

Get started on the nbn.™

An easy guide for connecting your Telstra Business Service.



Telstra Business Smart Modem™

Suitable for connection type:

Fibre to the Premises (FTTP)

Hybrid Fibre Coaxial (HFC)

Fixed Wireless (FW)



Need support?

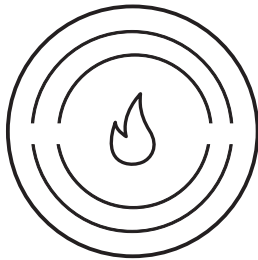
Visit telstra.com.au/small-business/online-support/category/broadband/nbn for extra information.

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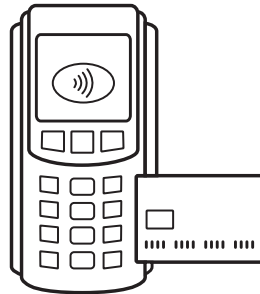
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Do you have any of the following?

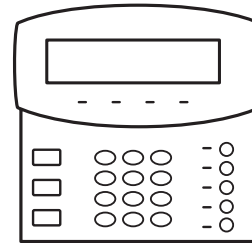
If not, please continue to page 6.



Monitored
fire alarm



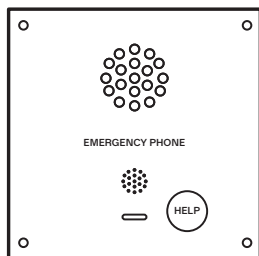
ATM or
EFTPOS



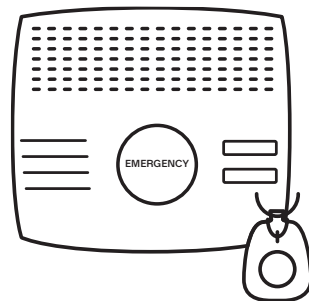
Back-to-Base
security alarm



Fax or
PBX



Emergency
lift phone



Medical
alert service

If yes, stop!

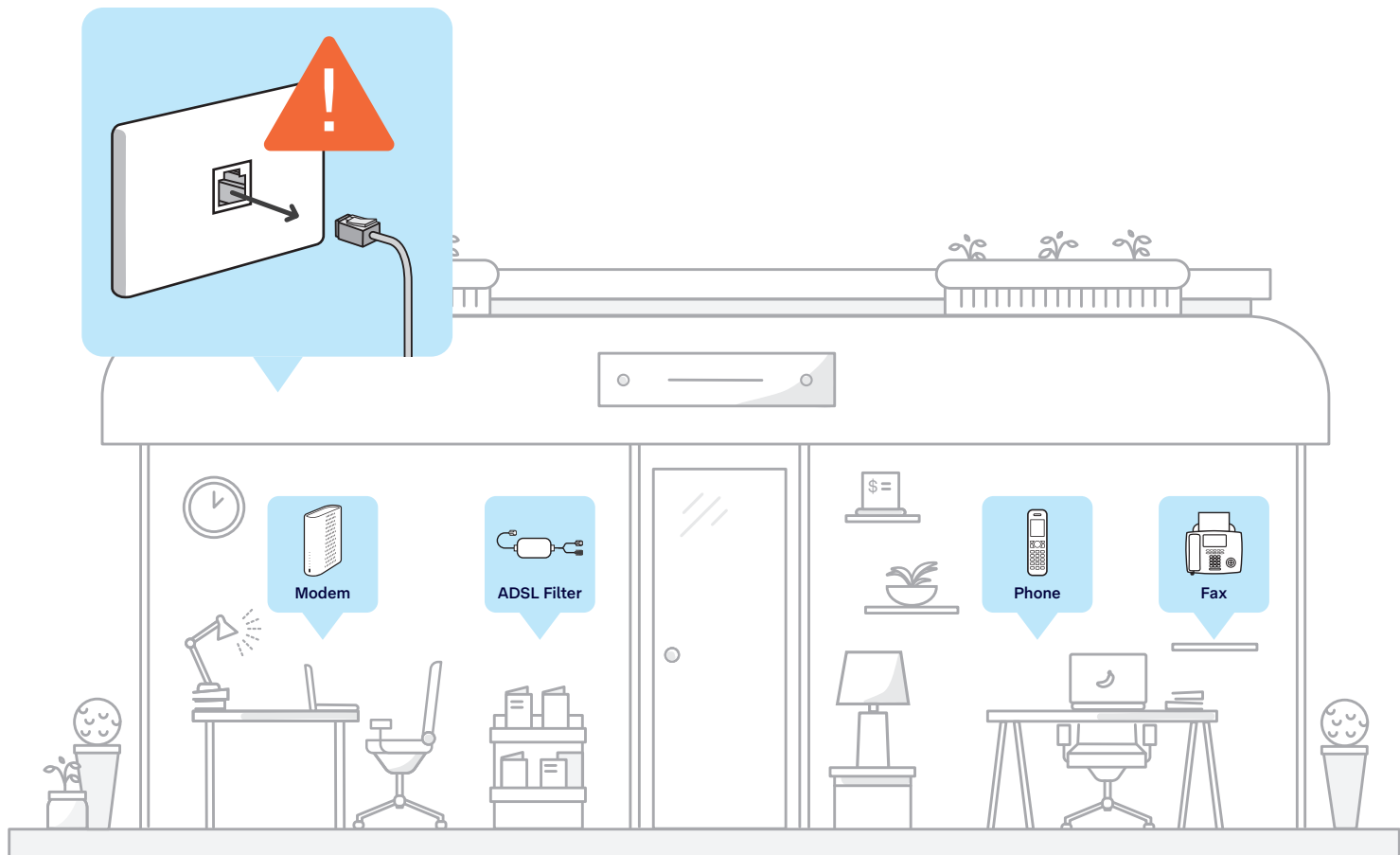


Contact your equipment provider(s) to check that services you rely on, like medical, fire and other equipment will work on the **nbn** network.

Additional information is on page 15.

Unplug all devices from your phone sockets.

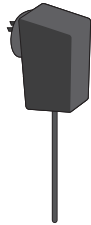
Make sure you've disconnected all devices such as telephones, modems, ADSL filters, EFTPOS and fax machines from your telephone wall sockets. After you've switched to the **nbn**, these sockets will no longer work.



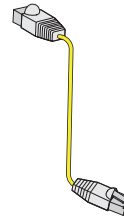
Parts you will need.



Telstra Business
Smart Modem™



Black power
adaptor



Ethernet
cable



Netgear LTE
Modem LM1200



Wi-Fi
card

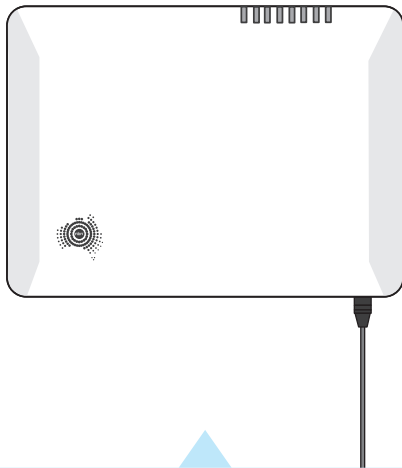


Optional cable

Connect your phone.
Telephone cable with clear ends.

Identify your nbn connection box.

Your **nbn** connection box will look like one of these units 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 setup steps.



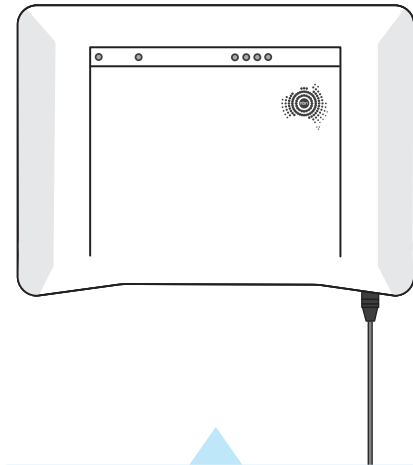
Fibre to the Premises (FTTP)

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.

Setup steps.

Follow steps 1–4 to get connected.

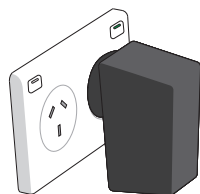
On first use, your Telstra Business Smart Modem may take up to 15 minutes to connect.



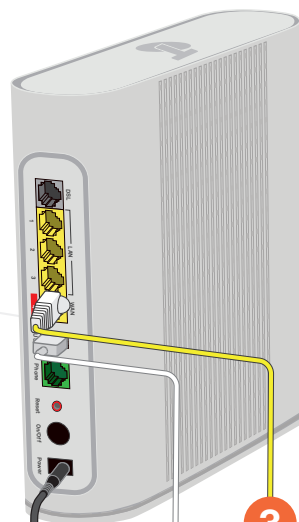
The Netgear LTE Modem LM1200 ensures your internet keeps working even in the event of a fault in your **nbn** connection.



Press the power button on the back of the modem. Once connected, the lights will show solid green on the front of the modem.



2

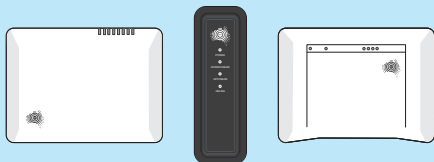


4

3

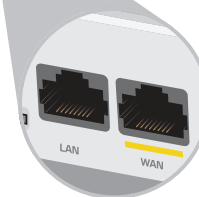
The LM1200 may be powered directly from the USB port of the Telstra Business Smart Modem or the supplied power adaptor.

nbn connection box.



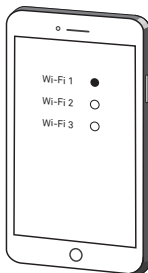
1

Yellow ethernet cable plugs into LAN on LM1200 not yellow WAN port.



Wi-Fi setup.

Search for **Wi-Fi name** and enter password shown on Wi-Fi card.



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



Change your Wi-Fi network and password.
Refer to page 22 for details.

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**

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 **nbnco.com.au/learn/device-compatibility/security-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.

Troubleshooting:

General.

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 Netgear LTE Modem LM1200 is plugged in. This ensures your internet can 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

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

Still having issues?



Try our online troubleshooting tool, which can be found at **fix.telstra.com**



For further information on troubleshooting, please visit **telstra.com.au/small-business/online-support/category/broadband/nbn/nbn-troubleshooter**



For Telstra Business Smart Modem FAQ, please go to **www.telstra.com.au/small-business/online-support/internet**



If you are still stuck, click on “**Chat Now**” on the right hand side of the webpage.



If you require more assistance, please call **132 999** (English).




























For other languages, please visit **telstra.com.au/contact-us/multilingual-services**

To recycle your old modem visit **recyclingnearyou.com.au/ewastescheme**

Troubleshooting:

Telstra Business Smart Modem.















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

LED	Description	LED	Description
 PWR/SYS	 Power off <i>or</i> "LED off" is turned on	 ETH LAN	 Link on
	 Powering on		 Data transmitting/receiving
	 Powered on		 Link down
	 Software updating		 Wi-Fi is on
	 System failure		 Wi-Fi is down
 Status	 Network is connected	 Wi-Fi/WPS	 Data transmitting/receiving
	 Connecting to the network		 Pairing mode
 Internet	 Connected to the internet	 Phone	 Active phone connected to green port
	 Waiting for network connection		 Phone messages waiting
	 Internet data transmitting/receiving		 No active phone service connected to green port
	 Unable to connect to internet		

Troubleshooting:

Netgear LTE Modem.

What do the lights mean on the Netgear LTE Modem LM1200?

LED	Description
 Power	 The modem is starting up
	 The modem is powered on
	 Device error
 Ethernet LAN	 A device is connecting to this port
	 A device is connected to this port
 Ethernet WAN	 A device is connected to this port
	 Full data connectivity
 Signal Strength	 The LTE connection is good – blinking indicates data traffic
	 The LTE connection is weak – blinking indicates data traffic
	 The modem can't connect to the LTE network

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.

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**.

Troubleshooting:

HFC connection box.

What do the lights mean on the nbn HFC connection box?

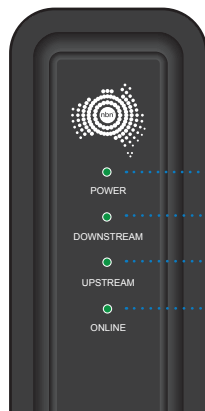
Your **nbn** connection box has four indicator lights on the front panel. During the start-up sequence the **nbn** connection box lights will flash. Once they become solid green the service is ready.

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**.

Connection box lights

Description



Power

Indicated 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

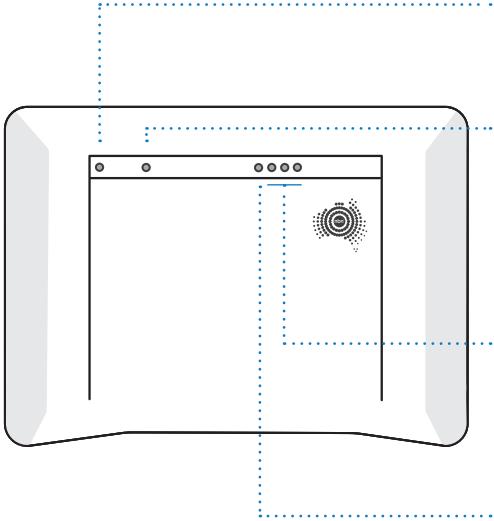
Indicates **nbn** network connecting.

Troubleshooting:

Fixed Wireless connection box.

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.

Connection box lights	Light	Description
	Power Indicator	<ul style="list-style-type: none">● Power on○ No Power – check nbn connection box is plugged in and switched on
	Status Indicator	<ul style="list-style-type: none">● Normal operation● Device is in test mode● Device is starting up● There is a system fault
	Signal Indicator	<ul style="list-style-type: none">● Low signal strength● Medium signal strength● High signal strength
	Outdoor Unit Indicator	<ul style="list-style-type: none">● Online● Activity● Offline● There is an error

Changing your Wi-Fi details.

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 reconnect 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 located on your Telstra Business Smart Modem (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.

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EAN TO READ:
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Suitable for connection type:

Fibre to the Premises (FTTP)
Hybrid Fibre Coaxial (HFC)
Fixed Wireless (FW)

ORIN: 100256128