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Click the below for a review of the Korcett KMC Portal.

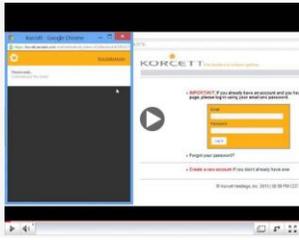
All About Equipment

The Ends and Outs, Do's and Don'ts, and "What Exactly Is This?" To Your Internet Equipment

Korcett's Account Management Team understands that you have invested a lot of money in your equipment to provide your residents with the best internet service possible. Which is why we wanted to send over a easy to understand overview for the internet equipment you have on your property.

Equipment That Most Korcett Properties Utilize

- **The Korcett** - Did you know our company was named after our invented technology that shapes the bandwidth that is delivered



Korcett Management Console (KMC) - Resident Overview

Shout Outs to our **AWESOME** Support Team

"Both Morgan and Jesse responded quickly to my request for support. Thanks to both for looking into this issue for me." (Jonathan Davis of Chapel Ridge)

"It was quick and painless. Thanks Korcett " (Steven Johnson of The Centre)

"Agents were extremely thorough and responded to my requests quickly and persistently."

(Kristen Zajo of The Langston)

to all your residents? Most properties have one or two Korcetts onsite. These Korcetts are the black boxes in your Main Communications Closet, (typically located in your clubhouse). They divide the bandwidth that comes to your property so each resident account is delivered the proper speeds.

- **Switches** - Once the bandwidth has been shaped by the Korcett, the bandwidth travels to a box called a switch (located in each buildings Intermediate Distribution Frame Closet or IDF). The number of switches that a property has depends on the size, but usually one switch is used for about every 20 units. The switch then divvys the bandwidth up to the specific room or unit via an Ethernet connection or a wireless Access Point (AP).
- **Ethernet Jack and Cord** - This is the outlet that residents use to plug into the wall to get connected to the Internet. Remember, plugging into the wall is the only way speeds can be 100% guaranteed for residents.
- **Access Point (AP)** - Think of APs like a super wireless router. These Access Points are installed to be able to wirelessly deliver internet from the switch to the resident's device. Depending on how your property was installed, sometimes there is one AP per two residents or sometimes there is an AP for every three or

four residents.

Equipment Do's and Don'ts

Do take care of your equipment, the better you take care of your Internet equipment the longer it will last and the better Internet experience your residents will receive.

Don't ever unplug or reboot any equipment without specific instruction from our NOC Team.

Don't ever let residents have access to switches.

Do remind residents that unplugging property installed APs and routers is forbidden and could cause other residents and neighbors to not be able to access the Internet.

Internet Equipment and Weather

Korcett has properties all over the country. We have residents in Tucson, AZ who regularly see 100 degree days and residents in Kalamazoo, MI where there can still be snow on the ground in May. In order to combat Mother Nature, we ask the following:

Keep all equipment in climate controlled closets. When the technology gets too hot it can overheat, and when it gets too cold it can freeze. Keeping it at a constant temperature with either the aid of air conditioning or heat will keep your residents online and happy during the hottest summers and coldest winters.

Make sure that all equipment and spare equipment is kept up off the floor. This will help to keep the equipment clean and protect the equipment if a water pipe breaks or other uncontrollable events.

Remember to ventilate the equipment. When equipment is running 24/7 it produces a natural heat. In order to keep this heat from doing any damage to the equipment, there needs to be ventilation in the room so the heat can escape.

What's Coming Next?

We hope you have a great start to February. Keep and eye out for our next newsletter on the 15th. It will be all about the wireless connection and the future of WiFi.



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