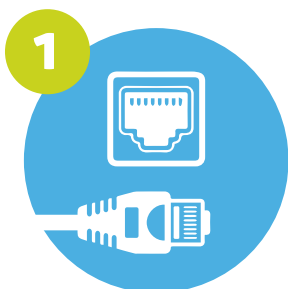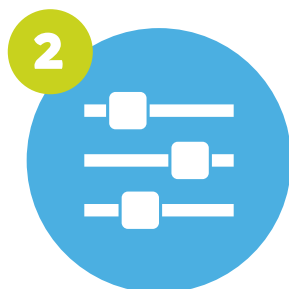# INSTRUCTION GUIDE KennisGlas®

1 CONNECT
Connect your computer to the wall socket using a network cable.

2 SET UP
Use the following settings:
Get IP address: automatic
DNS-server: automatic

3 READY
That's it! You're connected to the KennisGlas® network

WHAT IS KENNISGLAS?

Stadswonen Rotterdam buildings are fitted with a cabling infrastructure which enables high speed internet for every tenant. This infrastructure is called KennisGlas®.

It means the building has its own equipment running an active network off the public internet, with cabled connections into every apartment. Every tenant therefore has at least one RJ45 100Mbps ethernet wall socket connection in their home.

Access to the KennisGlas® infrastructure is included in your rental agreement, together with internet provided by Teleplaza. This gives you an internet connection of up to 1 Gbps, as long as the network itself and your own equipment can support that speed.

For any questions about setup, infrastructure or the internet connection, you can contact the KennisGlas® helpdesk via its website or by telephone.

WIRELESS INTERNET

KennisGlas® does not provide a wireless network. To get this, you'll need to plug in your own wireless router. Make sure both your router and your equipment support the fast 5Ghz speed and select a WiFi channel not many people use. The best channels are 36, 40, 44 and 48. You are not advised to use channels 52, 56, 60, 64, 100, 104, 108, 112, 116, 120, 124, 128, 132, 136 or 140, because these are used by aviation and weather stations.

PROBLEMS CONNECTING?

If you don't manage to connect immediately, do the following:

1. Check both ends of the cable are securely in their sockets, they need to click into place.
2. Check your computer's network card is properly installed.
3. Check the network properties. TCP/IPv4 must be set as the protocol. An IP address must also be obtained automatically via the DHCP server.
4. Check whether the internet browser is set to use a proxy server. You should not use a proxy server.
5. Find a neighbour in your building with a working internet connection and test if your computer works in their apartment, following the ✪ instructions. First try using your own cable. If that doesn't work, try with your neighbour's cable. This will determine whether the problem is with your connection, your computer or your cable.
6. Do test #5 the other way round, using your neighbour's computer in your apartment.

✪ **Windows:** Press the Windows key (⊞)+R, type *cmd* and press Enter. In the black screen, type *ipconfig /release* and press Enter. Close the window.
MacOS: Open the Terminal App and type *sudo ifconfig set en0 DHCP* followed by *ifconfig getpacket en1*. Close the app.

If you have tried all of the above and still cannot connect, then contact the KennisGlas® helpdesk. If they are unable to solve your problem remotely, they will send an engineer. We may charge you for this if the problem turns out to be caused by something within your control, such as your computer or its settings or your own cables. You must also make sure somebody with access to your computer and its settings is home when an engineer comes out, otherwise you will be charged for the unfulfilled call out.