Getting started on the nbn™
An easy guide for migrating your ADSL service.

Guide 5
Suitable for connection type:
Fibre to the Node (FTTN) Transition
Fibre to the Building (FTTB) Transition
Contents

Overview 4
Do you have any of the following alarms? 6
Unplug all devices from your phone sockets 8
These are the parts you need 10
Set up steps 12
Connect your devices via Wi-Fi 14
Troubleshooting 16
FAQs 18
This easy installation guide has been designed to walk you through the step-by-step ADSL to FTTN transition installation.

There are 3 steps in migrating you to the nbn:

1. Replace your current ADSL modem and cables.
2. Continue using ADSL until your cut-over day.
3. Your new Telstra Smart Modem will automatically convert to the nbn™ and we’ll send you confirmation that you’re now on the nbn.

Overview
Do you have any of the following alarms?

If not, please continue to page 8.

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 19.
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 adapter (pre-connected to modem)
- ADSL filter (pre-connected to modem)
- Wi-Fi fridge magnet
- Optional cable
  Connect your devices.
- Cable with yellow ends (LAN)
Set up steps

Follow steps 1 - 5 to get connected.

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

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

3. Connected!

4. Have a phone?
   Connect via your existing telephone cable.
   (Phone and cable not supplied).

5. Optional cable
   Have a computer or a wired home network?
   Connect via the cable with yellow ends.
Connect your devices via Wi-Fi

Search for Wi-Fi name and enter password shown on fridge magnet.

Repeat steps to connect your other devices via Wi-Fi.

Change your Wi-Fi network and password. Refer to page 19 for details.
Troubleshooting

Oh no! Something went wrong? Here’s 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.

A great guide about internet speeds can be found at telstra.com.au/broadband/telstra-modem-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 telstra.com.au/smartmodem

For more information on connecting your cordless (DECT) handset, please visit telstra.com.au/cordless-handsets

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?

Front Light Indicator*

*Mobile Signal” signal strength indicator

Indicator lights on the back of the modem

- Great
- Good
- Limited access

MOBILE BACKUP connection

- Data (Data + Voice calls)*
- Voice backup not available on ADSL.

nbn connection

Powered on, booting up

Connecting

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*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.

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*Voice backup not available on ADSL.

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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 nice.

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://mgmtdem or 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’re 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.

FAQs

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

General nbn FAQs

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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.

FAQs

Continued.

Where can I purchase a Smart Wi-Fi Booster?

Visit your local Telstra store

Purchase online at telstra.com.au/smartwifi

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:

[App Store]

[Google Play]

21
Guide 5

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