GUIDE
TO IMPLEMENTING OUR SERVICES

We welcome new Lounea customers!

YOUR CONNECTION SPEED

Also read about the following:

Lounea

Fibre broadband implementation

Your Lounea fibre broadband connection has been installed.

The fibre optic modem installed by our installer is ready for use. Do not try to change the installation location or the fibre optic modem connections yourself.

You can connect your computer directly to the fibre optic modem with a network cable, or if your apartment has a local area network, you can use a cable to direct the Internet connection to a room of your choice. Some of our fibre optic modem models come with basic WLAN features, but we recommend the use of a separate WLAN router.

See Wireless network implementation (WLAN) on page 6.

DON'T REMOVE

An example fibre optic modem back panel (Nokia G-241W-A).

Tip!
Learn more about your fibre optic modem features from the modem's operating instructions. Instructions are also available on our website **www.lounea.fi** in section **Support and instructions**.

Fibre broadband implementation,

Your Lounea fibre broadband connection has been installed.

To use it, you need a VDSL2 compatible modem that you can acquire from Lounea or from well-equipped consumer electronics retailers. Modems sold by Lounea have been tested in our network and are available at a competitive price.

Modem installation

*(This instruction is intended for model Telewell EAV-510 AC sold by Lounea.
In case you use another modem, check the terms from your modem's instructions.)*

1. Find out where your apartment's telephone socket is located.

Most often it is located next to the electric socket in your hallway or bedroom.

2. Connect the cable included in the package to the telephone jack. The jack is connected to the telephone socket and the other end of the cable to the LINE port in the modem back panel.

3. Connect the power supply cable to the black port in the modem back panel next to the on-off switch (the port is on the far right viewed from the rear) and the power supply to the electric socket.

4. Turn on the modem from the on-off switch, the white button right next to the antenna on the right.

5. Wait a moment for the connection to be established. The INT light on the front of the modem lights up. You can now connect your computer with a cable to one of the modem's LAN ports (yellow). The connection is established automatically.

See also Wireless network implementation (WLAN) on page 6.

> **Tip!**
> The basic connection speed is adequate for basic use, but an extra boost is available at a small additional charge. Request an offer from Lounea!

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Fibre broadband implementation, local area network

Your Lounea fibre broadband connection has been installed.

The connection is established to your apartment distributor (typically a metal plate cabinet in your hallway). The apartment distributor allows you to choose the room and socket to which you wish to direct the Internet connection. For this purpose, you need a short network cable.

Deploying the connection

1. Open the apartment distributor.

2. Connect one end of the cable to the apartment distributor input.

3. Connect the other end of the cable to the port of the desired socket. The ports are numbered to correspond with the apartment's network sockets. After this connection, the Internet connection is available in the selected socket.

4. You can now connect your computer directly to the selected network socket with a cable. However, we recommend the use of a WLAN router. See instructions on page 6.
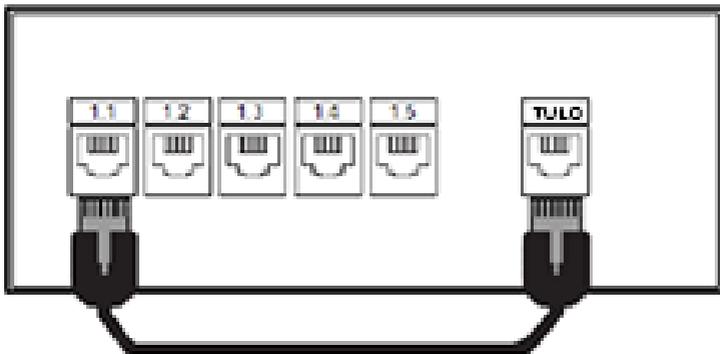
Fibre broadband implementation cable technology

Your Lounea fibre broadband connection has been installed

To use it, you need a cable modem (Docsis 3.0 or newer) that you can acquire from Lounea or from well-equipped consumer electronics retailers. Modems sold by Lounea have been tested in our network and are available at a competitive price. If you do not buy your modem directly from Lounea, please note that you must provide the modem CMAC code to our customer service for modem identification.
Tel. +358 (0)800 30300. The broadband is available through your apartment's **antenna sockets**. If you wish to use broadband from the same antenna socket that your television uses, you will also need a **distributor**.

Modem installation

1. Choose a place for the modem near the antenna and electric socket.

Connect the antenna cable equipped with an F connector to the modem's Cable port and the other end to the antenna socket's TV port.
If your television also uses the same antenna socket, connect the other end of the cable to the distributor's DATA port and disconnect the TV or set-top box antenna cable from the antenna socket and connect it to the distributor's TV port. Connect the distributor to the TV port of the antenna socket.

3. Connect the power supply cable to the POWER port and connect the power supply to the socket. Turn on the modem.

4. You can now connect your computer directly to the modem with a network cable. Some cable modems come with a WLAN feature, meaning that you can use your computer wirelessly, if you wish. See instructions for WLAN implementation on page 6.

5. When you establish the connection for the first time, the settings may take a long time to load, sometimes even up to a few hours.
The modem is ready for use when the ONLINE light is continuously on.

Wireless network (WLAN) implementation

Do you wish to use your Internet connection wirelessly, for example with a tablet or a laptop?

Nearly all new modems come with a WLAN feature and the option to use wireless networks. This is how to implement it:

(This instruction is intended for model Telewell EAV 510 AC provided by Lounea. In case you use another modem, check the terms from the modem's own instructions.)

1. **Make sure that the modem is turned on and connected online (INT light is on).**

2. **To connect to your modem's WLAN network, you need two pieces of information: the network name (SSID) and its password. These are often located on a sticker found on the bottom or back panel of a new modem.**

3. **Next, take out the device you wish to connect to the WLAN network**

- Smartphone or tablet: Select Settings and then Connections, Wi-Fi menu or similar.

- PC laptop: Click on the Network icon in the right bottom corner. 📶

4. **The device will find all wireless networks available in its area and list them. Select the network whose name is on your modem sticker (SSID).**

5. **The device will then request the network password that you can find on the sticker on the bottom of your modem. Enter the password (Password / Wi-Fi Key) carefully, ensuring that each symbol is correct. Then select connect.**

6. **The connection is now established.**

7. **Devices will automatically remember the wireless network and use it whenever it is available.**

> **Tip!**
>
> If you wish to change the network name and/or password, you can do so from the modem control panel, most often through your web browser. Learn more from the modem's operating instructions.

Switching TV signal from the antenna

While your building is connected to the fibre optic network, the TV signal is also switched to the Lounea cable TV network.

To be able to watch TV in the cable TV network, you need a compatible set-top box or television (DVB-C compatible). **Due to the change in signal, you need to perform a channel search for your set-top box or television**. Learn more from your device's operating instructions. Some models may also require you to reset to factory settings. Please note that resetting to factory settings deletes all television/set-top box settings.

Freely available basic channels and their channel numbers, as well as our versatile selection of channel packages, are available on our website at **lounea.fi.**

TV card and channel packages

If you have subscribed to channel packages and/or use a TV card from your previous operator, these will no longer work in this building. Unless you have already terminated these services, please contact your old operator's customer service and terminate your card and/or channel package. You are not bound by fixed-term contracts, as your old operator is now unable to provide the signal for you.

You can order a new TV card and more high-quality programming from Lounea's wide selection. Get to know our selection at **www.lounea.fi** or contact our customer service, tel. +358 (0)800 30300.

See also Viewing high-definition (HD) TV channels on page 9.

> ### Tip!
> Lounea customer support helps you with your problems.
> Tel. +358 (0)800 30304 or asiakastuki@lounea.fi.
> The service is available 24 hours a day.
>
> **Note!** You can also listen to radio channels through the cable TV. Instructions and frequencies are available at **www.lounea.fi**.

Switching TV signal from another operator

Your building's cable TV signal is switched to Lounea. The cable TV service basic channel selection includes over 30 channels.

Resetting to factory settings

Your old devices should be operational in Lounea's cable network.
In order to see channels after the change, perform the channel search again.
The change may also require you to **reset to factory settings**. Please note that resetting to factory settings deletes all television/set-top box settings.
The factory settings are often found through the device's **Menukey** under **Settings** for example. The settings may vary according to the device, see detailed instructions in your television or set-top box operating instructions.

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Viewing high-definition (HD) TV channels

The cable network high-definition picture (HD) can be viewed with CABLE HD READY compatible devices. The latest devices are very likely to be compatible, but you can check at **www.testatutlaitteet.fi** whether your television or set-top box supports high-definition.

Some high-definition channels, including YLE channels, are available in the Lounea basic channel selection as such, but FOX HD, for instance, also requires a TV card subject to a charge. A TV card is also required for watching channel packages and their HD channels.

TV card implementation

You can obtain the TV card from our customer service. Visit our service point or contact us by phone, +358 (0)800 30300. The TV card is placed in the card reader of your set-top box or television. If you have a digital TV, it may require a separate card reader. New televisions use CI+ card readers, check from **www.testatutlaitteet.fi** that you obtain a card reader that fully supports HD.

The TV card must also be linked with your card reader or set-top box in the Lounea system. This requires your device's linking number. This is found on your set-top box or card reader serial number sticker under CHIP ID or CAM ID. The linking number has 11 digits. Submit it to Lounea customer service. Without linking, not all HD channels will be available.

Take care of your information security

Everyone using the Internet must take care of information security. High-quality and up-to-date information security software protects your devices and your data in online banking, social media and elsewhere online. Remember also to protect your smartphones and tablets!

Lounea provides a **Security package** service based on F-Secure expertise providing protection for the computers and mobile devices of your entire family against malware and other viruses lurking online.

F-Secure

It provides comprehensive information security for computers, smartphones and tablets (Apple iOS and Android). In addition to viruses and spyware, it protects your online banking and shopping activities.

Prices from EUR 2.90 a month.

Order the service online at www.lounea.fi or from our customer service, tel. +358 (0)800 30300

Tip!

The security package also allows you to define rules on Internet use for small children including time limits and content filtering.

Frequently asked questions

The Internet connection is not working or works intermittently

1. Turn the devices off and on again
Most connection problems are solved by restarting the devices (including VDSL modems, fibre optic modems and wireless base stations). Disconnect the power cord from the device for a few minutes and then try again.

2. Bypass the wireless and test using a network cable
If restarting the devices does not fix the connection, test the connection directly from the fibre optic modem with a network cable. If the connection works, the problem is in the wireless network. It can be caused by the wireless router, the WLAN network card of the computer/device used or some disturbance impacting the operation of the wireless network.

The connection is slow and does not reach the promised speed

First, restart all devices and then test the connection speed at: **http://nopeustesti.lounea.fi**. If the speed is lower than that promised, connect your computer with a network cable directly to the ethernet port of the fibre optic modem and perform the test again. If the connection speed is close to normal when using the network cable, the problem is in the wireless network features.
Further information on the wireless network repair and improvement measures is available from our customer support.

After installing the fibre connection, I have been unable to send emails

In the email software account settings, change the sending mail server to: smtp.seutuposti.fi (port 25, without encryptions/authentications) or use the encrypted mail server of your email service provider. Get detailed settings from your service provider.

There are two WLAN networks available: 2.4 GHz and 5 GHz, how do they differ?

The lower 2.4 GHz frequency becomes easily congested in densely populated areas or in residential buildings, for example. If possible, it is better to connect devices to the less congested 5 GHz wireless network that enables a clearly better connection. Please note that the 5 GHz network has a weaker range than the 2.4 GHz network and that all devices including older computers, tablets, phones, etc. do not support the 5 GHz WLAN network.

Contact us

Customer service Mon-Fri 8.30am–4.30pm
(orders, invoicing, etc.)
Tel. +358 (0)800 30300 / asiakaspalvelu@lounea.fi

24/7 customer support
(fault reports, technical support)
Tel. +358 (0)800 30304 / asiakastuki@lounea.fi

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