

# 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.



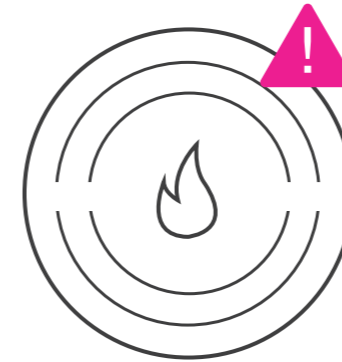
Suitable for connection type:  
FTTP



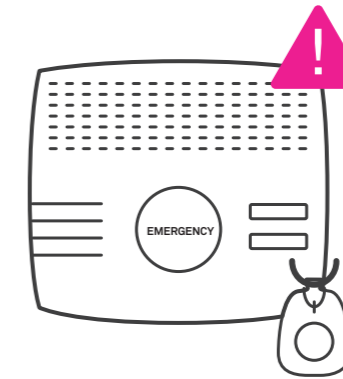
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Check if you have any of the following alarms

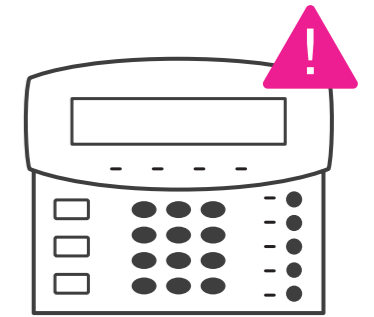
Monitored Fire Alarm



Medical Alert Service

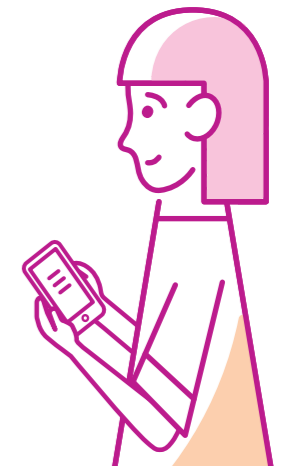


Back-to-Base Security Alarm



 **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.

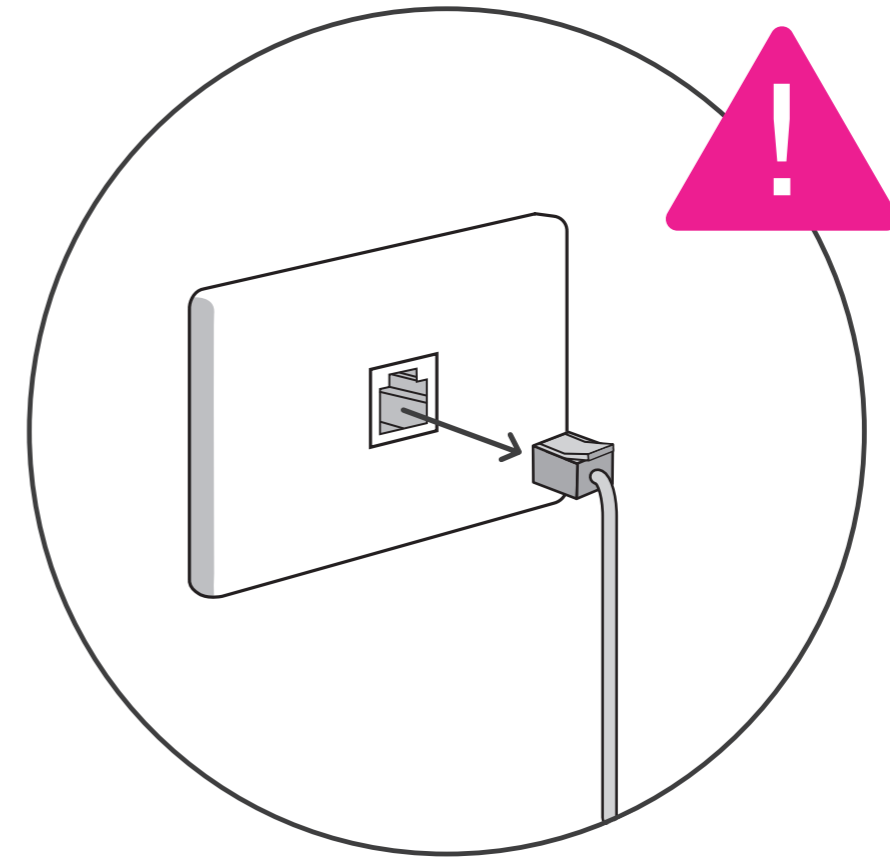


## Unplug all phone sockets in the premises

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.

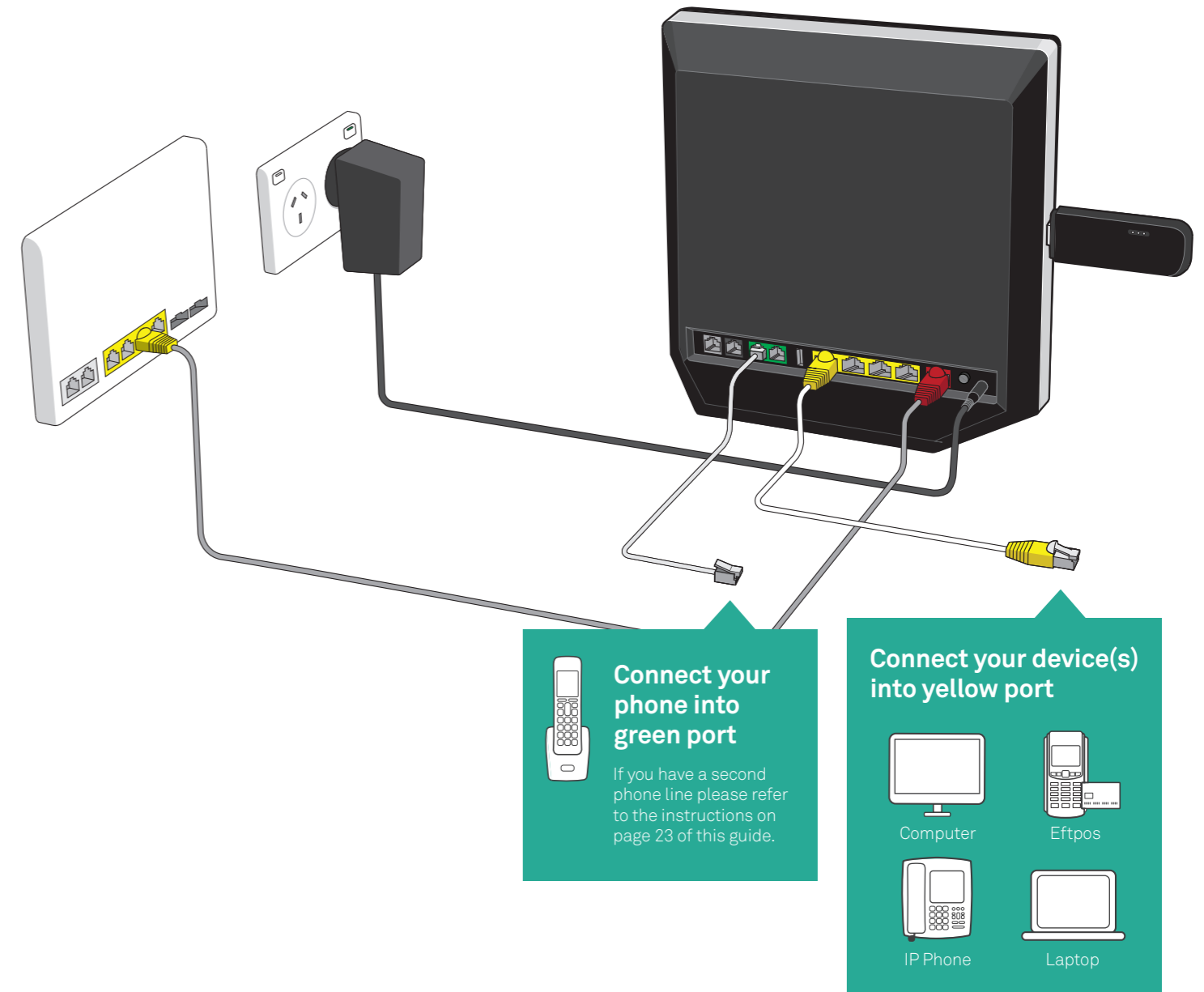
During the set up of your **nbn™** connection, you won't be able to use your phone or services that rely on it, such as alarms. It's a good idea to have a mobile phone handy while you complete the installation.

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



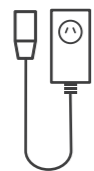
# When you finish the set up, it will look like this

Refer to the diagram on the right.

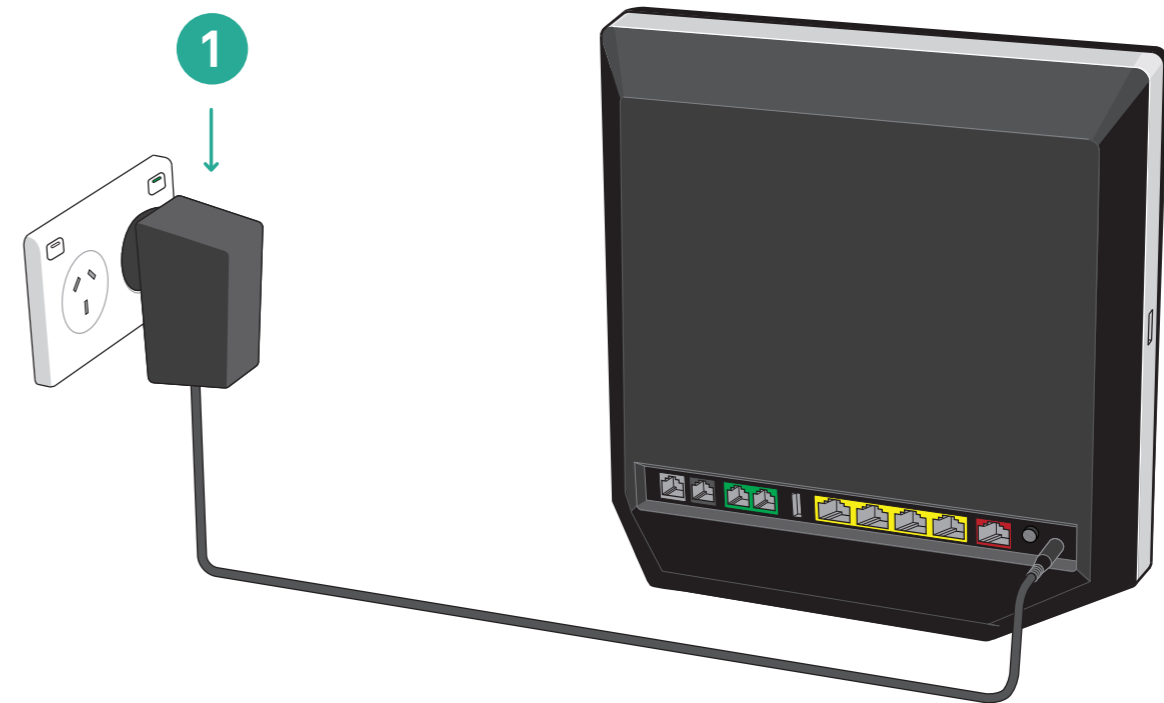


# 1 Plug Telstra Business Smart Modem™ into power outlet

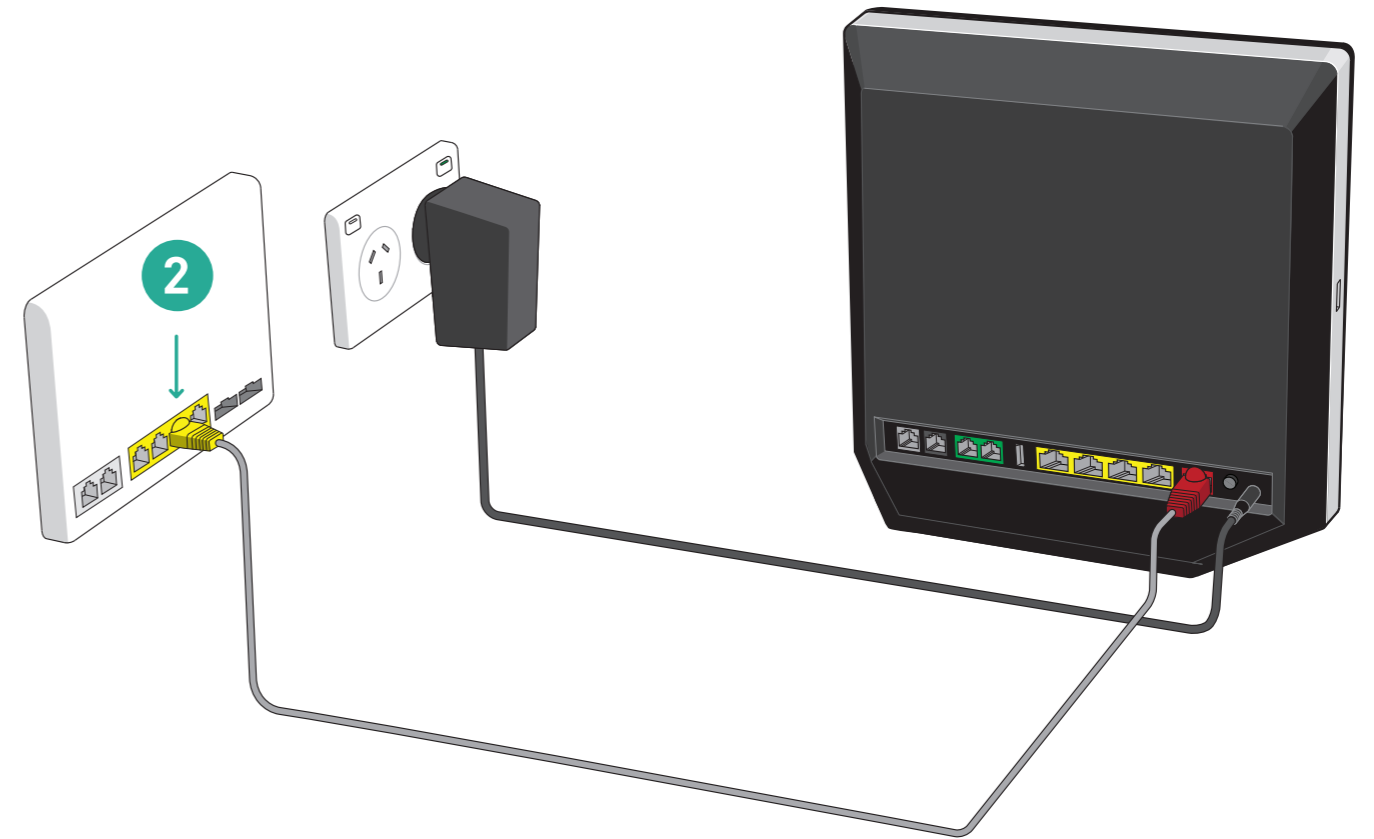
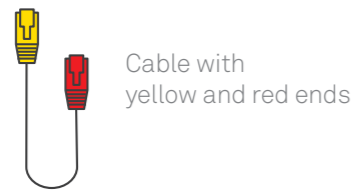
Make sure the power point is switched on.



Telstra Business Smart Modem™ power cord

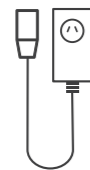


2 Plug Telstra Business Smart Modem™ into the NTD wall socket

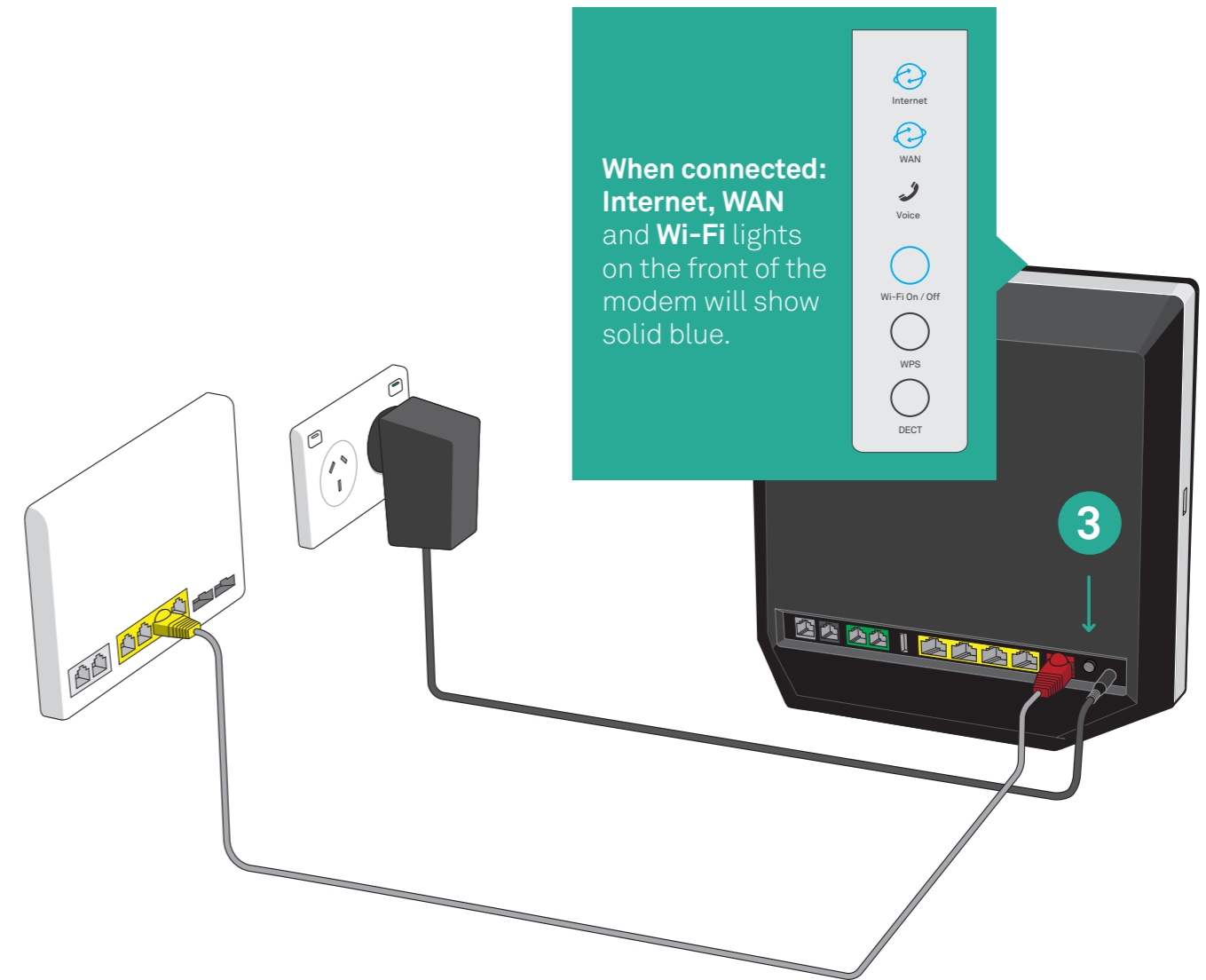


### 3 Turn on your Telstra Business Smart Modem™

Please ensure the power button, located on the back of the modem, is pressed in. **Only proceed to the next step after the 'Internet' LED light is solid blue. This could take up to 15 minutes.**



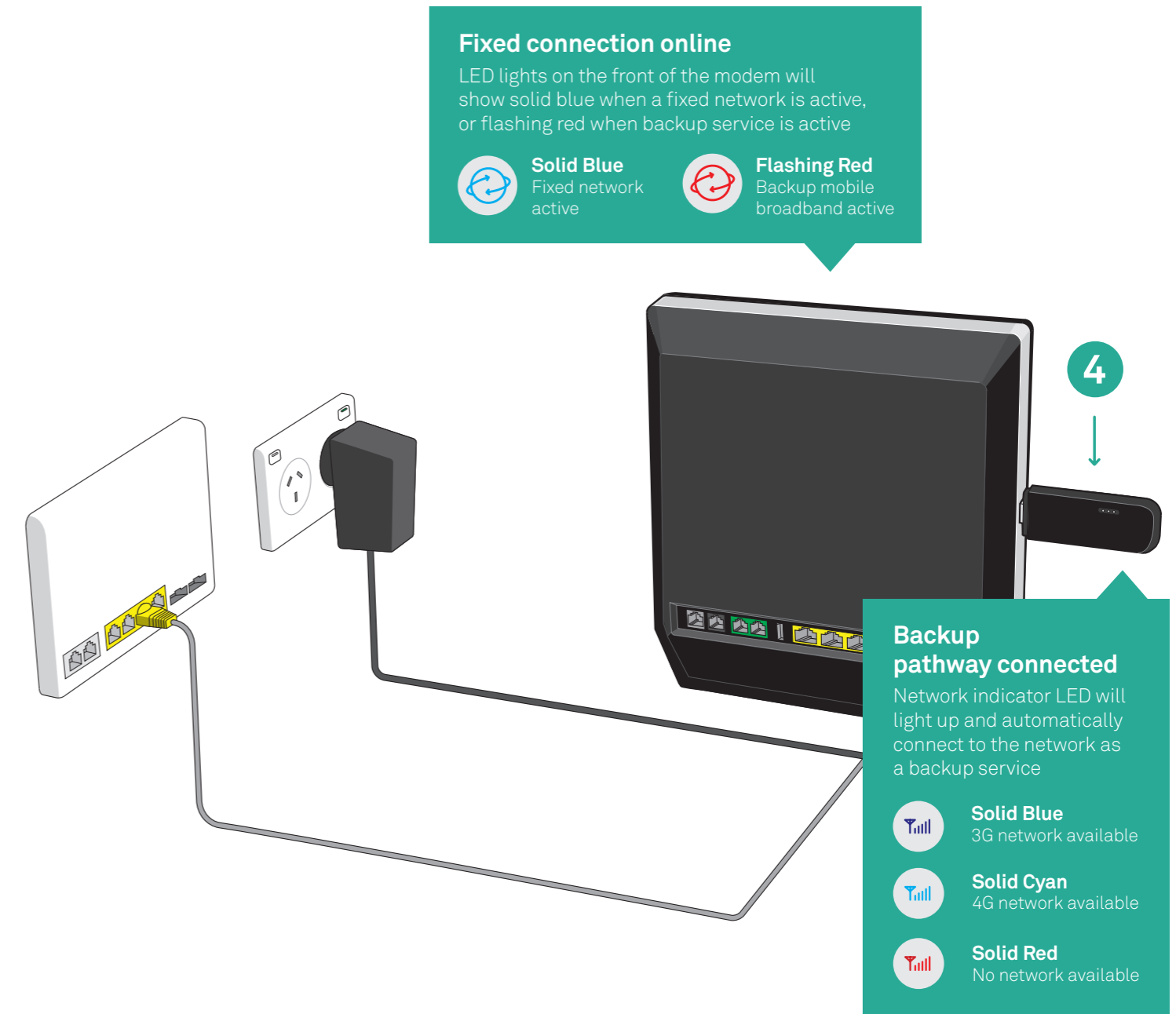
Telstra Business Smart Modem™ power cord





## 4 Connect Telstra 4GX USB Pro to Telstra Business Smart Modem™

The Telstra 4GX USB Pro provides a backup and ensures your internet and phone keeps working, in the event of a fault with your **nbn**™ connection. It also provides an interim broadband service if your fixed broadband service hasn't yet been activated.



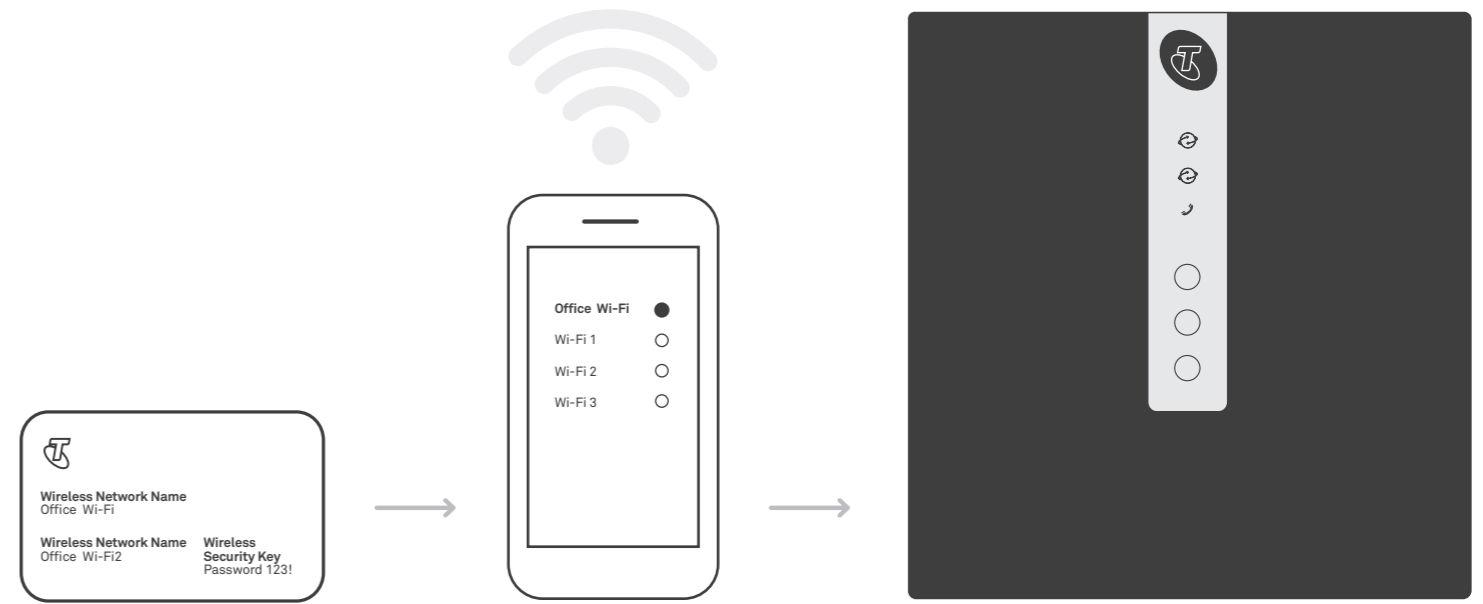
In the event that your fixed connection is unavailable, your modem will automatically switch to the mobile network and back to the fixed connection when the service is available again. The 4G USB Pro device is only for use with the Telstra Business Smart Modem. Keep it plugged in at all times.

# Connect your Wi-Fi

On your device, select the Wireless Network Name printed on the Wi-Fi Card, you can connect to either the 2.4Ghz network or the 5Ghz network. When asked, enter the Wireless Security Key printed on the Wi-Fi card.



Wi-Fi card

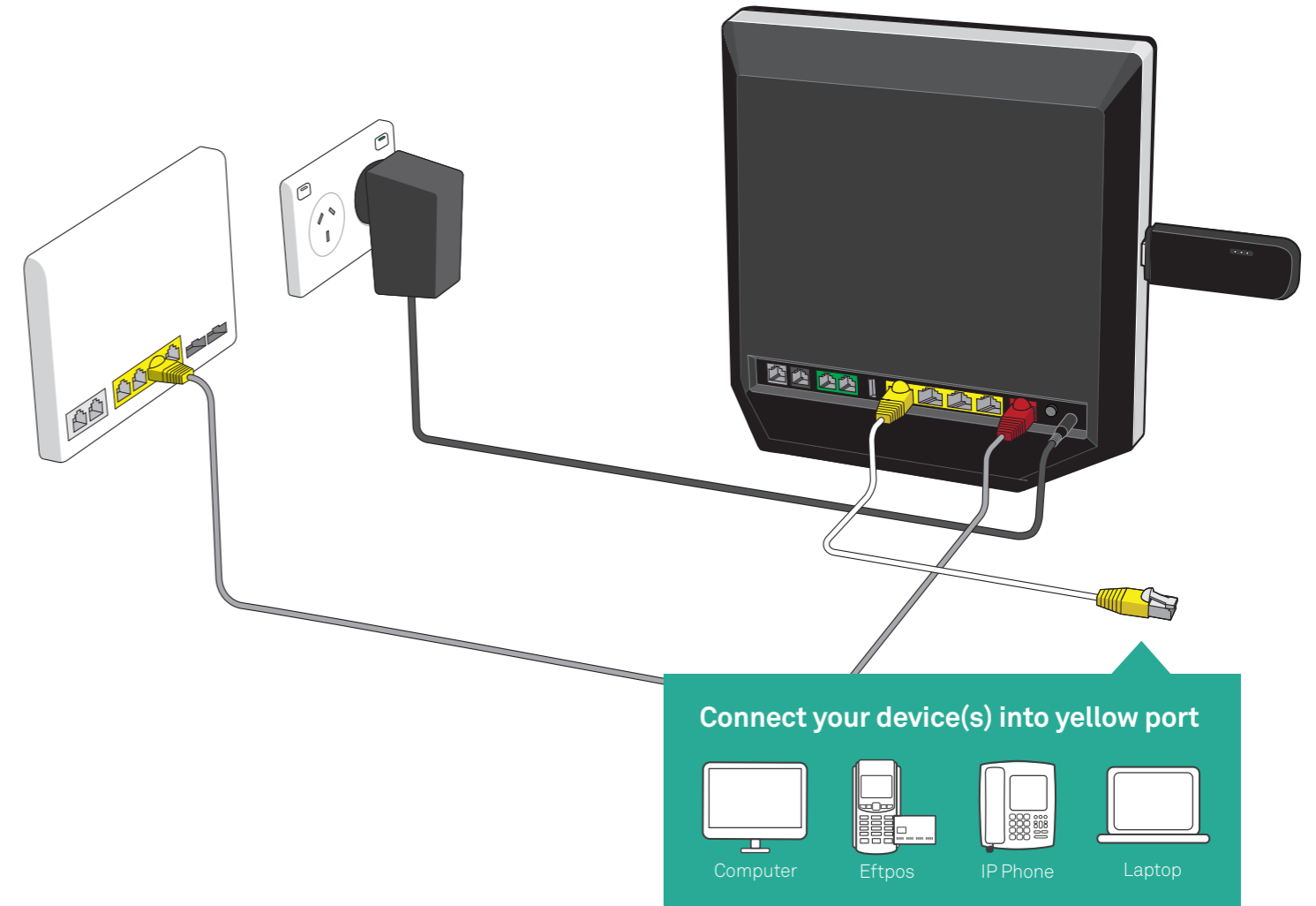
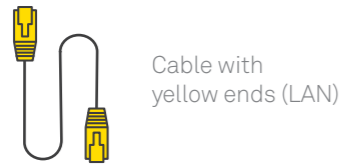


Your **Wi-Fi details** are also printed on the bottom of the modem

You can update your Wireless Access Name and Wireless Security Key via the control panel by entering `telstra.gateway` into your browser.

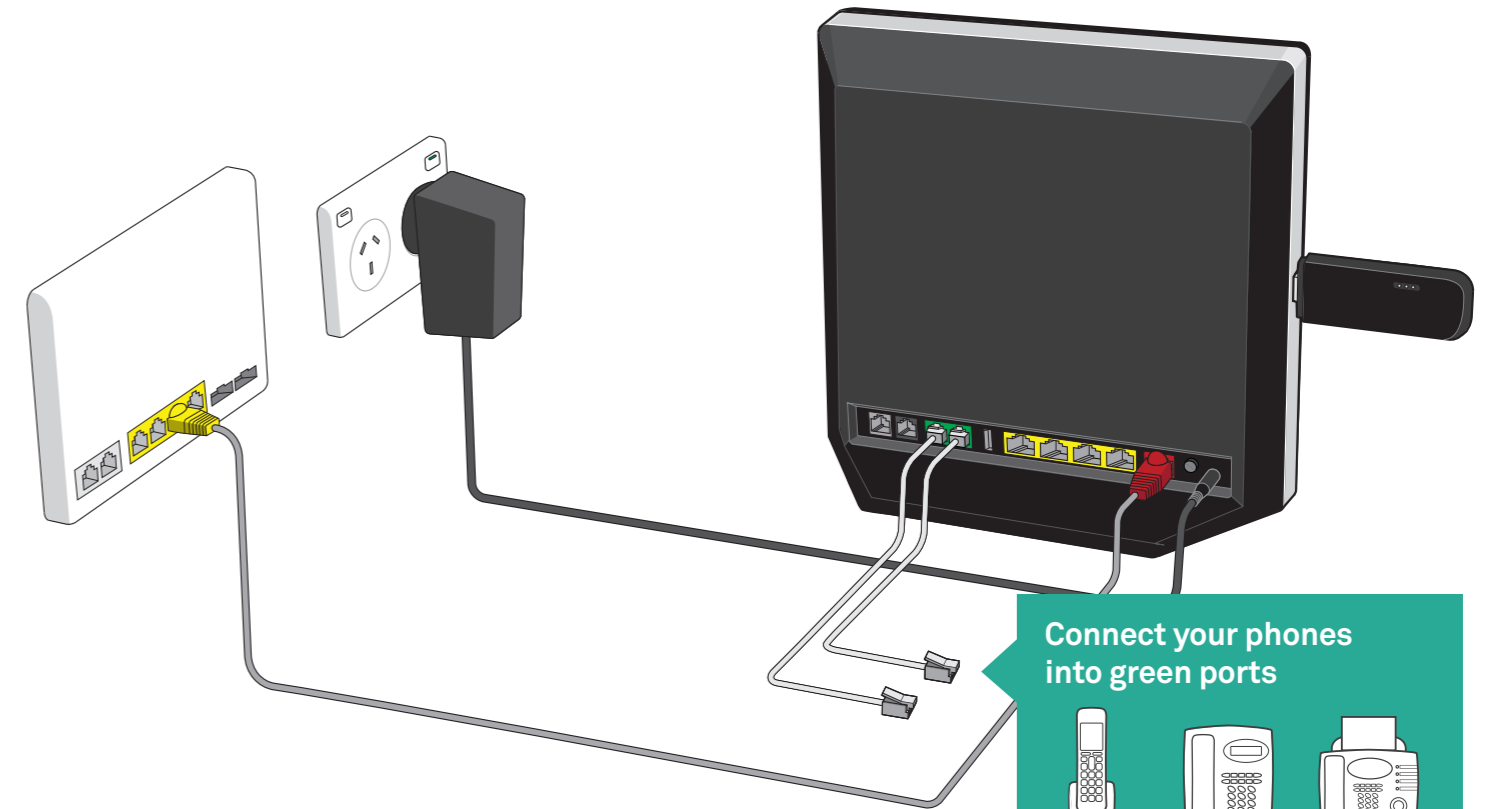
# Optional Connect your device(s)

Use the cable (with yellow ends) to connect your computer or other devices directly to the yellow port on the Telstra Business Smart Modem.™ To check your Internet is working, go to your favourite website or [telstra.com.au/small-business](http://telstra.com.au/small-business)



## Optional Connect your phone(s)

Plug your business phone into the Green FXS1 port of the modem.  
When the phone light on the front of the modem is on, you will be able to make and receive calls. Test your phone is working by listening for a dial tone.



Connect your phones  
into green ports



Cordless  
Phone



Analogue  
Phone



Fax  
Phone

If you have a second phone plug this  
into the green **FXS2** port.

Please refer to your Product Summary  
email for more information on your phone  
line connection details.

If you have an IP Phone, please connect it to any available yellow port  
on the modem.

# Troubleshooting

## 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](http://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/](http://recyclingnearyou.com.au/ewastescheme/)

For Telstra Smart Modem FAQ, please go to

[telstra.com.au/small-business/online-support](http://telstra.com.au/small-business/online-support)

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ABN 33 051 775 556.

RO number: 135408

