

INTERNET



Internet Connection

If your apartment has a Wi-Fi internet connection. In order to connect to the internet, you have to: turn on your computer, activate the wireless feature if it is not already on, and look for your network, which is generally called "network name-street address." Then click on "connect" and enter the password provided to you.

Internet Service

Tenants' residences are connected to the Internet through the ADSL router located in your apartment.

The router installed into the apartment provides wi-fi connection for all kind of appliances, phones, tablet and computers.

Every apartment has and unique ID to be selected and a password that is provided to you with the apartment information on the F&A support website. Please remember that you are not allowed to change the ID and the password at any time

The ADSL connection has unlimited data download but the Italian network connection speed is limited for technical reasons. We suggest turning off the WiFi connection on the device when it is not in use because with several computers, smartphones, tablets, etc. connected the signal may be weaker or slower.

Limitation

The connection has no limitation in traffic type, but the Italian laws do not allow P2P application, if the provider detects intense use of p2p download application and is allowed to shut down the connection.

The use of the Internet connection in the apartment is intended to be used as mean of communication.

How-to solve connection problems.

For every internet connection problem you have the service number on the router or on your housing information sheet

In case of malfunctions you can RESTART the router by unplugging the transformer from the wall and then plug it back.



DO NOT RESET IT! THE INTERNET WILL STOP WORKING AN A TECHNICIAN WILL NEED TO COME AND FIX IT!



FAQ

Network ID does not show anymore

In case the Network ID does not show anymore, check that the router is on (some lights have to be on) and restart it by unplugging the router power transformer from the power plug for a few seconds. With this operation you do not reset the router, you just restart it.

Wait a few minutes and try connecting, if it's still not working call the service number.

I can't connect to the Network ID: connection timeout

Restart the router by unplugging the power transformer from the power plug for a few seconds. With this operation you do not reset the router, you just restart it.

Wait a few minutes and try connecting, if it's still not working call the service number.

I can't connect to the Network ID: wrong password

Make sure you have selected the correct wi-fi ID and password. Double check the welcome papers for the wi-fi password. If it's still not working call the service number to get the correct password.

I'm connected to the network but the internet is not working

Restart the router by unplugging the power transformer from the power plug for a few seconds. With this operation you do not reset the router, you just restart it.

Wait a few minutes and try connecting, if it's still not working call the service number.

All the computers in the apartment are working except for mine

If the Wi-Fi network appears on the list of available networks but you can't get your computer to connect, first try to restart the router by unplugging the power cord and plugging it back in.

If the network still doesn't appear after a few minutes, call the internet assistance number.

