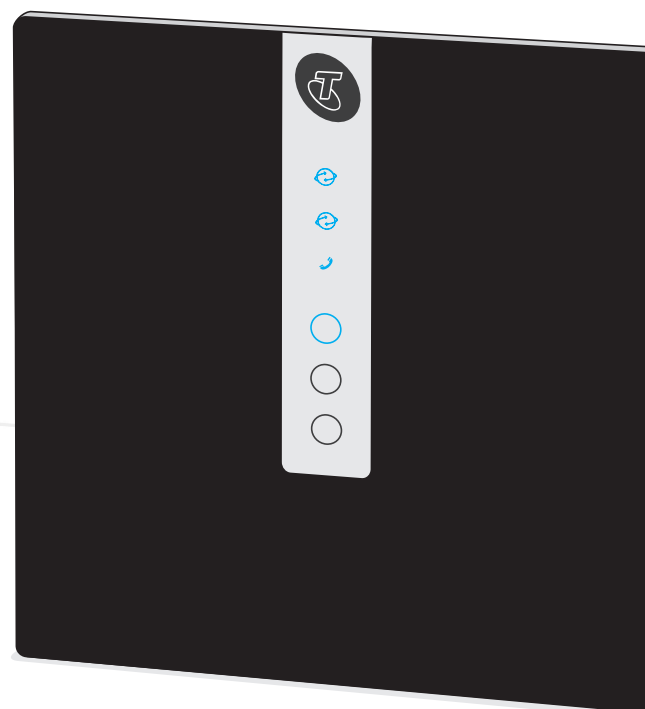# Get started on the **nbn.**™

An easy guide for connecting your Telstra Business Service**.**

⚠️ **Important**
Please refer to your Order Summary Email or your Appointment Preparation Guide for the best time to install your modem.

Suitable for connection type:
Fibre to the Node (FTTN)

Need Support?

Visit **telstra.com.au/small-business/online-support/category/broadband/nbn** for extra information.

Contents

Do you have any of the following?

If not, please continue to page 6.

Monitored
Fire Alarm
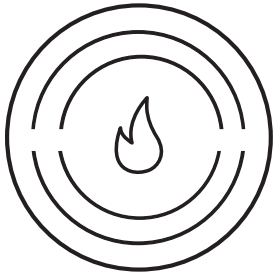
ATM or EFTPOS

Back-to-Base
Security Alarm

IF YES, STOP!

Contact your equipment provider(s)
to check that services you rely on,
like medical, fire and other equipment
will work on the **nbn** network.

Additional information is on page 17.
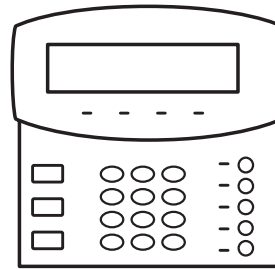
FAX or PBX

Emergency
Lift Phone

EMERGENCY PHONE

HELP

Medical
Alert Service

EMERGENCY

Unplug all devices from your phone sockets.

Make sure you've disconnected all devices such as telephones, modems, ADSL filters, EFTPOS and FAX machines from your telephone wall sockets. After you've switched to the **nbn**, these sockets will no longer work.

Modem

ADSL Filter
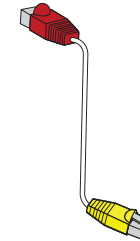
Phone
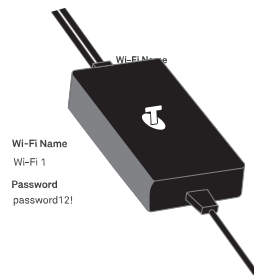
Fax

Parts you will need.

Telstra Business
Smart Modem™

Black power
adaptor

Cable with red and
yellow ends (WAN)

Optional Cable
Connect your phone.

Telephone cable
with grey ends.

Wi-Fi Name

Wi-Fi Name
Wi-Fi 1

Password
password12!
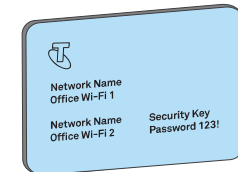
ADSL filter located
in delivery box

Network Name
Office Wi-Fi 1

Network Name
Office Wi-Fi 2

Security Key
Password 123!
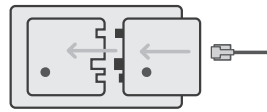
Netgear LTE
Modem LM1200

Network Name
Office Wi-Fi 1

Network Name
Office Wi-Fi 2

Security Key
Password 123!

Wi-Fi card

Setup steps.

Follow steps 1 - 5 to get connected.
On first use, your Telstra Business Smart Modem
may take up to 15 minutes to connect.

Got an older-style telephone wall socket?
You'll need to purchase an adaptor.
These can be found at most hardware
or electronics stores.

The Netgear LTE Modem LM1200 ensures
your internet and phone keeps working even
in the event of a fault in your **nbn** connection.

Press the power button on the back of the modem. Once connected, the lights will show solid blue on the front of modem.

The LM1200 may be powered directly from the USB port of the Telstra Business Smart Modem or the supplied power adaptor.

1

2

3

4

5

Make sure to plug the grey plug into the grey port, and the black plug into the black port on the back of the modem.

Optional Cable.
Have a phone? Connect via the cable with grey ends.

Wi-Fi setup.

Search for
Wi-Fi name
and enter
password shown
on Wi-Fi card.

Repeat steps
to connect your
other devices
via Wi-Fi.

Wi-Fi 1
Wi-Fi 2
Wi-Fi 3

Network Name
Office W-Fi 1

Network Name   Security Key
Office W-Fi 2   Password 123!

Change your Wi-Fi network and password.
Refer to page 17 for details.

Troubleshooting.

Oh no! Something went wrong?

Here's a few tips to help you, but first, have you tried the following?

1 Switch it off and back on and then wait a few minutes.

2 Make sure your modem is elevated and not placed near items that can interfere with your Wi-Fi, such as fridges, thick walls, fish tanks and microwaves.

3 Make sure your Netgear LTE Modem LM1200 is connected to red LAN port and also to power via power adapter or USB port on Telstra Business Smart Modem. This ensures your internet can keep working even in the event of a fault with your **nbn** connection.

A great guide to internet speeds can be found at:
**telstra.com.au/small-business/internet/nbn/nbn-speeds-explained**

Still having issues?

Try our online troubleshooting tool, which can be found at
fix.telstra.com

For further information on troubleshooting, please visit
telstra.com.au/small-business/online-support/category/broadband/nbn/nbn-troubleshooter

For Telstra Business Smart Modem™ FAQ, please go to
https://www.telstra.com.au/small-business/online-support/internet

If you are still stuck, click on "Chat Now" on the right hand side of the webpage.

If you require more assistance, please call **132 999** (English).

For other languages, please visit **telstra.com.au/contact-us/multilingual-services**

To recycle your old modem visit **recyclingnearyou.com.au/ewastescheme**

What do the lights mean on the **Telstra Business Smart Modem**?
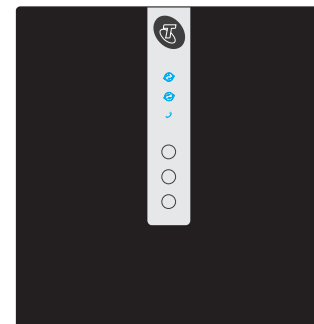
Front Light Indicators

	You're connected to the nbn network
	You're connected to your mobile backup connection
	You're ready to make and receive calls on the nbn network

What do the lights mean on the **Netgear LTE Modem LM1200**?

LED		Description
Power	🟠	The modem is starting up.
	🟢	The modem is powered on.
	☀	Device error.
Ethernet LAN	🟠	A device is connecting to this port.
	🟢	A device is connected to this port.
Ethernet WAN	🟠	A device is connected to this port.
	🟢	Full data connectivity.
Signal Strength	🟢	The LTE connection is good. Blinking indicates data traffic.
	🟠	The LTE connection is weak. Blinking indicates data traffic.
	🔴	The modem can't connect to the LTE network.

When you're in mobile backup mode, you may receive notifications from us via SMS or email.

15

FAQs.

FAQs.

Will I be able to use my devices during set up?

During set up of your new **nbn** connection you will temporarily lose access to your existing services, including your internet, telephone device(s), medical, fire and security alarms, as well as other equipment like EFTPOS machines. This means it's important you have an alternative form of communication handy during set up, such as a charged mobile phone.

I rely on a safety-critical device. Do I need to do anything before I install the **nbn**?

If you use a medical alarm, fire alarm or lift emergency phone, contact your device provider to check that it will work on your new **nbn** service, or whether you'll need to find an alternative solution, such as a wireless/mobile alarm solution. You should register these devices with **nbn** by calling **1800 227 300** or visiting **nbn.com.au/compatibility**

Will my monitored security alarm work on my new **nbn** connection?

It's possible your monitored security alarm will work with your **nbn** service; however, you should check with your alarm provider before switching. You should also test your alarm on the day your new plan is activated.

For more information, visit
nbnco.com.au/learn/device-compatibility/security-alarms

Will my devices work during a power blackout?

Devices connected to your **nbn** service will not work during a power blackout, so you should consider having an alternative form of communication handy, such as a charged mobile phone. If you have a safety-critical device like a medical alarm, fire alarm or lift emergency phone, speak to your device provider about alternative solutions before you install the **nbn** so you can keep your service active during a power blackout.

Change your Wi-Fi network and password.

The Wi-Fi details we install at the factory are designed to be unique and above all secure, but we understand that you may want to change them to something else.

> ☑ **If you previously had an internet service with us or another provider, did you know you can re-use those old Wi-Fi network details (network name and password) on your new modem? This means all your devices will just automatically connect and you won't have to reconnect everything.**

To change your Wi-Fi details, ensure you are first connected to your network and simply open a browser window and type in **http://mymodem** or **http://192.168.15.1**

The user name is **admin** and the password is **telstra** (don't worry, you can change these too if you like!).

Once you are logged in, click on the tab marked 'Wi-Fi' just don't forget to click **'Save'** once you have made your changes.

Suitable for connection type:
Fibre to the Node (FTTN)

RO# 100253733

0 001002 473465 >