

## IT Support Frequently Asked Questions:

**1. Can I use an Ethernet (wired) connection in my unit in addition to Wifi?**

Yes, we can activate a port for this purpose. Please reach out to the tech support office near package concierge room or contact IT office 213-514-5790.

**2. Are there any devices that aren't compatible with Lorenzo's resident Wifi?**

Phillips Hue smart bridges, Sonos speakers, and some wireless printers have trouble connecting to the WiFi system and are not recommended.

**3. Can I cast from my device?**

Yes! Firestick and Roku are preferred devices for casting. Some residents experience problems casting with Google Chromecast.

**4. Can I set up a printer in my room?**

Yes; almost all printers work on the network. If you need assistance connecting one, please reach out.

**5. Are there printers in Lorenzo common areas for resident use?**

Yes! There are printers in the study rooms on the 2<sup>nd</sup> floor near the Lorenzo library.

**6. Will I have my own Wifi SSID in my unit?**

No. The SSID is the same across the property. You can join "Lorenzo Resident" or "Lorenzo Guest."

**7. Is there a maximum number of devices I can use?**

No, as long as your use is in line with our Terms of Service and Acceptable Use Policies

**8. Is an Ethernet (wired) connection more stable?**

Yes, it can be. For gaming consoles, Ethernet is recommended. we can activate a port for this purpose. Please reach out to the tech support office near package concierge room or contact IT office 213-514-5790.

**9. Is Direct TV access in my unit free?**

Yes! Direct TV is provided to all residents as part of your lease.

**10. Is there a charge for IT to help me setup Direct TV service in room?**

No, there is no charge. Setup is included. Please reach out to the tech support office near package concierge room or contact IT office 213-514-5790.

**11. What is the best way to get a hold of tech support?**

You can call 213-514-5790, go to the IT office near the package concierge, create a service request via email at [LorenzITsupport@baiconnect.com](mailto:LorenzITsupport@baiconnect.com) or by contacting security at the front desk.

**12. What do I do if I get a 722 Error on my television?**

Call Tech Support at 213-514-5790 and we can help!