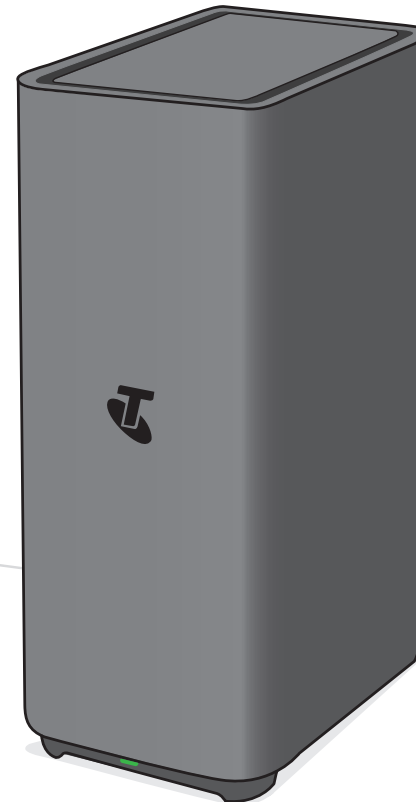


Getting started on the Opticomm access network



An easy guide for connecting to the internet.



Guide 12

Suitable for connection type:
Opticomm access network (FTTP)

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 Opticomm supplied equipment.



Available to download from



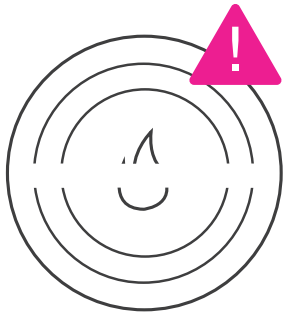
Contents

Do you have any of the following alarms?	4
Unplug all devices from your phone sockets	6
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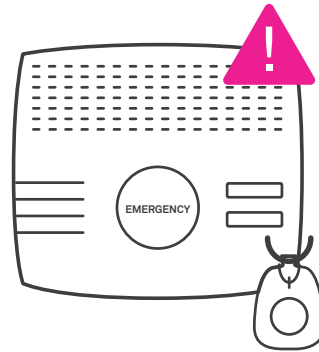
Do you have any of
the following alarms?

If not, please continue to page 6.

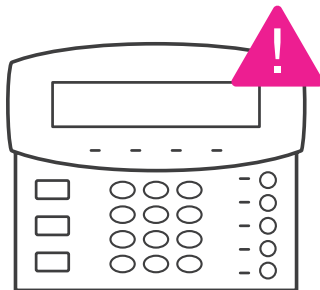
Monitored
Fire Alarm



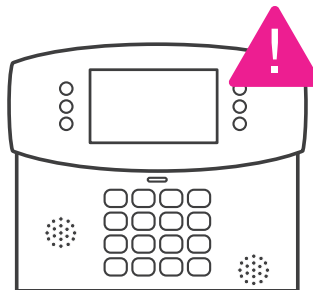
Medical
Alert Service



Back-to-Base
Security Alarm

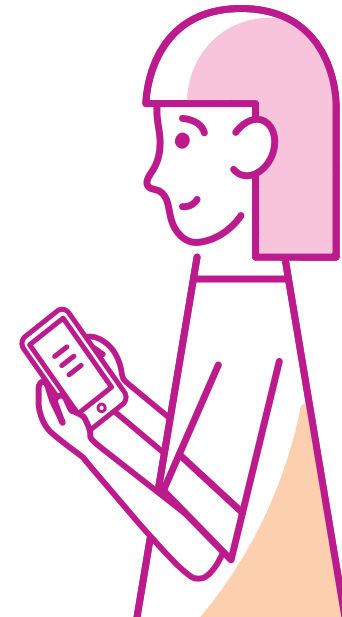


Emergency
Lift Phone



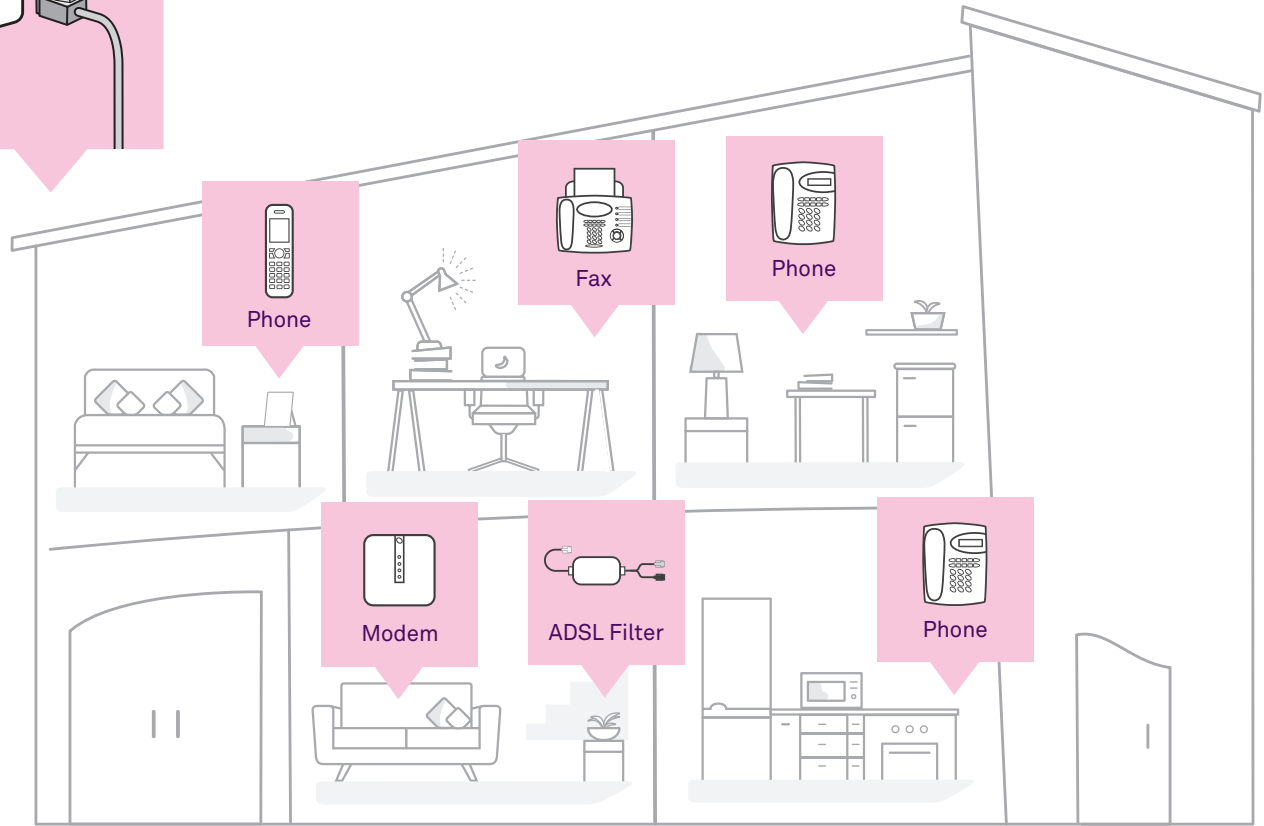
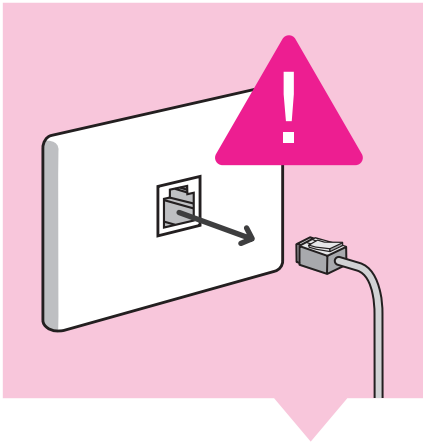
IF YES, STOP!

Contact your equipment providers to check that services you rely on like **medical**, **fire** and **security alarms** will work on the Opticomm access network (formerly operational as Velocity fibre network). Additional information is on page 20.



Unplug all devices from your phone sockets

Make sure you've disconnected all devices from your telephone wall sockets. This includes telephones, modems (including ADSL filters) and fax machines. After you've switched to the Opticomm access network, these sockets will no longer work.



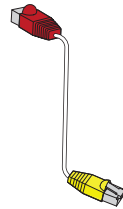
These are the
parts you need



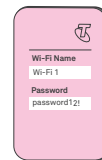
Telstra Smart Modem™ 3



Power adaptor
(pre-connected to modem)



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



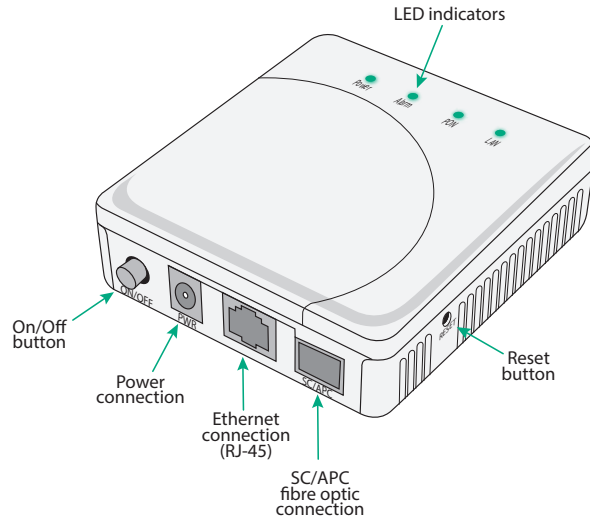
Wi-Fi fridge magnet

Identify your Opticomm supplied equipment at your premises

Your Opticomm Optical Network Terminal (ONT) device will look like one of the units on page 11.

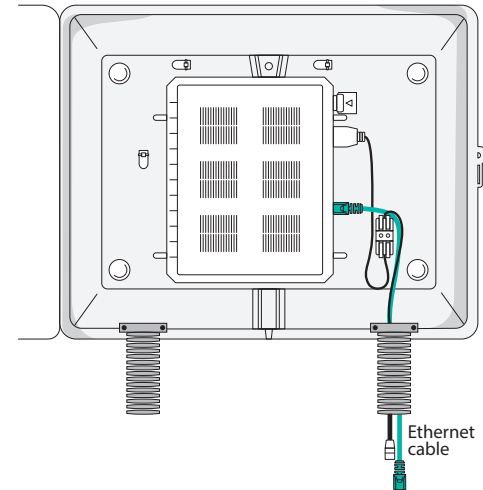
Note: You'll either have an Indoor device or Outdoor device installed in your premises.

The Indoor device (on the left) will be a stand-alone unit on the floor or attached to the wall. The Outdoor device (on the right) will be located outside your premises. It will connect to the wall socket or connection point inside your premises. Power on your device, locate the port and continue to the set-up steps.



Indoor device

Locate the yellow connection port on the device.

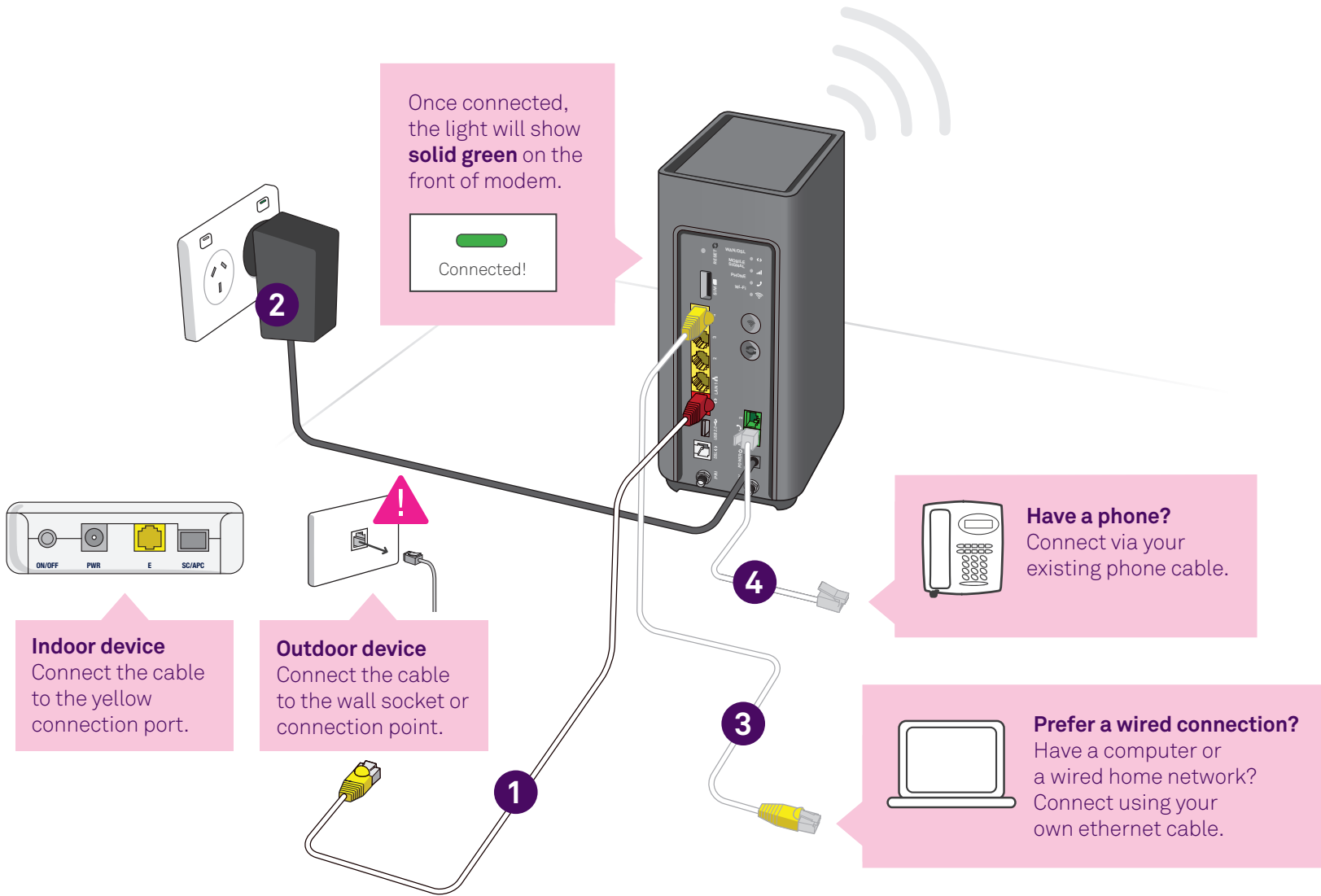


Outdoor device

Locate the wall socket or connection point inside your premises.

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.



Note: You'll either have an Indoor device or Outdoor device installed in your premises.

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 and booting up.
-  Connecting.
-  MOBILE BACKUP connection (Data + Voice calls).
-  Opticomm access network.

'Mobile Signal' strength indicator



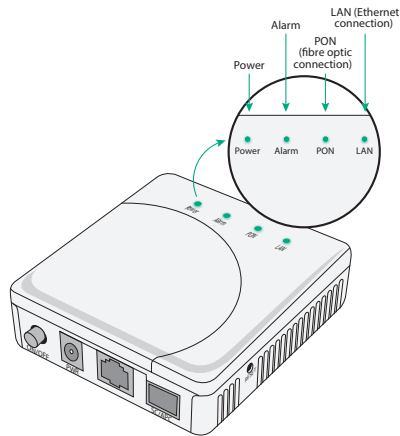
Indicator lights on the back of the modem

-  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 on the Opticomm Indoor device mean?

If the following lights on the Indoor device are red, you may need to contact us for help. Before you do, we recommend that you switch the power to the Indoor device off, wait a few seconds and then switch the power back on. If the lights are still red, contact our support teams through telstra.com.au/support or on the My Telstra app.



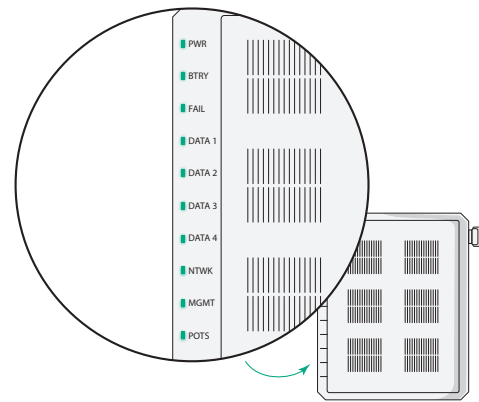
- Power**
No green light, device is not working correctly.
- Alarm**
Solid red light, device is not working correctly, restart may be required.
- PON or LAN**
No light, device is not working correctly, recheck connections.

Are your cables plugged into the correct port on the Opticomm Indoor device?

Make sure you've connected the cables to the correct ports on the Indoor device. Check that the power supply is connected, and the device is switched on. If your Opticomm connection still doesn't work, contact our support teams through telstra.com.au/support or on the My Telstra app.

What do the lights on the Opticomm Outdoor device mean?

If the Status Indicators on the Outdoor device are red or have no lights, follow the recommendations below. If your device still doesn't work, contact our support teams through telstra.com.au/support or on the My Telstra app.



Power Indicator

- **Green**
Power on.
- No Power**
Check Opticomm device is plugged in and switched on.

- MGMT**
No light - Not working correctly, turn device off and on and recheck.
- NTWK**
No light - Not working correctly, check connections are plugged in correctly.
- DATA 1** No light – devices not connected correctly.
DATA 2, DATA 3, DATA 4 – Not in use for Residential installations.
- **Fail** - Device not working, turn device off and on and recheck.

Note: BTRY/POTS not in use

FAQs

General Opticomm FAQs

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

During the set up of your Opticomm connection, you will temporarily lose access to your existing services. This includes your internet, telephone device(s) and medical, fire and security alarms. It's important you have an alternative form of communication handy during the set up, such as a charged mobile phone.

What happens to the Opticomm Optical Network Terminals (ONT) and other equipment if I move?

All Opticomm supplied equipment at your premises is the property of Opticomm and should not be removed from your home.

I rely on a safety-critical device, do I need to do anything before I connect to the Opticomm access network?

If you use a medical alarm, fire alarm or lift emergency phone, contact your device provider. They will check if it works on the Opticomm access network, or whether you'll need an alternative solution, such as a wireless/mobile alarm solution.

Will my monitored security alarm work on the Opticomm access network?

It's possible your monitored security alarm will work with the Opticomm access network. But you should check with your alarm provider before switching. You should also test your alarm on the day your new plan is activated.

Will my devices work during a power blackout?

Devices connected to the Opticomm access network will not work during a power blackout. 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 connect to the Opticomm access network. This way, 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**

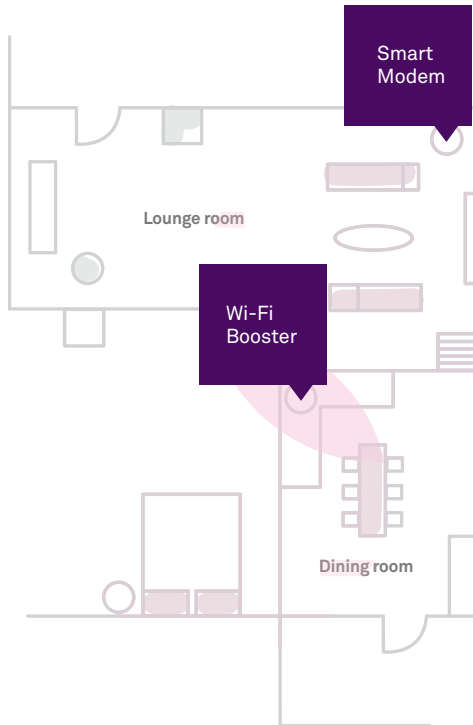
The user name is **admin** and the **password** is the same as the Wi-Fi password found on your new fridge magnet (don't worry, you can change these too if you like!).

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 12

Suitable for connection type:
Opticomm access network (FTTP)

RO 135636/100249039

