

Getting started on the nbn™

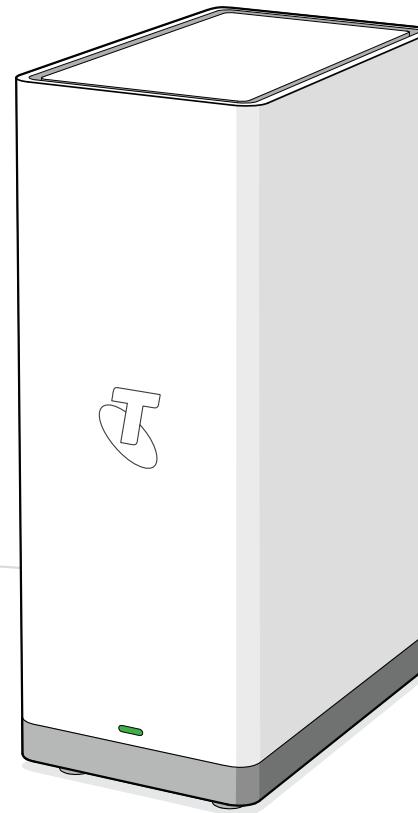


An easy guide for connecting to the internet.

Guide 3

Suitable for connection type:

Fibre to the Premises (FTTP)
Hybrid Fibre Coaxial (HFC)
Fixed Wireless (FW)



Need Support?

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

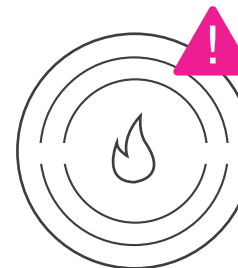
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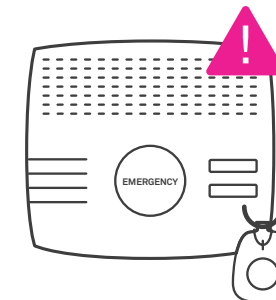
Do you have any of the following alarms?

If not, please continue to page 6.

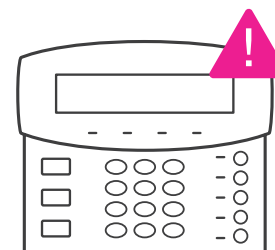
Monitored
Fire Alarm



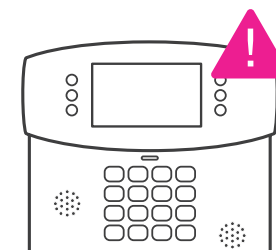
Medical
Alert Service



Back-to-Base
Security Alarm

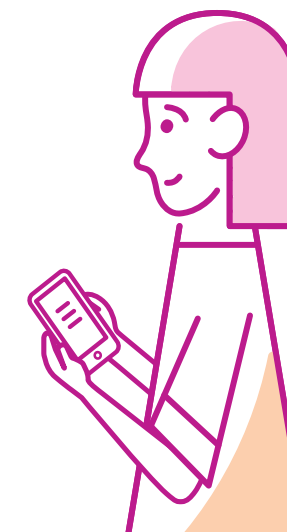


Emergency
Lift Phone



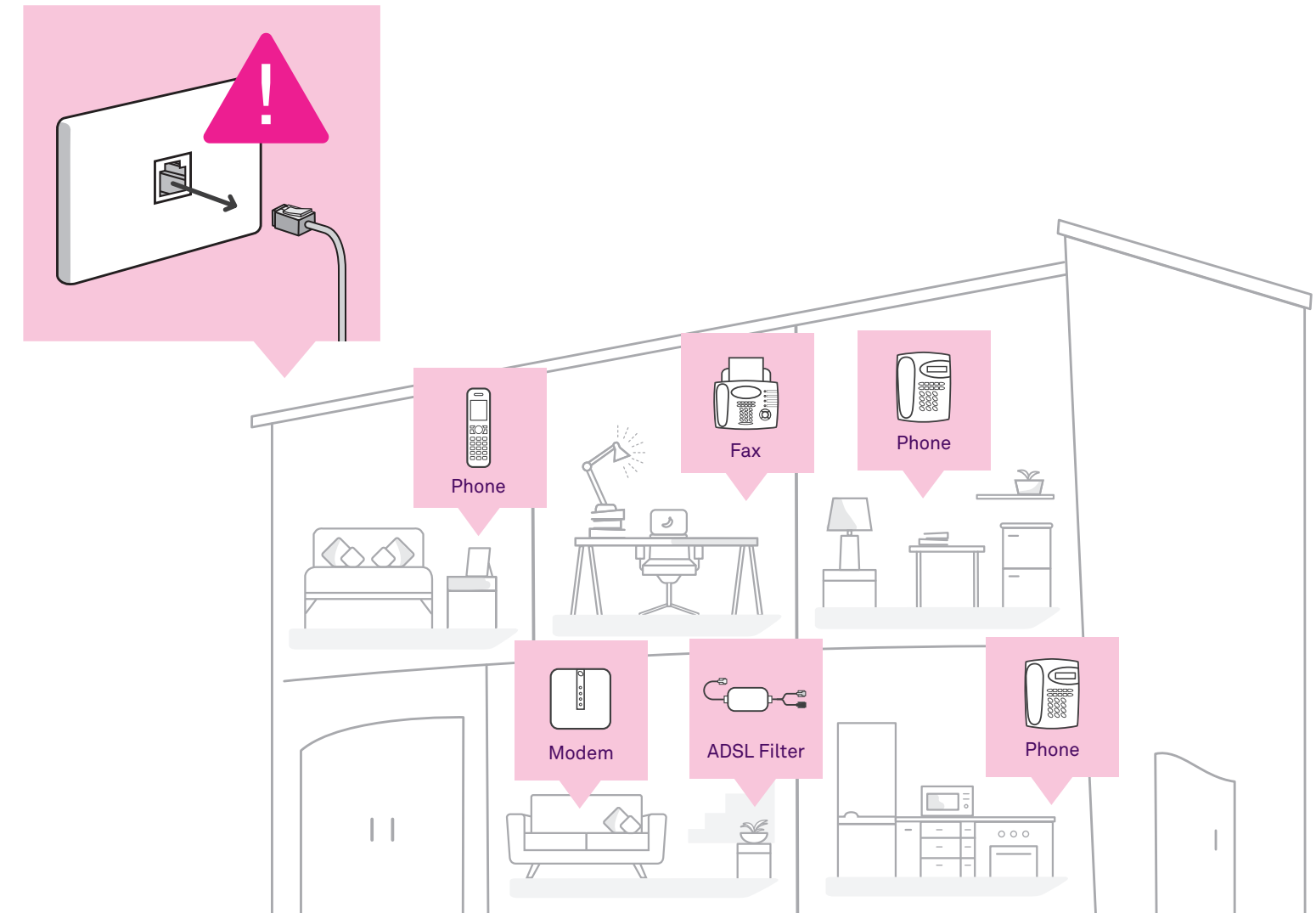
IF YES, STOP!

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 21.

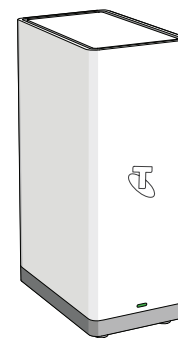


Unplug all devices from your phone sockets

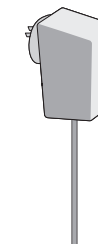
Make sure you've disconnected all devices such as telephones, modems (including ADSL filters) and fax machines from your telephone wall sockets. After you've switched to the **nbn**, these sockets will no longer work.



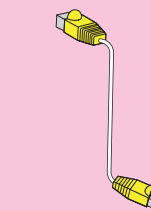
These are the parts you need



Telstra Smart Modem™ 2.0



Grey power adaptor
(pre-connected to modem)



Cable with yellow ends
(LAN)



Telephone cable with grey ends

Optional cables

Connect your devices and phone.



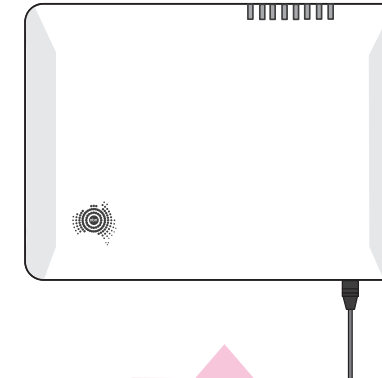
Cable with red and yellow ends
(WAN)



Wi-Fi fridge magnet

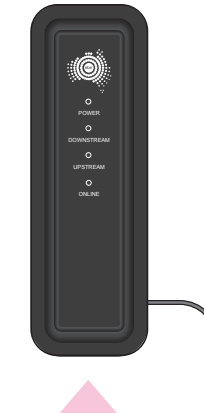
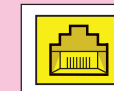
Identify your **nbn** Connection Box

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 standalone unit. Locate the port, make sure the power is switched on and continue on to the set up steps.



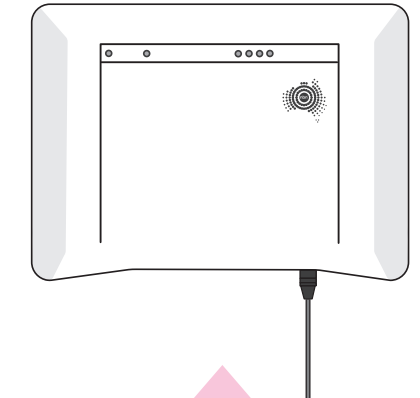
Fibre to the Premises (FTTP)

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



Hybrid Fibre Coaxial (HFC)

Locate the yellow port on the back of the **nbn** Connection Box.



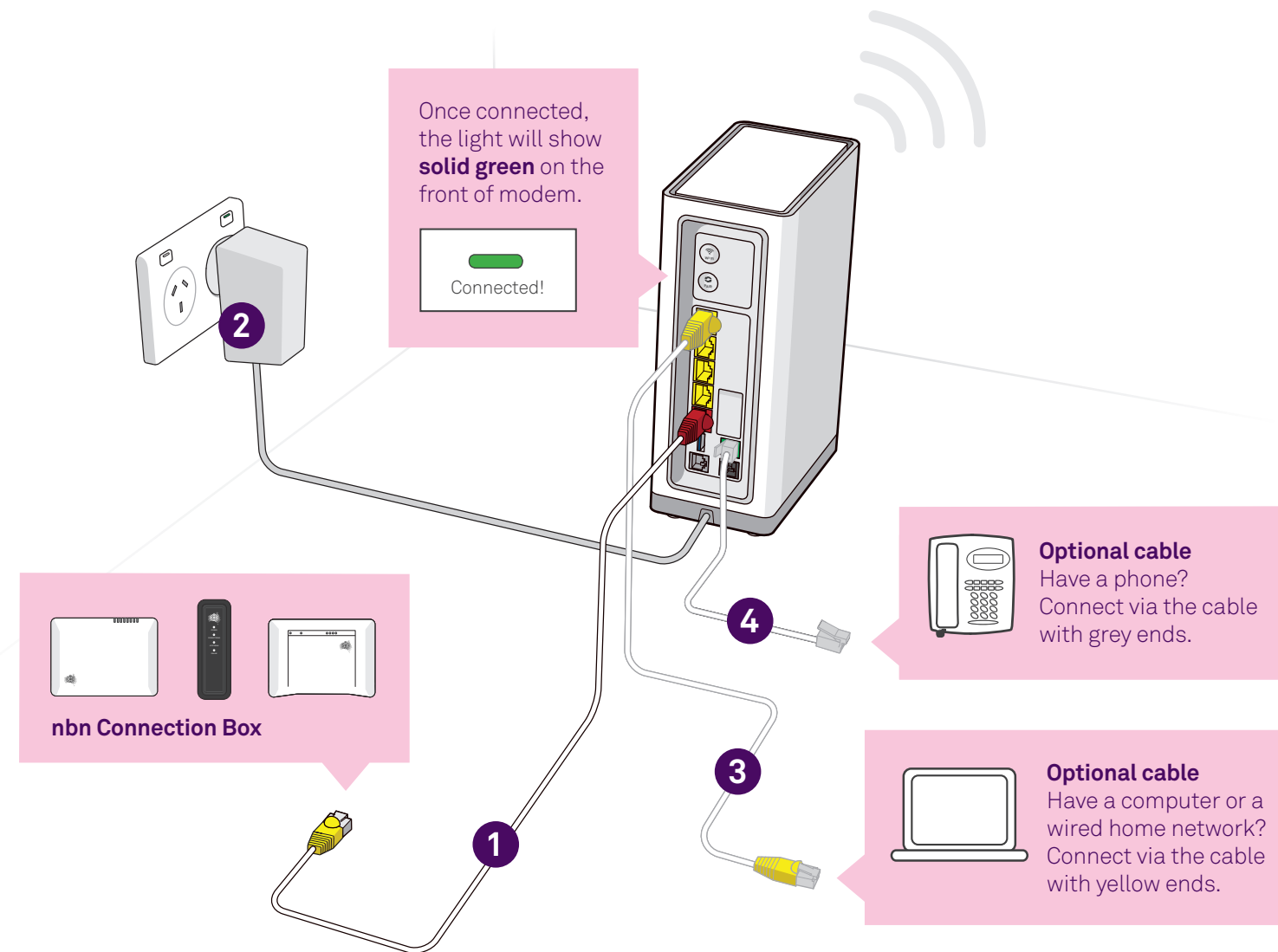
Fixed Wireless (FW)

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 21 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, 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.

A great guide about internet speeds can be found at <https://www.telstra.com.au/broadband/nbn/nbn-speeds-explained>

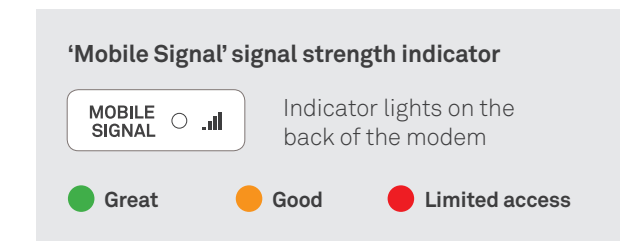
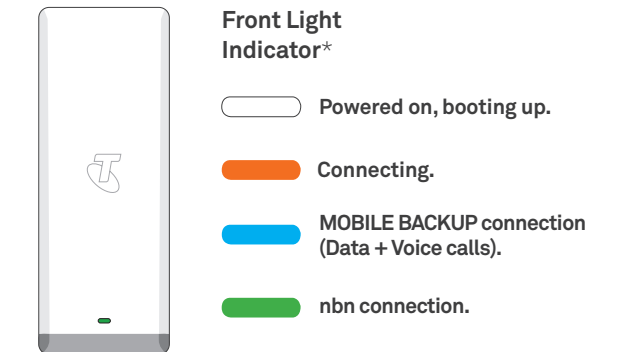
Still having issues?

-  Try our online troubleshooting tool, which can be found at <https://fix.telstra.com>
-  If you are still stuck then we are more than happy to help, just visit <https://www.telstra.com.au/support> where you can chat with us online.
-  For Telstra Smart Modem™ FAQ, please go to tel.st/smartmodem
For more information on connecting your cordless (DECT) handset, please visit tel.st/smartmodem
-  Get support at telstra.com/help
-  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: recyclingnearyou.com.au/ewastescheme

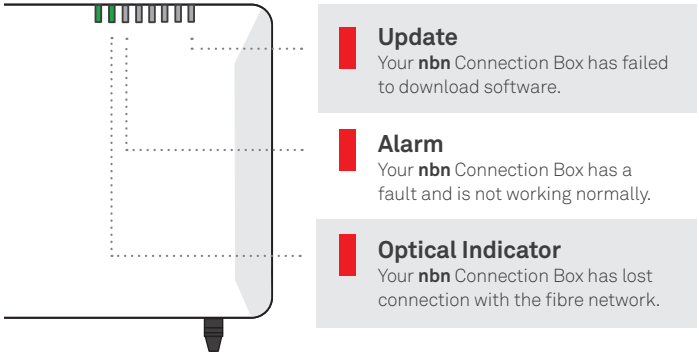
What do the lights mean on the Telstra Smart Modem?



*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 FTTp** 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 **133 933**.



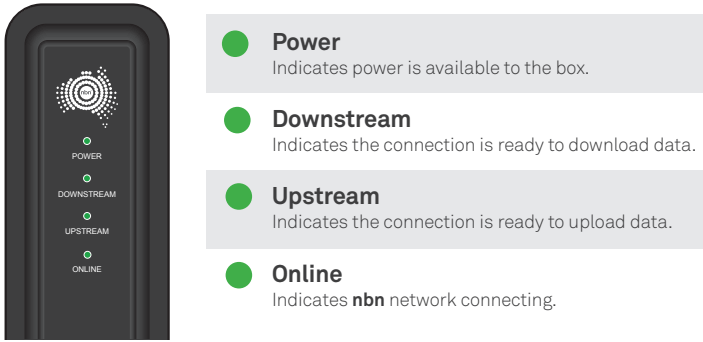
Is your equipment plugged in to the right UNI-D port on the **nbn** Connection Box?

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 **133 933**.

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

Your **nbn** Connection Box has four indicator lights on the front panel. During the start-up sequence the **nbn** Connection Box lights will flash. Once they become solid green the service is ready.

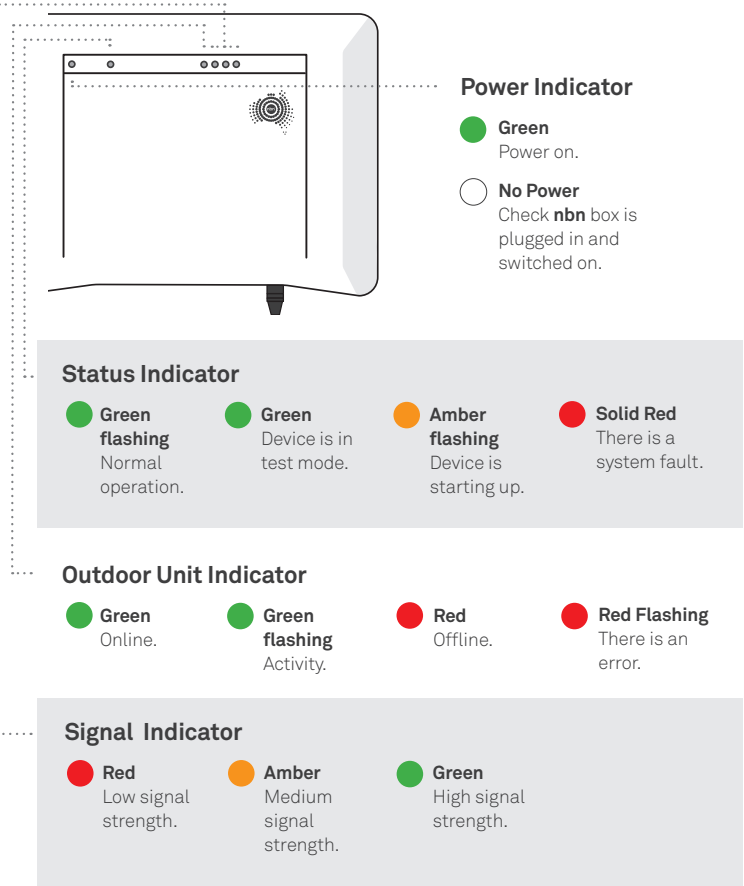


If any of the lights on the **nbn** Connection Box are flashing and not solid, check all cables are securely connected into the **nbn** Connection Box and at the wall.

If they are, try turning off the power to the **nbn** Connection Box, wait 10 seconds and then turn the power on again. If the lights keep flashing after about 10 minutes, please contact **133 933**.

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 133 933 for assistance.



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>**

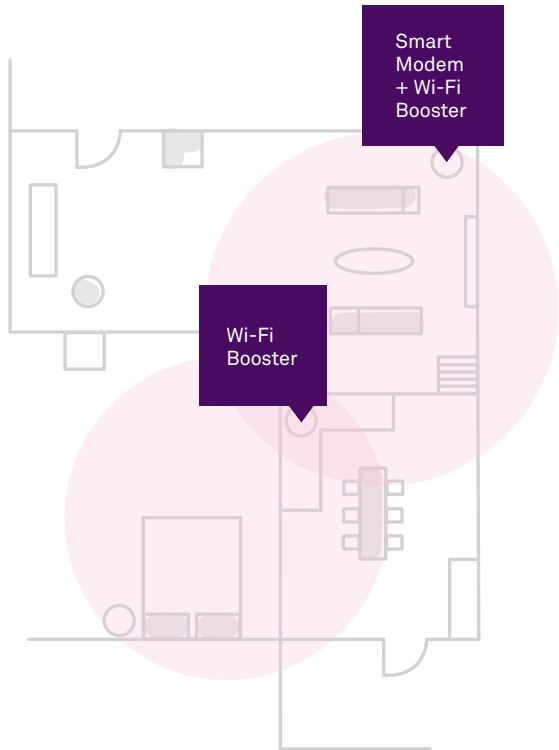
The user name is **admin** and the password is **Telstra** (don't worry, you can change these too if you like!).

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.

Use the Telstra Home Dashboard™ to set up your Smart Wi-Fi Booster and enhance your Wi-Fi experience.



Not sure if you need a booster?

Use the Telstra Home Dashboard to check your Wi-Fi performance in and around your home or office.

Available to download from



Where can I purchase a Smart Wi-Fi Booster?



Visit your local Telstra store



Purchase online at telstra.com.au/smartwifi

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Guide 3

Suitable for connection type:

Fibre to the Premises (FTTP)

Hybrid Fibre Coaxial (HFC)

Fixed Wireless (FW)

RO 135386

ORIN CODE 100155055

