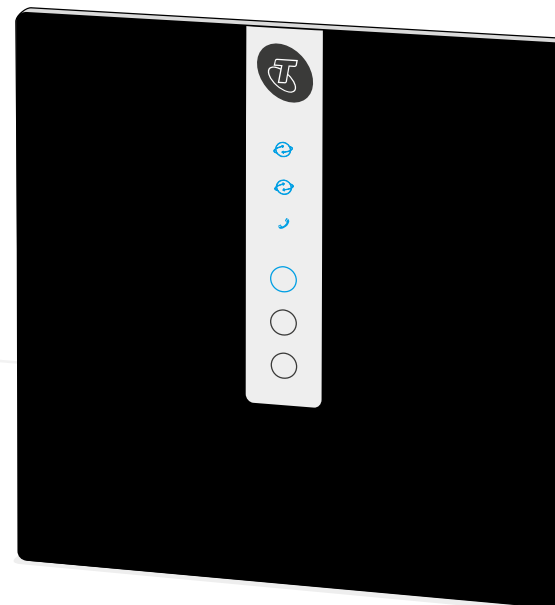


# Get started on the nbn.™

An easy guide for connecting your Telstra Business Service.



**Suitable for connection type:**  
Fibre to the Premises (FTTP)  
Hybrid Fibre Coaxial (HFC)  
Fixed Wireless (FW)

## Need Support?

Visit [telstra.com.au/small-business/online-support/category/broadband/nbn](https://telstra.com.au/small-business/online-support/category/broadband/nbn) for extra information.

### Contents

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# Do you have any of the following?

If not, please continue to page 6.

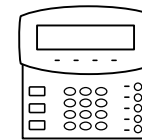
Monitored Fire Alarm



ATM or EFTPOS



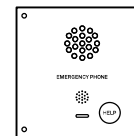
Back-to-Base Security Alarm



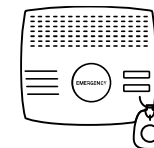
FAX or PBX



Emergency Lift Phone



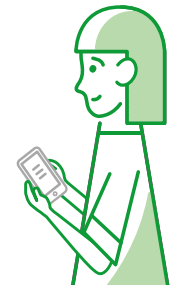
Medical Alert Service



 **IF YES, STOP!**

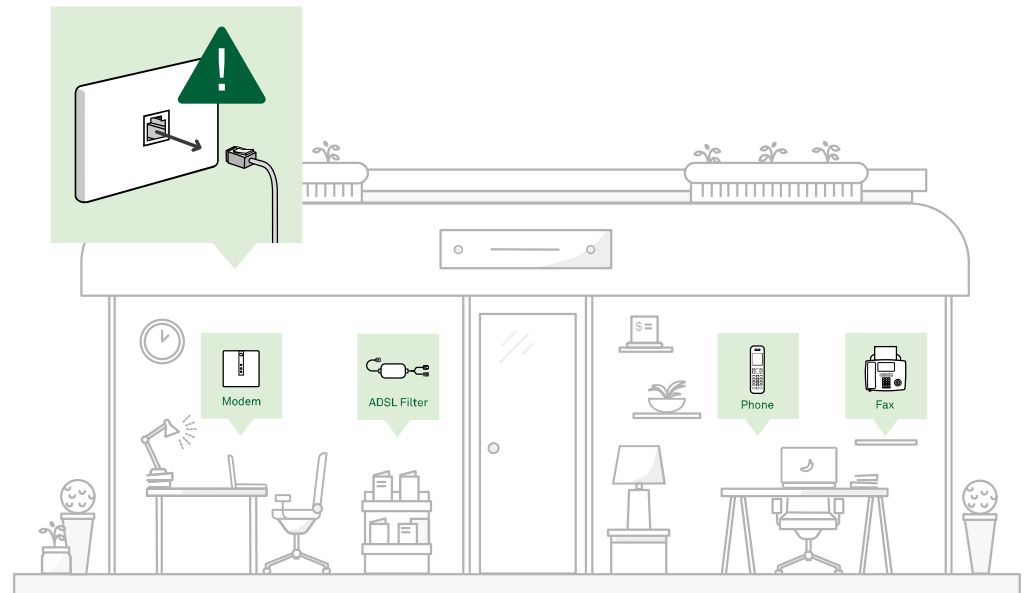
Contact your equipment provider(s) to check that services you rely on, like medical, fire and other equipment will work on the **nbn** network.

Additional information is on page 21.

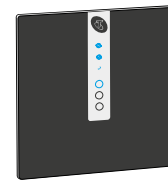


## Unplug all devices from your phone sockets.

Make sure you've disconnected all devices such as telephones, modems, ADSL filters, EFTPOS 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 Business Smart Modem™



Black power adaptor



Cable with yellow ends (LAN)



Cable with red and yellow ends (WAN)



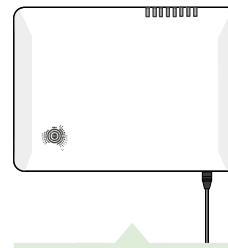
Telstra 4GX USB Pro™



Wi-Fi card

## Identify your nbn Connection Box.

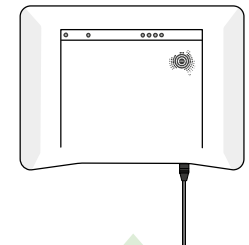
Your nbn Connection Box will look like one of these units (on the right) and will either be attached to the wall or as a standalone unit. Locate the port, make sure the power is switched on and continue on to the set up steps.



**Fibre to the Premises (FTTP)**  
Remove the cover to locate the yellow UNI-D1 port on the underside of the nbn Connection Box.



**Hybrid Fibre Coaxial (HFC)**  
Locate the yellow port on the back of the nbn Connection Box.



**Fixed Wireless (FW)**  
Locate the UNI-D1 port on the underside of the nbn Connection Box.

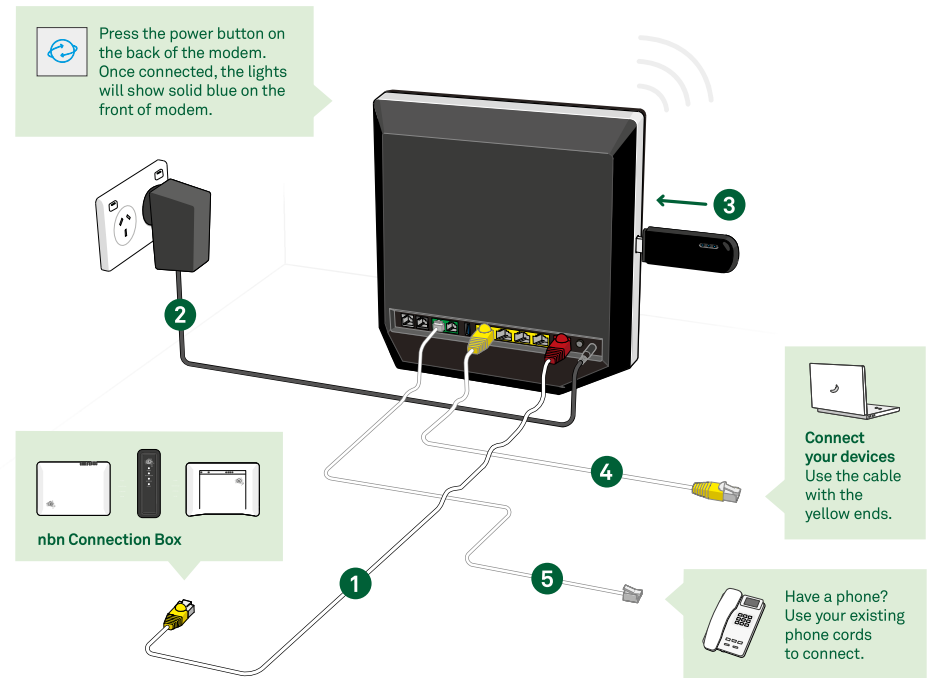


## Set up steps.

Follow steps 1 - 5 to get connected.  
On first use, your Telstra Business Smart Modem may take up to 15 minutes to connect.



The Telstra 4GX USB Pro ensures your internet and phone keeps working even in the event of a fault in your nbn connection.



## Connect your devices via Wi-Fi.



Change your Wi-Fi network and password. Refer to page 21 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.
- 2 Make sure your modem is elevated and not placed near items that can interfere with your Wi-Fi, such as fridges, thick walls, fish tanks and microwaves.
- 3 Make sure your Telstra 4GX USB Pro is plugged in. This ensures your internet and phone keep working even in the event of a fault with your nbn connection.

A great guide to internet speeds can be found at: [telstra.com.au/small-business/internet/nbn/nbn-speeds-explained](https://telstra.com.au/small-business/internet/nbn/nbn-speeds-explained)

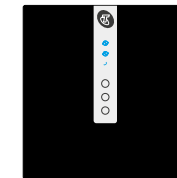
## Still having issues?

-  Try our online troubleshooting tool, which can be found at [fix.telstra.com](https://fix.telstra.com)
-  For Telstra Business Smart Modem FAQ, please go to [telstra.com.au/small-business/online-support/category/broadband/nbn/](https://telstra.com.au/small-business/online-support/category/broadband/nbn/)
-  If you are still stuck, click on "Chat Now" on the right hand side of the page.
-  For further information on troubleshooting, please visit [telstra.com.au/small-business/online-support/category/broadband/nbn/nbn-troubleshooter](https://telstra.com.au/small-business/online-support/category/broadband/nbn/nbn-troubleshooter)
-  If you require more assistance, please call 132 999 (English).




For other languages, please visit [telstra.com.au/contact-us/multilingual-services](https://telstra.com.au/contact-us/multilingual-services)

To recycle your old modem visit [recyclingnearyou.com.au/ewastescheme](https://recyclingnearyou.com.au/ewastescheme)

## What do the lights mean on the Telstra Business Smart Modem?




### Front Light Indicators

-  You're connected to the nbn network
-  You're connected to your mobile backup connection
-  You're ready to make and receive calls on the nbn network.

## What do the lights mean on the Telstra 4GX USB Pro?



 Connected to your backup pathway.

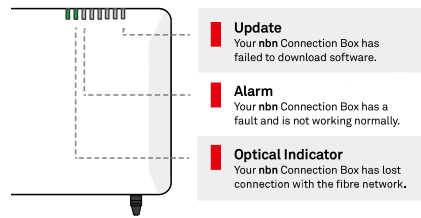
### Signal Strength

-  Solid Blue 3G network available.
-  Solid Cyan 4G network available.
-  Solid Red No network available.

When you're in Mobile Backup mode, you may receive notifications from us via SMS or email.

### What do the lights mean on the nbn FTTP Connection Box?

If the following lights on the nbn Connection Box or Optional Power Supply with Battery Backup unit are red, you may need to contact us for assistance. Before you do, we recommend that you switch the power to the connection box off, wait a few seconds and then switch the power back on. If the lights are still showing as red, please contact **132 999**.



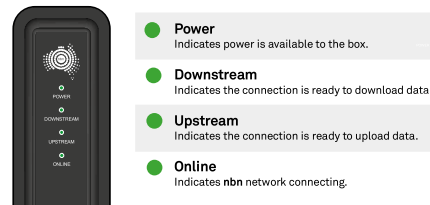
### Is your equipment plugged in to the right UNI-D port on the nbn Connection Box?

Most often, your nbn service will be connected using UNI-D port 1 but if you're not able to get your service working, try connecting your Telstra Business Smart Modem to UNI-D 2 - 4 ports. Allow about 60 seconds to see if the new port is active.

If your nbn service still does not work, please contact **132 999**.

### What do the lights mean on the nbn HFC 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.

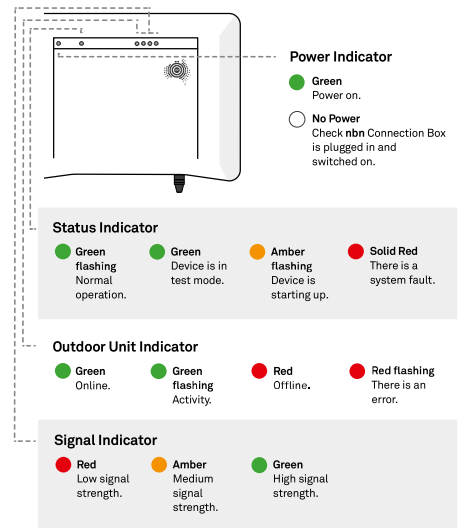


If any of the lights on the nbn Connection Box are flashing and not solid, check all cables are securely connected into the nbn Connection Box and at the wall.

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 contact **132 999**.

### What do the lights mean on the nbn Fixed Wireless Connection Box?

If the Status Indicator or Outdoor Unit Indicator light on your nbn Connection Box is red, please contact **132 999** for assistance.



## FAQs.

### FAQs.

#### Will I be able to use my 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), medical, fire and security alarms, as well as other equipment like eftpos machines. 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 premises.

#### 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](http://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](http://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.**

To change your Wi-Fi details, ensure you are first connected to your network and simply open a browser window and type in <http://mymodem> or <http://192.168.15.1>

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' just don't forget to click 'Save' once you have made your changes.

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



**Suitable for connection type:**

Fibre to the Premises (FTTP)

Hybrid Fibre Coaxial (HFC)

Fixed Wireless (FW)

RO 135360

ORIN CODE xxxxxxxx

Barcode

