Get started on the nbn™

An easy guide for connecting to the internet.

Guide 8

Suitable for connection type:
NBN HFC (Telstra Smart Modem + NTD)
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Need Support?
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 provider(s) to check that services you rely on like medical, fire and security alarms will work on the nbn network. Additional information is on page 27.
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.

**nbn™ Connection Box.**

- **nbn™ Connection Box**
- **Grey power adaptor (pre-connected to modem)***
- **Wi-Fi fridge magnet***
- **Cable with red and yellow ends (WAN)**
- **Cable with yellow ends (LAN)**
- **Cable with grey ends (phone)**

**Optional cables.**
Connect your devices or phone directly to the Telstra Smart Modem.

- **Optional cables.**
- **Cable with red and yellow ends (WAN)**
- **Cable with grey ends (phone)**

**Only required if you have Foxtel.**

- **Coaxial splitter**
- **Coaxial cable**

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*Please note: Diagrams are for illustrative purposes only.*
What’s your current set up?

Locate your cable outlet to identify your existing set up and follow the steps to get started.

I have several cable wall outlets, which one should I use?
You should use the cable outlet which provides the most convenient location for your modem. Refer to page 27 for more information.

Set up my nbn™ Connection Box.
A cable wall outlet exists in my premises.

Set up my nbn™ Connection Box through my Foxtel outlet.
My Foxtel box is already plugged in and currently in use.
Set up my nbn™ Connection Box.

If you have a voice service, you need to plug your phone into the green socket on the Telstra Smart Modem or your voice service will no longer work. It cannot remain connected to your wall socket once your new Telstra Smart Modem is connected to the nbn.

Optional cable
Have a computer? Connect via the cable with yellow ends.

Have a phone? Connect it to the green socket on the modem.

*Your free-to-air TV port will look similar to a cable wall outlet, so if you’re having trouble, try another port.
Power up your modem and nbn™ Connection Box.

In the event that your nbn connection is unavailable, your Telstra Smart Modem will automatically switch to the mobile network and back to the nbn connection when the service is available again. Please refer to troubleshooting on pages 24 and 25 for further information.

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

If the light on the Telstra Smart Modem is blue (Mobile Backup mode) or the light is green but you can’t access your favourite internet sites, please check the information on page 25 for help.

Your nbn service is ready when you get 4 solid green lights.

This can take up to 10 mins.

Do not unplug during this process. If the lights don’t go solid, try connecting to another socket.

Your nbn service is ready when you get 4 solid green lights.

This can take up to 10 mins.

Do not unplug during this process. If the lights don’t go solid, try connecting to another socket.
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 28 for details.
Set up my nbn™ Connection Box through my Foxtel outlet.

Follow the lead from your Foxtel set-top box to the wall. Unscrew the cable in an anti-clockwise direction. If it is hard to access the cable wall outlet, you can unscrew the cable at the back of the set-top box instead. If cable is too tight, use an appropriately sized spanner to loosen the connection.

If you have a voice service, you need to plug your phone into the green socket on the Telstra Smart Modem or your voice service will no longer work. It cannot remain connected to your wall socket once your new Telstra Smart Modem is connected to the nbn.

Connect the Foxtel cable into the other splitter port.

Have a computer? Connect via the cable with yellow ends.

Have a phone? Connect it to the green socket on the modem.
Power up your modem and nbn™ Connection Box.

In the event that your nbn connection is unavailable, your Telstra Smart Modem will automatically switch to the mobile network and back to the nbn connection when the service is available again. Please refer to troubleshooting on pages 24 and 25 for further information.

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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 28 for details.
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/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.at/smartmodem

For Telstra Smart Modem FAQ, please visit tel.at/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 visit recyclingnearyou.com.au/ewastescheme
What do the lights mean on the nbn™ Connection Box?

Your nbn™ Connection Box has four indicator lights on the front panel. During the start-up sequence, the nbn™ Connection Box lights will flash. Once they become solid green, the service is ready.

**POWER**
Indicates power is available to the box.

**DOWNSTREAM**
Indicates the connection is ready to download data.

**UPSTREAM**
Indicates the connection is ready to upload data.

**ONLINE**
Indicates cable connecting.

FAQs:
I have several cable wall outlets, which one should I use?
You should use the cable outlet which provides the most convenient location for your modem.

Things to consider include:
- Which spot provides the best Wi-Fi coverage around your home?
  - Once set up, use our Telstra Home Dashboard™ app to help optimise your Wi-Fi performance.
- Whether you want to connect devices using an Ethernet Cable.
- Whether you have a home office and would like to connect your computer and other devices directly to the Telstra Smart Modem.

I've finished setting up, the lights on the nbn™ Connection Box are green and solid but the light on the Telstra Smart Modem is blue.
Double check each end of the cable between the two devices to make sure it's firmly connected to the yellow port.
Try switching both devices off and switching them on again in the following order. Switch on the nbn™ Connection Box and when the lights are green and solid, switch on the Telstra Smart Modem.
If the light on the front of the Telstra Smart Modem remains blue, please call us for help on 1800 133 933.

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 (fixed and mobile) 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.

What happens to the nbn™ Connection Box 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 that it will work on your 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 227 350 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 I be able to use my telecommunications devices 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.

What do the lights mean on the Telstra Smart Modem?

Your Telstra Smart Modem has Front Light Indicators on the front panel.

**Mobile Signal strength indicator**

- POWER
- DOWNSTREAM
- UPSTREAM
- ONLINE

If any of the lights on the Telstra Smart Modem are flashing and not solid, check all cables are securely connected to the nbn™ Connection Box and at the wall.
If they are, try turning off the power to the nbn™ Connection Box, wait 10 seconds and then turn the power on again. If the lights keep flashing after about 10 minutes, please call 133 933.

*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.
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://mymodem 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 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
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Suitable for connection type:
NBN HFC (Telstra Smart Modem + NTD)

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