



Internet user guide for tenants staying in KI Residence Solna



**Karolinska
Institutet**

ABOUT THE INTERNET SERVICE

Internet is provided in all rooms and apartments in KI Residence Solna. The name of the internet provider is "Telenor".

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 things to think of and what to do in case of connection problems.

In the end of this brochure you will also find 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

- The modem is located in the fuse box in the hallway.
- You will find the name of the modem and the password on a WiFi-sticker on the fuse box or beneath the modem.
- Please do not remove the WiFi-sticker on the fuse box or the label underneath the modem.
- It is important that you do not change the name of the network, nor the password.
- Use the equipment that is provided by Telenor. Do not use other modems or old cables since they may impair the internet connection.
- Aspects that can affect the connection speed are other electrical devices, old computers/network cards, WiFi of the neighbors and thick walls.

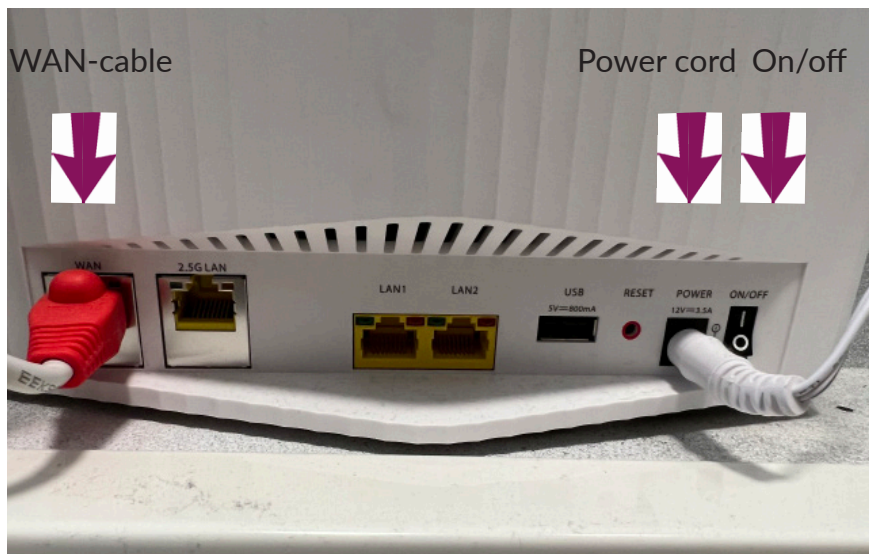


Picture of the WiFi- sticker on the fuse box



Picture of the fuse box in the hallway

CONNECTION PROBLEMS



1 If you cannot connect to the network, we ask you to first take a look on the backside of the modem in the fuse box and check that:

- the WAN-cable and power cord are connected
- the modem is on



2 The network should be working properly if this green light shows on the side of the modem.

- If the network still does not work or if this light is red or turned off, we ask you to:
- turn off the modem
 - unplug the WAN-cable and power cord
 - wait 30 seconds
 - plug in the WAN-cable, power cord and turn on the modem again



3 Check that you have stated the right WiFi-name and password. Other apartments have similar WiFi-names so it is important that you state the details for your apartment. The details are given on the WiFi-label on the fuse box or on the label that is placed on the bottom of the modem. You can also try to scan the QR-code on the label with your phone.

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

CONNECTION PROBLEMS

If you still cannot connect to the WiFi after you have restarted all equipment and are sure that all cables are connected, we ask you to check if other devices can connect to the network.

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 to type the WiFi-name and password instead of choosing it from the WiFi-list
- Try another website
- Try another web browser. If you, for example, are having a problem with Safari, you may try to open a website in Chrome.
- 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.
- 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.
- 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.

If you still cannot connect to internet after trying this, please contact the customer service for support.

WIFI IN COMMON AREAS

KI Housing provides wireless internet in the common areas of KI Residence Solna.

The name of the network is:
KI_Residence_Solna

The password is:
Tenant_KI123

CONTACT DETAILS TO TELENOR

If you still have connection problems and have tried everything in this user guide, we ask you to contact the customer support at Telenor.

When calling their customer support, there are several choices in the voicemail so we ask you to follow the steps below:

1. Call 020-222 222. Their customer support is open on weekdays from 8AM to 9 PM and on weekends from 10 AM to 7 PM.
2. Press 9 for English
3. Press 2 for internet services
4. Press 3 for technical support
5. They will now ask for your social security number. As the internet service is registered on the landlord, not on your own social security number, we ask you to press * (star) to continue.
6. When you have followed the steps above, Telenor will tell you how long your estimated waiting time is.

When you have reached the support, we ask you to describe your internet problem in detail. You must also give them your postal address and apartment number. Sometimes they ask for your MAC ID and Serial Number (SN) 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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