WI-FI is Coming Soon to YOUR Hallway!

Wi-Fi: an abbreviation for *wireless fidelity*; a wireless networking technology that allows computers, laptops, smartphones, and tablets to communicate with each other and access the Internet over a wireless signal; *the project rolling out now in the Horizon House Technology Program!*

THE JOURNEY TO HORIZON HOUSE WI-FI!

- *October* – **Fiber optic cable**, the wires that enable us to have wireless **Internet** access (**Wi-Fi**), arrived at our doorstep.
- *November* – We began distributing this super-fast cable to **access points** throughout the entire facility; this work will continue into 2015.
- *December* – We began **activation** of access points, including testing and implementation in apartments, in the North Tower.
- *January* – When Wi-Fi is fully implemented in the North Tower, we'll evaluate our process and determine next steps in the rest of the facility.

WHAT DOES THIS WIRELESS TECHNOLOGY MEAN FOR ME?

- Wi-Fi replaces **DSL** and provides faster Internet access to computers in resident apartments. It can also connect other wireless devices in apartments, like a **wireless printer** or another computer with wireless capability. Wi-Fi provides Internet access from **mobile devices**, like smartphones and tablets, to both residents and employees from anywhere in the facility near an access point.

AS A RESIDENT, WHAT DO I NEED TO KNOW?

Horizon House DSL will remain in place until our new Wi-Fi system is fully activated and functioning properly. Wi-Fi will be implemented throughout the facility in phases that will be determined based on our experience in the North Tower. Prior to implementation in apartments, the **IT** department will be in touch with each resident household about timing. Each apartment will also receive an informational packet outlining important aspects of Horizon House Wi-Fi and the follow-up process for support.

Please review the examples on page 2 to find helpful information on how your individual technology set-up may relate to implementation of our new Wi-Fi system.

BACK BY POPULAR DEMAND!

The GLOSSARY on the back page defines words that are highlighted in **black bold type** throughout the text.

Wi-Fi Coming Soon | *What Do I Need to Know?* *(continued from Page 1)*

- **Television** – Horizon House basic television cable is provided by Comcast. In general, your TV is NOT affected by the new Wi-Fi system, and you do NOT need to do anything.

- **No Computer** – If you do NOT have a computer, you do NOT need to do anything.

- **Mobile Device** – If you are using a mobile device that is ready for Wi-Fi, like a laptop or tablet, you will need a new password to access Horizon House Wi-Fi.

- **Older Computer** – Some older computers will require a specific adapter (called a **USB network adapter**) to use Horizon House Wi-Fi. During Wi-Fi implementation, our IT staff will review your individual computer set-up and install an adapter, if needed, at no cost to you.

- **Computer With DSL** – If you have a computer currently connected to the Internet via Horizon House DSL and pay a monthly fee but do not have any wireless devices, you do NOT need to do anything. Horizon House DSL is eventually going to be replaced by Horizon House Wi-Fi, but as of January 1, 2015, the monthly DSL fee will no longer be charged.

- **Computer With DSL Using a Wireless Router** – If you have Internet access via Horizon House DSL and have added a **wireless router** to support a wireless home network (for computers, tablets, smartphones, printers, etc.), your DSL is eventually going to be replaced by Horizon House Wi-Fi. You will no longer need your **wireless router.** As of January 2015, no monthly DSL fee will be charged.

- **Computer With Comcast Internet** – If you have Internet access via Comcast, you may want to consider switching to Horizon House Wi-Fi to eliminate your Comcast bill. Please see "ATTENTION COMCAST USERS" in next column.

- **Computer With Comcast Internet Using a Wireless Router** – If you have Internet access via Comcast and have added a **wireless router** to support a wireless home network (for computers, tablets, smartphones, printers), you may want to consider switching to Horizon House Wi-Fi to eliminate your Comcast bill. Please see "ATTENTION COMCAST USERS."

ATTENTION COMCAST USERS !

PLEASE don't cancel your Comcast Internet until Horizon House Wi-Fi has been activated in your apartment! We'll let you know when that happens!

- **Reminder** – Comcast may bill you directly for other services beyond Internet access, like telephone, HDTV, or additional cable channels beyond basic. Call Comcast at 1-800-266-2278 for information on your specific plan and billing.

- **Eliminating Monthly Fees** – Once Horizon House Wi-Fi is fully functional, you may want to cancel your Comcast Internet account to take advantage of our free Wi-Fi.

- **Changing Email Address** – If you do decide to cancel your Comcast Internet, you'll need to select another host for your email service, and that will require changing your email address. Gmail, Outlook, Yahoo, and AOL are some free options. We'll work with Comcast email users in the near future to avoid any interruption in service. Please stay tuned.

WHAT IS THE TIMELINE FOR ALL THIS ACTIVITY?

As of January 1, 2015, the Horizon House Wi-Fi system has been tested, activated, and evaluated in portions of the North Tower. The implementation plan is to proceed in phases for all buildings and hallways on our campus. Each phase will be evaluated before moving on.

We won't cancel your Horizon House DSL until Horizon House Wi-Fi has been activated in your apartment (no DSL monthly charge as of January 1, 2015, however).

I DON'T KNOW WHAT I HAVE OR WHAT I NEED. WHAT SHOULD I DO?

Be patient! The IT department will be working in phases, floor by floor, with each resident on their individual Wi-Fi set-up. You'll receive a packet that will explain the process, procedure, and follow-on support when it's your "turn" to have Wi-Fi enabled in your apartment.

MIKE OSTREM
Chief Financial
& Technology Officer

Sometimes technology happens too fast for us to get our arms around, and at other times it's like waiting for Godot! We have completed bringing **fiber optic cable** to the building, distributing it to the various towers, and enabling the **access points** on several floors. We'll continue to methodically march through the process of enabling **Wi-Fi** in all resident apartments into early 2015. Because the technology in residents' apartments is so diverse, we elected to take a phased approach (working on groups of floors per phase). This enables us to set up each resident apartment properly and offer follow-on support when Murphy's Law kicks in and things don't go exactly according to plan. This approach also allows us to learn in phases, making each successive set-up a better one. We expect to complete all floors in all towers by the end of the first quarter. When it's your turn for your floor (and apartment) to be set up, we'll give you a packet to explain the process, procedure, and follow-on support service. Stay tuned!

We hope that all this new technology will add convenience and provide resources to any resident choosing to engage with it. We also hope that you'll appreciate the challenge of introducing such technology in a diverse community like ours. And finally, channeling the famous line from the Rolling Stones' Mic Jagger, we're hoping "you get what you need." That's our goal.

All the best, Mike

WiFi System @ Horizon House Coming in 2015

Q4PROJECTS

FOURTH QUARTER 2014 PROJECT UPDATE

Horizon House CONNECT

WEBSITE UNDER CONSTRUCTION!

Horizon House Connect Website

Development of the **www.horizonhouseconnect.org** website continues, focusing on a user-friendly homepage, along with the Resident and Staff Directories and Calendar. Groups of residents and staff have periodically tested the site, and many of their helpful suggestions have been incorporated. Testing will continue in 2015 before a **go live** date is determined. A plan to update resident and staff photographs and to enter resident profile information is also underway. User education will be provided before and after the site goes public. Stay tuned!

Now is a good time to update your anti-virus software!

GLOSSARY of TERMS

*Most of the terms in this issue of the Glossary are repeats from prior issues, reprinted here for your convenience. Because of space constraints, we're unable to print the entire Glossary in each issue. Please contact **Hollis Palmer** (hollisp@horizonhouse.org; x 2776) if you'd like a copy of the most complete and up-to-date version of the Glossary.*

GLOSSARY of TERMS

access points When creating a Wi-Fi system, fiber optic cable is distributed throughout a building from a central network and terminates in devices called access points (APs). APs are capable of sending and receiving signals through the air to and from devices set up for wireless communication, like laptops or smartphones. Facilities with Wi-Fi have many APs, usually located in ceilings throughout the building.

activation Once fiber optic cable has been distributed to an access point (AP), the final step is activation: testing the AP to ensure that it's functioning properly to send and receive wireless signals; also checking that any associated wireless devices (computers, printers, tablets, smartphones) are working properly.

anti-virus software Anti-virus software is an application installed on your computer to protect you from computer viruses.

DSL DSL, which stands for Digital Subscriber Line, is a way of getting Internet access over phone lines.

fiber optic cable or fiber A technology that moves data quickly from one place to another. Fiber is the way we'll bring Internet data into Horizon House.

go live When a website is available (viewable, useable) to a general audience, it is said to "go live." The Horizon House website for residents will go live in the first quarter of 2015.

IT IT stands for Information Technology. An IT department is typically responsible for building, maintaining, and supporting an organization's computers, networks, and software applications. At Horizon House, the IT department does all that and also acts as in-house consultants to residents about their computer concerns. (Note that the Facilities department handles other aspects of technology, notably TV, phone, and audio-visual services.)

Internet The Internet is a global system of interconnected computers. It is the platform that allows your email to reach you and allows you to visit websites.

mobile devices Mobile devices are computers that you can take with you, including everything from laptops to tablets, such as the iPad or Surface, and smartphones, such as the iPhone or Android models.

USB network adapter Most newer computers can connect to the Internet via Wi-Fi, but if you've got an older computer that can't do that, a USB network adapter will allow you do so. It's a small (1/2 x 2") device that plugs into your computer; we can help you install one if needed.

Wi-Fi Wi-Fi is how you access other computers or the Internet from your computer while you are not connected to any wires. It is typically used by laptops, smartphones, and tablets.

wireless printer Some newer printers connect to your computer via a Wi-Fi connection instead of a cable attached to your computer. This allows you to put the printer wherever you want. That won't change with our new Wi-Fi system.

wireless router Currently at Horizon House, if you are using Horizon House DSL or Comcast Internet in your apartment and you want to be able to access the Internet wirelessly, you need a wireless router. With our new Wi-Fi system, you won't need one.