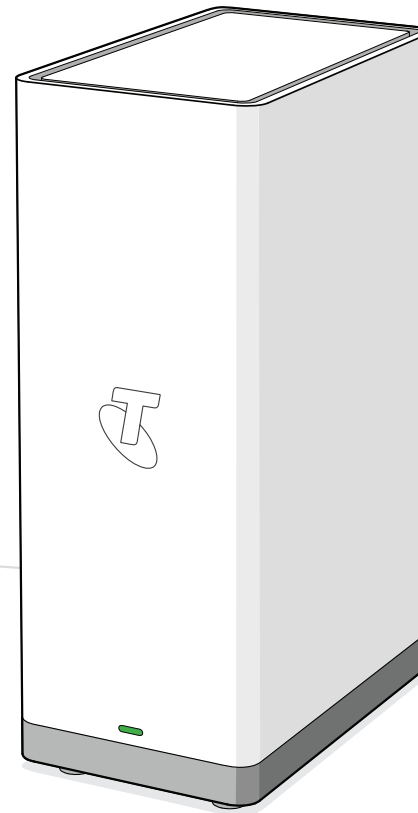


Getting started on the nbn™

An easy guide for connecting to the internet.



Guide 6

Suitable for connection type:

Fibre to the Node (FTTN)

Fibre to the Building (FTTB)

Need Support?

Visit telstra.com.au/support/category/broadband/nbn/how-to for extra information on how to set up your self-install kit.

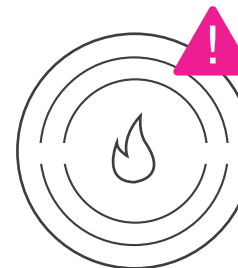
Contents

Do you have any of the following alarms?	4
Unplug all devices from your phone sockets	6
These are the parts you need	8
Set up steps	10
Connect your devices via Wi-Fi	12
Troubleshooting	14
FAQs	16

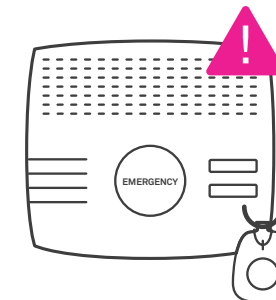
Do you have any of the following alarms?

If not, please continue to page 6.

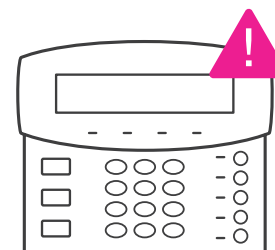
Monitored
Fire Alarm



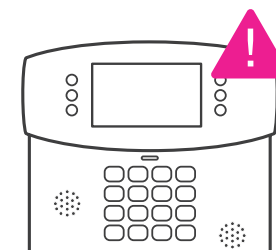
Medical
Alert Service



Back-to-Base
Security Alarm

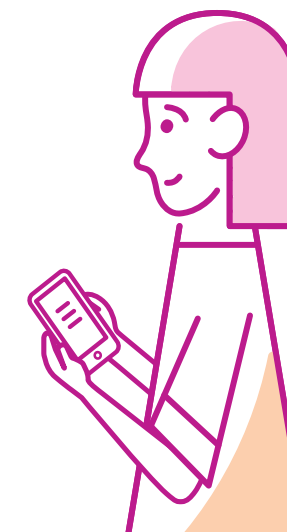


Emergency
Lift Phone



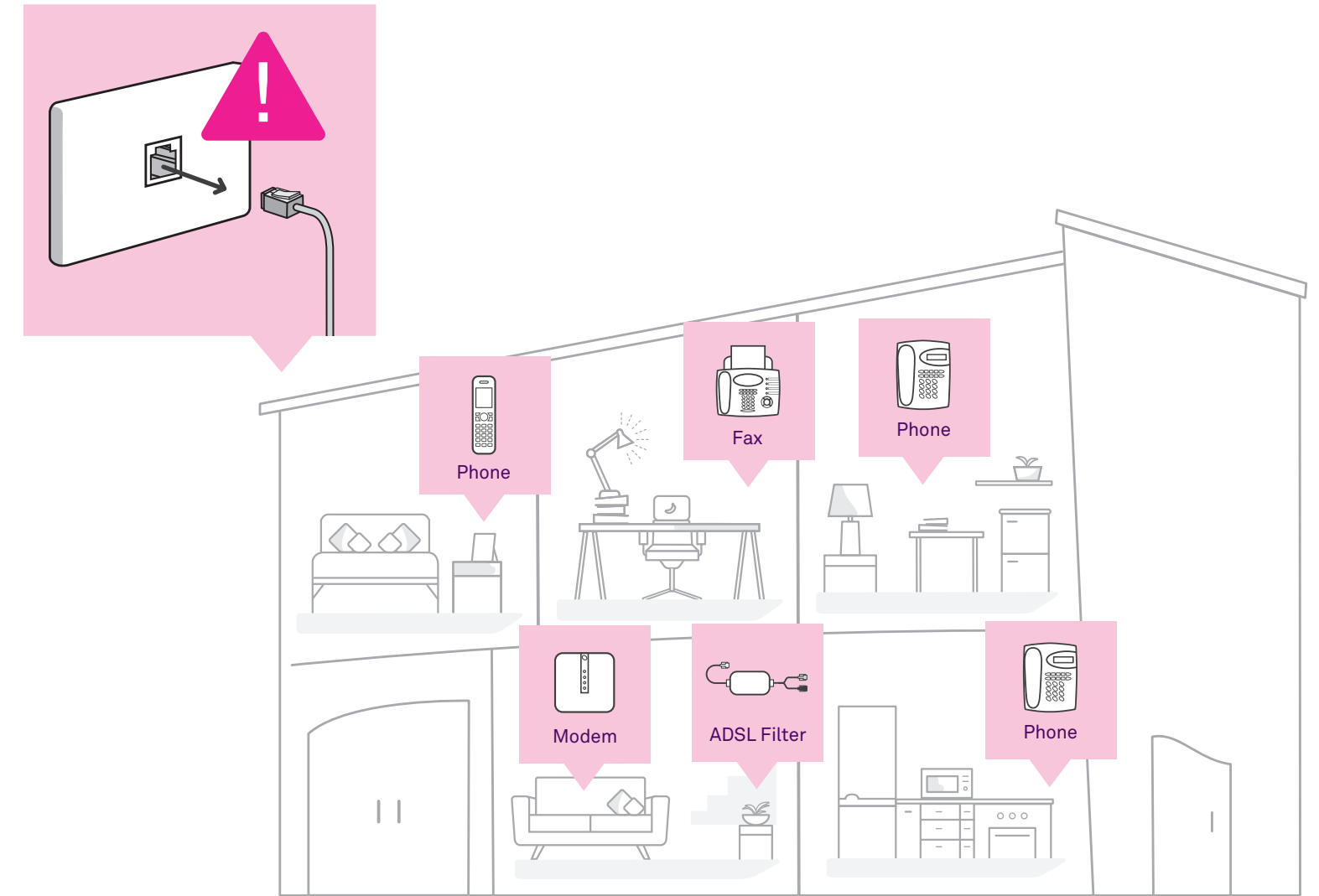
IF YES, STOP!

Contact your equipment providers to check that services you rely on like **medical, fire** and **security alarms** will work on the **nbn** network. Additional information is on page 17.

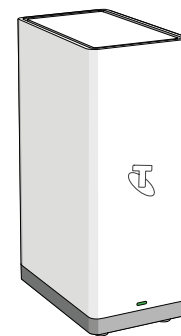


Unplug all devices from your phone sockets

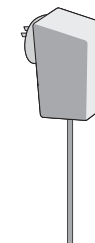
Make sure you've disconnected all devices such as telephones, modems (including ADSL filters) and fax machines from your telephone wall sockets. After you've switched to the **nbn**, these sockets will no longer work.



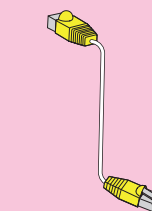
These are the parts you need



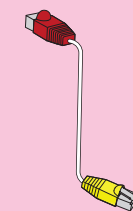
Telstra Smart Modem™ 2.0



Grey power adaptor
(pre-connected to modem)



Cable with yellow ends
(LAN)



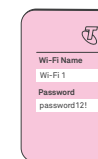
Cable with red and yellow ends
(WAN)

Optional cables
Connect your devices

This cable will be spare after the installation is complete.



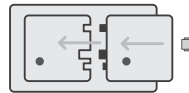
Telephone cable with grey ends



Wi-Fi fridge magnet

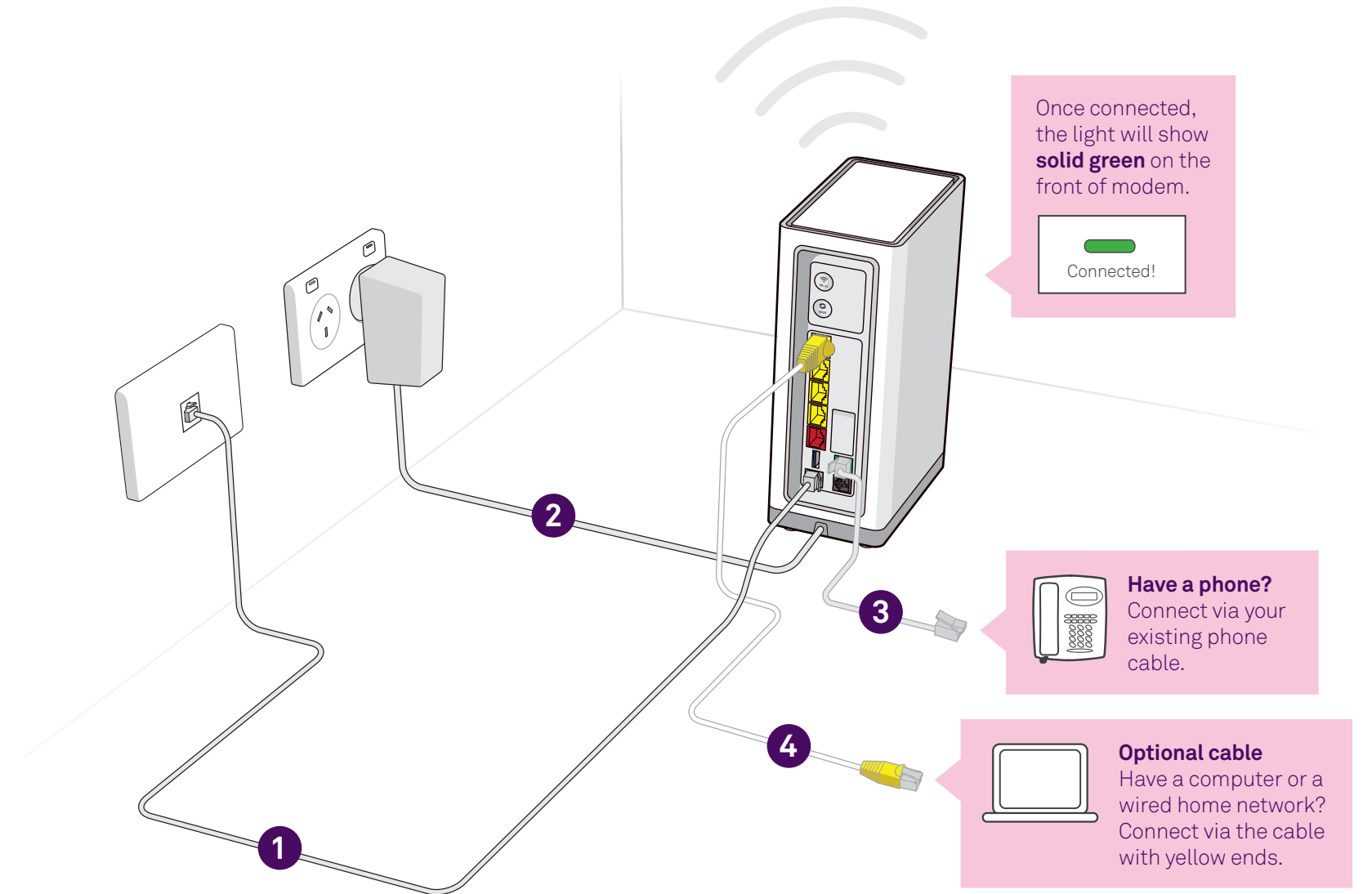
Set up steps

Follow steps 1 - 4 to get connected.



Got an older-style telephone wall socket?

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



Once connected, the light will show **solid green** on the front of modem.

Connected!



Have a phone?
Connect via your existing phone cable.



Optional cable
Have a computer or a wired home network? Connect via the cable with yellow ends.

Connect your devices via Wi-Fi



Change your Wi-Fi network and password.
Refer to page 17 for details.

Troubleshooting






Oh no! Something went wrong?

Here's a few tips to help you. 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.

A great guide about internet speeds can be found at [telstra.com.au/broadband/nbn/nbn-speeds-explained](https://www.telstra.com.au/broadband/nbn/nbn-speeds-explained)

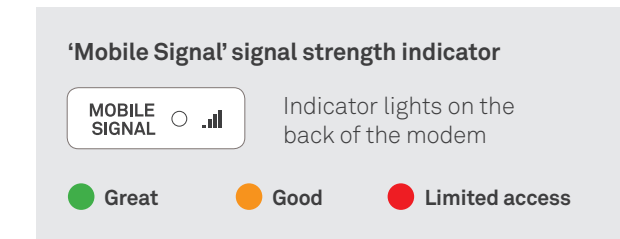
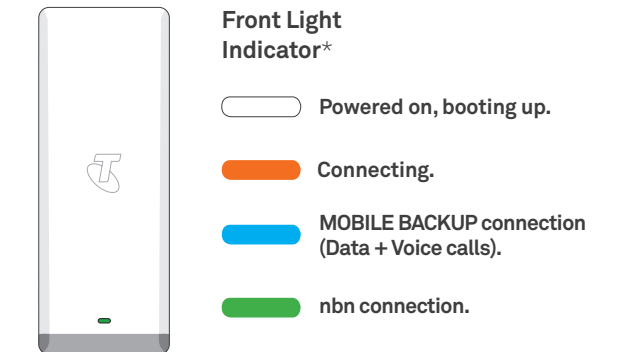
Still having issues?

-  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
For more information on connecting your cordless (DECT) handset, please visit tel.st/smartmodem
-  Get support at telstra.com/help
-  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: recyclingnearyou.com.au/ewastescheme

What do the lights mean on the Telstra Smart Modem?



*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.

FAQs

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/alarms**

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.

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>**

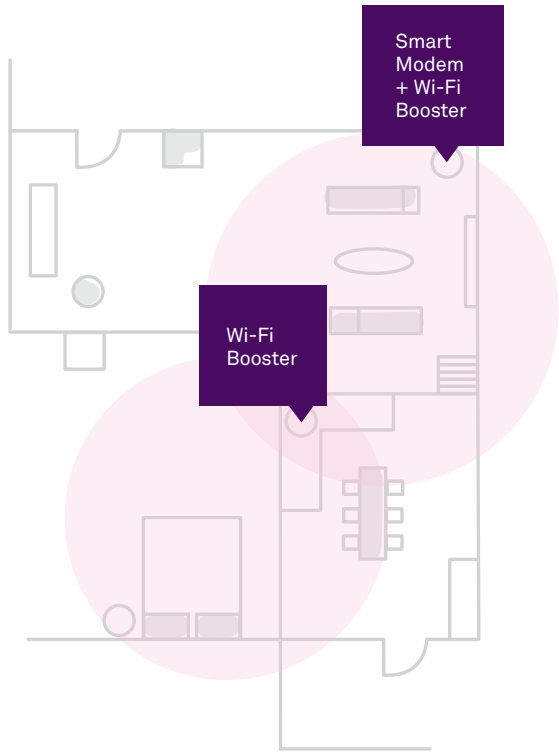
The user name is **admin** and the password is **Telstra** (don't worry, you can change these too if you like!).

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.

Use the Telstra Home Dashboard™ to set up your Smart Wi-Fi Boosters and enhance your Wi-Fi experience.




Not sure if you need a booster?


Use the Telstra Home Dashboard to check your Wi-Fi performance in and around your home or office.

Available to download from



Where can I purchase a Smart Wi-Fi Booster?

 Visit your local Telstra store

 Purchase online at telstra.com.au/smartwifi

nbn™ is a trademark of nbn co limited and is used under licence.

Google Play and the Google Play logo are trademarks of Google LLC. Apple and the Apple logo are trademarks of Apple Inc, registered in the U.S and other countries. App Store is a service mark of Apple Inc, registered in the U.S. and other countries.

Guide 6

Suitable for connection type:

Fibre to the Node (FTTN)

Fibre to the Building (FTTB)

RO 135387

