



## Manual Broadband Connection



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# 1 Introduction

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In 2006 Stadswonen Rotterdam (former 'Stadswonen') provided its houses, within the framework of the project KennisGlas<sup>®</sup>, with a very fast infrastructure on which several services can be offered. Tele2 (former 'BBned') will ensure the offering of the passive network by means of a (glass fibre) infrastructure which connects the larger buildings. This infrastructure is called KennisGlas<sup>®</sup>.

Each room or apartment is provided with internal wiring which connects the room or apartment with the central switch within the building. Each room or apartment has a RJ45 100Mbps ethernet wall outlet. This outlet can be used by the tenant to connect to the internet. The connection to the network is explained in chapter 2.

Your room or apartment is also provided with this infrastructure and is a part of your rent agreement. This manual gives you the basic instructions for configuring and maintaining the connection of KennisGlas<sup>®</sup>. KennisGlas<sup>®</sup> grant all services to you with regard to the infrastructure. You can reach the helpdesk of KennisGlas<sup>®</sup> on their site or by phone. For further details we refer to the chapter "Helpdesk".

## 2 Getting started

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### 2.1 Connecting your computer

You can connect the Ethernet interface of your computer or laptop directly to the wall outlet using an Ethernet cable (a “straight” UTP as opposed to a cross cable). If you do not have an Ethernet cable, it is your responsibility to ensure that you obtain one. This type of cable is available from all computer stores.

A picture of the wall contact box is provided below; the actual colour and appearance may vary.



When connecting your computer to the wall contact box, please ensure that the cable is connected correctly and clicks when you press the connectors. You do not require a broadband modem in order to use the internet.

## 2.2 Computer settings for Windows Vista or 7

The connection can be used with every working system that is equipped for the DHCP & TCP/IP signal via Ethernet. Use the following settings in the network configuration of your computer or laptop:

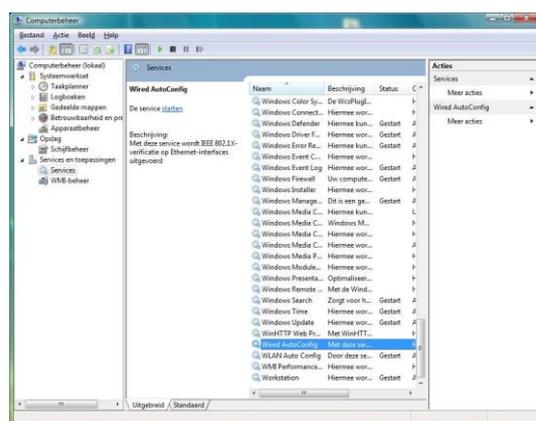
**Please take into account that you need to be logged in as “administrator” in order to be authorised to install software on your PC.**

### 2.2.1 Windows Vista

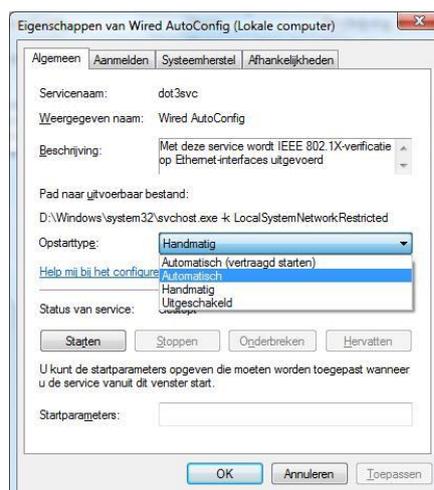
Right-click on “My Computer” in the menu “start”. Select “Manage”

“Computer Management” opens. Click on “Services and Applications”; click on “Services” and a list of items will open.

In case of Windows Vista; open the item “Wired AutoConfig”.



In case of Windows Vista; set the “Startup type” on “Automatic” (NOT “Automatic, delayed start”). Then press “Start” and finally press “Ok” to close this window.



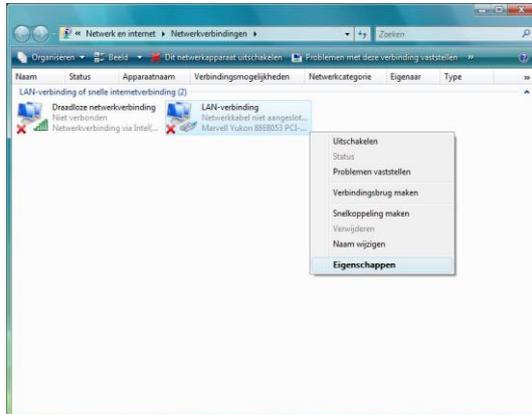
Press “Start” and go to “Control Panel”. Go to “Network and Internet”.



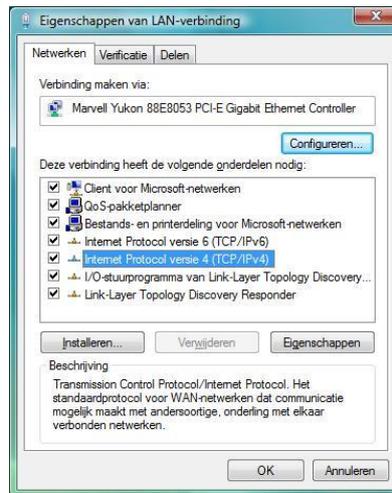
Click on “Network Centre”



Click in the tasklist on “Manage Network Connection”; Right-click on “LAN Connection” and select “Properties”.



Select “Internet Protocol version 4 (TCP/IPv4)”



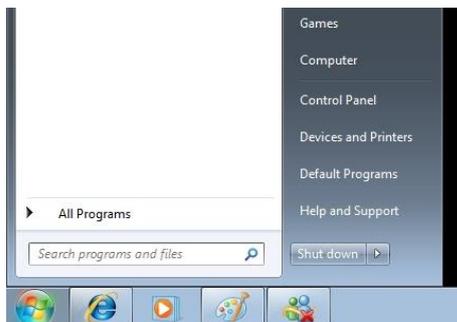
Check the images below for the correct settings and press “OK”.



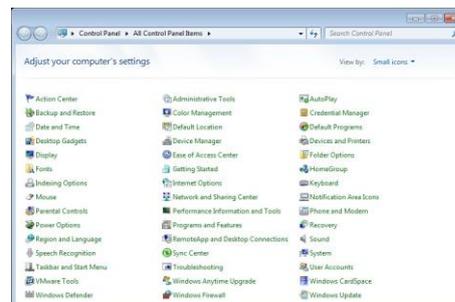
The network configuration for your Vista system is now ready. You can now access the internet.

## 2.2.2 Windows 7

Press **Start** and select **Control Panel**.

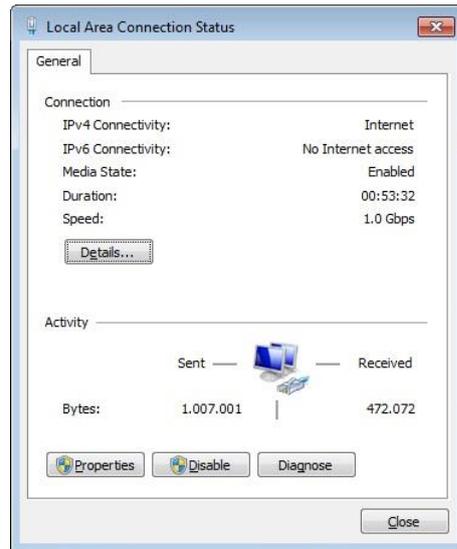
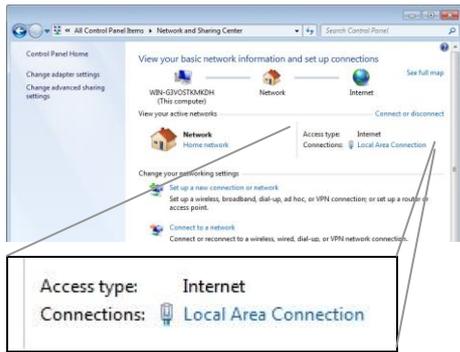


In **Control Panel** select **Network and Sharing Center**.



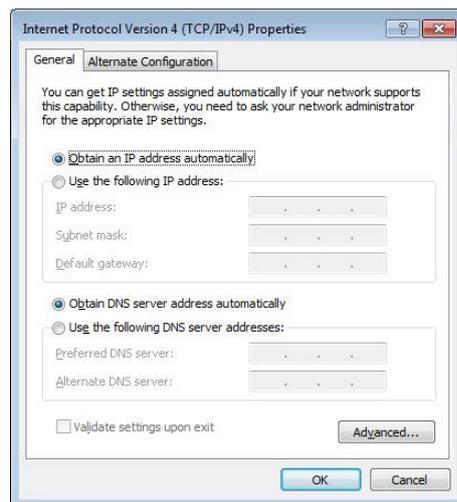
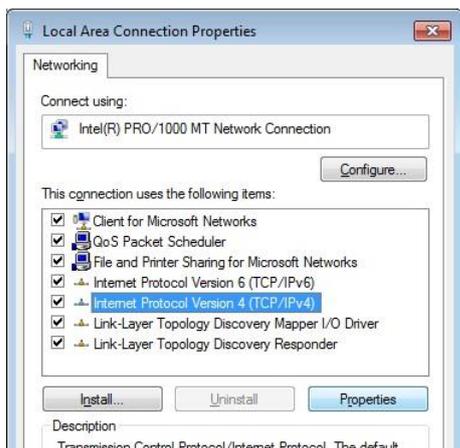
Select **Local Area Connection**.

Select **Properties** in the **Status** screen.



Select **Internet Protocol versie 4 (TCP/IPv4)** (Do not deselect!) and select **Properties**.

Select **Obtain an IP-address automatically** and **Obtain DNS-server address automatically**. Click **OK**.



Press **close** to close all screens. The Network configuration is now ready. You can now access the internet.



## 2.3 Configuring other operating systems

The following settings must be used for all other operating systems in your network configuration:

IP address: Obtain an IP address automatically

DNS servers: Obtain DNS server addresses automatically

## 3 KennisGlas<sup>®</sup> registration

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### 3.1 Login screen and signing of the agreement

In order to be able to use your internet connection, you must first sign an agreement with your landlord. Tenants who signed a rental agreement with the landlord on or after the 1<sup>st</sup> of August 2006, are automatically registered for KennisGlas<sup>®</sup>.

If you are not registered for KennisGlas<sup>®</sup> you will only be able to view one web page when you open a web-browser and try to use the connection.

This web page will inform you that you still have to sign an agreement your landlord. The connection will be activated within days of your registration.

### 3.2 Provider choice

If you have signed the agreement, you will be taken to an option screen after you have connected your PC and entered a random web address, such as [www.kennisglas.nl](http://www.kennisglas.nl)

On this screen you can choose between an internet connection via SURFnet or by a provider. You can inquire at your school/institution/employer whether or not you can use SURFnet. If this is not the case you can choose another provider.

When you will use the SURF-net connection please refer to the appendices "Installing SURFnet". If you subscribe to an alternative provider (as opposed to SURFnet), you will have a contract with this provider. Delivery times and prices may vary given the fact that every provider has its own terms and conditions. Therefore be sure to be informed beforehand.

### 3.3 Provider installation

After you have registered with the provider, the provider will inform you how and when the connection will be available. If you should have any questions in to this matter, please contact your provider.

You can register with the provider by printing the contract available on the registration page and send it to this provider after it has been signed.

## 4 FAQ (frequently asked questions)

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This chapter contains a number of frequently asked questions. You can also find a number of frequently asked questions at [www.kennisglas.nl](http://www.kennisglas.nl). Of course, you can always contact the KennisGlas® helpdesk with any KennisGlas®-related questions. If you have chosen another provider, they usually have a FAQ list available.

### 4.1 FAQs regarding the internet connection

- Why does the network make a distinction between students and non-students?  
*Ultimately, the educational institutions want the subsidised facilities to be used exclusively by their target group. This is also a SURFnet requirement. KennisGlas® is obliged to comply.*
- How is the distinction between SURFnet-authorized and non-SURFnet-authorized parties made?  
*This takes place automatically via the KennisGlas-network. When you sign your rental agreement it is determined if you are a SURFnet-user. This will be checked regularly.*
- Do I need to purchase a modem?  
*No, the network uses separate cables as opposed to a telephone line. Consequently, you do will not be “engaged” on your telephone line and will not pay per unit.*
- Are fixed IP addresses issued?  
*No, no fixed IP numbers are issued per room or apartment.*
- I want to sent e-mail via the KennisGlas-network. What the smtp server?  
*In case of a SURFnet connection: [smtp.bbeyond.nl](mailto:smtp.bbeyond.nl)  
In case of an ACCESS connection: [smtp5.inter.nl.net](mailto:smtp5.inter.nl.net)*
- Is this user guide also available in a digital edition?  
*Yes, this user guide is also available at [www.kennisglas.nl](http://www.kennisglas.nl)*
- Can I have more than one connection installed?  
*This is not permitted regarding the agreement made with Tele2. Depending on the terms of the provider it may be possible to connect multiple computers by using a router. Inquire beforehand with your provider regarding this issue.*
- Can I use a browser other than Internet Explorer?  
*Yes, this is possible.*

- What is the term of the lease for the connection?  
*The lease term is one hour. Consequently, if you wish to allow someone to log in in your apartment using a PC other than your own, you will first have to provide a release using your own computer. Take the following steps:*  
**Windows Vista:** Start> command, enter 'CMD' and enter the prompt 'ipconfig /release'. Press Enter. Return by pressing Exit [Enter].  
**Windows 7:** Start> enter 'CMD' as a search. Select cmd.exe with the results Enter 'ipconfig/release' in the command screen and press Enter. Return by pressing Exit [Enter].

## 4.2 FAQs regarding connection Applications/Terminations/Relocations

- Whom can I contact with questions regarding the KennisGlas<sup>®</sup> agreement?  
*The landlord will be able to provide you with information regarding this matter.*
- Can I choose any provider?  
*The KennisGlas network is open to all providers, i.e. the 'open market model'. You can therefore choose your provider. However, this provider must have an agreement with KennisGlas.*
- How long is the period of notice of KennisGlas<sup>®</sup>?  
*Premature termination is not possible. The KennisGlas<sup>®</sup> connection is a part of the services included within the rent agreement.*
- How long is the period of notice for internet via a provider and how must I terminate the agreement?  
*The provider will be able to provide you with information regarding this matter, as every provider has its own terms and conditions.*
- How do I return to the option screen where I can select another provider?  
*You can contact the KennisGlas<sup>®</sup> helpdesk with regard to this matter. They can reset your connection so that the opening screen reappears.*

## 5 Troubleshooting

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You may not immediately be able to make your connection operational. In this case, it is imperative that you complete the following process BEFORE contacting the helpdesk, as this accelerates the resolution of the problem.

- Check whether the cable is properly connected on both sides. When inserting the cable you will hear a click.
- Check whether the network interface card is properly installed. You can check this by selecting “My Computer” using the right mouse button and subsequently selecting “Properties”. Then view “Device Management” tab and check whether there is a red or yellow symbol next to the network interface card. If this is the case, the network interface card has not been correctly installed.
- Check the properties of the network environment (refer to the user guide). TCP/IP must in any event be selected as the protocol used. An IP address must also be obtained from a DHCP server.
- Check whether the internet browser has been configured to use a proxy server. This should NOT be the case.
- Windows Vista: Start> command, enter ‘CMD’ and enter the prompt ‘ipconfig /release’. Press Enter. Return by pressing Exit [Enter].  
Windows 7: Start> enter ‘CMD’ as a search. Select cmd.exe with the results Enter ‘ipconfig/release’ in the command screen and press Enter. Return by pressing Exit [Enter].
- Ask another resident from your floor who has a functioning internet connection whether you may try to access the internet via his or her connection using your own computer. Try using your own cable first and then, if necessary, the other resident’s cable. This test can determine whether the problem is caused by the cable or the connection. Your fellow resident must first carry out the following procedure with his or her own PC.  
Take the following steps:  
Windows Vista: Start> command, enter ‘CMD’ and enter the prompt ‘ipconfig /release’. Press Enter. Return by pressing Exit [Enter].  
Windows 7: Start> enter ‘CMD’ as a search. Select cmd.exe with the results Enter ‘ipconfig/release’ in the command screen and press Enter. Return by pressing Exit [Enter].
- Ask another resident from your floor whether he or she will test the connection in your room using his or her computer. Try using your own cable first and then, if necessary, the other resident’s cable. This test can determine whether the problem is caused by the cable or the connection. Please carry out the following procedure beforehand:

Windows XP/ Vista: Start> command, enter 'CMD' and enter the prompt 'ipconfig /release'. Press Enter. Return by pressing Exit [Enter].

Windows 7: Start> enter 'CMD' as a search. Select cmd.exe with the results Enter 'ipconfig/release' in the command screen and press Enter. Return by pressing Exit [Enter].

#### **PLEASE NOTE**

If you cannot deal with the malfunction yourself or with the aid of the helpdesk, we may have to send an engineer to investigate/solve the problem. Please ensure that someone is home at the time of the appointment, or a call-out fee will be charged. You may also be charged with costs if the malfunction is located in your own domain (your PC or the cables to or from your PC).

## 6 Helpdesk

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The helpdesk is available on working days from 9.00 to 17.00 hours via 0900 - KENNISGLAS (0900-5366474527, local rate plus in some cases an additional rate by your telephone service provider) or by e-mail at [helpdesk@kennisglas.nl](mailto:helpdesk@kennisglas.nl)

We kindly request you to submit all of your questions regarding the operation of the KennisGlas® internet connection directly to the KennisGlas® helpdesk.

In case of provider related questions (such as mail-properties, username – password) we ask you to contact your serviceprovider.

## 7 FUP (Fair Use Policy)

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The majority of Internet Service Providers in the Netherlands have a Fair Use Policy. Please contact your (future) provider for more information.

In the event of non-compliance with the Fair Use Policy of the provider or the provisions of the KennisGlas® agreement, KennisGlas® shall reserve the right to terminate use of the connection.

## 8 Minimum system requirements

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Your internet connection may improve if your computer exceeds these minimum system requirements:

<b>Processor</b>	Pentium class computer
<b>Netwerkaansluiting</b>	10Mb/100Mb Ethernet card with RJ45 connector
Operating system	Windows XP, Vista or 7

The following could have a negative effect of the performance of your internet connection:

- An older computer with a slow processor
- Intensive use of P2P networks and simultaneous surfing on the internet
- Intensive use of streaming services
- Limited upload capacity of a visited (foreign) website

**Please take into account that your administrator must be authorised to install software on your PC.**



