

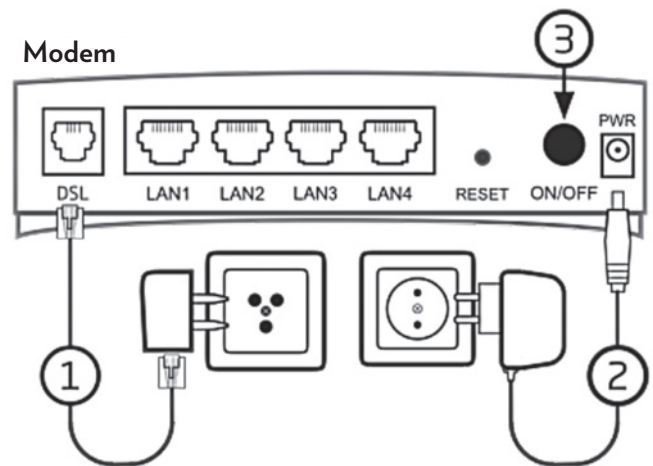
SAUNALAHTI KOTIKUITU

VDSL2 SUBSCRIPTION ACTIVATION

Thank you for choosing Saunalahti Kotikuitu broadband. This guide tells you how to start using your broadband subscription. If you also ordered your modem from Elisa, you can use the guide delivered with the modem instead. The broadband connection is delivered to your building's distribution box, from where it is connected to the telephone sockets in individual apartments. Configure the Kotiboksi modem you received from Elisa or another VDSL2 modem ready for use before activating your broadband subscription.

Installing your modem and activating your subscription

1. Connect the telephone cable delivered with the modem to the DSL connector at the back of the modem, and connect the other end to your home's telephone socket. We recommend that the length of the telephone cable should not exceed two metres.
2. Connect the modem power cable to the modem and connect the power plug to a wall socket.
3. Finally, turn on the modem. Leave the modem on to establish a connection.



If the modem is not connected or it is not turned on, the broadband can be activated, but its operation cannot be verified during activation. Your broadband subscription is ready for use once you have received an activation notification by text message. When your Internet connection is available, the DSL and Internet lights on your modem should all be illuminated. If your connection does not work, restart your modem and restore factory settings. You can also try connecting your modem to other telephone sockets in your home. If you are using a landline

telephone, the telephone must be connected to the telephone outlet via a DSL filter.

Elisa's network settings have already been configured in your broadband modem. If you are using a modem other than one delivered by Elisa, you may need to change the modem settings through the device's user interface. For more detailed instructions, check the modem manual or visit the customer support site at elisa.fi/asiakaspalvelu



Using your broadband

Devices connected via a network cable, such as computers and game consoles, are connected to the modem's LAN or ETHERNET connectors. To use your broadband via a wireless network (e.g. on your laptop or tablet), you need a modem equipped with a wireless base station or a separate base station.

The broadband modem delivered by Elisa is equipped with a secure wireless base station.

The network password is located on the bottom of the device, and you can manage your network at **oma.elisa.fi**. You can get help to define and use the settings of your modem at **elisa.fi/asiakaspalvelu** or get personal assistance from an Omaguru expert.

Elisa's Omaguru service helps you in all problems related to technical household devices. Read more about the service at **omaguru.fi** or call **+358 600 900 500** (€2.28 per minute + local/mobile call charge).

THIS IS HOW YOU CAN CONTACT US

We are continuously developing new ways to serve our customers – select the most suitable contact method here!



Palsta

The Palsta chat site is full of lively discussions of Saunalahti and Elisa products and services. You can find topics that interest you using the search function, and you can mark useful answers as helpful by clicking them. Palsta is also available on Facebook.

elisa.fi/palsta
facebook.com/elisasuomi

Ask, help, discuss!



Elisa Omaguru

Omaguru helps you in the installation and use of all kinds of technical appliances and when facing a problem. Through the Kotituki service, you can get an expert to install your devices in your home. Do not forget about the domestic help tax credit.

omaguru.fi
Call Omaguru at **+358 600 900 500**
(€2.28/min + local/mobile call charge)
Mon–Fri at 8 am – 9 pm, Sat at 9 am – 5 pm).

Expert and friendly service!



OmaElisa

In OmaElisa, you can find your Elisa and Saunalahti subscriptions, manage your wireless network settings, check your invoices and apply for a payment extension for your invoices.

omaelisa.fi

You can also log in using an Elisa mobile certificate

Also remember:

- The customer support site offers help and instructions.
elisa.fi/asiakaspalvelu
- **You can call our customer service +358 10 19 0240**
(local/mobile call charge, Mon–Fri at 8 am – 7 pm, Sat at 10:00 am – 4:30 pm, fault notifications Mon–Fri 24 hours, local/mobile call charge).

