

# A GUIDE TO IMPLEMENTING OUR SERVICES

Welcoming  
New Lounea  
Customers!

## YOUR CONNECTION SPEED \_\_\_\_\_

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# Lounea



# OmaLounea

## Easily Manage Your Services Online

**OmaLounea** is our online service channel where you can manage your services, review your invoices, change invoice due dates, and order additional services and internet devices. With OmaLounea, you can handle matters effortlessly and quickly at any time of day.

### Boost Your Speed Affordably

If the speed you initially chose isn't meeting your needs and you're considering an upgrade, you can effortlessly increase your internet speed via OmaLounea. You'll experience the new, faster internet within minutes of placing your order, unless your current technology setup requires modifications.

### Order the necessary internet devices

You can find essential internet devices in OmaLounea at competitive prices:

[omalounea.lounea.fi](https://omalounea.lounea.fi)

### Tip!



Upgrade to 1000 Mbps speed through OmaLounea.



OmaLounea

# Fibre Broadband Implementation: GPON



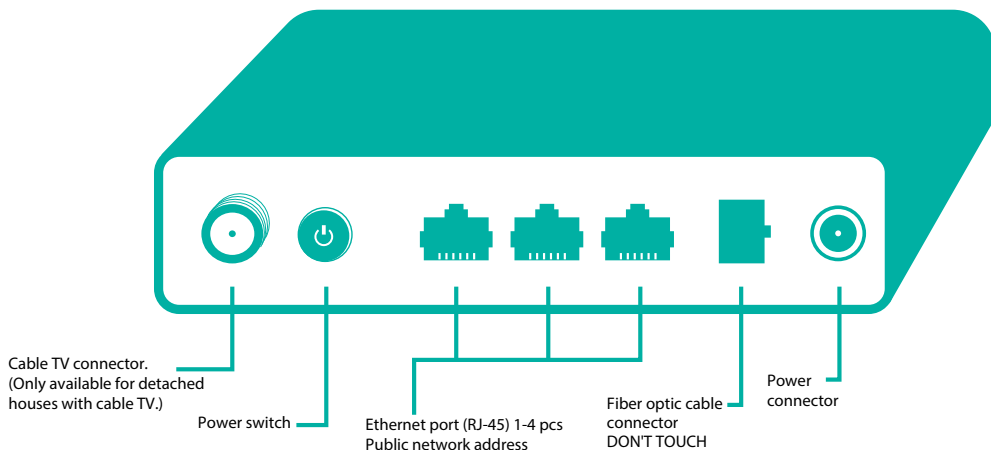
**Your Lounea fibre broadband connection has been successfully installed.**

The fibre optic modem, set up by our installer, is ready for use. Please refrain from altering the installation location or the fibre optic modem connections yourself.

In the fibre optic modem, you'll find one or more public Ethernet ports. To ensure secure internet usage, it's recommended to connect a separate WLAN router to the fibre optic modem. This allows you to securely connect your computer and other internet-enabled devices. Please note that the fibre terminal itself does not have built-in wireless WLAN capability.

**See Wireless network implementation (WLAN) on page 10.**

## Fiber Optic Modem Connections:



The image provided is for illustrative purposes only; the number and locations of connectors may vary depending on the model. Note that for single-family homes without cable TV and in housing cooperatives, the fiber terminal does not include a cable TV connector.

### 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](http://www.lounea.fi) in section **Support and instructions**.



# Fibre Broadband Implementation: G.Fast

**Your Lounea fibre broadband connection has been installed successfully.**

For usage, you'll require a G.Fast modem, enabling you to browse at speeds of up to 1000 Mbps. For speed and modem options, visit [www.lounea.fi/taloyhtiosaatavuus](http://www.lounea.fi/taloyhtiosaatavuus).

## Modem installation

*These instructions are intended for the Genexis Pure ED504 model sold by Lounea. If you're using a different modem, please consult your modem's operating instructions for specific terms.*

1. Find out where your apartments telephone socket is located.  
Most often it is located next to the electrical 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 back panel of the modem.
3. Connect the power supply cable to the black port in the back panel of the modem 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's power using the power switch. The power switch is a black button located just above the power connector.
5. Wait a moment for the connection to establish. Once the 'INTERNET' light on the front of the modem illuminates, you can proceed to connect your computer. Use a cable to plug into one of the modem's LAN ports, which are marked in yellow. The connection will establish automatically.



**See also Wireless network implementation (WLAN) on page 11.**

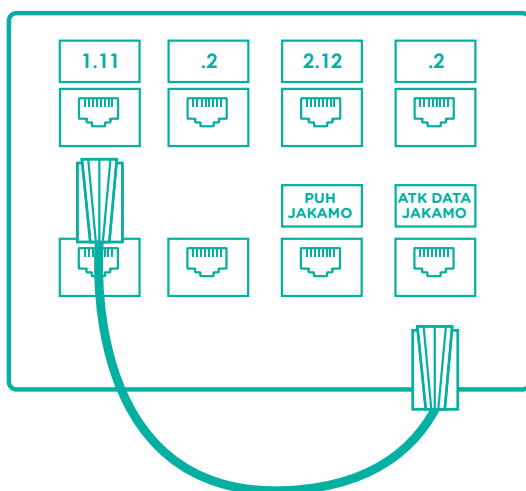
# Fibre Broadband Implementation: Local Area Network (For Housing Corporations)

**Your Lounea fibre broadband connection has been installed succesfully.**

The connection is routed to your apartment's distributor (typically a metal plate cabinet located in your hallway). This distributor allows you the flexibility to choose which room and socket you'd like to direct the internet connection to. For this operation, you will 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 corresponding to your desired network socket. The ports are numbered to match the home's network sockets.
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 10.



# Fibre Broadband Implementation: Cable Technology

## Your Lounea fibre broadband connection has been installed succesfully

To utilize this service, you'll require a cable modem that supports (Docsis 3.0 or newer). These modems can be purchased from Lounea or from well-stocked consumer electronics retailers.

Modems sold by Lounea have been tested on our network and are available at competitive prices. If you opt to buy your modem from a third-party retailer, you must provide the modem's CMAC code to our customer service for identification. You can reach us at Tel. +358 (0)800 30300.

The broadband service is accessible through your apartment's **antenna sockets**. If you'd like to use the same antenna socket for both broadband and television, you'll additionally need a **distributor**.

## Modem installation

1. Choose a location for the modem that is near both the antenna and an electrical 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.

2. Insert the power supply cable into the 'POWER' port of the modem, and plug the power supply into an electrical socket. Turn on the modem.

3. 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 11.

4. 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 considered ready for use when the 'ONLINE' light stays continuously on



# Boost Your Broadband Speed



If you're looking to boost your internet speed, you can conveniently order additional bandwidth through OmaLounea. Simply visit: [omalounea.lounea.fi](https://omalounea.lounea.fi).



**500M**

High-Speed  
Connection for Active  
Family Use.



**1000M**

Ultra-Fast Internet for  
Intensive Family Usage  
Across All Devices.



**10 000M**

The King of  
Connectivity: Lounea's  
Fastest Available  
Internet Connection.







## Viaplay - the King of Streaming!

Viaplay streaming service offers a rich selection of children's shows, domestic and international movies, and series to entertain every member of the family. The total version of Elisa Viihde Viaplay elevates your experience by adding an unparalleled sports line-up: from Premier League and Formula 1 to Bundesliga, NHL, and Golf—experience the most exhilarating sports series all in one place!

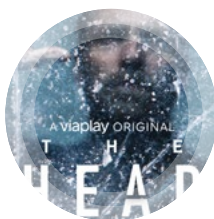
### **Viaplay**

Movies, series, and children's content.

### **Viaplay Total**

Sports, movies, series, and children's programs.

**Subscribe from the website:** [lounea.fi/viaplay](https://lounea.fi/viaplay)



## Content For Cable TV

We offer a vast selection of sports, movies, series, documentaries, current affairs content, and children's content for cable TV. Explore the content in more detail on our website [lounea.fi/tv-ja-viihde](https://lounea.fi/tv-ja-viihde)



**Mix-paketti** (Mix package) Choose from a wide variety of channel be it sports, movies, documentaries, reality shows, children's programs, news, or language channels and select the 5 that interest you most. The best part? You can change your selections as often as you'd like, even every month.



**V Premium** Offers an abundant range of sports from Formula One and football to ice hockey. Beyond sports, enjoy a broad spectrum of entertainment including Hollywood blockbusters, Nordic and Finnish movies, and series. Plus, we haven't forgotten the youngest viewers, offering a generous selection of family-friendly content.



# Take Care Of Your Information Security

We offer comprehensive cybersecurity services to secure your home devices. Protect your devices and data while using online banking, social media, and other online activities. Remember to safeguard not only your computer but also smartphones, tablets, and smart home appliances.



**Lounea Verkkoturva** is a firewall service that secures all devices connected to a fixed internet, which cannot have security software directly installed on them. This includes devices such as Smart TVs, smart home appliances, surveillance cameras, and other smart devices.

**F-Secure Tietoturva** protects your computer, smartphone, and tablet. The service includes F-Secure Safe, guarding against malware, viruses, and ransomware, along with an online banking protection feature. It also offers time limits and content filtering for children's internet use. It features ID Protection for password management and the Total VPN feature to secure your privacy when using public Wi-Fi networks.

Order cybersecurity services from [www.lounea.fi](http://www.lounea.fi) or through our customer service.



# Get Your Home Wireless Network Set Up All At Once

We offer top-tier solutions for managing your home telecommunications needs. Based on our comprehensive tests, TP-Link Deco access points emerge as the most effective solutions for establishing a robust home wireless network.

Setting up and managing your Deco device is a breeze with our user-friendly mobile app, available for both (Android and iOS). Enjoy extensive, reliable coverage throughout your home for a superior user experience. **The internet works wherever you want to use it.**

## Deco Mesh

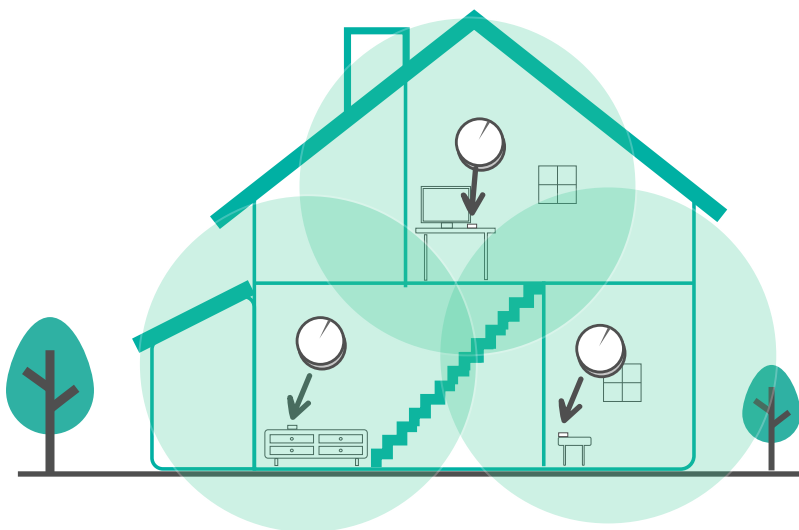
This compact and stylish wireless router creates a comprehensive Wi-Fi network in your home. You can also easily expand your wireless network based on your changing needs by adding additional access points.



## Setting Up Deco Mesh Network

1. **Download and install the TP-Link Deco app on your smartphone or tablet from the Apple App Store or Google Play Store.**
2. **Seuraa puhelinsovelluksen ohjeita.**

**Order and explore the selection at: [lounea.fi/wifi](https://lounea.fi/wifi)**




# Wireless Network (WLAN) Implementation

**Would you like to access your Internet connection wirelessly, perhaps using a tablet or 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 (INTERNET 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 that matches the name on your modem sticker (SSID).**
5. **The device will then request the network password which can be found on the sticker located on the bottom of your modem. Carefully enter the password (referred to as 'Password' or 'Wi-Fi Key'), making sure each symbol is accurate, and 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](http://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](http://www.lounea.fi) or contact our customer service, tel. +358 (0)800 30300.

**See also Viewing high-definition (HD) TV channels on page 14.**

### Tip!

Lounea customer support helps you with your problems.

Tel. +358 (0)800 30304 or [asiakastuki@lounea.fi](mailto: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](http://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](http://www.testatutlaitteet.fi) whether your television or set-top box supports high-definition.

Some high-definition channels, such as those from YLE, are included in Lounea's basic channel package at no additional cost. However, certain HD channels like FOX HD require a subscription-based TV card for access. A TV card is also necessary if you wish to view specialized channel packages and their corresponding 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](http://www.testatutlaitteet.fi) that you obtain a card reader that fully supports HD.

The TV card must also be registered with your card reader or set-top box within the Lounea system. To do this, you'll need the linking number, which can be found on the serial number sticker of your set-top box or card reader. Look for 'CHIP ID' or 'CAM ID.' The linking number consists of 11 digits. Please provide this number to Lounea's customer service. Without completing this linking process, you won't have access to all available HD channels.





# 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. Afterward, assess your connection speed using the Speedtest by Ookla application. Please note that speed measurements conducted through web browsers are not considered reliable.

Instructions: [www.lounea.fi/testaa-nettisi-nopeus](http://www.lounea.fi/testaa-nettisi-nopeus).

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. Further information on the wireless network repair and improvement measures are 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

### **OmaLounea 24/7**

[omalounea.lounea.fi](http://omalounea.lounea.fi)

(Increase your internet speed, manage services,  
change invoice due dates.)

### **Customer service Mon-Fri 9.00am-4.30pm**

(orders, invoicing, etc.)

Tel. +358 (0)800 30300 / [asiakaspalvelu@lounea.fi](mailto:asiakaspalvelu@lounea.fi)

### **24/7 customer support**

(fault reports, technical support)

Tel. +358 (0)800 30304 / [asiakastuki@lounea.fi](mailto:asiakastuki@lounea.fi)

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# Lounea

[lounea.fi](http://lounea.fi)