



Information regarding internet for tenants staying in KI Residence Flemingsberg



**Karolinska
Institutet**

ABOUT THE INTERNET SERVICE

KI Housing provides internet in all apartments in KI Residence Flemingsberg. The name of the internet provider is "Tele2".

All apartments are equipped with a router/modem so you may start using internet as soon as you arrive.

In this user guide, you will find information about the modem, network and other things to think of.

In the end of this brochure you will also find information regarding network problems and contact details to the customer support.

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CONTACT INFORMATION

Postal address:
Nobels väg 5
171 65 Solna

Visiting address:
KI Housing Reception,
Fogdevreten 13

ki.se/housing • housingservice@ki.se



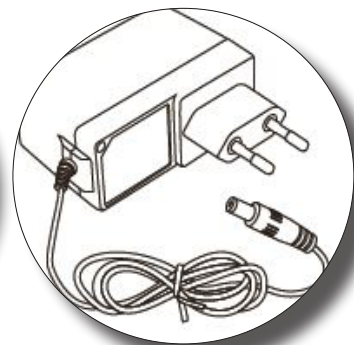
THINGS TO THINK OF

- Please do not remove the label underneath the modem. It is also important that you do not change the name of the network, nor the password.
- Use the equipment that is provided by Tele2. Do not use old cables since they may impair the internet connection.
- Place your router as open as possible for maximum range. If you think that the wireless connection is bad or unstable, you can try to place the router in another room if possible.
- Aspects that can affect the connection speed are other electrical devices, old computers/ network cards, WiFi of the neighbors and thick walls.

PROVIDED EQUIPMENT



Modem/router

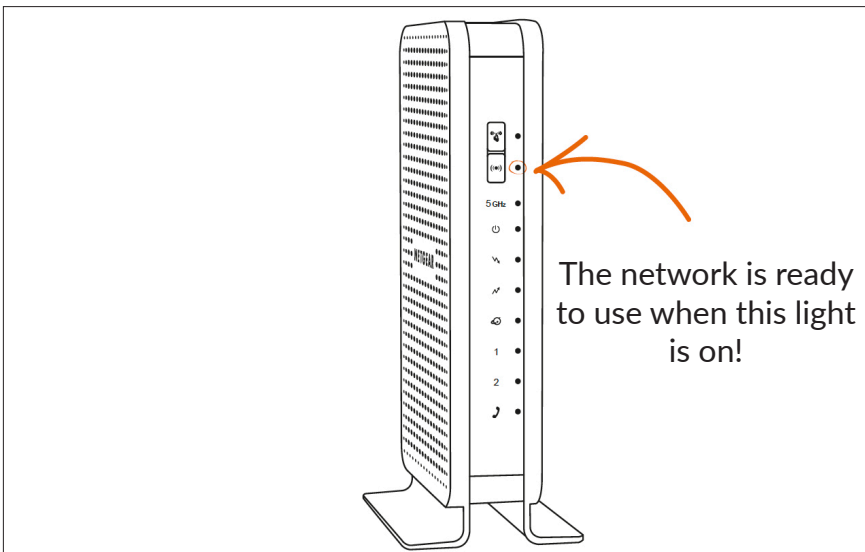


Power adapter

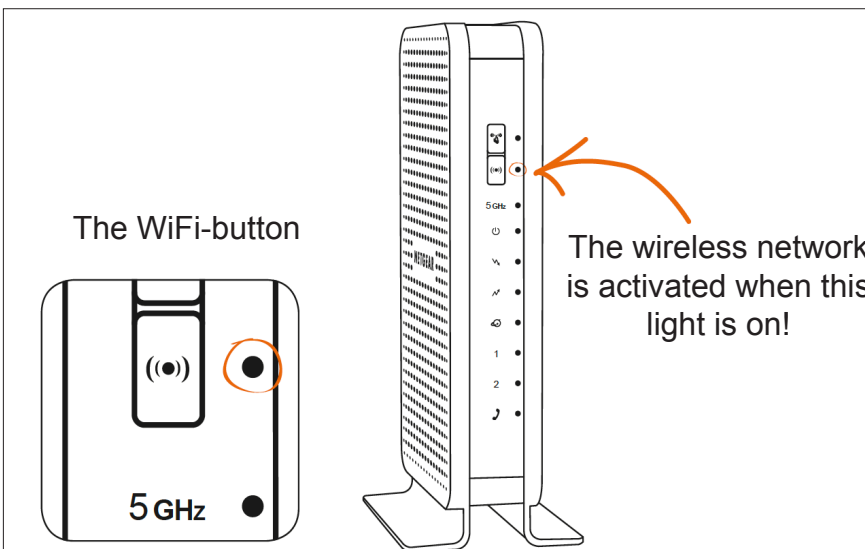


Modem cable

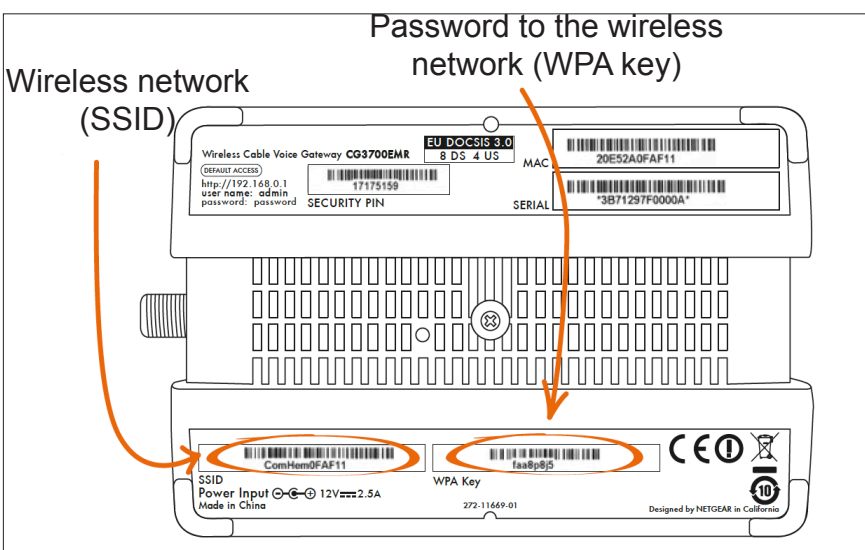
THE MODEM/ROUTER AND THE NETWORK



1 The network is ready to use as long as the light for WiFi is on. If so, you should be able to connect to the wireless network.



2 If you would like to turn on or off the WiFi-function, you will have to press the WiFi-button so that the lamp is turned on or off. Press and hold the button for about 3 seconds. When you release the button, the lamp is turned off.



3 Regardless the device, you must state the name of the network (SSID) and the password (WPA). The details are given on the label that is placed on the bottom of the modem.

It is important that you do not change the name of the network or this password.

CONNECTION PROBLEMS

If you lose your internet connection, you have to determine whether the problem lies with your computer or within the network.

First of all, make sure that all cables are connected properly. Secondly, restart all equipment (unplug the power cord and wait for 20 seconds).

If you still cannot connect to the wireless network, check if other devices can connect to the network if possible.

If they can, the problem is likely rooted in your computer's settings and hardware. You may then try to do the following:

- Restart your computer.
- Try another website.
- Try another web browser. If you, for example, are having a problem with Firefox, you may try to open a website in Internet Explorer.
- If you cannot connect to the wireless network, ensure that your wireless adapter is enabled. Many laptops have a switch or button that turns the wireless adapter on and off. If you have accidentally pressed the button, your computer will disconnect from the network.
- There could be a software problem on your computer causing the connectivity problems and if so, you have to repair your connection. Both Windows and Mac have built-in repair tools that you can use to try to fix the issue.

PROBLEMS WITH THE NETWORK

If you cannot connect to internet with any device, the problem is likely rooted within the network.

- Check if any of the cables are damaged.
- Restart your computer again and remove the power cord. Wait a while until you plug it in again.
- If you are using the router: try to connect the computer directly to the modem by using a LAN cable.

>> PROBLEMS WITH THE NETWORK

- If you are using a firewall software - try to turn it off. If you can connect to the internet after turning it off, the problem is likely rooted within the firewall software. If so, you may check the support pages of the firewall provider or contact them for further assistance.

If you still cannot connect to internet after trying this, please contact the customer service for support. The contact details are written below.

CONTACT DETAILS TO TELE2 CUSTOMER SERVICE

Phone No: **08-12 05 28 95** (option 1, teknisk support)

Tele2 will ask for the customer number of KI Housing which is **70093484**.

They will also ask for your MAC ID and Serial Number that are given on the label, placed on the bottom of your modem. See a picture of the label on page No. 3.

Please note that it is important that you are in the apartment, and that your computer is switched on when calling, so that they can troubleshoot your connection.



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