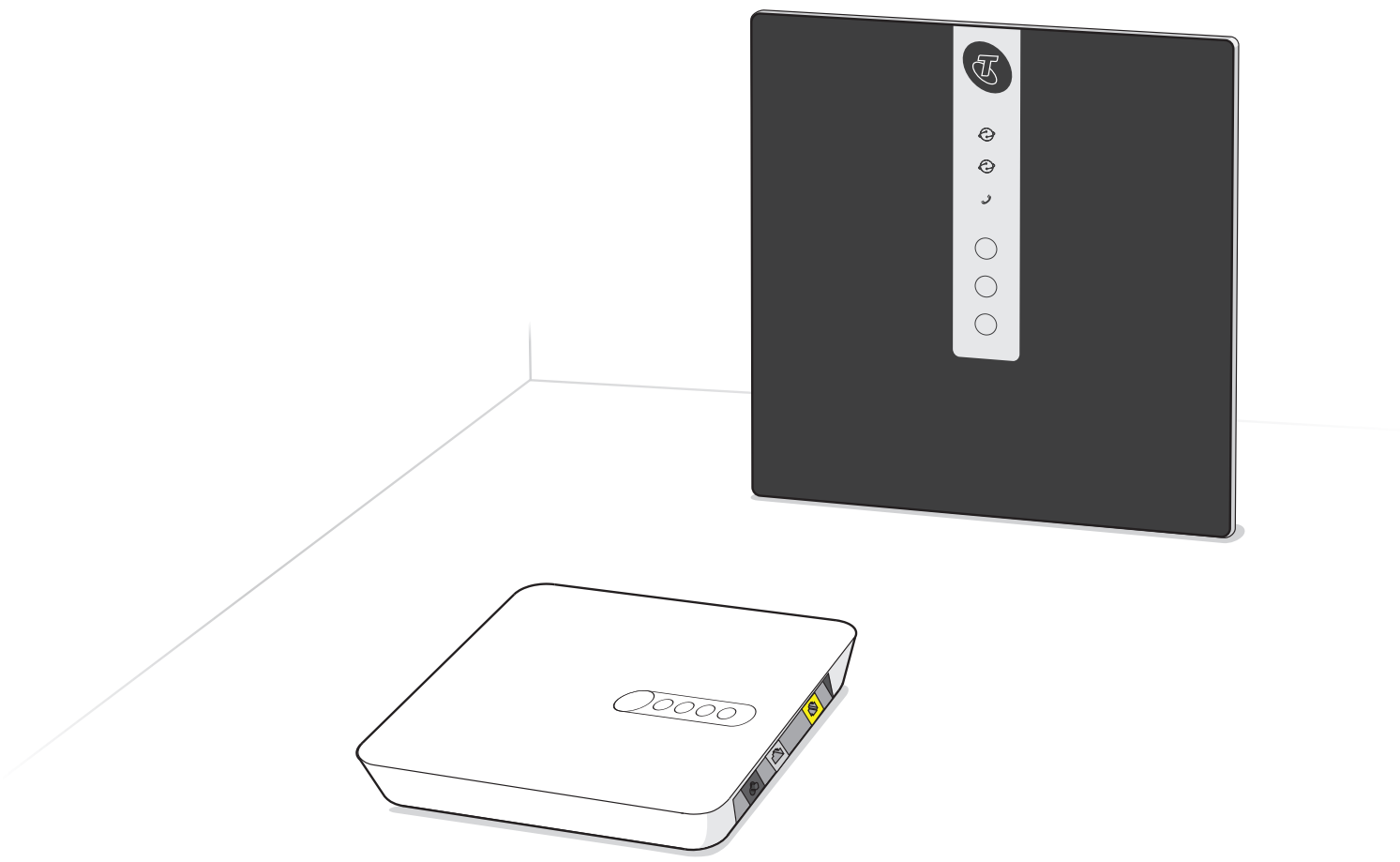
Getting started on the **nbn**™

An easy guide for connecting your Telstra Business services.

Please follow these instructions if you selected a self-install when you placed your order. If you have a professional installation appointment with a Telstra technician, they will set-up your modem and **nbn**™ service for you.



Suitable for connection type:
FTTC

Check if you have any of the following alarms 4 - 5

Unplug all phone sockets in the premises 6 - 7

Finished set-up 8 - 9

Set up steps 1 - 7 10 - 23
These steps must be followed for all connection types

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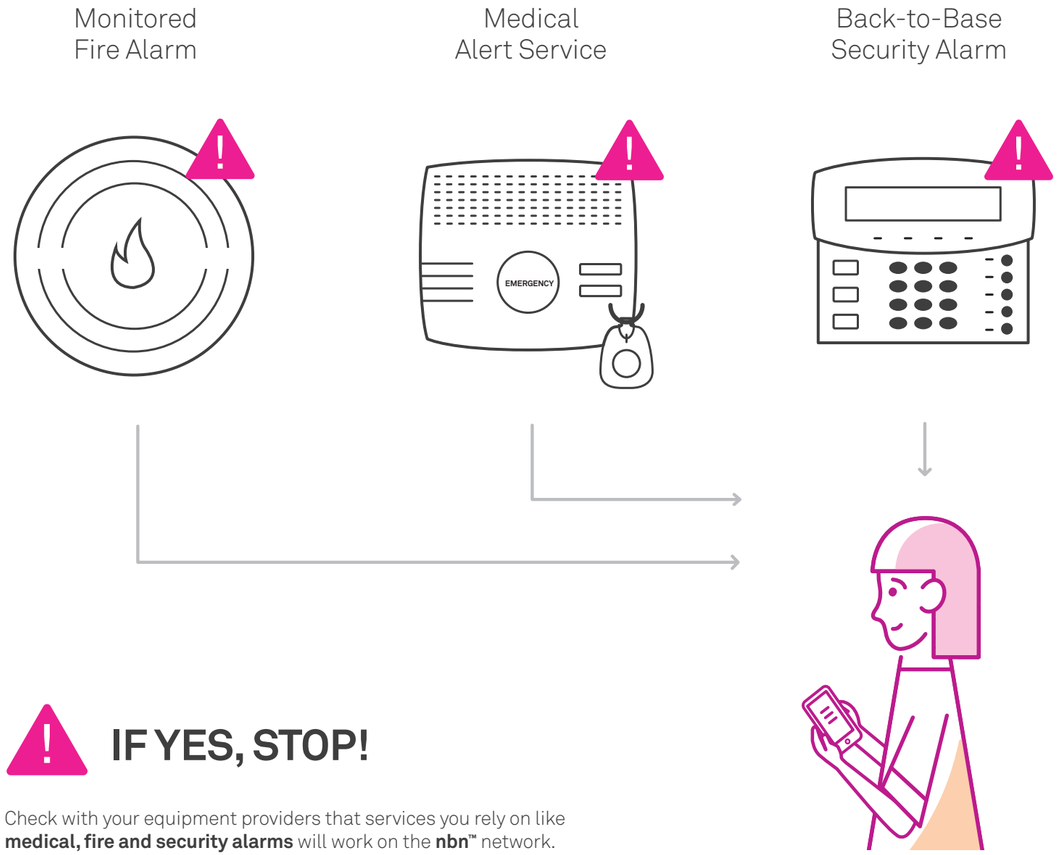
Check if you have any of the following alarms



IF YES, STOP!

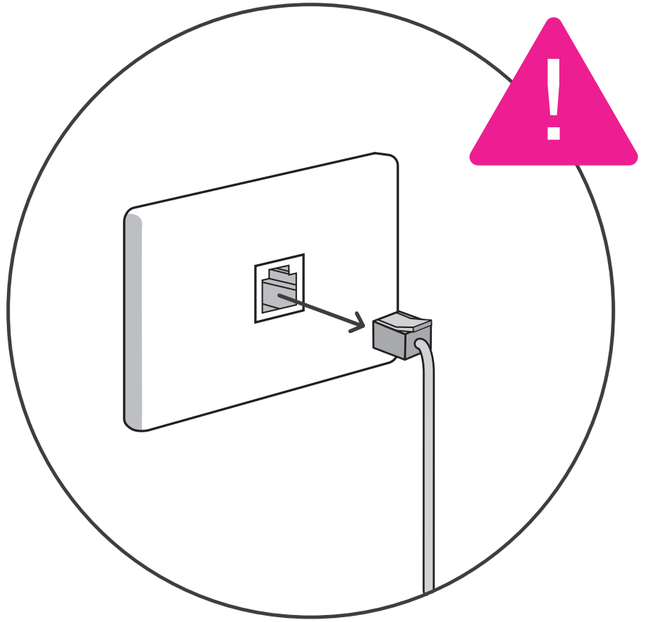
Check with your equipment providers that services you rely on like **medical, fire and security alarms** will work on the **nbn™** network.

Unplug all phone sockets in the premises

Make sure you've disconnected all devices such as telephones, modems (including ADSL filters) and fax machines from your telephone wall sockets. These sockets will no longer work and leaving devices connected will affect the reliability of your **nbn™** service.

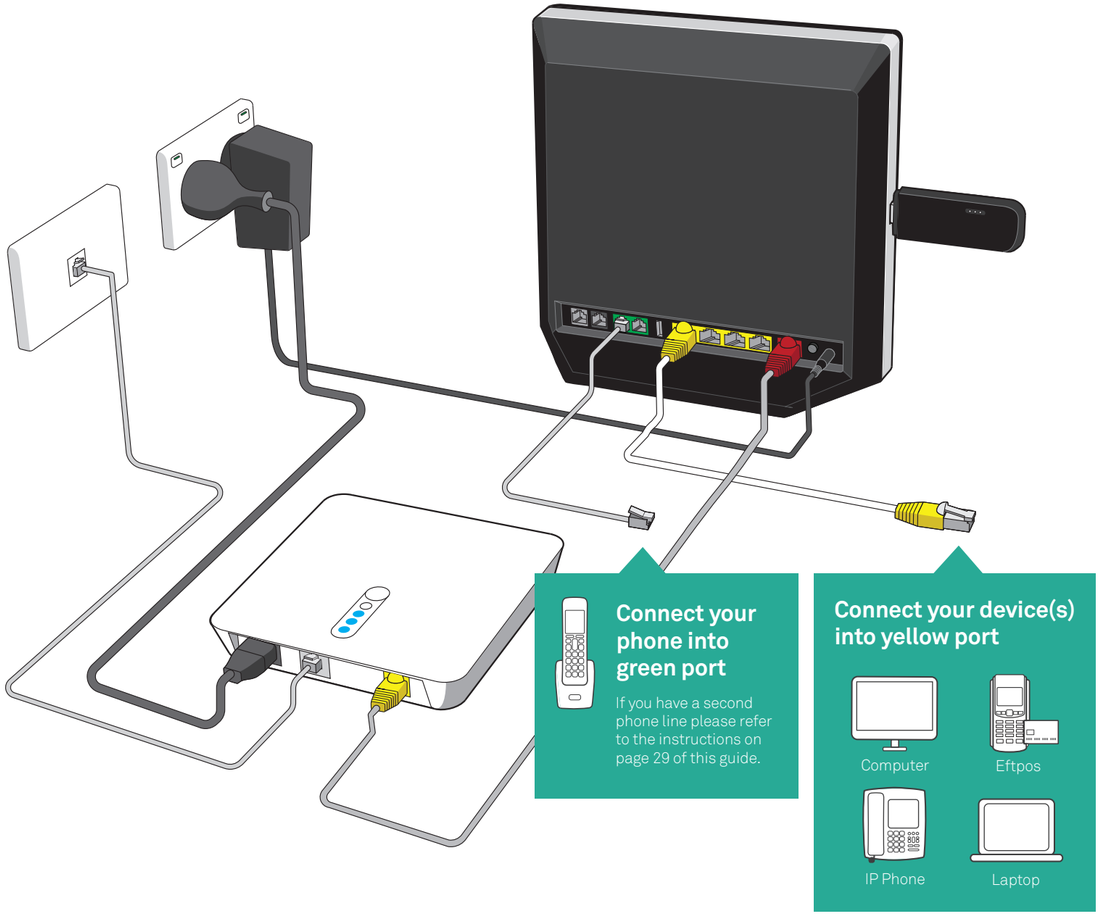
During the set up of your **nbn™** connection, you won't be able to use your phone or services that rely on it, such as alarms. It's a good idea to have a mobile phone handy while you complete the installation.

You'll need to use the modem supplied in this kit to connect to **nbn™** existing Telstra or BYO modems cannot be used.



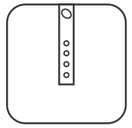
When you finish the set up, it will look like this

Refer to the diagram on the right.



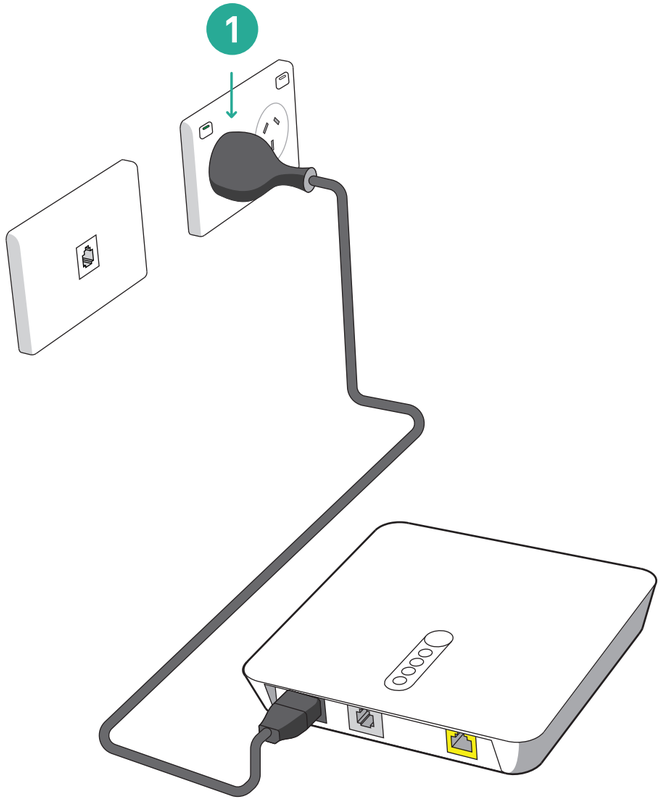
1 Plug **nbn**™ Connection Device into power outlet

Start the install by opening the **nbn**™ connection box. Be sure to read the warning sticker covering the ports of the device, then remove and dispose of it.

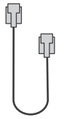


nbn™
Connection Device

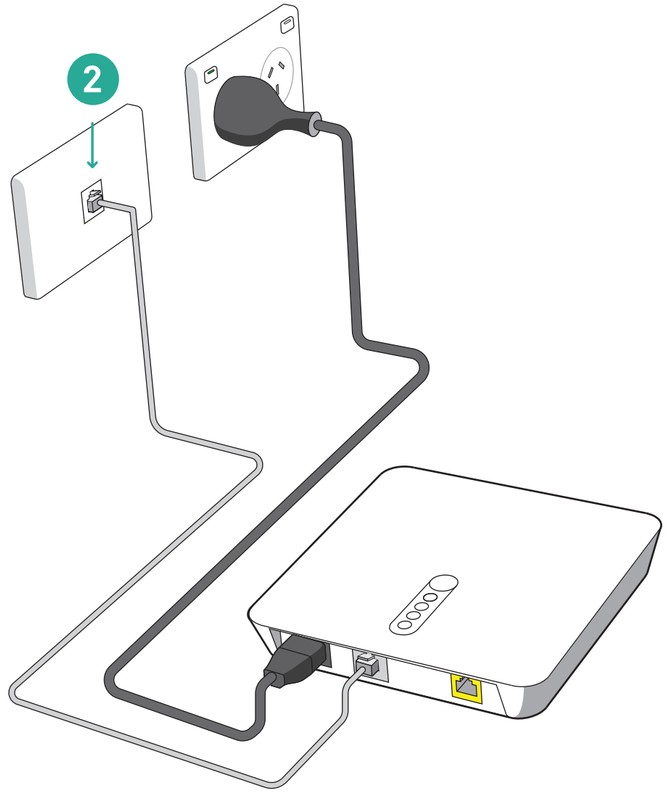
nbn™ Connection
Device power cord



2 Plug **nbn**™ Connection Device into phone socket



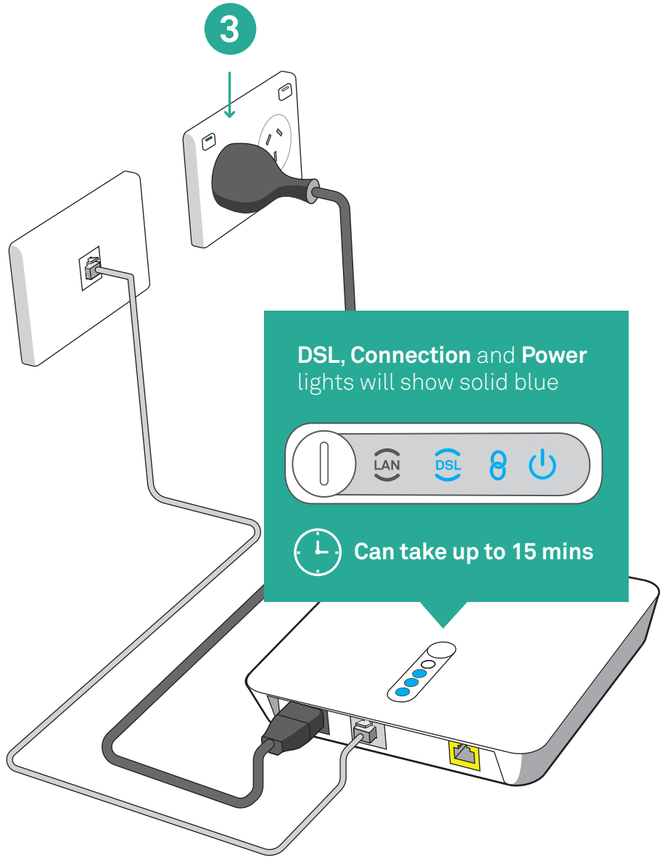
Cable with
grey ends



3 Switch on power to **nbn**™ Connection Device

Only proceed to the next step if all LED lights are solid blue.
It is important to wait up to 15 minutes for all LED lights to turn solid blue, otherwise you won't be able to connect to the internet.

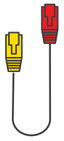
nbn™ Connection
Device power cord



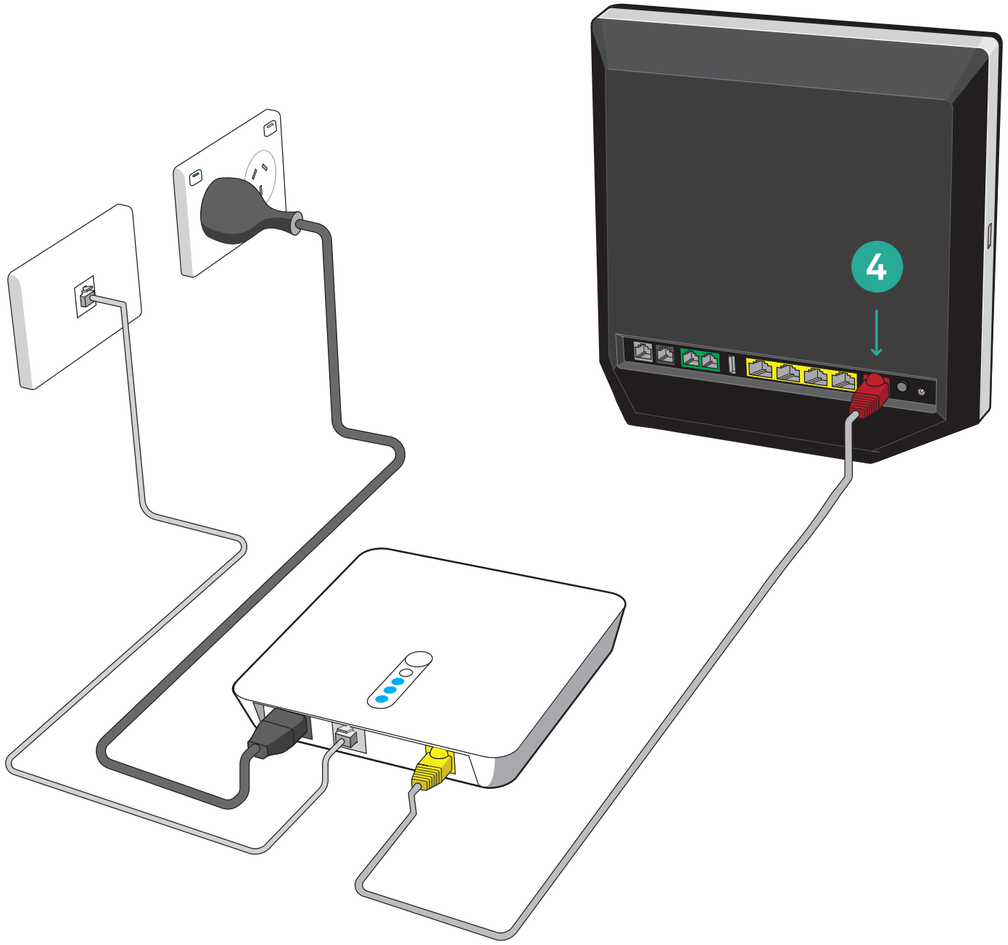
If the Connection light does not turn solid blue after 15 minutes, please refer to Troubleshooting at the back of the booklet or call us.

4 Connect **nbn**™ Connection Device to Telstra Business Smart Modem™

Telstra Business Smart Modem™

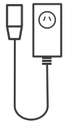


Cable with red and yellow ends (WAN)

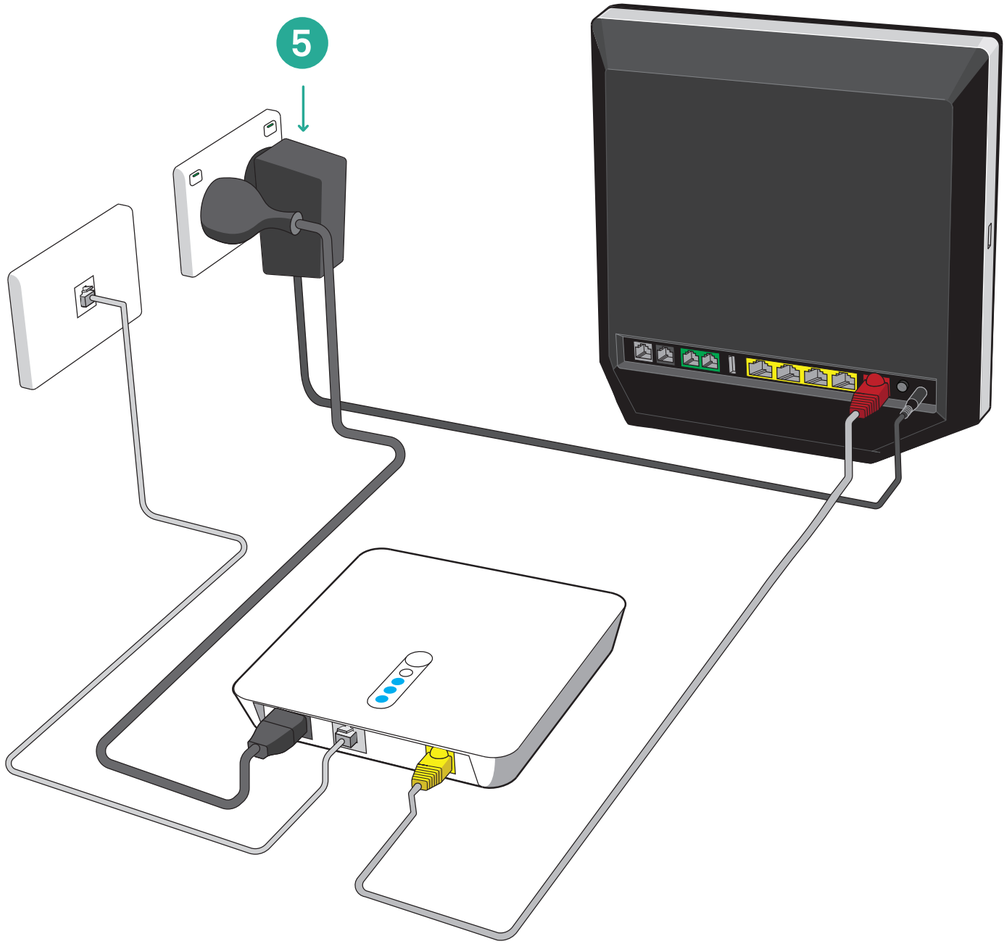


5 Plug Telstra Business Smart Modem™ into power outlet

Make sure the power point is switched on.

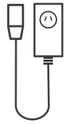


Telstra Business Smart Modem™ power cord

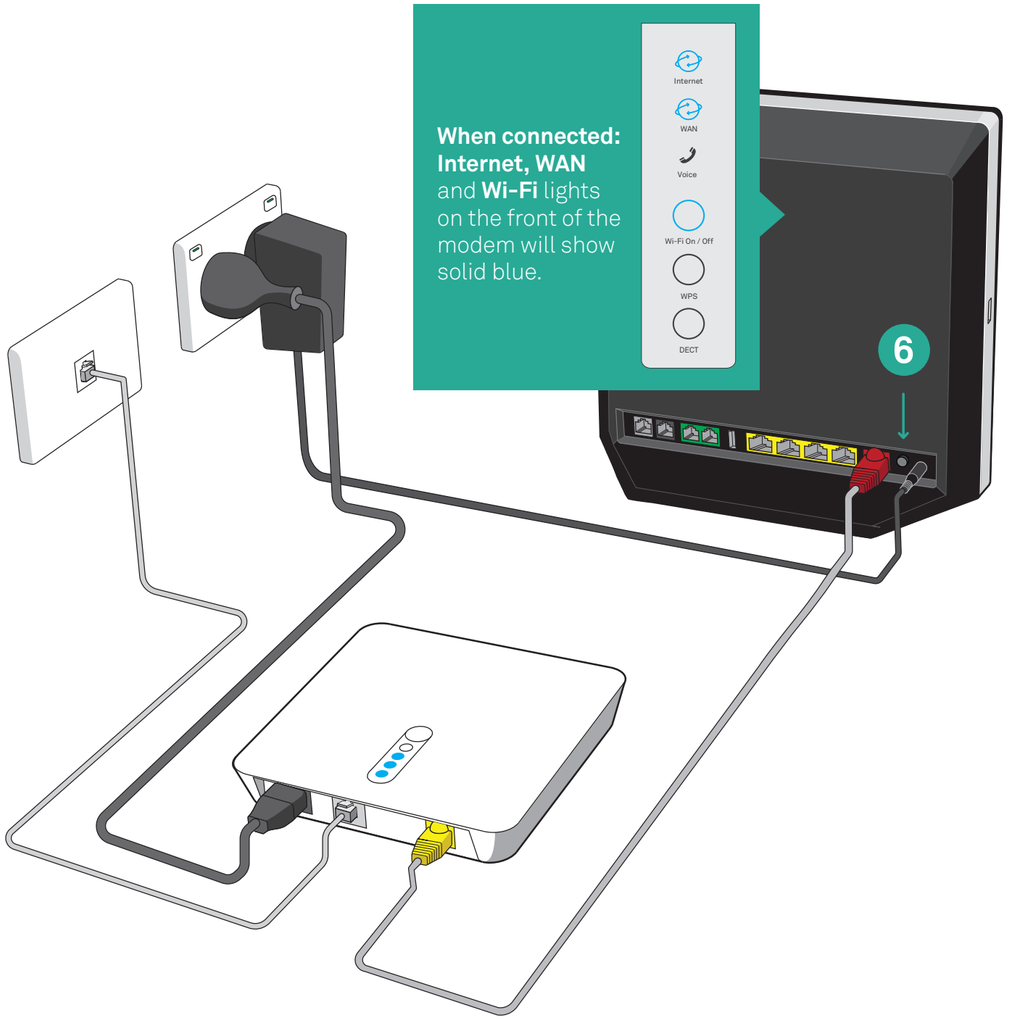


6 Turn on your Telstra Business Smart Modem™

Please ensure the power button, located on the back of the modem, is pressed in. **Only proceed to the next step after the 'Internet' LED light is solid blue. This could take up to 15 minutes.**



Telstra Business Smart Modem™ power cord

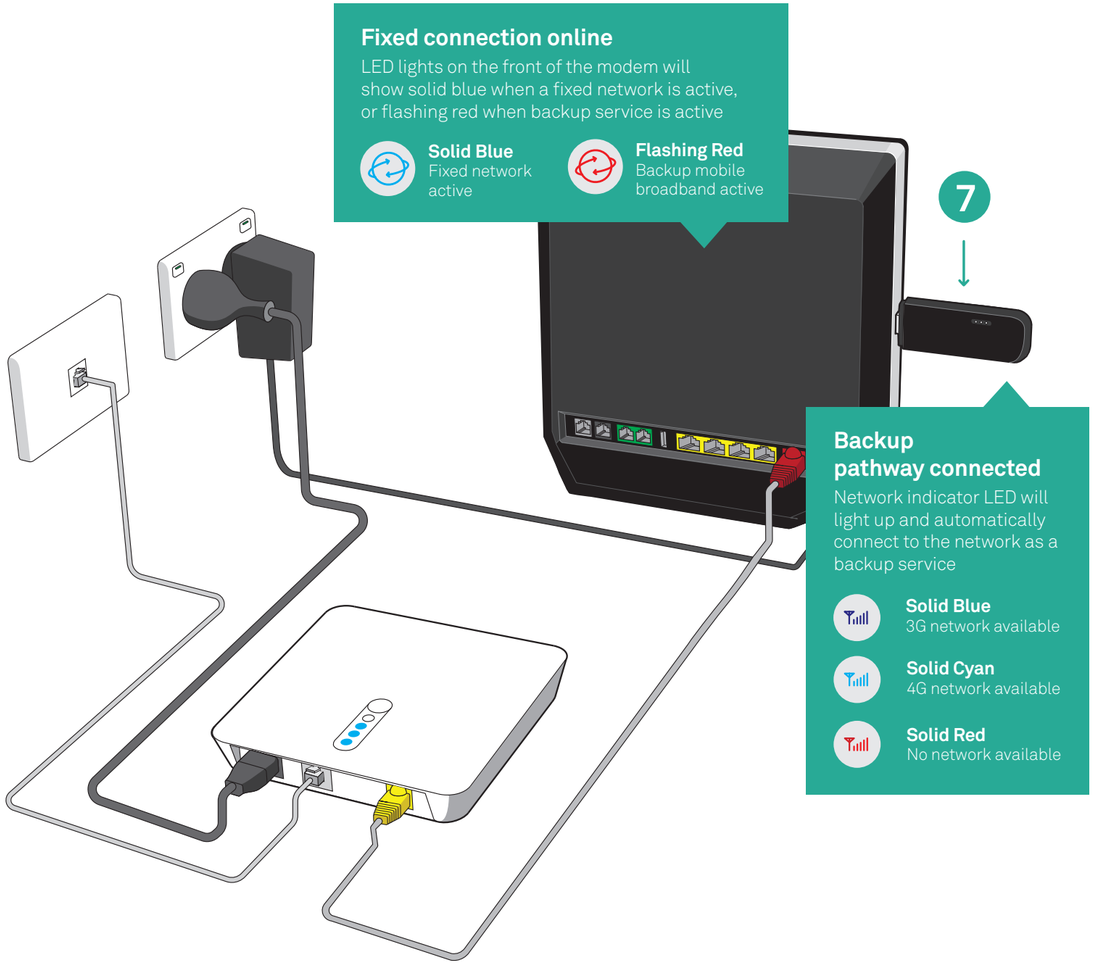


7 Connect Telstra 4GX USB Pro to Telstra Business Smart Modem™

The Telstra 4GX USB Pro provides a backup and ensures your internet and phone keeps working, in the event of a fault with your **nbn**™ connection. It also provides an interim broadband service if your fixed broadband service hasn't yet been activated.

4GX USB Pro

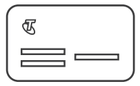
4GX USB Pro
Extender (optional)



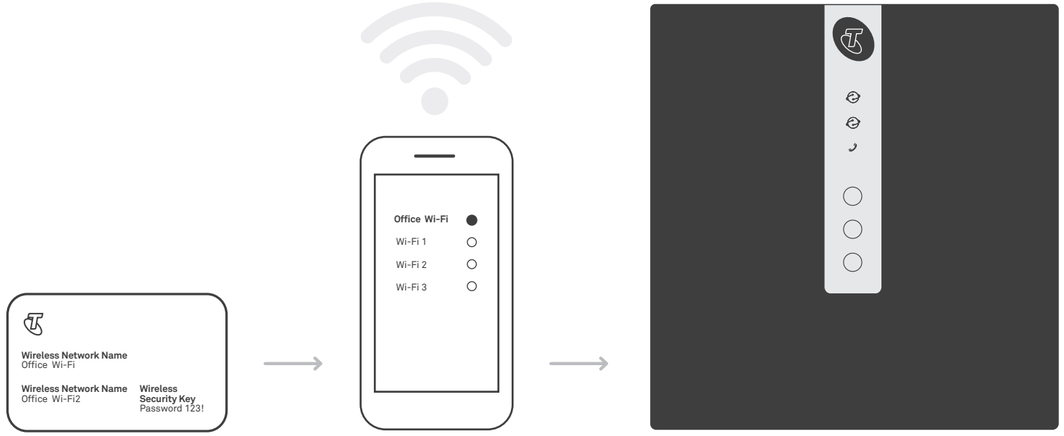
In the event that your fixed connection is unavailable, your modem will automatically switch to the mobile network and back to the fixed connection when the service is available again. The 4G USB Pro device is only for use with the Telstra Business Smart Modem. Keep it plugged in at all times.

Connect your Wi-Fi

On your device Select the Wireless Network Name printed on the Wi-Fi Card, you can connect to either the 2.4Ghz network or the 5Ghz network. When asked, enter the Wireless Security Key printed on the Wi-Fi card.



Wi-Fi card

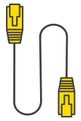


Your **Wi-Fi details** are also printed on the bottom of the modem

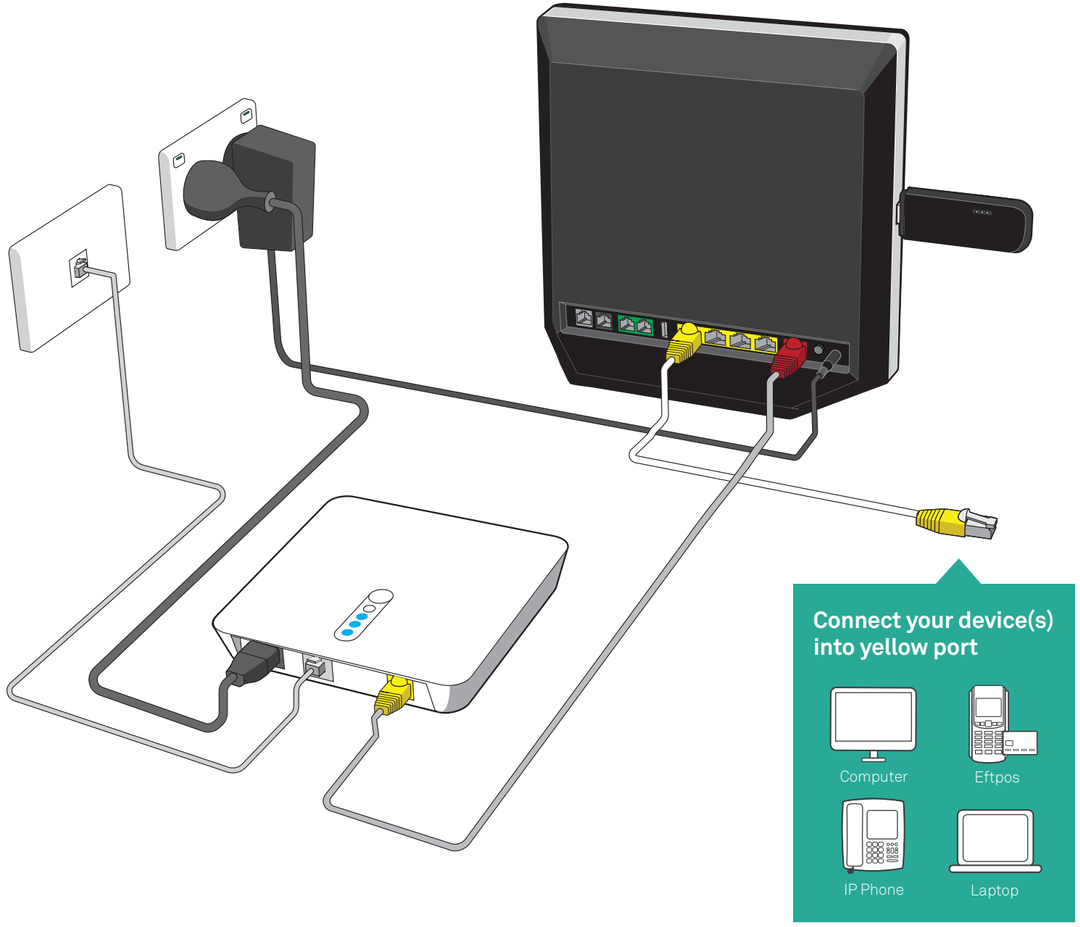
You can update your Wireless Access Name and Wireless Security Key via the control panel by entering telstra.gateway into your browser.

Optional
Connect your device(s)

Use the cable (with yellow ends) to connect your computer or other devices directly to the yellow port on the Telstra Business Smart Modem™. To check your Internet is working, go to your favourite website or **telstra.com.au/small-business**

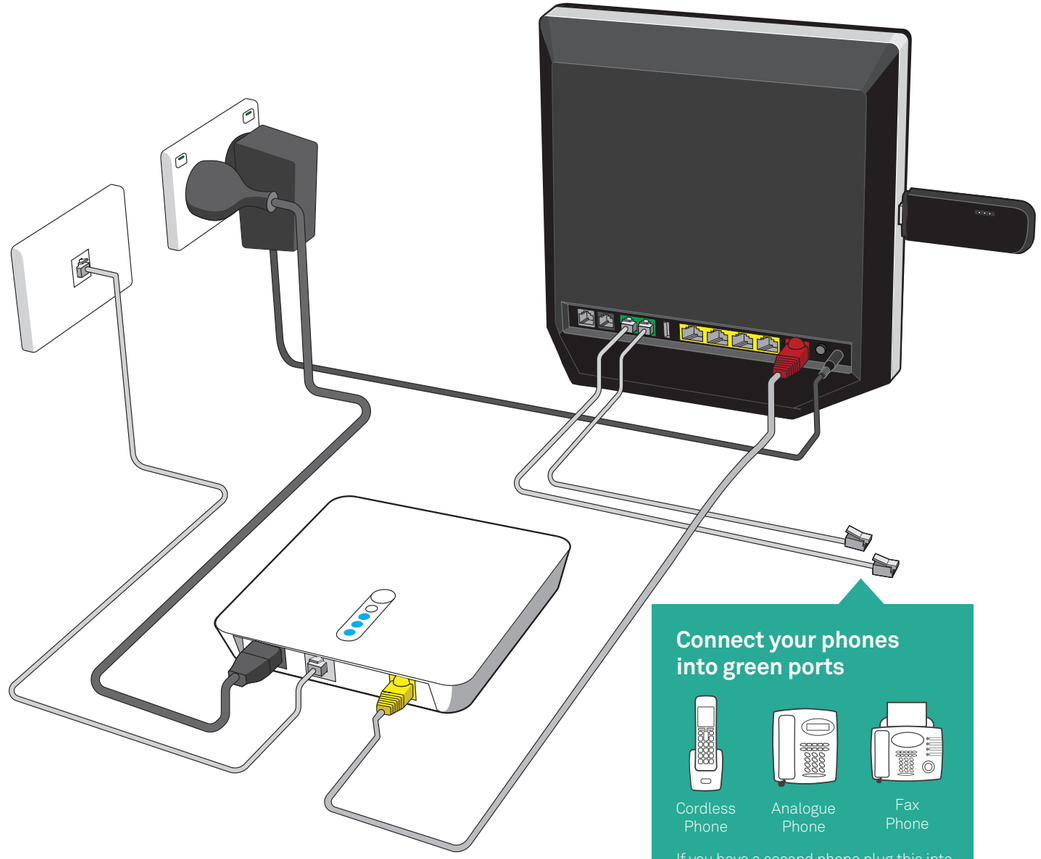


Cable with
yellow ends (LAN)



Optional
Connect your phone(s)

Plug your business phone into the Green FXS1 port of the modem. When the phone light on the front of the modem is on, you will be able to make and receive calls. Test your phone is working by listening for a dial tone.



Connect your phones into green ports

Cordless Phone

Analogue Phone

Fax Phone

If you have a second phone plug this into the green **FXS2 port.**

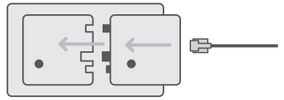
Please refer to your Product Summary email for more information on your phone line connection details.

If you have an IP Phone, please connect it to any available yellow port on the modem.

Troubleshooting

What if I have an older-style telephone wall socket?

If you have a telephone wall socket like the one pictured below, you'll need to purchase an adaptor to connect to your **nbn™** powered plan. These can be found at most hardware or electronics stores.



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

Plugging in the **nbn**™ Connection Device will temporarily disconnect 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.

No solid blue lights?

Check all cables are securely plugged into the **nbn**™ Connection Device and at the wall. If they are, and lights are still not blue after 15 minutes, try connecting the **nbn**™ Connection Device to a different telephone wall socket. If this still doesn't work, please contact us.

What do the lights on the **nbn**™ Connection Device mean?

Power Light – this will be solid blue when the **nbn**™ Connection Device is powered on.

Connection Light – this will be solid blue when the **nbn**™ Connection Device is powering the **nbn**™ access network equipment outside your home. If the light is red, contact us.

Broadband Light – this will be solid blue when the **nbn**™ Connection Device is communicating with the **nbn**™ access network.

Local Area Network (LAN) Light – this will be solid blue or amber when the **nbn**™ Connection Device and your gateway are connected, but will blink when information is being transferred between them (e.g. when you're browsing the internet).

What happens to the **nbn**™ Connection Device 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 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 on your **nbn**™ powered plan; 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**™ powered plan 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 before you install the **nbn**™ about alternative solutions to keep your service active during a power blackout.

Where should I put my **nbn**™ Connection Device?

Put your **nbn**™ Connection Device out of direct sunlight, in a cool, dry, ventilated area (not in a damp area such as a kitchen, laundry or under a window). Do not cover your **nbn**™ connection device. In some cases, you may need to use a double adaptor, extension cord or power board to reach your nearest power outlet. Avoid using an extended telephone cable in its place, as this can slow the speed of your connection.

Telstra Business Smart Modem™

Fixed connection online

Your **'INTERNET & WAN'** LED lights being solid **BLUE** means you're connected to your **FIXED CONNECTION** and good to go!

Your **'INTERNET & WAN'** LED lights FLASHING RED means you're connected to your backup mobile broadband

Phone LED

PHONE

Your **'PHONE'** LED light being solid **BLUE** means you're ready to make and receive calls calls on the **nbn**™ network

4GX USB Pro

Backup pathway connected

SIGNAL

Your **'SIGNAL'** light being **BLUE** means you're connected to your **BACKUP PATHWAY** and good to go! This will take 1 - 6 minutes.

Backup signal strength

Solid Blue
3G network available

Solid Cyan
4G network available

Solid Red
No network available

If you experience limited access please move the modem for stronger signal strength on backup pathway.

Having set-up issues?

Check the diagram and the steps in this guide to make sure your cables are plugged in correctly.

Try turning off the Telstra Business Smart Modem™ for at least 2 minutes before turning it back on again.

Need more help?

Please contact us on the phone number provided from our connection management team.

Numbers in other languages:

telstra.com.au/contact-us/multilingual-services

Please note: To configure your Telstra Business Smart Modem visit:
http://192.168.15.1
username: admin
password: telstra

To recycle your old modem:
recyclingnearyou.com.au/ewastescheme/

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

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RO number: 135361