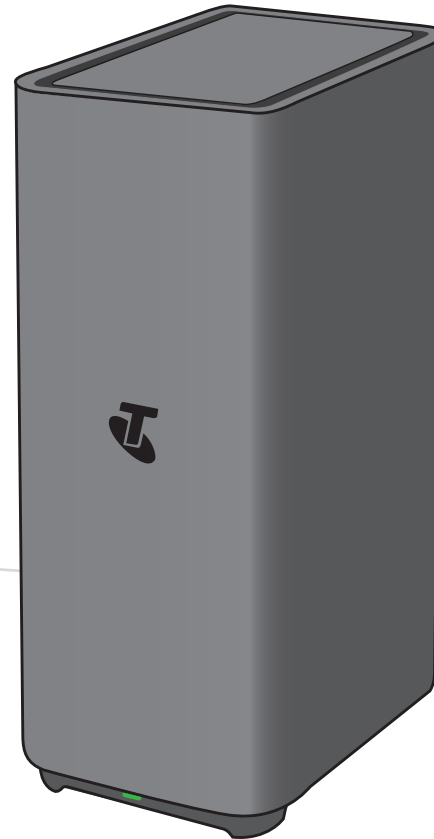# Getting started on the **nbn**™

An easy guide for connecting to the internet.

Guide 5

Suitable for connection type:
Fibre to the Node (FTTN) Transition
Fibre to the Building (FTTB) Transition

Please do not connect your new modem until you have received your nbn connection confirmation.

Early connection of this new modem may result in the loss of data and voice services which means you may not be able to make or receive phone calls (including calls to 000).

Please keep using your current modem until you receive your nbn connection confirmation.

Need Support?

Use our Get Help feature on the My Telstra App – available to download from App Store or Google Play.

Visit **telstra.com.au/support/category/broadband/nbn/how-to** for extra information on how to set up your self-install kit.
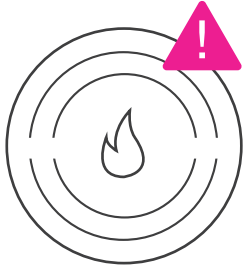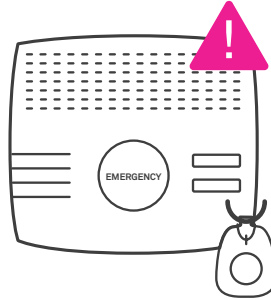
Available to download from

Contents

Do you have any of the following alarms?

If not, please continue to page 7.

Monitored
Fire Alarm

Medical
Alert Service

EMERGENCY

! IF YES, STOP!
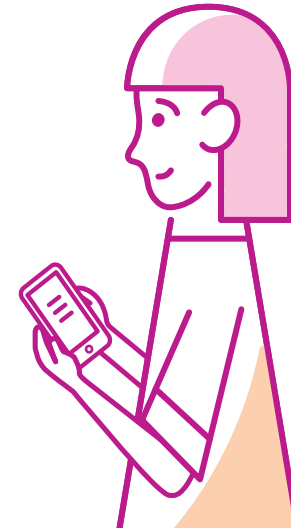
Contact your equipment providers to check that services you rely on like **medical, fire** and **security alarms** will work on the **nbn** network. Additional information is on page 18.

Back-to-Base
Security Alarm

Emergency
Lift Phone

Before you proceed with this step, please ensure you have received your nbn connection confirmation.

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.

Phone

Fax

Phone

Modem

ADSL Filter
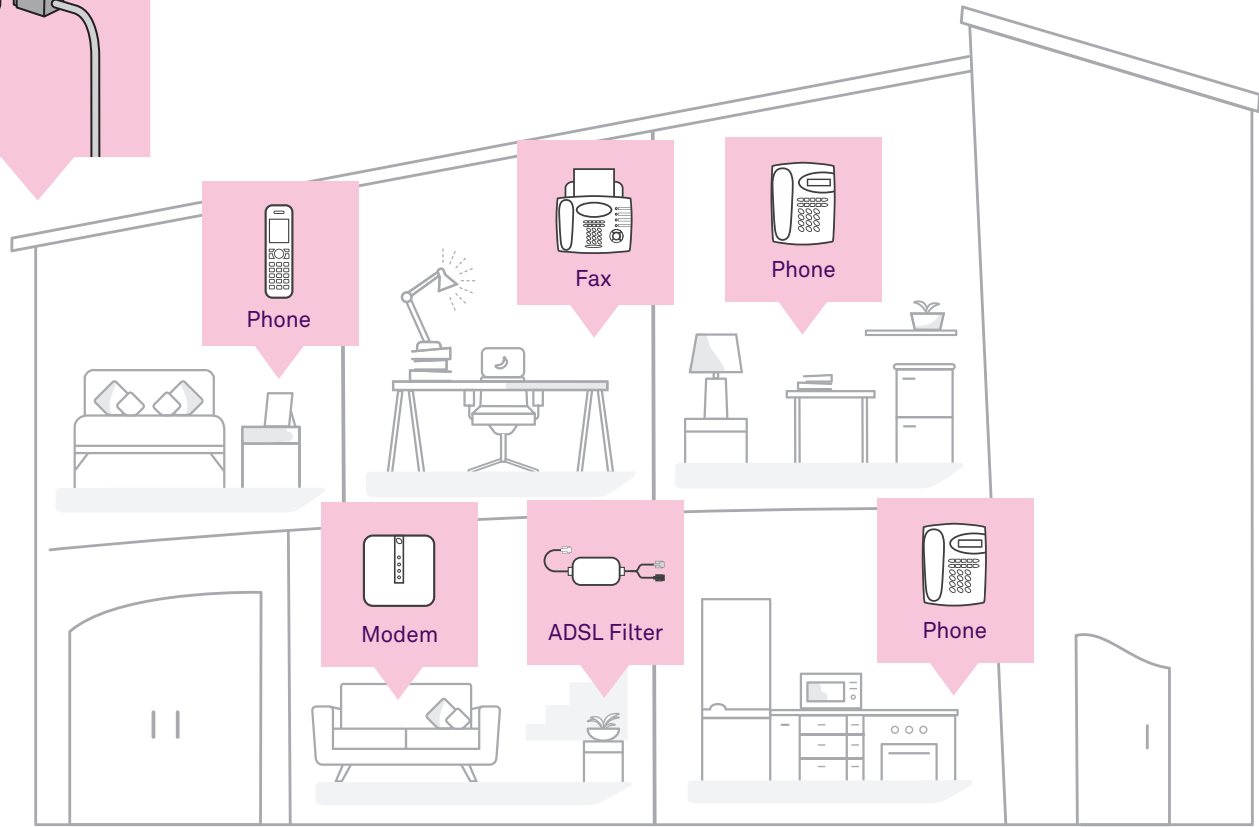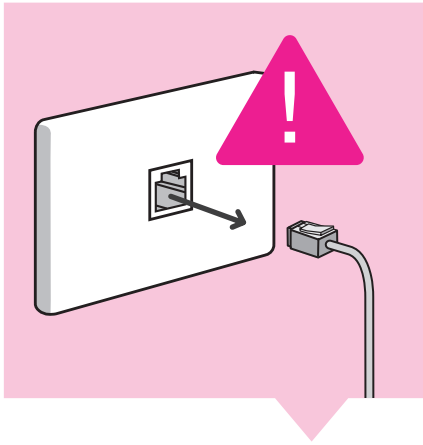
Phone

These are the parts you need

Telstra Smart
Modem™ 3

Power adaptor
(pre-connected to modem)

Telephone cable
with grey ends
(located in delivery box)

Wi-Fi fridge
magnet

Wi-Fi Name
Wi-Fi 1
Password
password12!

Set up steps

Follow steps 1 - 4 to get connected. On first use, your Telstra Smart Modem may automatically update its software. This will take up to 15 minutes to complete.
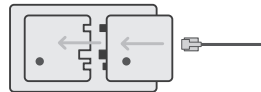
Got an older-style telephone wall socket?

You'll need to purchase an adaptor. These can be found at most hardware or electronics stores.

Please do not connect your new modem until you have received your nbn connection confirmation.
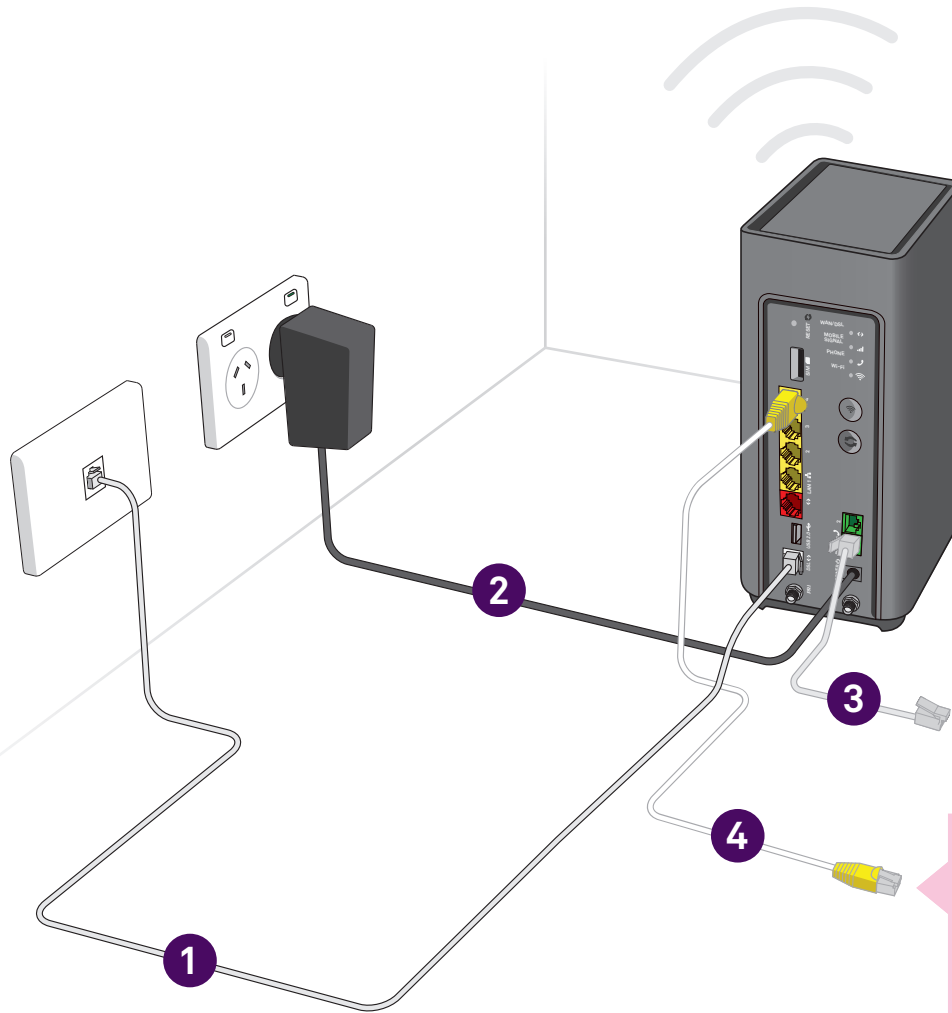
Once connected, the light will show **solid green** on the front of modem.
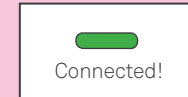
Connected!

Have a phone?
Connect it to the green socket via your existing phone cable.

Prefer a wired connection?
Have a computer or a wired home network? Connect using your own ethernet cable.

Connect your devices via Wi-Fi

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

Wi-Fi Name
Wi-Fi 1

Password
password12!

Wi-Fi 1
Wi-Fi 2
Wi-Fi 3

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

Change your Wi-Fi network and password.
Refer to page 18 for details.

Troubleshooting

Oh no! Something went wrong?

Here are 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.st/smartmodem**

Get support at **telstra.com/help**

Message us via the **My Telstra**™ app, available for download through Apple App Store and Google Play Store.

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: **telstra.com.au/climate/recycling**

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

Front Light Indicator*

Powered on booting up.

Connecting.

MOBILE BACKUP connection (Data + Voice calls).

nbn connection.

'Mobile Signal' strength indicator

MOBILE SIGNAL ○ ▫ıll

Indicator lights on the back of the modem

● Great   ● Good   ● Limited Access

*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.

FAQs

General **nbn** FAQs

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 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.

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 **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.

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://192.168.0.1**

The user name is **admin** and the **password** is the same as the Wi-Fi password found on your new fridge magnet (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.

Smart Wi-Fi Boosters connect wirelessly to your modem to boost your Wi-Fi signal. They're great for larger and non-standard homes.

Smart
Modem

Lounge room

Wi-Fi
Booster

Dining room
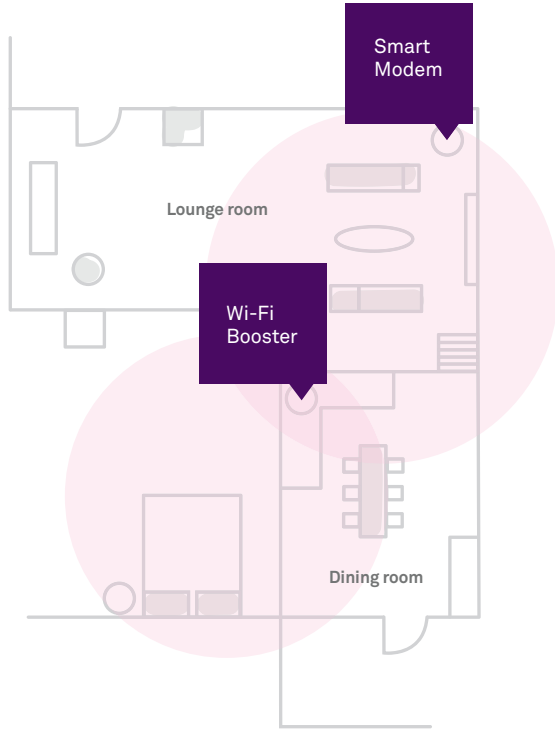
Not sure if you need a booster?

Use the My Telstra app to check your Wi-Fi performance in and around your home.

Where can I purchase a Smart Wi-Fi Booster?

Visit your local Telstra store.

Purchase online at **telstra.com.au/smartwifi**

Purchase in the My Telstra app.

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Guide 5

Suitable for connection type:
Fibre to the Node (FTTN) Transition
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RO 135583

ORIN CODE 100245794

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