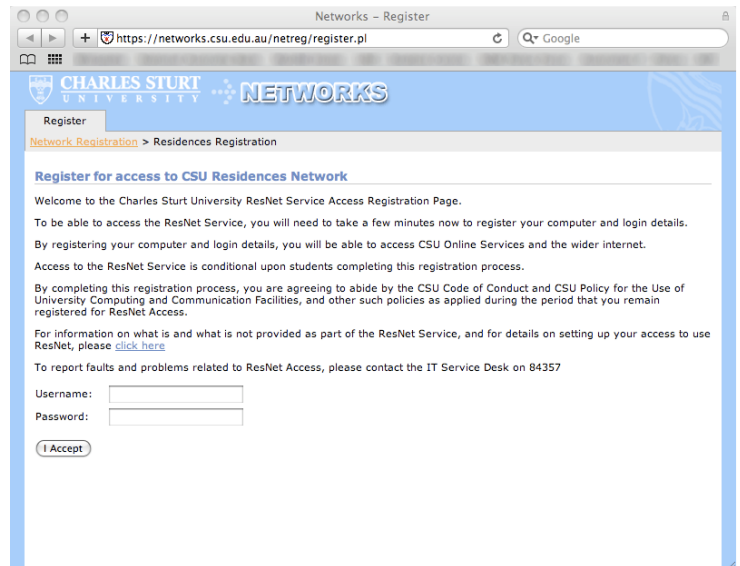
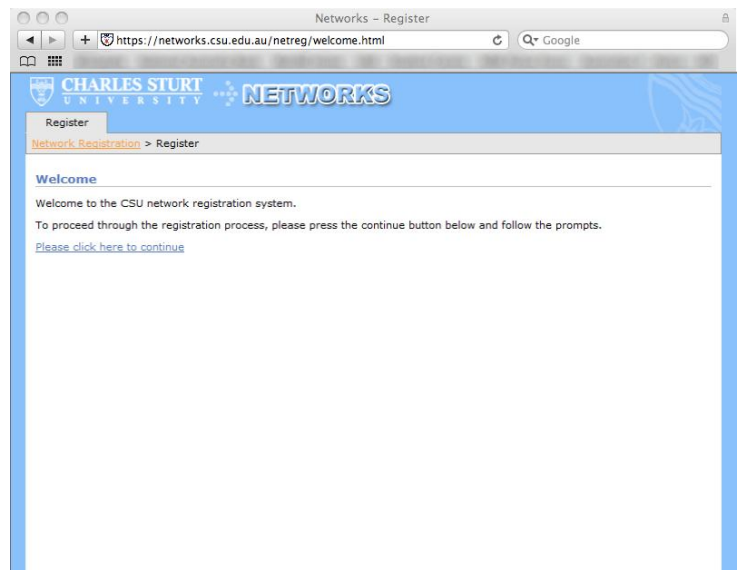
1. Open your web browser and type www.csu.edu.au in the address bar.
2. If no page appears or you see a message saying you are not connected to the Internet, type this address <https://networks.csu.edu.au/netreg/welcome.html> and press **Enter**. The network registration page will load. (*top image on the right*)
3. You will need to click the “**Please click here to continue**” link, to be sent to the Network Registration page (*middle image on the right*).

If you see the message “Error: This utility has detected that you should already have access to the CSU network. Please wait 5 minutes then restart your computer and try again” you are already registered to use the CSU Residential Network, and need to restart your computer.

*If you get a page cannot be displayed error message, or you do not see the registration page, please refer to **Section 4 – Troubleshooting, Part 2 - Network Connection Troubleshooting***

Please read the Network Registration page. By completing the registration process you are agreeing to abide by the CSU Code of Conduct and the Policy for the Use of University Computing & Communication Facilities. **Entering your username and password means you agree to abide by these policies**

4. **Type your username and password.** Click **I Accept** to register your laptop for use on the CSU Residential Network
5. Once the registration successful page appears (*bottom image on the right*), close your web browser and **restart your computer**. If you do not restart you may have trouble accessing the internet.

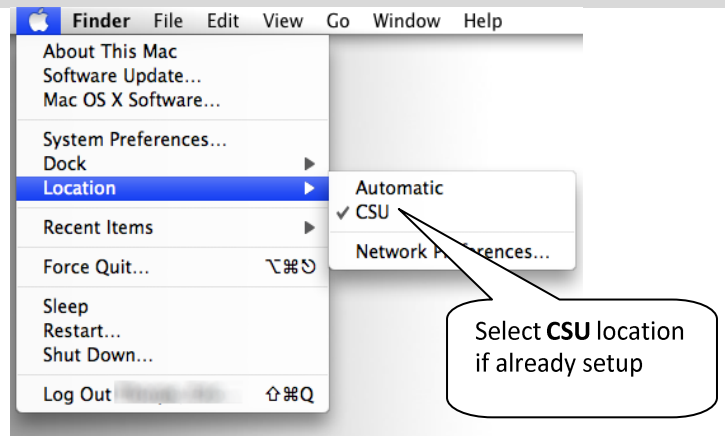


Section 3 – Configuring Your Computer

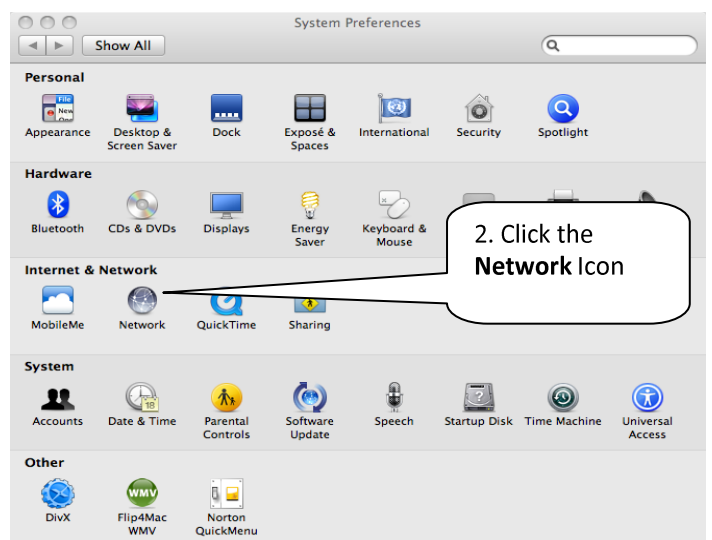
If you have previously setup a CSU location, while doing the Wireless guide, please switch to it now.

You may do this by:

- Clicking the Apple icon
- Selecting Location and choosing CSU, otherwise continue with this guide.

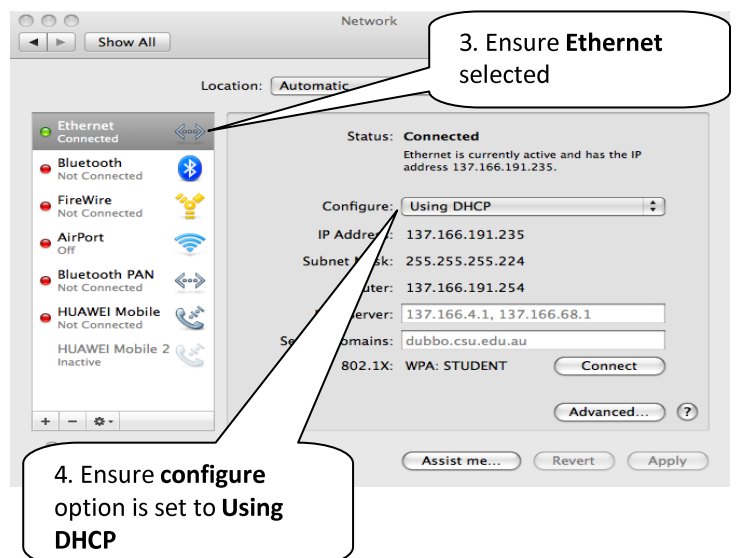


- Click the **Apple** icon on the taskbar and select **System Preferences**.
- Once the **System Preferences** window has opened click on the **Network** icon.



You should see a page like the one on the right.

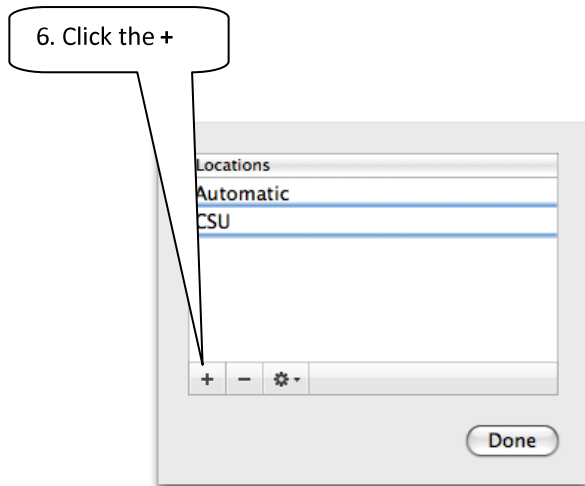
- Make sure the **Ethernet** option on the left hand side of the page is selected.
- Make sure that the **Configure** option is set to **Using DHCP**. If you are connected to the network, the **Status** should show as **Connected**, if it does not you should check that all the cables are connected properly.



5. Click the drop down box next to **Location**, and select **Edit Connections**

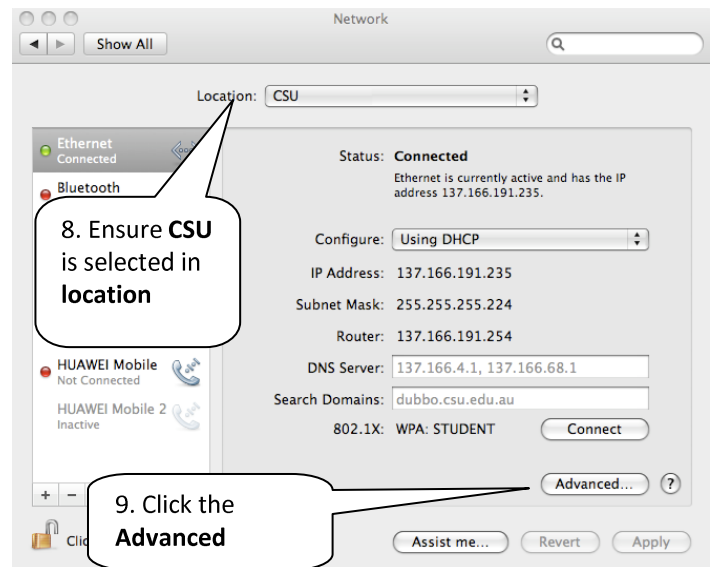
6. Click the +

7. Type in **CSU** and click **Done**



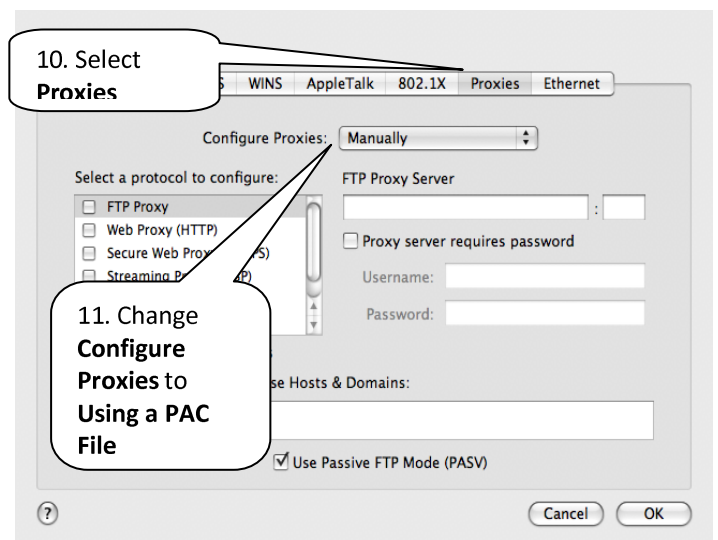
8. Ensure **CSU** is the selected Location

9. Click the **Advanced** button at the bottom right of the page

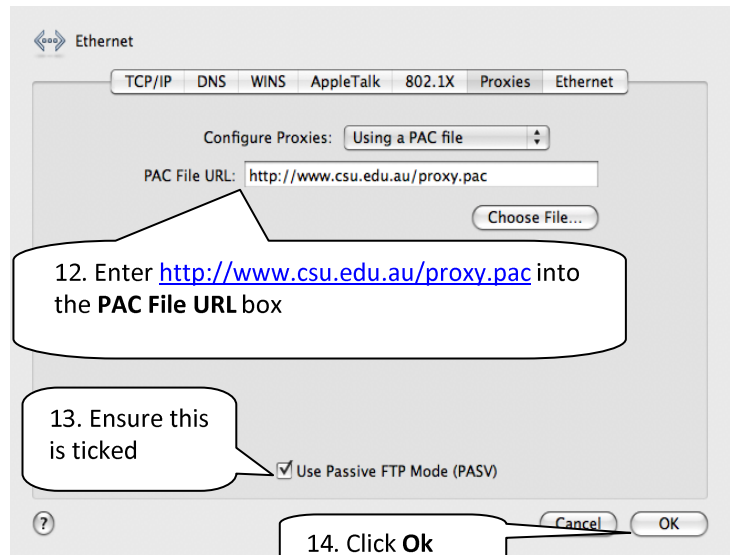


10. Now, click on the **Proxies** button at the top of the page. You should see a window like the one at the top right of the next page

11. Change the **Configure Proxies** box to **Using a PAC file**. As soon as you do this, the page should change to the one shown below.



12. Type the address <http://www.csu.edu.au/proxy.pac> into the **PAC File URL** box.
13. Make sure that the **Use Passive FTP Mode (PASV)** box is ticked.
14. Now, click on the **OK** button, and **Apply** your changes on the **Network** page. Close the **Network** and **System Preferences** pages.
15. You are now able to connect to the internet.



Section 4 - Troubleshooting

Part 1 - Phone Connection Troubleshooting

This part, describes the basic troubleshooting steps, if your phone display a message “Network Link Is Down” or “Waiting for network to initialise” message.

1. Ensure that there is a cable plugged into the wall network port.

1. Ensure that there is a network cable plugged into the wall network port



2. Ensure that the network cable from Step 1, is plugged into the LAN port on the back of your VOIP phone. Proceed to restart the phone. This may take a couple of minutes.

2. Ensure a network cable is plugged into this port



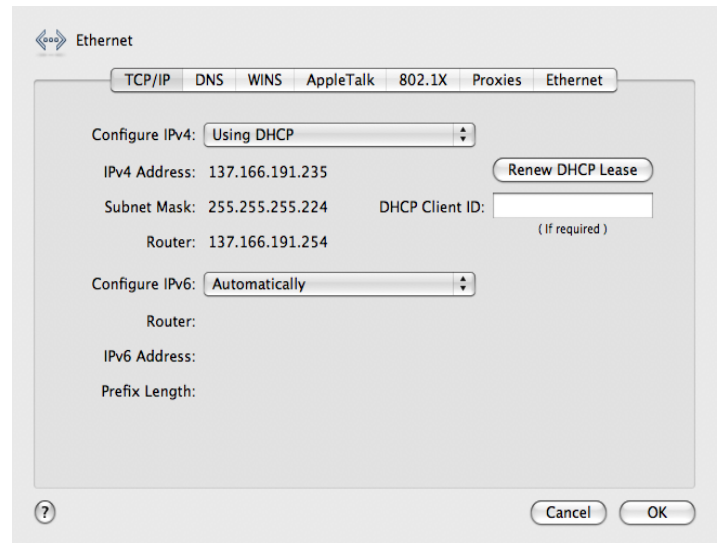
3. If your phone is still displaying the “Network Link Is Down” or “Waiting for network to initialise” please try swapping the port used on the wall and then restart your phone.

There is only one active wall port per room. If swapping the port doesn't get your phone to connect, please call Student Central on 37507 or 1800 275 278

Part 2 – Network Connection Troubleshooting

registration page

1. First, check whether you are connected to the network. To do this, go to the **Network** window like in the **Section 3, Steps 1 & 2** and click on **Ethernet** and **Advanced**.
2. Ensure that **Using DHCP** is selected next to **IPv4** and that **Configure IPv6** is set to **Off**
3. Next to “IP Address” a string of numbers starting with **137.166.x.x** should appear.
4. If the first two sets of numbers are different to this, you are not connected to the network. Try running through this guide again then if you are still having problems, contact **Student Central**
5. If your IP Address appears something like to the right, starting with **137.166.x.x** then make sure you have run a virus scan recently and have an active firewall, otherwise contact **Student Central** for assistance.



End of Guide.

If you are experiencing any problems connecting after following this guide, please contact Student Central on 37507 or 1800 275 278