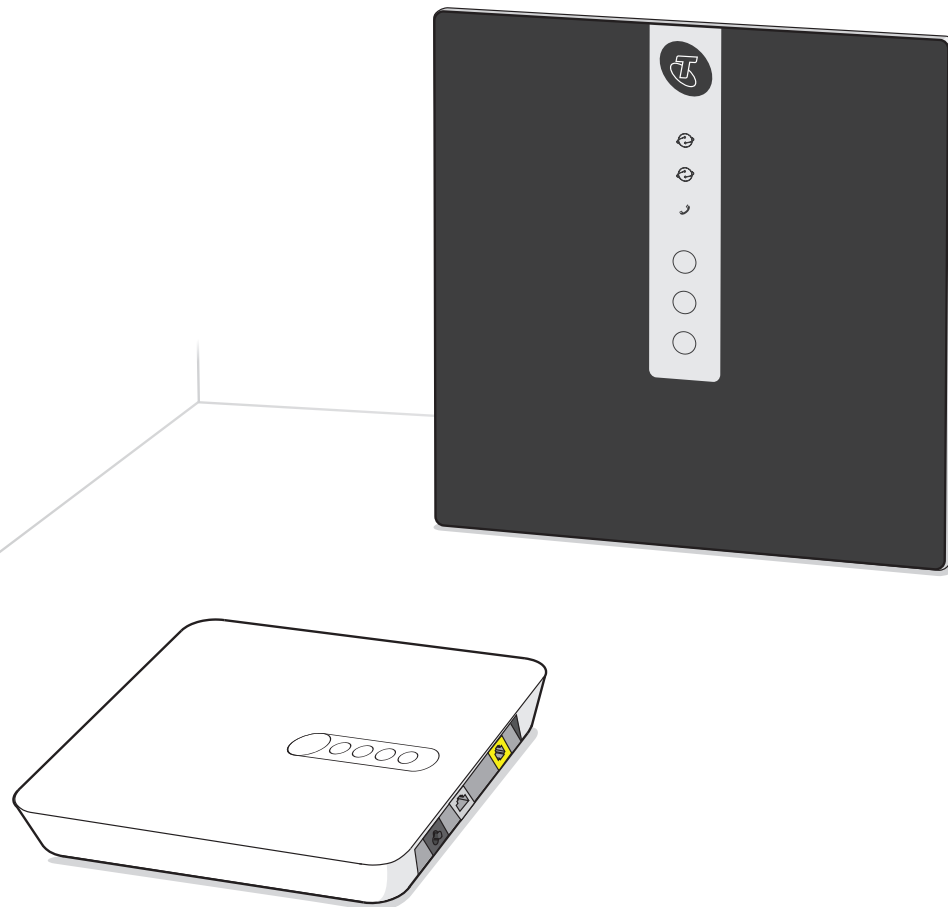


Getting started on the nbn™

An easy guide for connecting your Telstra Business services.

Please follow these instructions if you selected a self-install when you placed your order. If you have a professional installation appointment with a Telstra technician, they will set-up your modem and **nbn™** service for you.



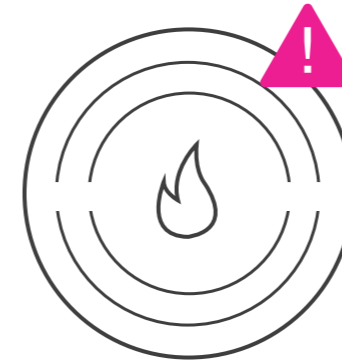
Suitable for connection type:
FTTC



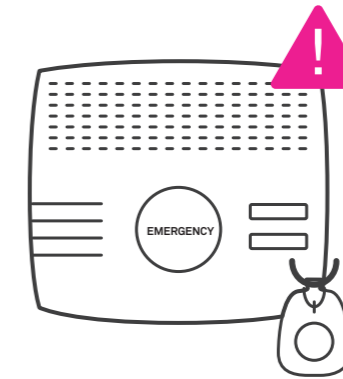
Check if you have any of the following alarms	4 - 5
Unplug all phone sockets in the premises	6 - 7
Finished set-up	8 - 9
Set up steps 1 - 7	10 - 23
These steps must be followed for all connection types	
Connect your Wi-Fi	24 - 25
Connect your device(s) optional	26 - 27
Connect your phone(s) optional	28 - 29
Troubleshooting	30 - 33

Check if you have any of the following alarms

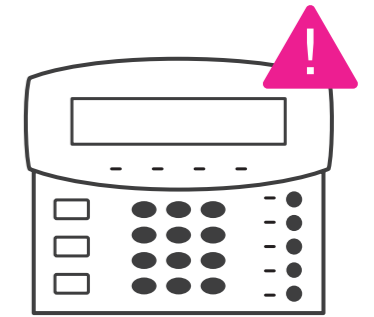
Monitored Fire Alarm



Medical Alert Service

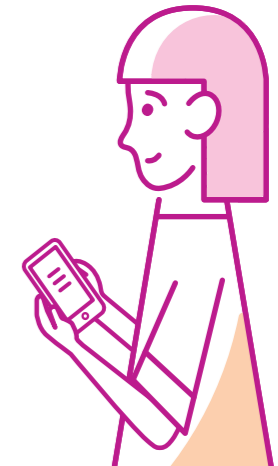


Back-to-Base Security Alarm



 **IF YES, STOP!**

Check with your equipment providers that services you rely on like **medical, fire and security alarms** will work on the **nbn™** network.

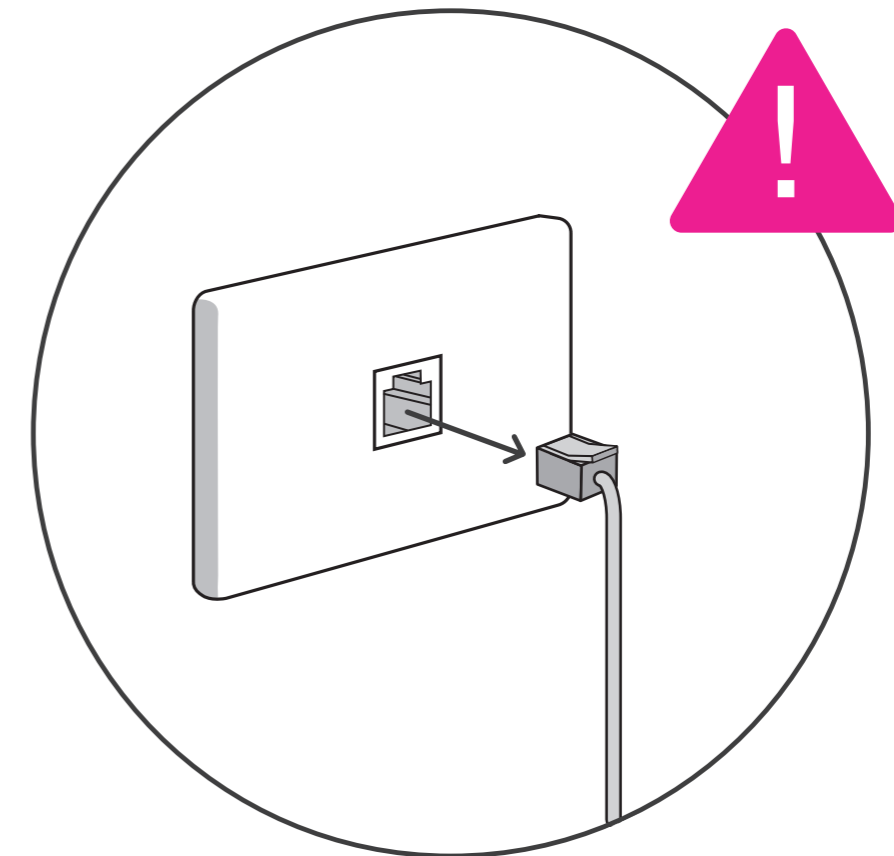


Unplug all phone sockets in the premises

Make sure you've disconnected all devices such as telephones, modems (including ADSL filters) and fax machines from your telephone wall sockets. These sockets will no longer work and leaving devices connected will affect the reliability of your **nbn™** service.

During the set up of your **nbn™** connection, you won't be able to use your phone or services that rely on it, such as alarms. It's a good idea to have a mobile phone handy while you complete the installation.

You'll need to use the modem supplied in this kit to connect to **nbn™** existing Telstra or BYO modems cannot be used.



What happens to the nbn™ Connection Device 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 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 on your nbn™ powered plan; 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™ powered plan 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 before you install the nbn™ about alternative solutions to keep your service active during a power blackout.

Where should I put my nbn™ Connection Device?

Put your nbn™ Connection Device out of direct sunlight, in a cool, dry, ventilated area (not in a damp area such as a kitchen, laundry or under a window). Do not cover your nbn™ connection device. In some cases, you may need to use a double adaptor, extension cord or power board to reach your nearest power outlet. Avoid using an extended telephone cable in its place, as this can slow the speed of your connection.

Telstra Business Smart Modem™

Fixed connection online



Your 'INTERNET & WAN' LED lights being solid **BLUE** means you're connected to your **FIXED CONNECTION** and good to go!



Your 'INTERNET & WAN' LED lights **FLASHING RED** means you're connected to your backup mobile broadband

Phone LED



PHONE

Your 'PHONE' LED light being solid **BLUE** means you're ready to make and receive calls on the nbn™ network

4GX USB Pro

Backup pathway connected



SIGNAL

Your 'SIGNAL' light being **BLUE** means you're connected to your **BACKUP PATHWAY** and good to go! This will take 1 - 6 minutes.

Backup signal strength



Solid Blue
3G network
available



Solid Cyan
4G network
available



Solid Red
No network
available

If you experience limited access please move the modem for stronger signal strength on backup pathway.

Having set-up issues?

Check the diagram and the steps in this guide to make sure your cables are plugged in correctly.

Try turning off the Telstra Business Smart Modem™ for at least 2 minutes before turning it back on again.

Need more help?

Please contact us on the phone number provided from our connection management team.

Numbers in other languages:

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

Please note: To configure your Telstra Business Smart Modem visit:

http://192.168.15.1

username: admin

password: telstra

To recycle your old modem:

recyclingnearyou.com.au/ewastescheme/

For Telstra Smart Modem FAQ, please go to

telstra.com.au/small-business/online-support

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