Networking

Welcome to the Answers home for networking at Syracuse University. Here you’ll find details about SU’s available networks as well as links to key support documentation.

- **SU’s Networks**
  - AirOrangeHelp
  - AirOrangeX
  - Gadgets&Games
  - AirOrangeGuest
  - OrangeHotSpot
  - Eduroam
  - SUAD

- **Network Support Pages**

- **Getting Help**

SU’s Networks

Information Technology Services (ITS) provides several different wireless networks on campus, each designed for a particular purpose.

**Connect to the Right Network**
Be sure you are connecting your device to the right network. Details about supported devices can be found on our [Using Your Devices on the SU Network page](#).

**AirOrangeHelp**

Use AirOrangeHelp anywhere on campus to configure your computer, smartphone, and tablet to connect to AirOrangeX with your SU NetID and password. Select this network, then navigate a browser to [airorangehelp.syr.edu](http://airorangehelp.syr.edu) and follow the instructions for your device.

**AirOrangeX**

Fast, secure network and internet connection for computers, smartphones, and tablets everywhere on campus. Use AirOrangeX to access University online resources that require your SU NetID and password including MySlice, Blackboard, Answers.syr.edu, and more.

**Gadgets&Games**

Located **only** in the University residence halls, Gadgets&Games is a fast, open internet connection for many but not all internet TVs, gaming systems (XBox, Playstation, Wii), streaming devices (Roku 2 and up, Amazon FireTV and Stick, internet radios, Blu-Ray players), and more. Note that Apple TV, Chromecast, Nintendo DS and DS lite, and wireless printers are not supported. Gadgets&Games cannot be used to access University online resources that require your SU NetID and password, nor should it be used for anything involving your personal information.

**AirOrangeGuest**

Your family and guests who don’t have an active SU NetID can connect to the internet everywhere on campus using AirOrangeGuest. They should select this network on their device, then navigate a browser to [the guest portal](http://thequest.portal) and follow the instructions. AirOrangeGuest is not a secure network; users proceed at their own risk. More details can be found in the [AirOrangeGuest visitors and guests guide](#).
OrangeHotSpot

Located **only** in the Carrier Dome, OrangeHotSpot provides an open internet connection during most major events.

Eduroam

Eduroam (education **roaming**) is a secure, worldwide wireless network access service developed for the international research and education community. Eduroam provides students, faculty, and staff from more than 5,500 participating institutions simple, instant and secure access to the Internet when visiting each other’s institutions. You won’t use this here at SU (unless you’re a visitor) but will find it handy when you visit other participating institutions. More information can be found on the Eduroam page.

SUAD

The Syracuse University Active Directory (SUAD) network provides a fast, secure network and internet connection to University-owned Active Directory devices anywhere on campus.

Network Support Pages

- Connecting
  - CONNECTING OFF-CAMPUS
  - INTERNET SERVICE PROVIDER OPTIONS FOR OFF-CAMPUS STUDENTS, FACULTY AND STAFF
  - Residence Hall Networking
    - Network Routers
    - STUDENT ANTIVIRUS
      - Recommended Antivirus Software Packages
  - SU NETWORK USER RESOURCES AND RESPONSIBILITIES
  - TELEPHONE SERVICES
  - Using Your Devices on the SU Network
  - Wireless
    - AirOrangeGuest Wireless - Home
    - AirOrangeGuest Access Instructions
    - AirOrangeX Wireless - Home
      - Connecting Devices to AirOrangeX
        - Amazon - Connecting a Kindle Fire to AirOrangeX
        - Apple - Connecting a Mac to AirOrangeX
        - Apple - Connecting a Mac with Java to AirOrangeX
        - Apple - Connecting an iPhone or iPad to AirOrangeX
        - Google - Configuring AOX on an Android Phones
        - Google - Connecting a Chromebook to AirOrangeX
        - Google - Connecting an Android Device to AirOrangeX
        - Microsoft - Connecting Windows 8.1 to AirOrangeX
        - Microsoft - Connecting Windows 10 to AirOrangeX
        - Microsoft - Connecting Windows RT to AirOrangeX
    - Google Chromecast
    - Lenovo Laptops and AirOrangeX
    - What Wireless Network Card Should I Buy?
  - Troubleshooting the iPad WiFi connectivity, off SU Campus.
  - Wireless Network and Systems
  - WIRELESS STANDARDS

- Eduroam
- IP and Mac Addresses
- ITS Support Services: Hours
  - RESIDENTIAL NETWORKING
    - Smart TV’s and Your Privacy
- Wireless Network troubleshooting form
Getting Help

If you require additional assistance for the information above, or any IT-related issues, contact the ITS Help Desk by calling at 315-443-2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

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