

Getting started on the nbn™



An easy guide for connecting to the internet.

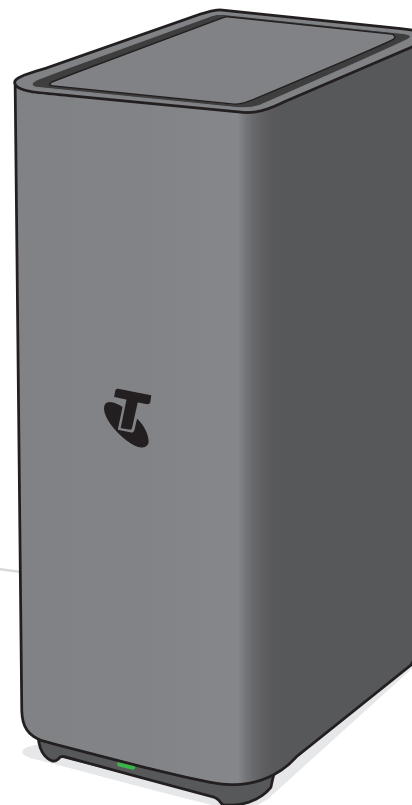


Guide 3

Suitable for connection type:

Fibre to the Premises (FTTP)

Fixed Wireless (FW)



Need Support?

Use our Get Help feature on the My Telstra App – available to download from App Store or Google Play.

Visit **telstra.com.au/support/category/broadband/nbn/how-to** for extra information on how to set up your self-install kit.



Available to download from



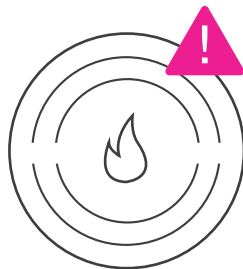
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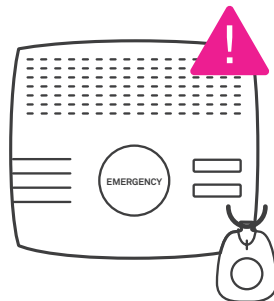
Do you have any of
the following alarms?

If not, please continue to page 6.

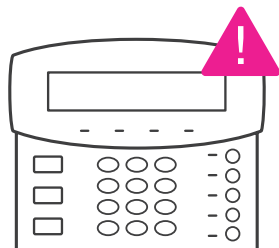
Monitored
Fire Alarm



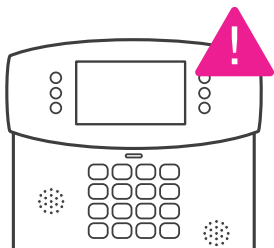
Medical
Alert Service



Back-to-Base
Security Alarm

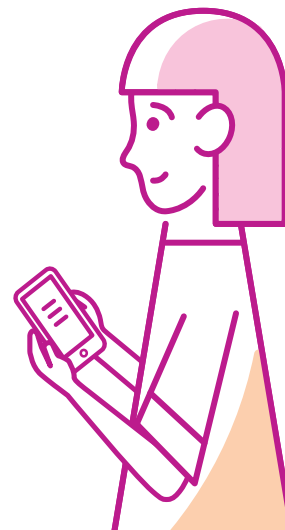


Emergency
Lift Phone



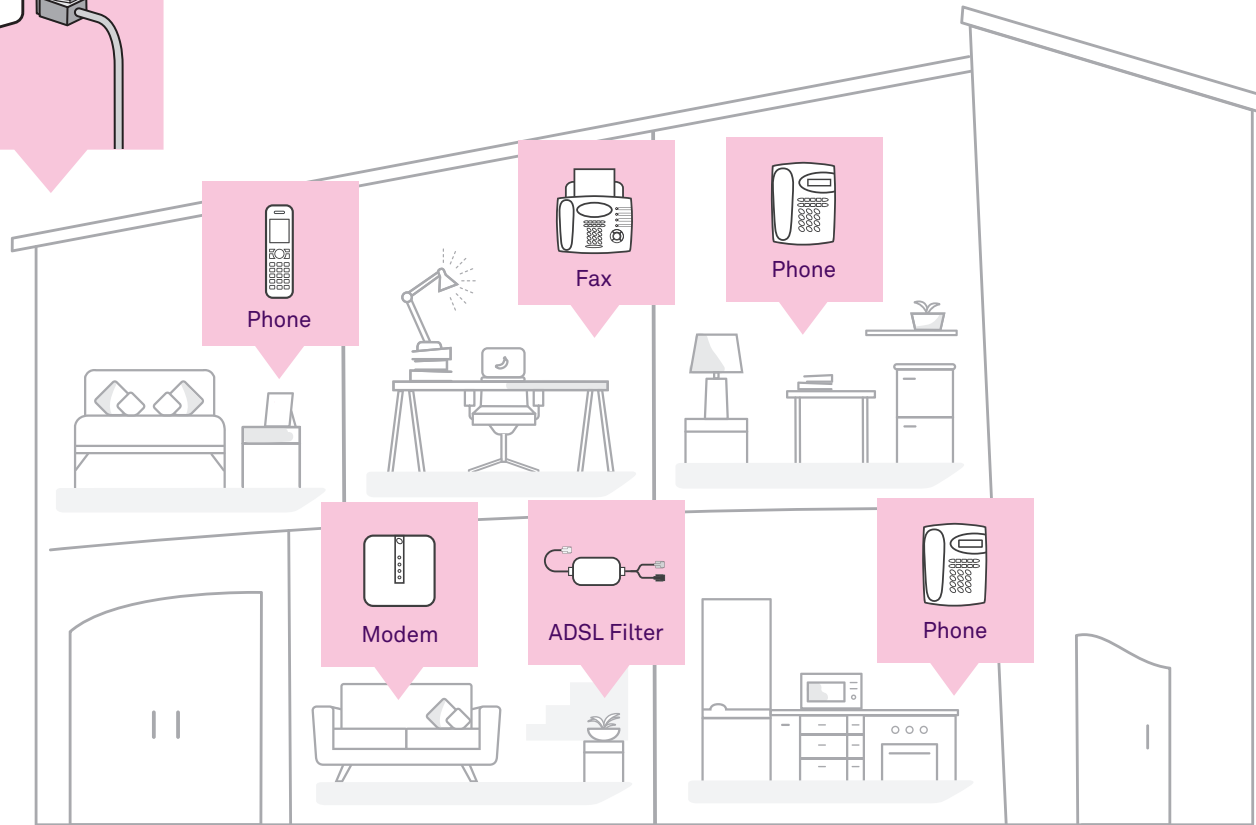
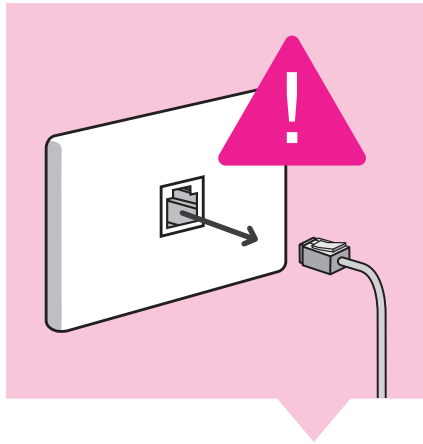
IF YES, STOP!

Contact your equipment providers to check that services you rely on like **medical, fire** and **security alarms** will work on the **nbn** network. Additional information is on page 20.



Unplug all devices from your phone sockets

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



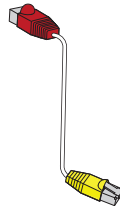
These are the
parts you need



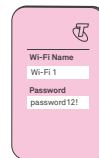
Telstra Smart
Modem™ 3



Power adaptor
(pre-connected to modem)



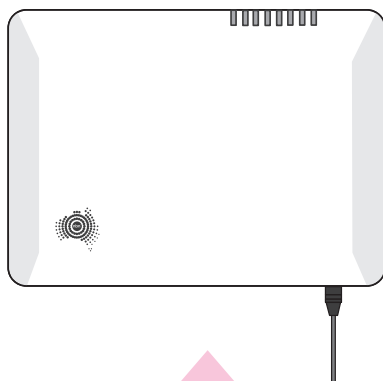
Cable with red and
yellow ends (WAN)
(located in delivery box)



Wi-Fi fridge
magnet

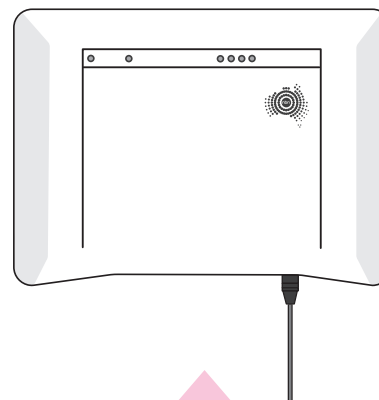
Identify your **nbn** Connection Box

Your nbn Connection Box will look like one of these units (on the right) and will either be attached to the wall or as a stand-alone unit. Locate the port, make sure the power is switched on and continue on to the set up steps.



Fibre to the Premises (FTTP)

Remove the cover to locate the yellow UNI-D1 port on the underside of the **nbn** Connection Box.



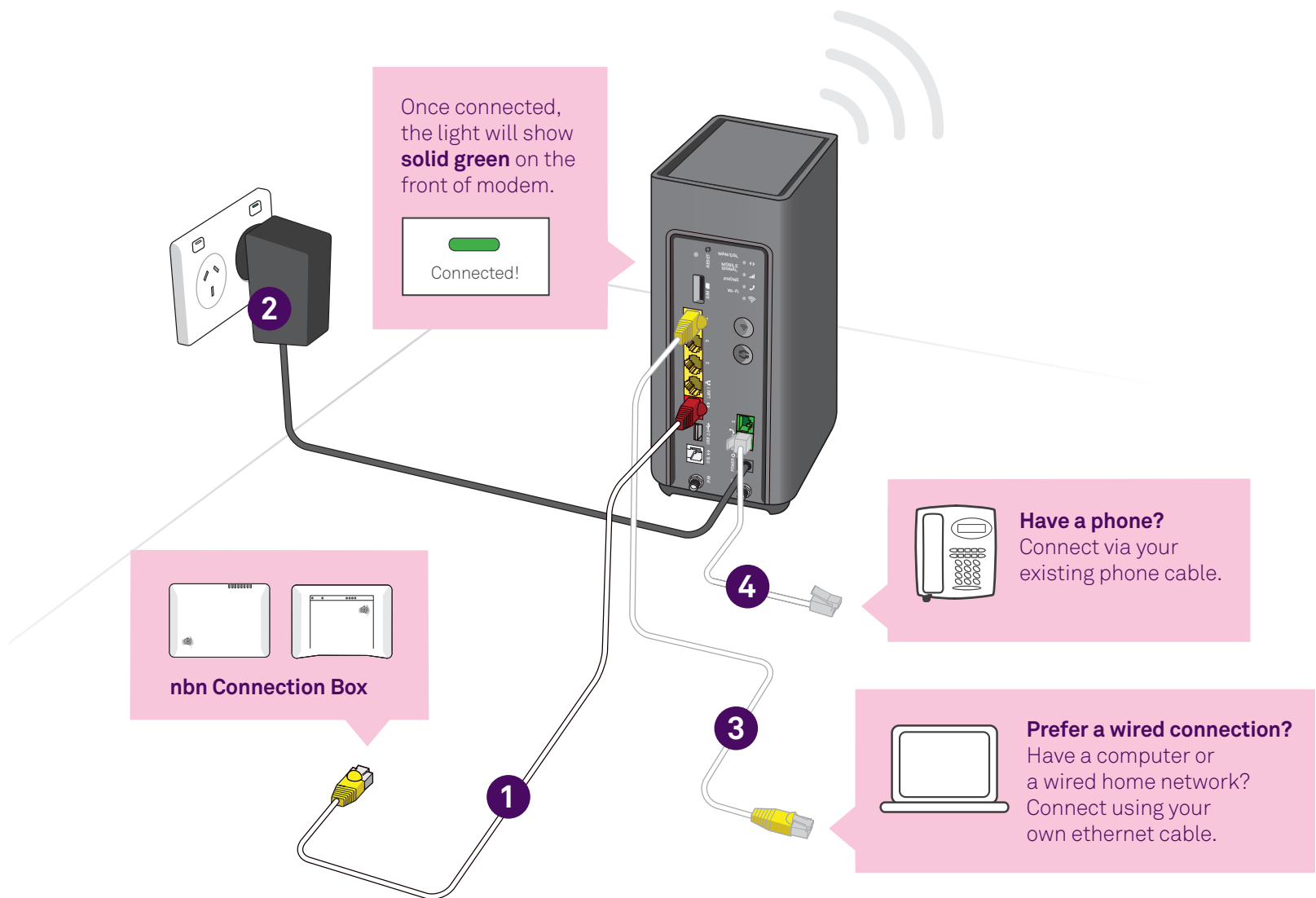
Fixed Wireless (FW)

Locate the UNI-D1 port on the underside of the **nbn** Connection Box.



Set up steps

Follow steps 1 - 4 to get connected. On first use, your Telstra Smart Modem may automatically update its software. This will take up to 15 minutes to complete.



Connect your
device(s) via Wi-Fi



Change your Wi-Fi network and password.

Refer to page 20 for details.

Troubleshooting

Oh no! Something went wrong?

Here are 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, you would be amazed how many times this can sort a problem out.
- 2 Wi-Fi speed and other reception-related issues can be caused by the placement of your modem. Like your mobile phone, your Telstra Smart Modem needs good 4G reception to work in backup mode.
- 3 Make sure your modem is elevated and not placed near items like fridges, fish tanks, microwaves, etc, that can interfere with your Wi-Fi.

Still having issues?

- Try our online troubleshooting tool, which can be found at fix.telstra.com
- If you are still stuck then we are more than happy to help, just visit telstra.com.au/support where you can chat with us online.
- For Telstra Smart Modem FAQ, please go to tel.st/smartmodem
- Get support at telstra.com/help
- Message us via the My Telstra™ app, available for download through Apple App Store and Google Play Store.
- If you require more assistance, please call **133 933** (English).

For other languages, please visit:

telstra.com.au/contact-us/multilingual-services

To recycle your old modem: telstra.com.au/climate/recycling

What do the lights mean on the Telstra Smart Modem?



Front Light Indicators

-  Powered on booting up.
-  Connecting.
-  MOBILE BACKUP connection (Data + Voice calls).
-  nbn connection.

'Mobile Signal' strength indicator

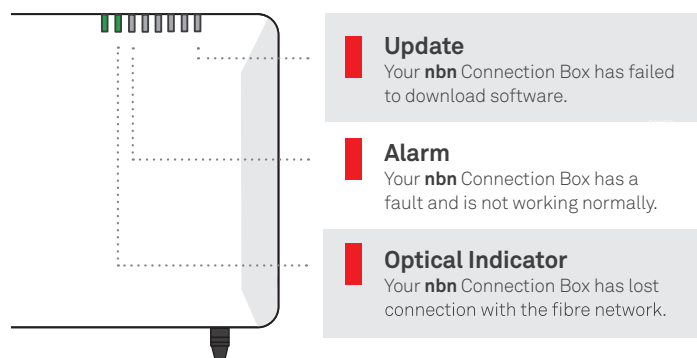
- MOBILE SIGNAL 

Indicator lights on the back of the modem
-  Great
 -  Good
 -  Limited Access

*Please move the modem for stronger signal strength on mobile backup connection. When you're in mobile backup mode, you may receive notifications from us via SMS or email.

What do the lights mean on the **nbn FTTN** Connection Box?

If the following lights on the nbn Connection Box or Optional Power Supply with Battery Backup unit are red, you may need to contact us for assistance. Before you do, we recommend that you switch the power to the connection box off, wait a few seconds and then switch the power back on. If the lights are still showing as red, please contact support teams via telstra.com/help or My Telstra App.



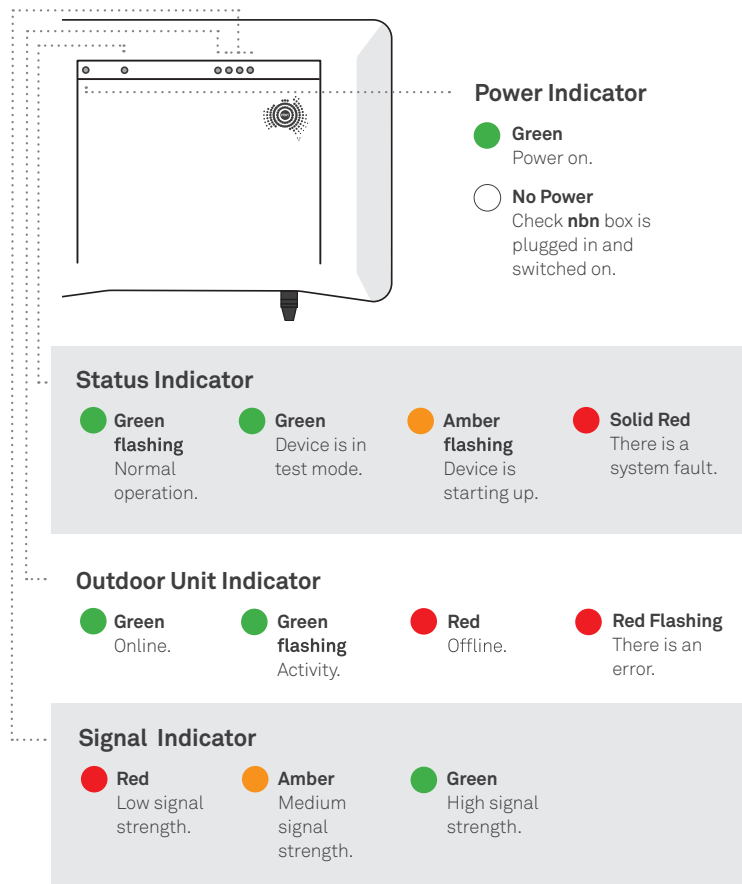
Is your equipment plugged into the correct UNI-D port on the **nbn** Connection Box?

Most often, your **nbn** service will be connected using UNI-D port 1 but if you're not able to get your service working, try connecting your Telstra Smart Modem to UNI-D 2 - 4 ports. Allow about 60 seconds to see if the new port is active.

If your **nbn** service still does not work, please contact support teams via telstra.com/help or My Telstra App.

What do the lights mean on the **nbn Fixed Wireless** Connection Box?

If the Status Indicator or Outdoor Unit Indicator light on your **nbn** connection box is red, please contact support teams via telstra.com/help or My Telstra App.



FAQs

General nbn FAQs

Will I be able to use my telecommunications 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) and medical, fire and security alarms. This means it's important you have an alternative form of communication handy during set-up, such as a charged mobile phone.

What happens to the **nbn** Connection Box and other equipment if I move?

All **nbn** supplied equipment is the property of **nbn** and should not be removed from your home.

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 **nbn.com.au/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 go around the house reconnecting everything.

Either way, to change your Wi-Fi details, ensure you are first connected to your home network and simply open a browser window and type in **<http://192.168.0.1>**

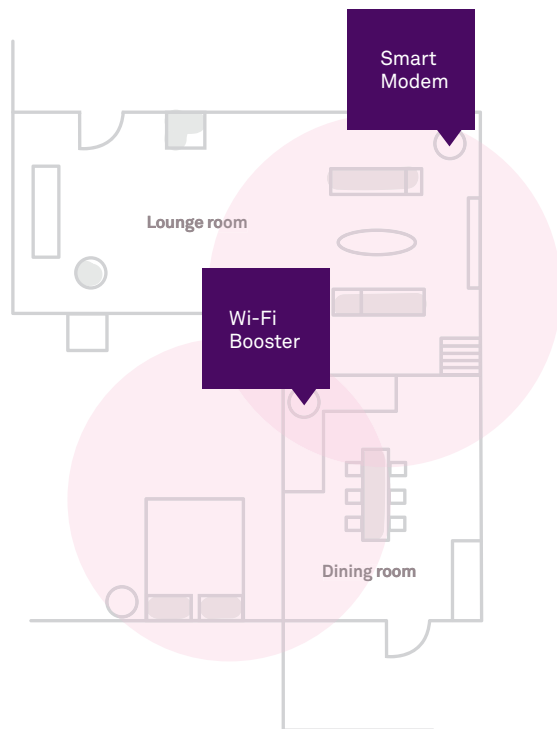
The user name is **admin** and the **password** is the same as the Wi-Fi password found on your new fridge magnet (don't worry, you can change these too if you like!).

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

Telstra Smart Wi-Fi™ Boosters

Improve Wi-Fi coverage in and around your premises.

Smart Wi-Fi Boosters connect wirelessly to your modem to boost your Wi-Fi signal. They're great for larger and non-standard homes.



Not sure if you need a booster?

Use the My Telstra app to check your Wi-Fi performance in and around your home.

Where can I purchase a Smart Wi-Fi Booster?



Visit your local Telstra store.



Purchase online at telstra.com.au/smartwifi



Purchase in the My Telstra app.

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Guide 3

Suitable for connection type:

Fibre to the Premises (FTTP)

Fixed Wireless (FW)

RO 135581

ORIN CODE 100245792

