

Welcome to the Knowle West Web

Here are some questions you might like answered:

1. Who is supplying The Internet?

The Internet connection comes from Bristol City Council

2. Why is it free?

The connection is provided to those taking part in the EU project DEHEMS (Digital Environment Home Energy Management System).

Smart energy metering equipment is set up in each participant's home.

The Internet is so that they can check their energy use online.

3. What's the catch?

There's isn't one really. We just ask you to undertake the training with KW online so that you can become familiar with the computer and energy metering.

We also ask you to leave the small white 'router' switched on all the time so that the internet connection will work in everyone's home.

When the DEHEMS meter is installed you'll see how little it costs to run -see Q.8

4. Why does the computer I've been loaned use "Ubuntu" not Windows?

The computers were donated by Bristol City Council but do not have licences for Windows. Ubuntu is a free operating system; it was installed for you by KWW Computers Ltd. It's based on Linux which is used to run nearly all the large computers in businesses.

5. How can I get help with using Ubuntu? - see also Q.10

As part of the project 4 free sessions will be provided by KW online to introduce you to Ubuntu - see enclosed sheet for more information. Small groups meet at KWW Computers Ltd. 6 The Square, Knowle - there are no tests just help. Gerry will also run follow up courses @ £2 / session. See www.kwonline.co.uk

6. What is the name of the network?

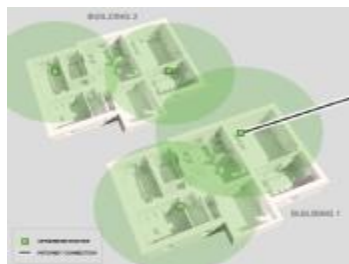
You may see the name "Open Mesh" - this is your network

7. What are the little white boxes and how do they work?

They are called (Open Mesh) 'Routers'.

As well as picking up your wireless signal they pass it on to others.

The more routers switched on the stronger the signal (see diagram) which is why we ask you to leave it on.



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Keep this folder in a safe place for future reference.

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8. Why do I have to leave it on all the time, what does it cost and is it safe?

It's important to leave the small white router switched on all the time so that the internet can be used by others and the signal is strong – see question 7.

It costs about the same as a small energy saving light bulb and is perfectly safe.

Once the energy metering is installed you'll be able to see how little it costs to run.

You can switch the computer off, just leave the router on.

9. Where do I find the user name & password and why do I need them?

The user name & password are on a label stuck to the computer.

You will need the password to add programs or make changes.

Ask at the free sessions with KW online & try www.kwonline.co.uk for videos etc.

10. Can I get help on the Internet?

Your free training sessions (see Q.5) cover the basic information you need to get started using The Internet, email etc. and the best places to look for support.

See www.kwonline.co.uk or call Gerry on 07941 435 262 for more details.

Ask at the training sessions about the offer of "Remote Assistance".

11. What can I do if Ubuntu needs to be re-installed?

If the worst happens you may need to re-install Ubuntu.

It's a free operating system so you can download and burn your own CD.

However for just £1 KWW Computers Ltd. will do this for you – the charge covers the time and materials.

For another £2 they offer a training session showing you how to install Ubuntu.

It can be done for you but there will be a small cost – ask at the shop for details.

Make future contacts easier: **Copy the numbers at the end of the username and password from the label on your computer plus the serial number.**

user:	ubuntu..	password:	kwwc..	serial no.	
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Who do I contact if there are problems or I have a query?

Training with Ubuntu & internet: Gerry Painter (KW online) 07941 435 262

Connection Problems: Bristol Wireless 0117 325 0067

Energy Meter queries: Misty Tunks @ KWMC 0117 903 0444

Other queries: Makala Cheung @ KWMC 0117 353 2895

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