

Utelisys Internet and IPTV manual Campus Diemen Zuid

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Internet Access and IPTV services

The Internet and IPTV service provider at Campus Diemen Zuid is Utelisys. Every student room is equipped with an Ethernet connection which provides IPTV services and Internet Access.

Internet Access

To activate your Internet connection you need to sign in. To sign in, connect your computer or laptop to the Internet via the provided Ethernet cable. Do not connect any extra equipment prior to activating your Internet account. As soon as you open your Internet browser to browse to any page you will be redirected first to the captive portal to create an Internet access account. Fill in your personal details and you will be granted Internet access. For connecting more devices, a password and username is provided via e-mail. Providing incorrect or false personal details may be seen as fraudulent and may result in the disconnection of all services provided by Utelisys. Remember to save the password and username carefully.

When you connect more devices to the Ethernet port or the outside Wi-Fi network on Campus Diemen Zuid, use your login credentials provided on the initial registration, for each device. Once you have logged in, the device will be automatically recognized as your device. You may need to repeat this process when you switch connection type (e.g. from a cable connection to wireless).

Personal network equipment (switch, router, gaming devices etc.)

You can connect all your personal network equipment to the Ethernet port in your room. Each device needs to be registered based on the device's MAC-address. To register the device, use the manual available and the password provided upon activation in the first part of this manual. After registration of the device it will be given Internet access. In case you want to connect multiple devices simultaneously via a cable connection, you are allowed to use a switch and/or a router. The switch and/or router has to support Multicast traffic for IPTV. To connect a switch or a router to your Ethernet port you need to configure it properly. Utelisys does not provide support for the configuration of your network equipment. In case you want to use a switch or router, set it up with DHCP and multicast enabled.

To fully benefit from the speed of your connection you must use a cable connected directly to the Ethernet port in your room. The personal WiFi Hotspot connection has a lower speed than a wired connection.

Be aware, connecting improper hardware or services can cause your internet connection to be blocked automatically.

IPTV

To use the IPTV service you can use your laptop, desktop computer or connect a multimedia box directly to your television via the TV HDMI port.

To watch television on your laptop or desktop computer, you need to download the VLC media player. A separate manual is available with instructions on how to configure the VLC media player.

To watch TV on a standard television rather than on a laptop or desktop computer, you can direct the output from the Laptop or desktop computer via HDMI cable to most TV screens, or you can use a multimedia box which is optionally available at the service desk of Campus Diemen Zuid in building 2. To set up the multimedia box a separate manual is available. The multimedia box needs to be connected to the Ethernet port in your room. To connect your laptop or computer to the internet you can use the personal Wi-Fi hotspot created by the multimedia box.

Connecting multiple devices to the same personal WiFi Hotspot of the mediabox will work but this is not recommended as it will affect the quality of the TV-function in your mediabox, if multiple devices are in use at the same time. Large and continuous downloads via your personal WiFi Hotspot of the mediabox is not supported.

If you wish to use the Internet for this purpose we advise you to purchase a small switch such as a 5 port unmanaged switch from your local dealer at your own discretion. This will enable you to have a wired Internet connection for this purpose.

Support

In case you need to contact us for support if you have a problem or a question use the following contact information. You can reach us by phone on weekdays from 9 to 5. The web page contains information for troubleshooting, software upgrades and more useful links.

E-mail: supportcdz@utelisis.com

Phone: 020 - 561 8110

Web: www.utelisis.com/campusdiemenzuid

Multi Mediabox

Startup

1. Plug in the power cable, use the DC-IN port
2. Connect the Utelisys Multimedia Box to TV via your HDMI cable.
3. Connect Utelisys Multimedia Box with the network cable from the wall socket.
4. Utelisys Multimedia Box supports your USB mouse and your USB keyboard.

Setup personal hotspot

The Utelisys Multimedia Box can be turned into a hotspot that offers internet access over Wi-Fi network for your other devices, for the menu-driven procedure to activate WiFi, a TV or other video screen needs to be connected via the HDMI connector of the Multimedia box.

1. Go to Settings → Wireless & Networks → More... → Portable Hotspot.
2. Select Set up Wi-Fi hotspot.
3. Fill in your room number as Network SSID / network name.
4. Define a password for your hotspot.
5. Select “save” and press “OK”.
6. Select channel 1, 6 or 11 and press “OK”.*
7. Enable the Wi-Fi hotspot by enabling the checkbox.

*When setting up your WiFi Hotspot the WiFi channel will default to channel 6. To improve the connectivity of your device please select a different WiFi channel, either channel 1 channel 6 or channel 11.

Watching TV

1. Press the home button, use the arrow keys to browse to the button in the top right corner.
2. Select the Utelisys IPTV icon and press OK.
3. Press “page up” or “page down” during watching program to switch channels.
4. Press the return button while watching TV to view channel list.

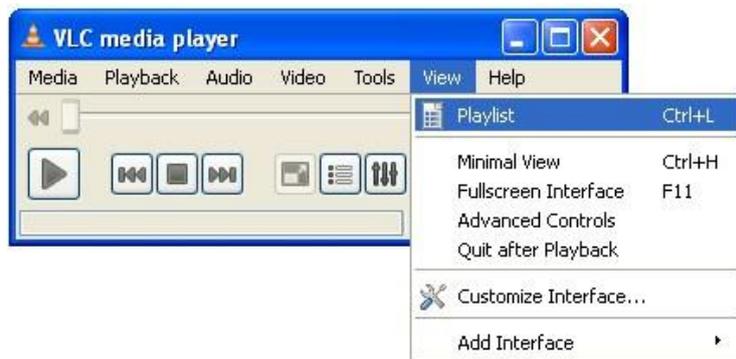
IPTV Setup

To use IPTV within the student residence Campus Diemen Zuid, please use the following installation instructions. For watching television on the PC / Laptop / MacBook the VLC media player should be installed.

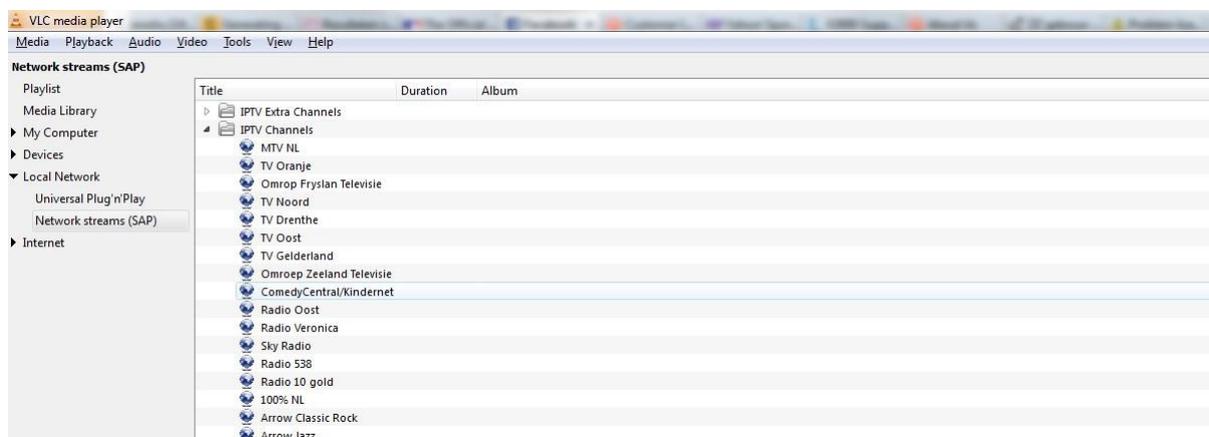
Go to <http://www.videolan.org/vlc/> in order to download the application and follow the steps of the default configuration to install the VLC media player.

Once the VLC media player has been downloaded and installed, you can begin watching television.

Go to View → Then click on Playlist (for a shortcut you can press Ctrl+L) (see below).



Click on the triangle in front of Local Network and select Network streams (SAP). After selecting Network streams (SAP) you will see two folders on the right side called IPTV Extra Channels and IPTV Channels.



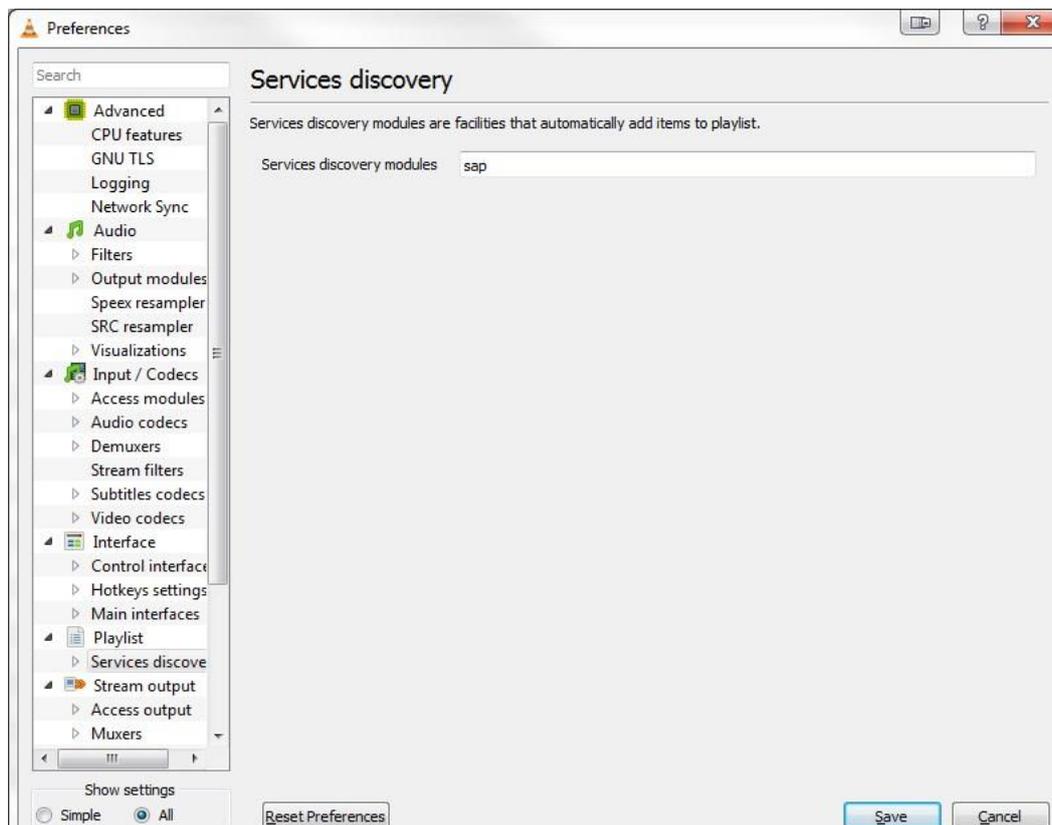
To view the channel list click on the + in front of IPTV Channels or IPTV Extra Channels. To watch a TV channel double click it and the tv channel will start playing.

In order to save the settings (so that you will not have to repeat the above steps) do as follows:

Go to Tools → Preferences (shortcut key Ctrl+P) (see below).



Show settings (bottom left corner) is set on Simple. Change this to All by clicking on **All**. Click on the triangle in front of Playlist and select Service discovery. Click on Services discovery. At Services discovery modules fill in: **sap** (see below) and press save.



Registering a network device

Every user on our network must register each device prior to having Internet access. To register your device you need:

- MAC address
- Username and password (Your username and password is sent to you by e-mail)

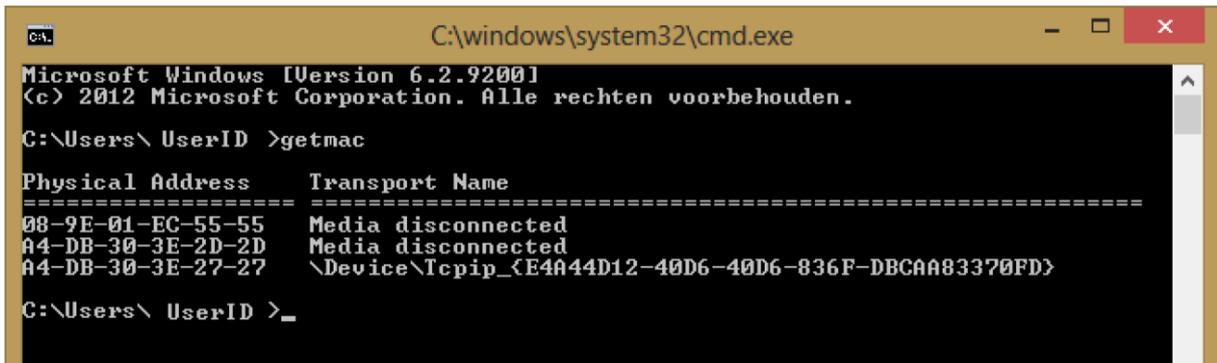
Mostly a device MAC address will be automatically entered into our system, then you only need to enter your username and password. Sometimes however, the MAC address can't be entered automatically into our system. This happens mostly with routers, they cannot register themselves but they do have their own MAC address and therefore need to be registered on our network.

Retrieving a MAC-Address

Windows

To get a MAC address from a Windows PC or Windows laptop press the Windows key + r at the same time. A screen with 'run' will pop up. Enter 'cmd' and press enter. A black command line box will pop up. Enter the command: 'getmac', press enter and there will be a list of 'Physical Addresses' and 'Transport Names' shown.

A computer or laptop may have more than one 'Physical Address', they are made of six pairs of digits separated by dashes or columns. A 'physical address' is the so called MAC address, choose the 'physical address' starting with \device\ or with a connection name other than 'media disconnected'.



```
C:\windows\system32\cmd.exe
Microsoft Windows [Version 6.2.9200]
(c) 2012 Microsoft Corporation. Alle rechten voorbehouden.
C:\Users\UserID >getmac

Physical Address      Transport Name
=====
08-9E-01-EC-55-55    Media disconnected
A4-DB-30-3E-2D-2D    Media disconnected
A4-DB-30-3E-27-27    \Device\NPF{E4A44D12-40D6-40D6-836F-DBCA83370FD}
```

Apple devices

For Apple devices you need another way to retrieve the MAC address. In the Apple menu select 'system preferences' and in the 'view' menu select 'Network'. In the left column click on your connection type (for a cable connection select Ethernet, Wireless is WiFi) and click the 'Advanced' button. In the sheet that drops down click the ethernet tab, the address is shown as 'MAC Address', "Ethernet ID" or "Airport ID".

For iPhone go to settings, general, about and it will be displayed as 'WiFi Address'. Use the same for iPads.

Routers

Routers mostly will have their MAC address on a sticker at the bottom of the device. Note that Apple Airports will have an 'Ethernet ID' which is the MAC address without columns.

In the unfortunate case your router has no MAC address on the bottom of the device you probably need to access the administration menu of your router. Read the manual to access the administration panel.

Android

For Android phones go to system settings and at the bottom of the list there will be 'about phone' or 'about tablet'. Tick the box and in the next list you can find the 'WiFi MAC-Address'.

Other devices

In the unfortunate case your device is not covered in this manual, please check the manufacturer's manual to retrieve the MAC-Address.

Registration

Go to our registration page: <https://campus.diemen.utelisis.net/device-registration>

You will be asked to read and accept the acceptable use policy and fill in your username and password. After logging in you will be asked to enter a MAC address, you can use copy and paste to enter the MAC address and press register.

After registering disconnect and reconnect or reboot the device you are registering and you can browse the Internet.