

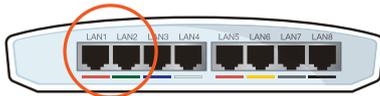
# INTERNET - START UP GUIDE

This guide contains information on how to connect your equipment to the Lunet broadband network and how to order services.

# 4 STEPS TO THE INTERNET

## 1 CONNECT YOUR COMPUTER

1. You need a computer and a network cable.
2. Connect the network cable between the computer and socket 1 or 2 (from the left) on your broadband box.
3. Open a web browser (we recommend Internet Explorer or Mozilla Firefox).
4. The customer portal login page will open.



**Broadband box**  
Underside of broadband box, LAN 1 & 2.



**Network socket.** If you live in an apartment and do not have a broadband box, please connect the network cable from your computer directly to the network wall socket.

**Troubleshooting:** Try the following: 1) Reboot your computer. 2) Try using a different network cable. 3) Connect it directly to the network wall socket. 4) Try using a different computer. 5) If it still doesn't work, follow the installation instructions on the last page. 6) If the problem persists, please contact Lunet.

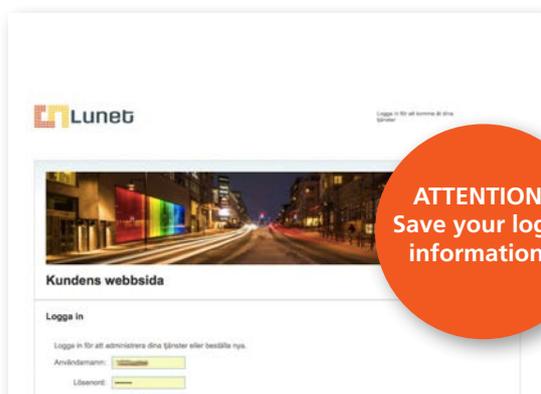
## 2 LOG IN

### APARTMENT/HOUSE

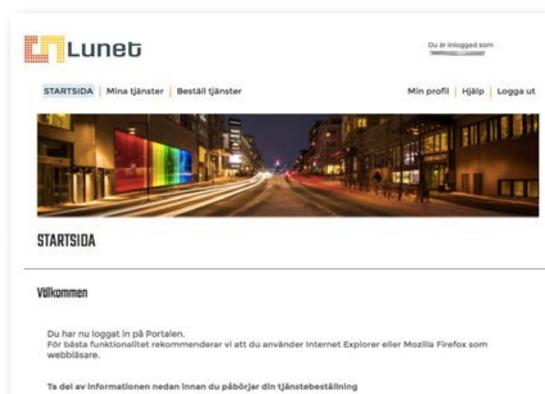
1. Register by following the on-screen instructions. (Make sure that the address and apartment number, if applicable, correspond, if not, please contact Lunet).
2. Press "Nästa" (next).
3. Make sure that all the information entered is correct. Click "Bekräfta" (confirm).
4. You will be provided with your login information. Save it to your computer or print it out.
5. Click "Logga in" (log in).
6. The customer portal start page will open.

### HOUSE WITH A RECENT FIBRE INSTALLATION\*

1. Log in using the login information provided with your delivery notification.
2. The customer portal start page will open.



1. Log in



2. The start page will open

\*If you live in a house where a fibre connection has recently been installed.

### 3 ORDER NETWORK SERVICE

#### APARTMENT/HOUSE

1. Click "Beställ tjänster" (order services) in the main menu.
2. Order a network service by checking the "Nätjänst" (Network service) box and then follow the on-screen instructions.

#### HOUSE WITH A RECENT FIBRE INSTALLATION

If you live in a house with a recent fibre installation, you will most likely already have an active network service. See "Mina tjänster" (My services).



The screenshot shows the Lunet website interface. At the top, there are navigation links: STARTSIDA, Mina tjänster, Beställ tjänster, Min profil, Hjälp, and Logga ut. Below the navigation is a banner image of a city street at night. The main heading is "Beställ tjänster". Underneath, there is a section titled "Välj tjänstetyp och tjänsteleverantör". The text explains that for new fibre installations, users should check "Nätjänst" first. Below the text are three checkboxes: Digital-TV, Internet, and Nätjänst. The "Nätjänst" checkbox is checked and highlighted with a red circle. An arrow points from this circle to a zoomed-in view of the checkboxes on the right, where "Nätjänst" is indeed checked.

### 4 ORDER INTERNET SERVICE

#### EVERYONE

1. Choose your service provider by going to "Beställ tjänster" (Order services).
2. Order broadband by checking the "Internet" box.
3. Click through the various service providers to find a service that suits you. Choose the service provider\* that best suits your needs.
4. **NOTE - if you live in an apartment where Internet service is included in your rent - click the name of your landlord i.e BRF X, Rikshem, Lulebo etc.**



The screenshot shows the Lunet website interface. At the top, there are navigation links: STARTSIDA, Mina tjänster, Beställ tjänster, Min profil, Hjälp, and Logga ut. Below the navigation is a banner image of a city street at night. The main heading is "Beställ tjänster". Underneath, there is a section titled "Välj tjänstetyp och tjänsteleverantör". The text explains that for existing fibre installations, users should check "Internet" first. Below the text are three checkboxes: Digital-TV, Internet, and Nätjänst. The "Internet" checkbox is checked and highlighted with a red circle. An arrow points from this circle to a zoomed-in view of the checkboxes on the right, where "Internet" is indeed checked. Below the checkboxes is a grid of service provider logos: AllTele, com hem, Bredband3, B BATHHÖP, VIASAT, Telia, ownit, riksnet, and T3.

Contact your service provider directly if you would like to order:

- Broadband from Com Hem or Viasat
- Digital TV or Broadband telephony

# CHECK YOUR NETWORK SETTINGS

If the customer portal website does not open, try the following:

1) Reboot your computer. 2) Try using a different network cable. 3) Connect it directly to the network wall socket. 4) Try using a different computer. 5) If it still doesn't work, follow the installation instructions on the last page. 6) If the problem persists, please contact Lunet.

## Windows 7

1. Click "Start" – "Computer".
2. Select "Network".
3. Select "Network and Sharing Centre" in the upper menu
4. Click "Change adapter settings".
5. Right-click "Local Area Connection" and select "Properties".
6. Click "Continue" in the "User Account Control" window.
7. Select the option "Internet protocol Version 4 (TCP/IPv4)" and select "Properties".
8. Select the option "Obtain an IP address automatically".
9. Select the option "Obtain DNS server address automatically".
10. Click "OK" in the "Internet Protocol Version 4 (TCP IPv4) Properties" window. Then click OK in the "Local Area Connection Properties" dialog.
11. Restart your computer to apply the settings.

## Windows Vista

1. Click "Start" – "Control Panel".
2. Click "Network and Internet".
3. Click "Manage Network Connections".
4. Right-click "Local Area Connection" and select "Configure".
5. Click "Continue" in the "User Account Control" window.
6. Select the option "Internet protocol Version 4 (TCP/IPv4)" and select "Properties"
7. Select the option "Obtain an IP address automatically".
8. Select the option "Obtain DNS server address automatically".
9. Click "OK" in the "Internet Protocol Version 4 (TCP IPv4) Properties" window. Then click OK in the "Local Area Connection Properties" window.
10. Restart your computer to apply the settings.

## Windows 10

1. Type "View network connections" into the taskbar search box, then select "View network connections", the top item in the list that appears.
2. Right-click the connection that you wish to edit and select "Properties". If you are asked to provide a password for an administrator account or to confirm, please do that.
3. Select the "Networking" tab. Select "Internet Protocol Version 4 (TCP/IPv4)" under "This connection uses the following items" and then select "Properties".
4. Select the option "Obtain an IP address automatically" and then "OK".
5. Select the option "Obtain DNS server address automatically" and then "OK".

## Mac OS X

1. Click "System Settings" under the Apple menu.
2. Click "Network".
3. Select location "Automatic".
4. Select "Ethernet".
5. Click the "TCP/IP" tab.
6. Choose to configure "Using DHCP". Save settings by clicking "Apply Now".
7. Restart your computer to apply the settings.