

Get started on the nbn™



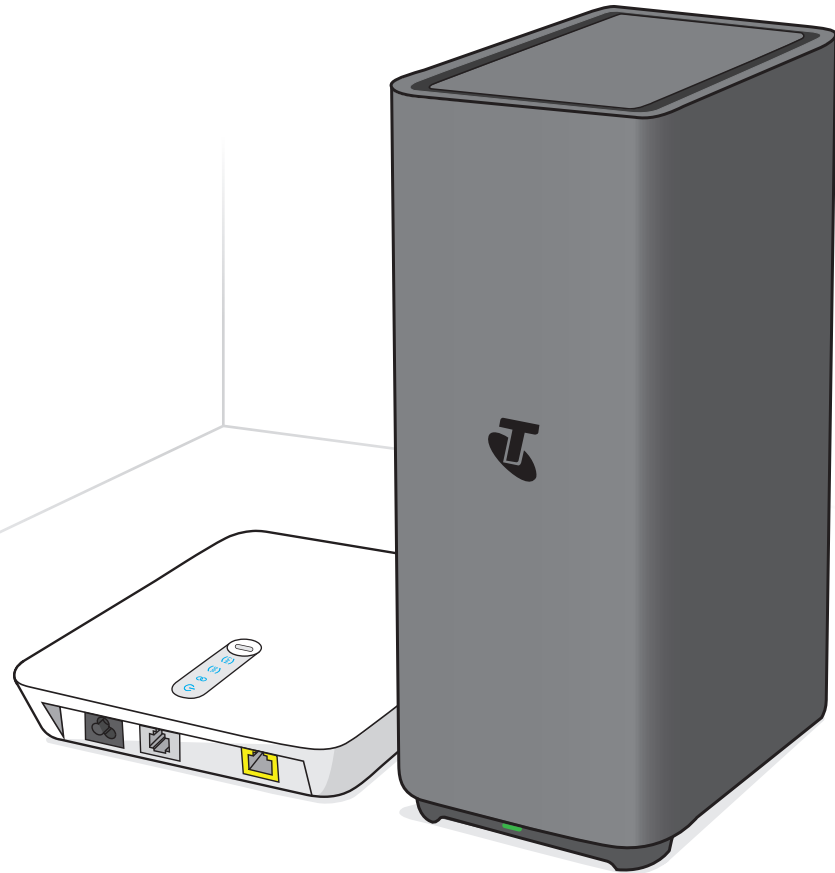
An easy guide for connecting your phone and internet.

Allow up to 45 mins to complete installation.



Guide 1

Suitable for connection type:
Fibre to the Curb (FTTC)



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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These are the parts you need

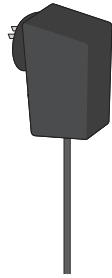
If you placed your order in-store, and have been provided with your Telstra Smart Modem™ you can use it straight away. Connect your modem to the power and then follow the instructions on page 15 to connect using Wi-Fi or connect directly using the ethernet cable. Your Smart Modem will operate on the mobile network while you wait for delivery of the **nbn** Connection Box.

Once your nbn Connection Box is delivered, refer back to the instructions in this booklet to complete your new connection to the **nbn** network.

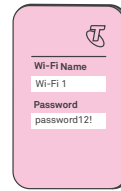
Telstra Smart Modem box



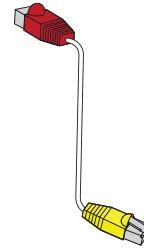
Telstra Smart Modem 3



Power adaptor (pre-connected to modem)

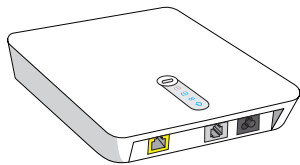


Wi-Fi fridge magnet



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

nbn Connection Box



nbn Connection Box



Power adaptor

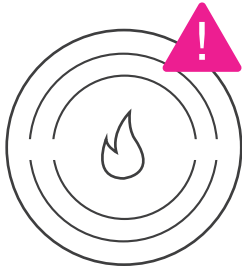


Cable with grey ends (phone)

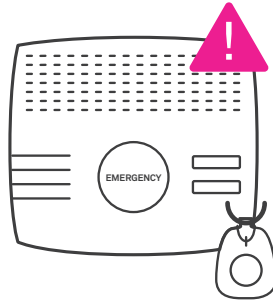
Do you have any of
the following alarms?

If not, please continue to page 8.

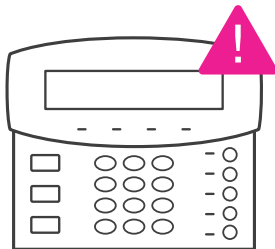
Monitored
Fire Alarm



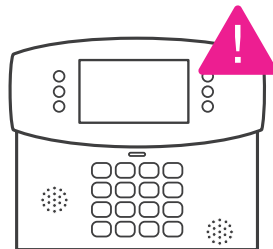
Medical
Alert Service



Back-to-Base
Security Alarm

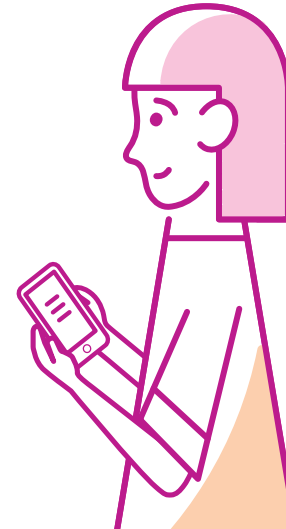


Emergency
Lift Phone



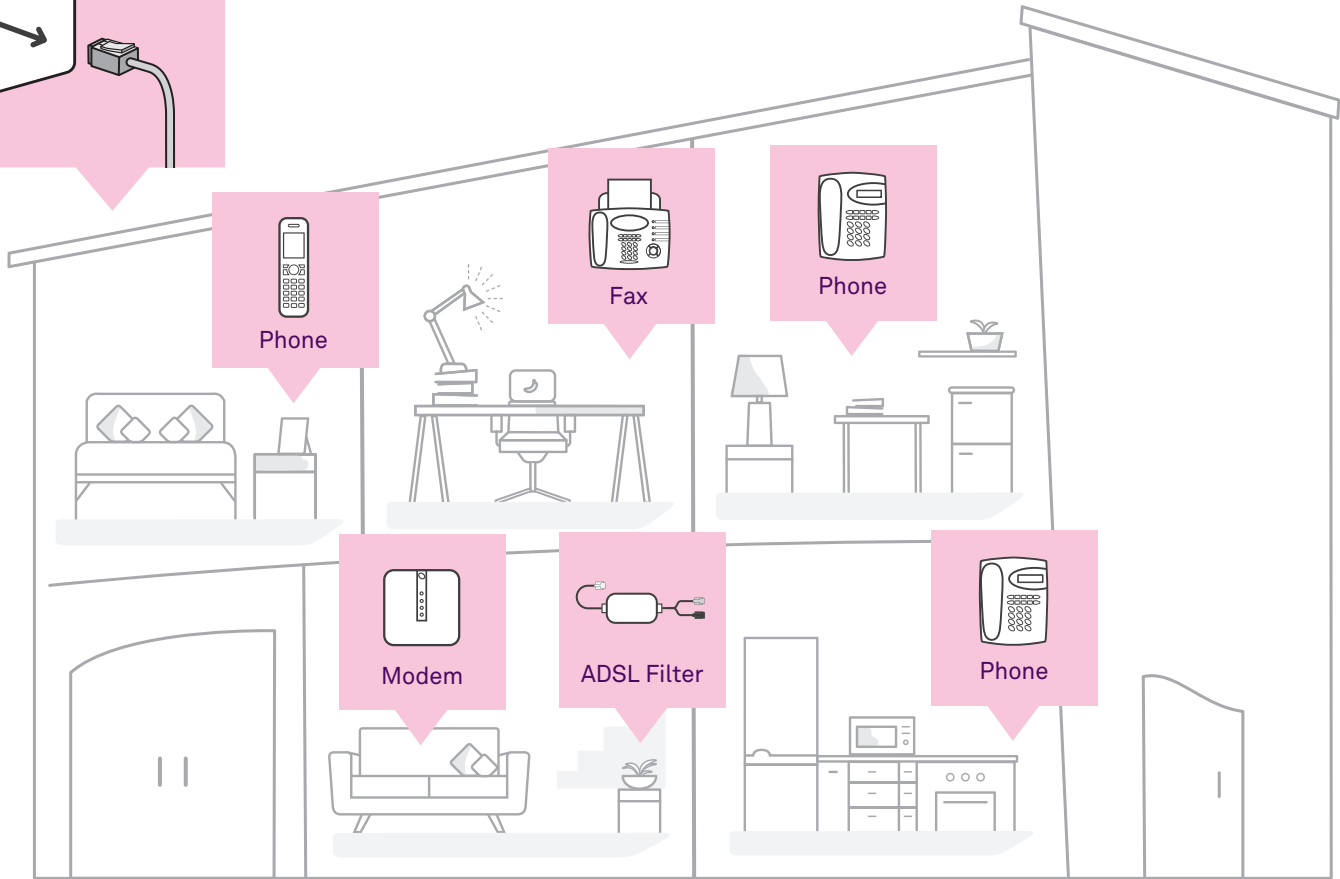
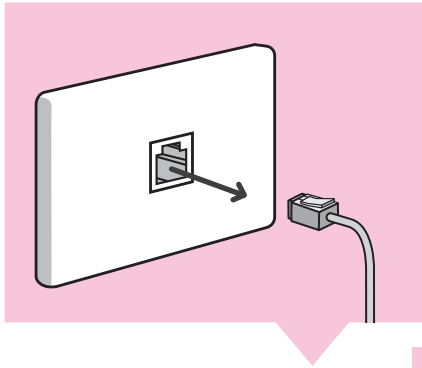
IF YES, STOP!

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 19.



Unplug all devices from your phone sockets

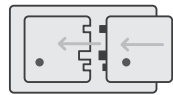
Make sure you've disconnected all devices such as telephones, modems (including ADSL filters) and fax machines from your telephone wall sockets. After you've switched to the **nbn**, these sockets will no longer work.



Set up steps

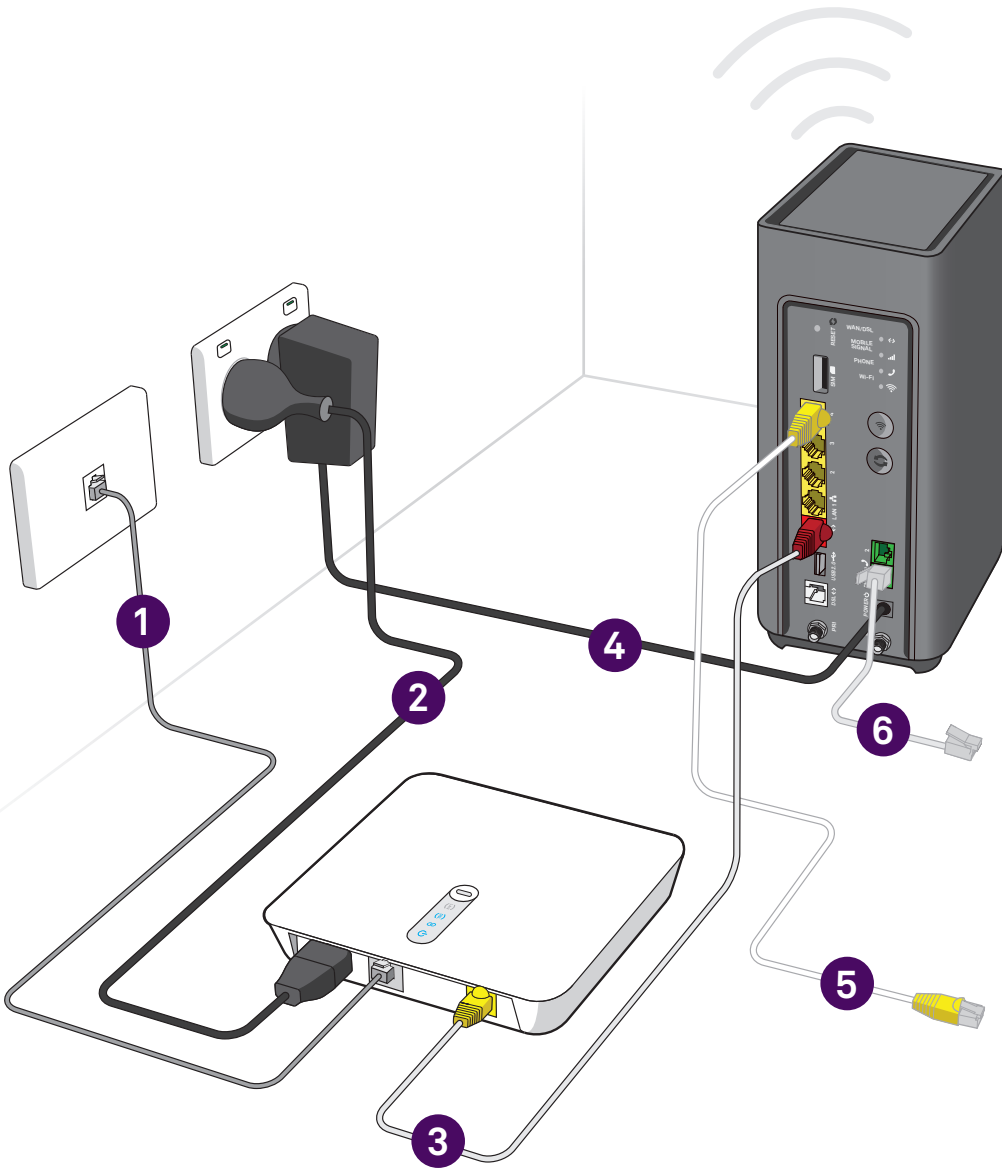
Follow steps 1 - 6 to get connected.

Before setting up the **nbn** Connection Box, please read the sticker covering the back of the device, then remove it to reveal the ports underneath.




Got an older-style telephone wall socket?

You'll need to purchase an adaptor. These can be found at most hardware or electronics stores.



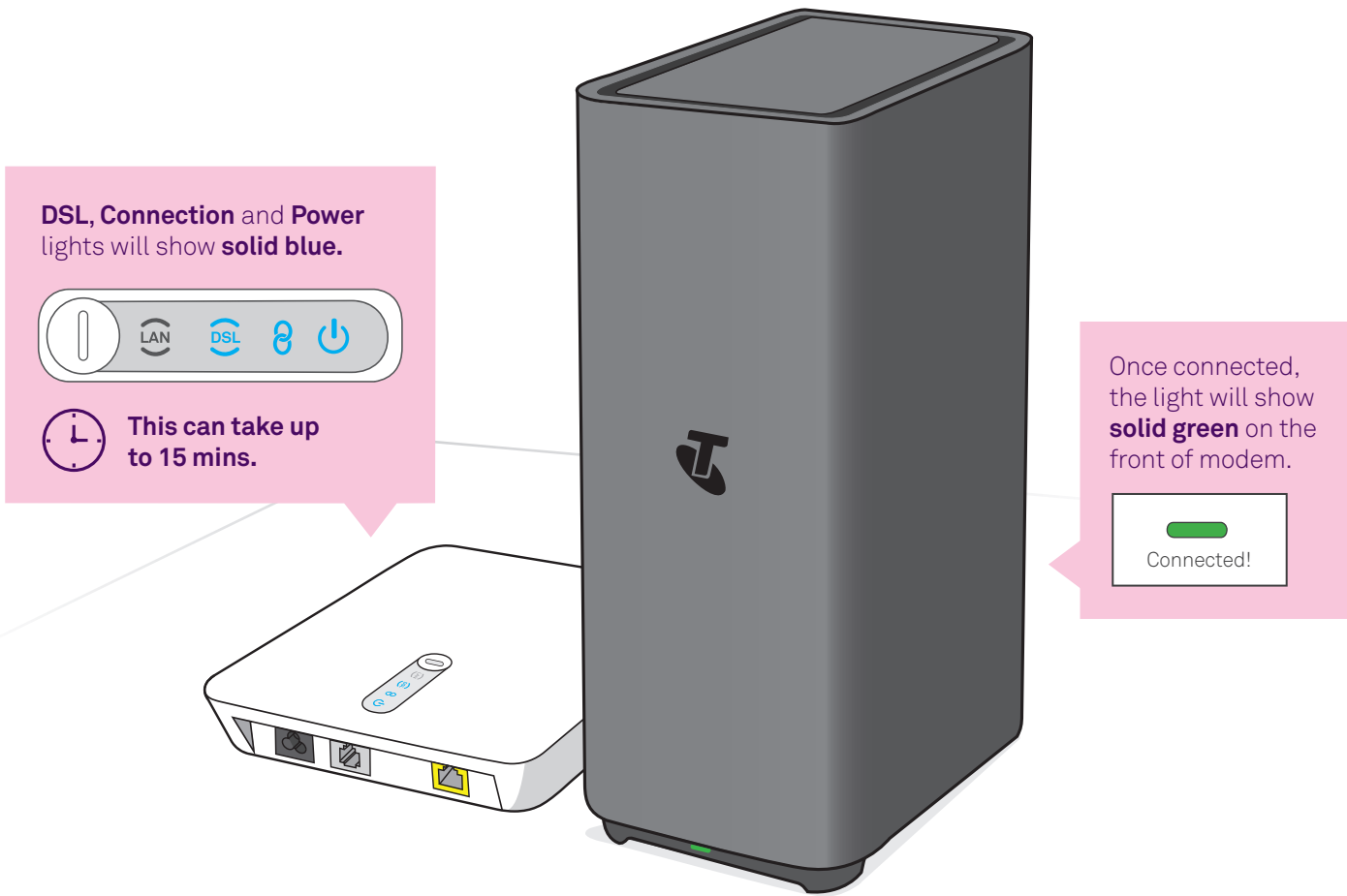
Have a phone?
Connect via your existing phone cable.



Prefer a wired connection?
Have a computer or a wired home network?
Connect using your own ethernet cable.

Power up your modem and **nbn** Connection Box

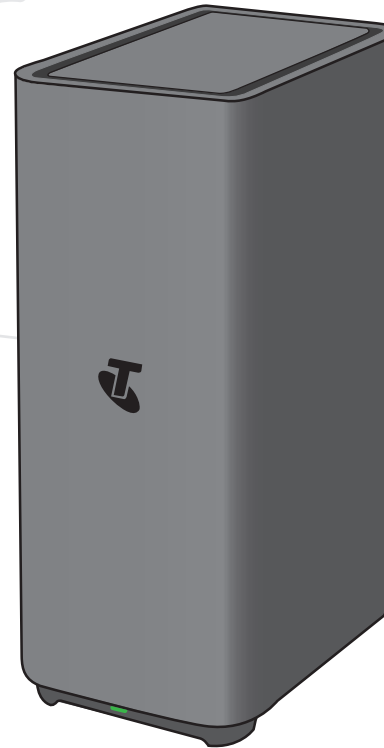
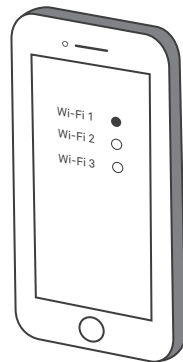
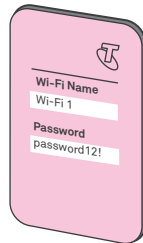
In the event that your **nbn** connection is unavailable, your modem will automatically switch to the mobile network and back to the **nbn** connection when the service is available again. When the phone light on the back of the Smart Modem is lit, you will be able to make and receive calls.



On first use, your Telstra Smart Modem may automatically update its software. This will take up to 15 minutes to complete. If the connection light does not turn solid blue after 15 minutes, please refer to page 18 for more details.

Connect your
devices via Wi-Fi

Search for **Wi-Fi name** and enter password shown on fridge magnet.



Repeat steps to connect your other 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 Indicator*

-  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 Connection Box?



Front Light Indicators

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 blue the service is ready.

No solid blue lights?

Check all cables are securely plugged into the **nbn** Connection Box and at the wall. If they are, and lights are still not blue after 15 minutes, try connecting the **nbn** Connection Box to a different telephone wall socket.

If something has not gone quite right, simply unplug your **nbn** equipment and reconnect your original modem and phone to restore your services. Please contact us on **133 933** for further assistance.



Power

This light will be solid blue when the **nbn** Connection Box is powered on.



Connection

This light will be solid blue when the **nbn** Connection Box is powering the nbn access network equipment outside your home. If the light is red, contact us on **133 933**.



Broadband

This light will be solid blue when the **nbn** Connection Box is communicating with the **nbn** access network.



Local Area Network (LAN)

This light will be solid blue or amber when the **nbn** Connection Box and your Telstra Smart Modem™ are connected, but will blink when information is being transferred between them (e.g. when you're browsing the internet).

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.

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/alerts

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.

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.

Will moving to the nbn affect my Foxtel service?

When connecting to the **nbn** with a connection type of FTTC, you should leave your Foxtel set-top box set up just as it is.

If your Smart Modem is close enough to the TV then consider using an Ethernet cable to connect the Foxtel set-top box directly.

If your Foxtel set-top box is connected using Wi-Fi, make sure you update the settings when you next switch on the Foxtel set-top box to continue to receive all the features of your Foxtel service.

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**

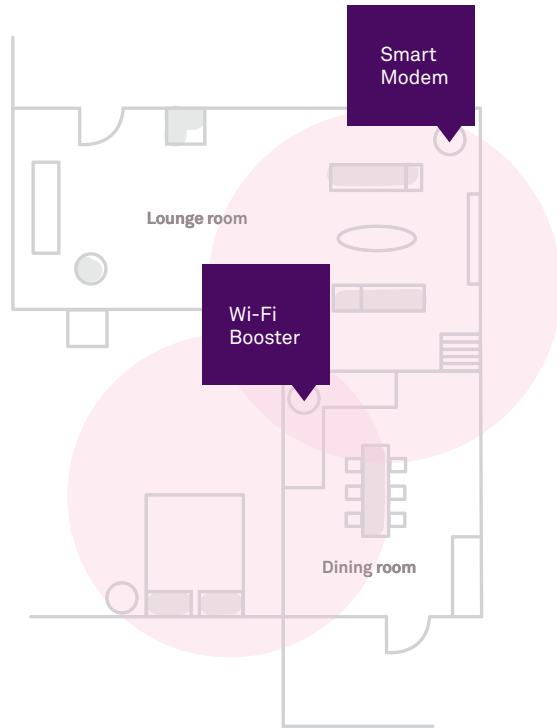
The user name is **admin** and the **password** is the same as the Wi-Fi password found on your new fridge magnet (don't worry, you can change these too if you like!).

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 1

Suitable for connection type:
Fibre to the Curb (FTTC)

RO 135580

ORIN CODE 100245791

