



- What you will need**
- This installation handbook including the valuable documents with your subscription number and user information for e-mail
  - Start-CD
  - A loose jack plug, see the photo below step 1. IMPORTANT! This is not included in your start-package. For example, use a loose jack plug from the cable to a normal telephone.
  - Modem with a splitter box
  - Network cable and power adapter for your modem
  - Handbook for your modem

## 5 simple steps to get started with Telia Broadband

Welcome to a faster and more secure Internet. Telia Broadband is a stable connection that includes both antivirus and firewall protection. This handbook will help you get started and will support you in the future when you use your broadband. Just follow the 5 steps and you'll soon be ready to surf and send e-mail.



Start by locating the primary telephone jack. Unfold this and read more.

### Self-help if it doesn't work

Go through the following steps in this order.

- 1 Restart your equipment: modem, computer and broadband router (if you have one).
- 2 Check that the lights on the modem are illuminated as they should be.\*
- 3 Try bypassing your broadband router (if you have one) – in other words, connect your computer directly to the modem or network outlet. Then wait at least 20 minutes before you try to access the Internet again.
- 4 Check that the modem is plugged into the primary telephone jack.\*\* **Back**
- 5 Disconnect any possible extension cables between the modem and the primary telephone jack.
- 6 Troubleshoot with the help of the Support assistant that is installed from your Start-CD.
- 7 Check that the network connections in the computer are activated – for example by troubleshooting the connections with the help of the Support assistant.
- 8 Disconnect all other telephony equipment (for example, fax).

\* For more information, see your modem handbook.  
 \*\* For more information, see step 1 on the other page.

#### If nothing helps

If you have gone through the steps described above and still have problems you can contact and get assistance from customer service. Call 90 200.



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#### Useful links

- To read your e-mail from a computer other than your own, use Telia Webmail: [www.telia.se/webmail](http://www.telia.se/webmail)
- You can add or change e-mail addresses by logging in on [www.telia.se/minasidor](http://www.telia.se/minasidor) and clicking on *Administer*.  
**Important!** The first time you login on [www.telia.se/minasidor](http://www.telia.se/minasidor) you will be asked to register as a member. Remember that registration must be made using the same social security number that is on the agreement for the broadband subscription.
- At [www.telia.se/sakersurf](http://www.telia.se/sakersurf) you can read more about the security services that are included with your broadband.
- For more information and support please visit [www.telia.se/supportinternet](http://www.telia.se/supportinternet)

#### Important information about Internet security

- Every time you connect with Telia Broadband you will be allocated an IP-address (for example, 193.44.158.105). This is your identification on the Internet. Remember never to give your IP-address or e-mail address to unauthorised persons. If you do that you increase the risk for junk mail, (so-called spam).
- You are responsible for ensuring that relevant laws are followed and that you have the necessary authorisation to collect, process and distribute information.
- More information about security can be found at [www.telia.se/sakerhet](http://www.telia.se/sakerhet) and [www.surfalugnt.se](http://www.surfalugnt.se)



Fixed internet



## Installation handbook

5 simple steps to get started

1

## Locate the primary telephone jack

**Important!** Always connect to the primary jack to be sure that you get a stable Internet connection that does not interrupt your fixed telephony.

The primary telephone jack is the one that is first in the incoming wiring from the telephone station. In an apartment, the primary telephone jack is usually close to the outer door. In houses, the primary telephone jack is usually on the ground floor. Here is how you locate the primary telephone jack:

1. Disconnect all peripheral equipment (for example, fax or answering machine). Then start by inserting a loose jack plug (see the photo) in what you think is the primary telephone jack.
2. Then connect the telephone to all the other telephone jacks (one by one) and check to see if you get a dial tone. Continue by using the exclusion method. The primary telephone jack is the one where the jack plug causes you not to get a dial tone in any of the other telephone jacks.



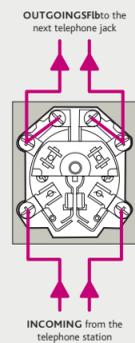
### If you cannot find the primary telephone jack it may be connected incorrectly

If you have followed the instructions in step 1 and still cannot find the primary telephone jack, it may be connected incorrectly. A correctly connected telephone jack should look like what is shown in the illustration. The incoming wiring pair (from the telephone station or from the previous telephone jack originating from the primary telephone jack) should be on the lower screws.

The outgoing wiring pair (to the next telephone jack) should be on the upper screws.

A common error is that both wiring pairs are located on the lower screws.

**Do you need help in locating or connecting your telephone jack?** Call customer service or go to [www.telia.se/installationshjalp](http://www.telia.se/installationshjalp) and order optional installation assisted broadband (this requires an additional fixed fee) and a technician will come to your home to assist you.



Is the primary telephone jack inconveniently located? Move it simply and easily with our jack relocation kit.\* Sold in Telia shops and at [www.telia.se](http://www.telia.se)

\* To get a stable Internet connection you cannot use a normal extension cable. A good alternative is to use a longer network cable from the modem to the computer instead.

Do you have just one telephone jack? Go to step 2  
Are you connecting your broadband to a network jack? Connect the network cable between the computer and the network jack. Then go to step 3

2

## Connect your equipment

When you connect equipment according to the following steps the computer may be turned on. You do not have to turn it off during any of the steps.

1. Connect the modem to the electrical outlet and press the on-button (the modem can then be left on during the entire process). Also connect the modem to the splitter box and plug it into the primary phone jack.
2. Connect the modem to the computer's network outlet. The modem shall now automatically establish a connection. On the condition that Telia has had the time to activate your subscription and that your equipment has been installed correctly, the modem will indicate that the connection is functioning after approximately one minute.\*
3. Insert the telephone's jack plug in the splitter box.



\* How this is indicated is illustrated in the modem handbook. The most common indication is that the light marked DSL or SYNK is constantly illuminated.

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## Install Telia Bredband

Put your Start-CD in the computer and follow the instructions. The Telia Broadband Start-CD activates your broadband subscription, installs the Support Assistant and helps you to configure your web browser.

You have now installed Telia Bredband and can move forward and install the antivirus and firewall protection in step 4. Telia Bredband Start-CD supports PCs using the Windows operating system.

### Do this if you have Mac OSX

1. Click the *Apple* and select *System preferences*.
2. Select *Network*.
3. Double-click on *Built-in ethernet* in order to check the settings.
4. In the roll-down list under *Configure IPv4* Using *DHCP* shall be selected. *IP-address*, *Subnet mask* and *Router* are left blank. Click *Apply*.

When numbers (addresses) are shown as the IP-address, Subnet mask and Router installation is complete and you can begin to use your broadband.

The Start-CD contains a more detailed installation guide for Mac OSX.



### The Support assistant will help you.

It identifies errors, proposes actions and implements those changes that you approve. In addition, you get access to important messages regarding, for example, operation interruptions. And if you'd like, you can speak directly with our support technicians.

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## Start sending e-mail

You can add or change e-mail addresses yourself. Just login on [www.telia.se/minasidor](http://www.telia.se/minasidor) and click *Administer*.

**Important!** The first time you login on [www.telia.se/minasidor](http://www.telia.se/minasidor) you will be asked to register as a member. Remember that registration must be made using the same social security number that is on the agreement for the broadband subscription. After approximately 3 days you will receive your user information.

To send and receive e-mail from your computer login to [www.telia.se/webmail](http://www.telia.se/webmail) with your e-mail address and password. If you want to use Outlook to send and receive e-mail you can let the Support assistant help you with the configuration.

### Self-help if it doesn't work

In case something doesn't work the way it should, you can read the self-help section on the other side of this brochure. The information there is usable both in connection with installation and for the future.

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## Protect your computer

Before you start to surf it is important that you install the antivirus and firewall. Telia Secure Surf is a complete security program for PC with antivirus and firewall that protects your computer against attacks and unauthorised access.

1. Uninstall any possible existing security programs.
2. Choose to install antivirus and firewall from your Start-CD. Follow the instructions.

The subscription number you need can be found in your confirmation letter in the document "Valuable document".

Please read "Important information about Internet security" on the other side of this brochure.

At [www.telia.se/sakersurf](http://www.telia.se/sakersurf) you can purchase Telia Secure Surf for more computers.