

Ellinet VDSL-installation instructions

Necessary devices

In an apartment using VDSL-technology, you need to acquire a VDSL modem to use Ellinet. Such modems are available at home appliance stores, online stores, as well as internet service providers' storefronts. You can identify a VDSL-modem from the connector ports, which may look like the ones in picture 1 below.



Picture 1

Plugs in the apartment

There are three types of wall plugs in apartments, where you might install the modem (see picture 2 below).

- An RJ45 plug,
- An RJ11 plug or,
- A 3-pin plug ("3-napainen")



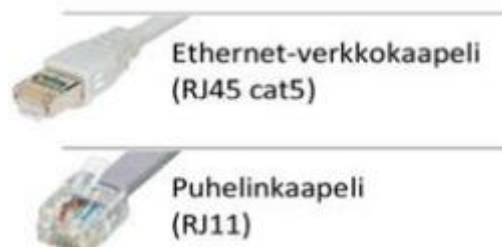
Picture 2

Installation

- Follow the installation instructions provided with the modem
- Basic principle: One side of the flat cable provided with the modem needs to be attached to the DSL-port (see pict. 1), and the other side needs to be attached to the wall plug. Please note! Even if the apartment has the bigger RJ45-plug, a small RJ11-cable (see pict. 3) can be connected without issue. If the apartment

has a 3-pin plug, please attach the modem using the 3-pin plug adapter provided with the modem.

- Your own devices will be connected to the modem either by an ethernet cable (see pict. 3), or via the modem's WLAN-network (WiFi) as in the instructions provided with the modem.
- Depending on the make and model of the device, a first time setup may be required before use.



Picture 3

In case of malfunctions

- Restart the modem by detaching the power cable. Re-attach the cable after a moment has passed and see if the DSL- and/or Internet-lights turn on.
- Check that the cables are intact, and plugged in correctly
- Try to reset the device. This is usually done by pressing down a reset-button for a certain time (refer to the device manual).
- The older the modem is, the more important it is to restore default settings. If the modem has custom settings applied, it may cause problems.
- It is also possible to fetch a test modem from the Joensuun Elli office if the problems persist.

Contact information

Ellinet helpdesk

Mon-Fri 9 am – 3 pm

+358 13 339 0900

helpdesk@ellinkodit.fi

Ellinet-contracts

+358 13 337 7800 (Mon-Fri 10 am – 3 pm)

asiakaspalvelu@ellinkodit.fi