

Information regarding your Internet access

High-Speed-Internet

Internet access is an integral part of our daily life in work as well as in private. Therefore, we want to offer you the possibility of a high-speed internet access in your apartment.

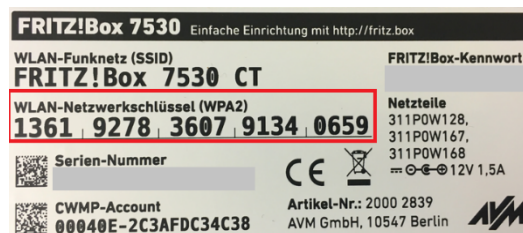
Connect & surf

On purpose, using your internet access is kept as simple as possible and will normally work “plug-and-play”. In the case that problems arise due to some special configurations of your computer, please see the following short explanations, how your computers should be configured to be able to make use of the internet service.

Just connect the Ethernet port of your computer with one of the unused yellow ports (LAN 2 bis LAN 4) on the backside of your FRITZ!Box.

Wi-Fi

In case you want to use Wi-Fi, choose the network that matches with your room number from the list of available networks. **The wireless passphrase can be found on the bottom of your FRITZ!Box.**



Configuration settings

You can use your high-speed Internet access with any device, which has either an Ethernet adapter or a Wireless LAN network card. Your device should be configured for the internet protocol TCP/IP. If your computer cannot connect to the network, please go to the TCP/IP menu of the network configuration and specify the DHCP option (obtain IP address automatically).

Important Information

Please note that the FRITZ!Box must remain permanently connected to the network socket (via LAN 1) and to power. The FRITZ!Box acts as a interconnection point and is required as a terminal point for potential fault analysis. Support cannot be provided without a FRITZ!Box connected. If you want to deactivate the WLAN of the FRITZ!Box, you can switch this on and off using the "WLAN" button on the FRITZ!Box. The use of your own router (if necessary at all) is only permitted on the LAN connection (LAN 2 to LAN 4) of the FRITZ!Box. The FRITZ!Box is owned by 1&1 Versatel and is part of the inventory of the room.

Help and support

If you have any questions or problems, please contact the **Hotline (Mo – Fr; 8 am – 6 pm)** via **0800 550 555 702**. Alternatively, you can send us an electronic request via email support@hotzone.de.