

# Get started on the nbn.™

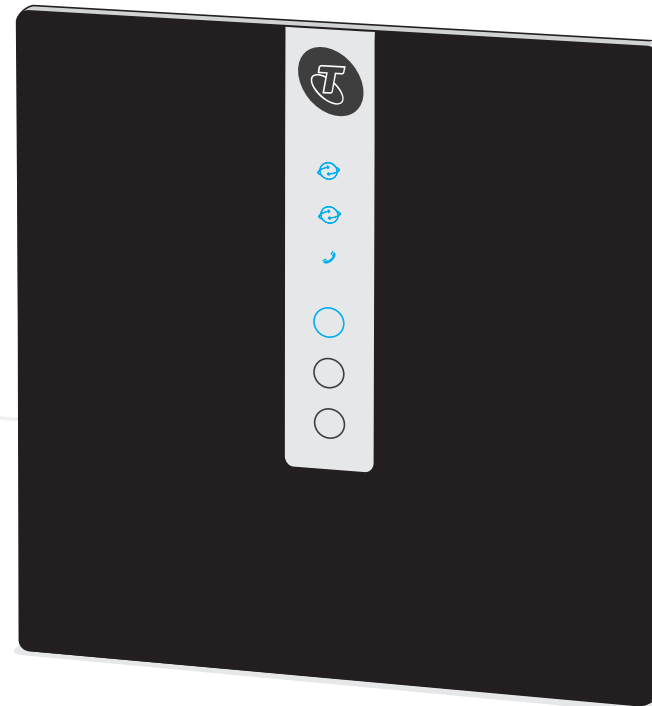


An easy guide for connecting your Telstra Business Service.



## Important

Please refer to your Order Summary Email or your Appointment Preparation Guide for the best time to install your modem.



**Suitable for connection type:**  
Fibre to the Node (FTTN)

# 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.

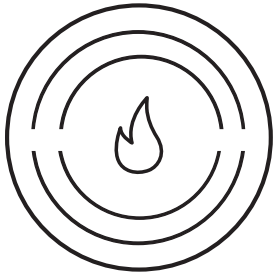
## **Contents**

Do you have any of the following?	4
Unplug all devices from your phone sockets	6
Parts you will need	8
Setup steps	10
Wi-Fi setup	12
Troubleshooting	14
FAQs	16

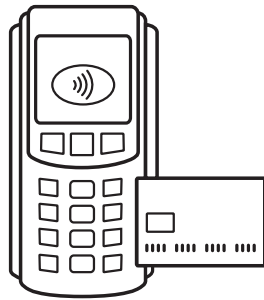
Do you have any  
of the following?

If not, please continue to page 6.

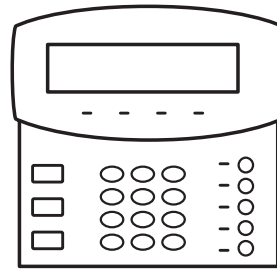
Monitored  
Fire Alarm



ATM or EFTPOS



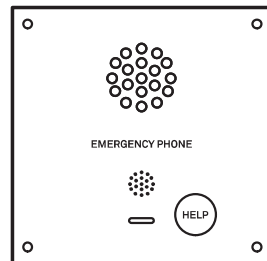
Back-to-Base  
Security Alarm



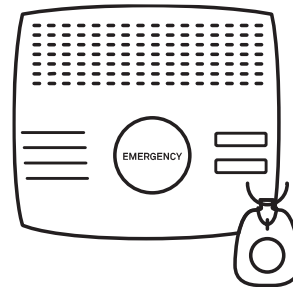
FAX or PBX



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 17.



# 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.

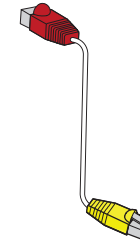




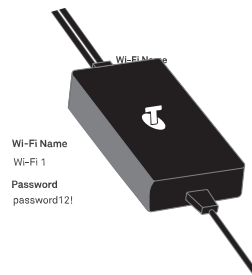
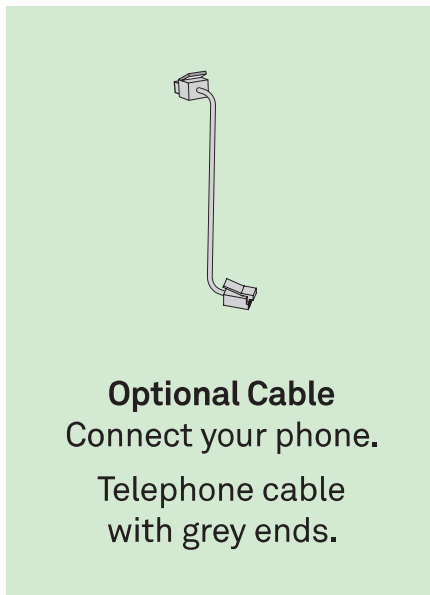
Telstra Business Smart Modem™



Black power adaptor



Cable with red and yellow ends (WAN)

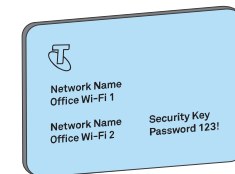


ADSL filter located in delivery box



Netgear LTE Modem LM1200

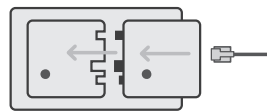
Security Key  
Password 123!



Wi-Fi card

# Setup steps.

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



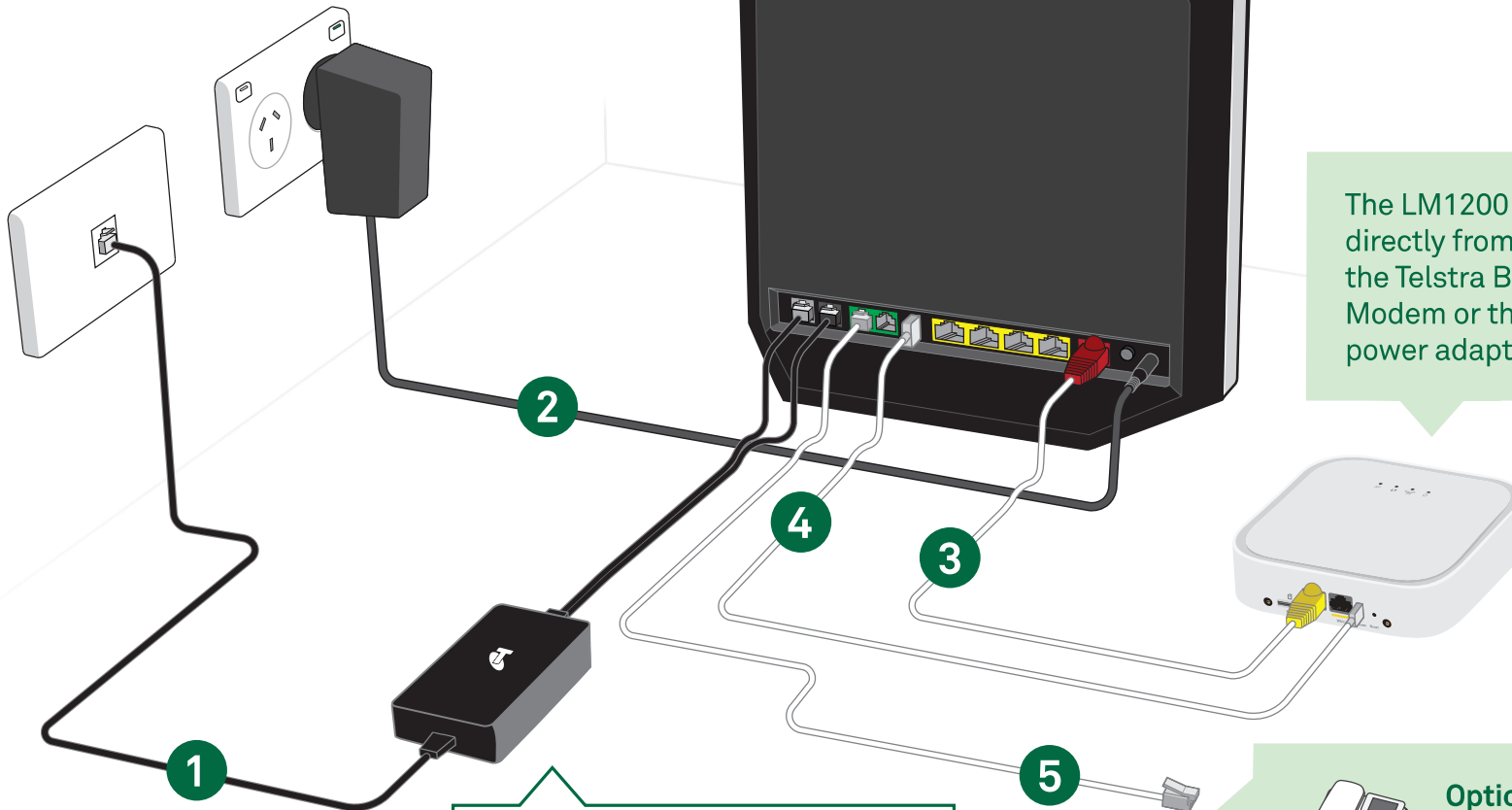
**Got an older-style telephone wall socket?**  
You'll need to purchase an adaptor.  
These can be found at most hardware or electronics stores.



The Netgear LTE Modem LM1200 ensures your internet and phone 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 blue on the front of modem.



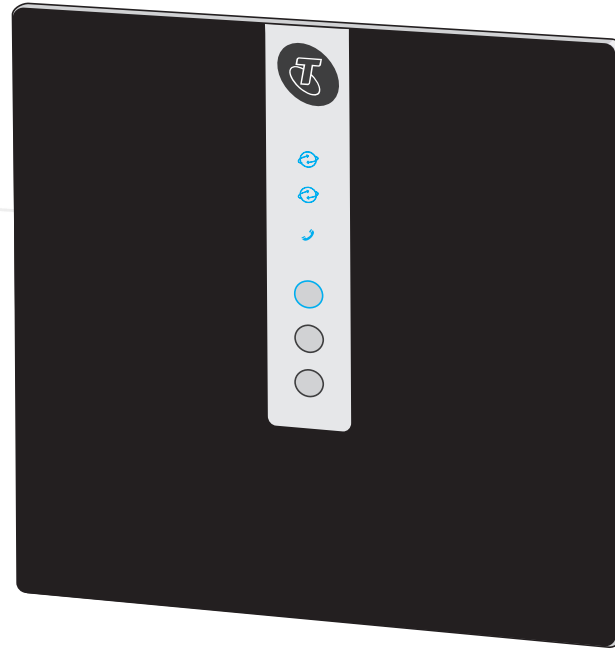
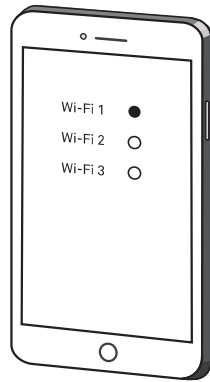
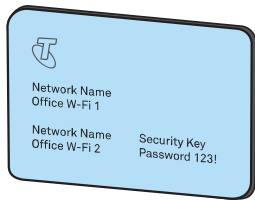
The LM1200 may be powered directly from the USB port of the Telstra Business Smart Modem or the supplied power adaptor.

Make sure to plug the grey plug into the grey port, and the black plug into the black port on the back of the modem.

**Optional Cable.** Have a phone? Connect via the cable with grey ends.

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 17 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 Netgear LTE Modem LM1200 is connected to red LAN port and also to power via power adapter or USB port on Telstra Business Smart Modem. 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](https://www.telstra.com.au/small-business/internet/nbn/nbn-speeds-explained)

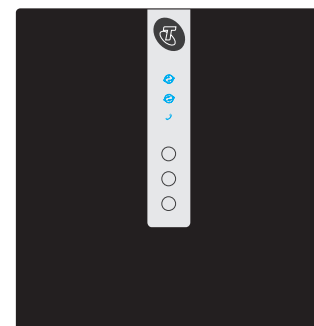
## Still having issues?

-  Try our online troubleshooting tool, which can be found at [fix.telstra.com](https://www.fix.telstra.com)
-  For further information on troubleshooting, please visit [telstra.com.au/small-business/online-support/category/broadband/nbn/nbn-troubleshooter](https://www.telstra.com.au/small-business/online-support/category/broadband/nbn/nbn-troubleshooter)
-  For Telstra Business Smart Modem™ FAQ, please go to <https://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](https://www.telstra.com.au/contact-us/multilingual-services)

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

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

# 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.

### 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 [nbnco.com.au/learn/device-compatibility/security-alarms](http://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.

## 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://my modem> 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.

® are registered trade marks and ™ are trade marks of Telstra Corporation Limited, ABN 33 051 775 556.

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

**Suitable for connection type:**  
Fibre to the Node (FTTN)

RO# 100253733

