University of Vermont Residential Life Quarry Hill Internet

Internet at Quarry Hill is provided by Comcast and each apartment has its own modem/router combination called an internet gateway. This internet gateway provides both wired and wireless connectivity. The wireless network name and password is printed on a label that is attached to the bottom of the internet gateway. **The wireless network name and password should never be changed and the internet gateway should not be moved between apartments.**

Common Internet Problems

**Activation page when trying to access the internet**
If when you try to browse the internet you are greeted with an activation page, you will need to call Comcast’s Bulk Service Center at **855-638-2855**.

**Cannot connect to internet but can connect to wireless**
If you can successfully connect to the wireless network but cannot connect to the internet, a quick reset may fix the issue. To perform a quick reset of the internet gateway:

1. Press the reset button on the back of the internet gateway for 2-5 seconds.
2. This will restart the internet gateway and it will take a few minutes. You will know it is booted back up successfully when the US/DS and Online lights are solid again.
3. Once it is reset, you should be able to connect to the internet.

**Cannot connect to Wireless network**
If you cannot connect to your wireless network because either the password is incorrect or you cannot find your network on the list of available networks, then you will need to reset your internet gateway to default settings. To perform a factory reset:

1. Press and hold the reset button on the back of the internet gateway for at least 15 seconds.
2. The internet gateway will take a few minutes to boot back up and connect to the internet. You will know it is booted back up successfully when the US/DS and Online lights are solid again.
3. Once it is reset, you will be able to connect with the default wireless network name and password again.

**No internet access, no internet gateway reset worked**
If you have tried resetting your internet gateway and still cannot get internet access, you will need to call Comcast’s Bulk Service Center at **855-638-2855**.

- You will need to provide your address (326 Quarry Hill Rd., Apt #). Having the serial number of the internet gateway readily available can also help identify you to the Bulk Service Center.
- You will be able to schedule your own service appointments through this number and will be responsible for having someone present during the time Comcast is supposed to be there so that you can let them into the building and apartment.

**Cannot get service through Comcast Bulk Service Center**
If you have called Comcast and have not resolved your problem, please submit a Fix-it. This process will take longer than calling Comcast directly and should be only be used if all other steps have failed.

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