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.
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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 nbn™ NTD Device into power outlet

Make sure the power point is switched on. If nbn™ has already connected your NTD then skip to page 15.
2 Plug nbn™ NTD Device into coax wall outlet
Plug nbn™ NTD Device into Telstra Business Smart Modem™

Cable with yellow and red ends
Plug Telstra Business Smart Modem™ into power outlet

Make sure the power point is switched on.
When connected: Internet, WAN and Wi-Fi lights on the front of the modem will show solid blue.

5 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.
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.

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
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.

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

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

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