Get started on the **nbn**™

An easy guide for connecting to the internet.

Guide 8

Suitable for connection type:
NBN HFC (Telstra Smart Modem™ + NTD)

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

Download on the App Store

GET IT ON Google Play

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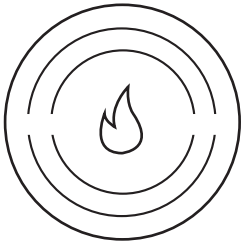
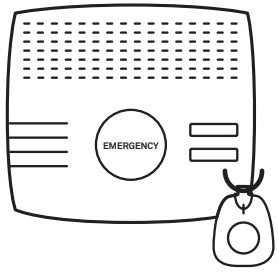
Do you have any of the following alarms?

If not, please continue to page 6.

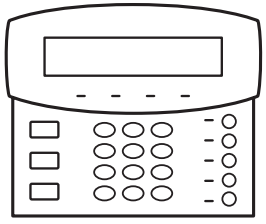
Monitored
Fire Alarm



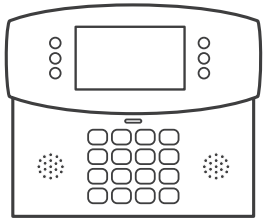
Medical
Alert Service



Back-to-Base
Security Alarm

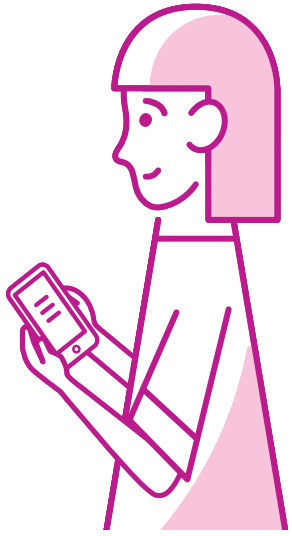


Emergency
Lift Phone



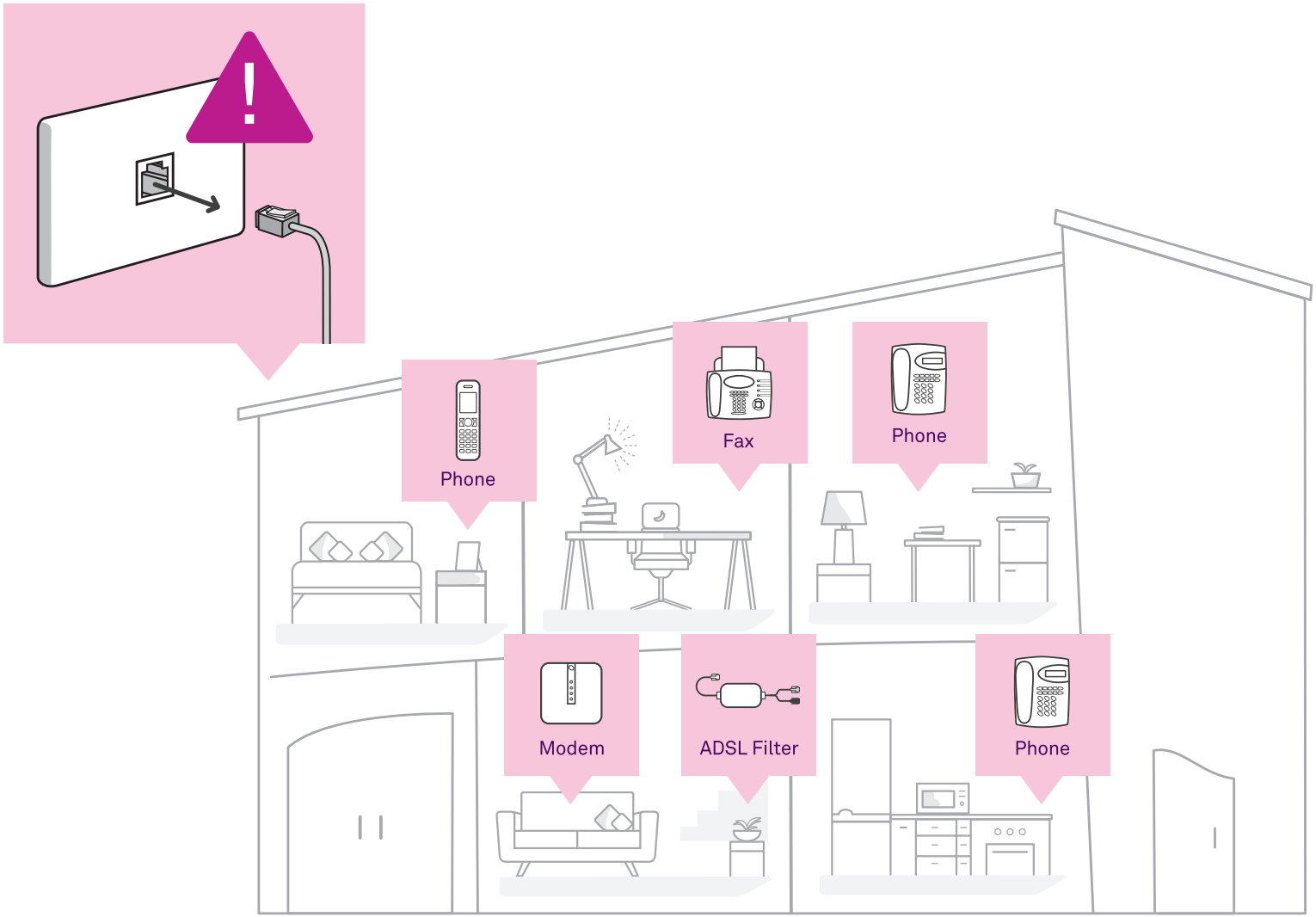
IF YES, STOP!

Contact your equipment provider(s) to check that services you rely on like **medical, fire** and **security alarms** will work on the **nbn** network. Additional information is on page 33.



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

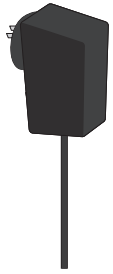
These are the parts you need.

If you placed your order in-store, and have been provided with your Telstra Smart Modem you can use it straight away. Connect your modem to the power and then follow the instructions on page 16 to connect using Wi-Fi or connect directly using the ethernet cable. Your Smart Modem will operate on the mobile network while you wait for delivery of the **nbn** Connection Box.

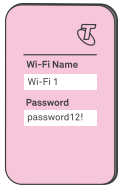
Once your **nbn** Connection Box is delivered, refer back to the instructions in this booklet to complete your new connection to the **nbn** network.

Telstra Smart Modem box.

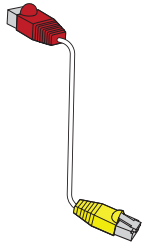
Telstra Smart Modem 3



Power adaptor (pre-connected to modem)



Wi-Fi fridge magnet

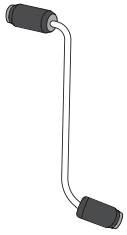


Cable with red and yellow ends (WAN) (located in delivery box)

nbn™ Connection Box.

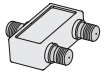
nbn™ Connection Box

Power adaptor

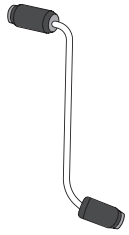


Coaxial cable

Only required if you have Foxtel or another **nbn**™ HFC service



Coaxial splitter



Coaxial cable

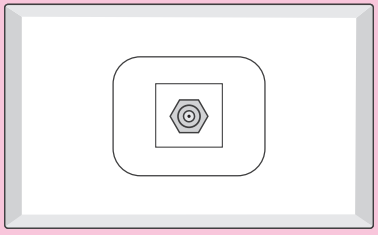
What's your current set up?

Locate your cable outlet to identify your existing set up and follow the steps to get started.

I have several cable wall outlets, which one should I use?
You should use the cable outlet which provides the most convenient location for your modem. Refer to page 33 for more information.

Set up my **nbn**™ Connection Box.

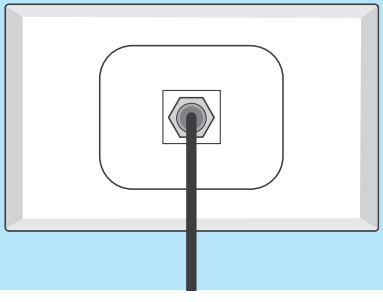
A cable wall outlet exists in my premises.



Page 12

Set up my **nbn**™ Connection Box through my Foxtel outlet.

My Foxtel box is already plugged in and currently in use.



Page 18

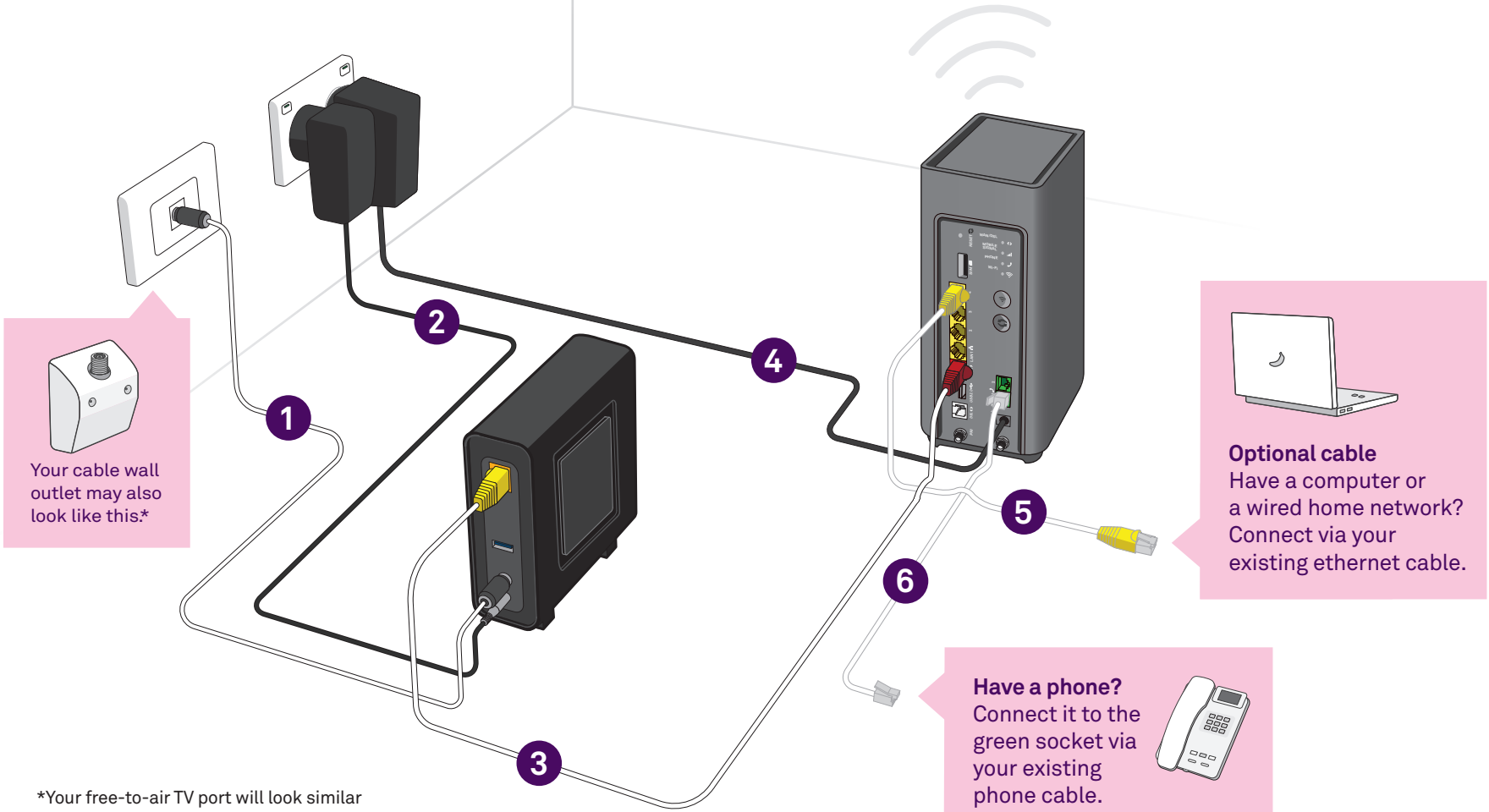
Set up my Smart Modem with my already installed **nbn**™ Connection Box.

My **nbn** Connection Box is already plugged in.

Page 24

Set up my **nbn**™ Connection Box.

If you have a voice service, you need to plug your phone into the green socket on the Telstra Smart Modem or your voice service will no longer work. It cannot remain connected to your wall socket once your new Telstra Smart Modem is connected to the **nbn**.



Your cable wall outlet may also look like this.*

Optional cable
Have a computer or a wired home network? Connect via your existing ethernet cable.

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

*Your free-to-air TV port will look similar to a cable wall outlet, so if you're having trouble, try another port.

Power up your modem and **nbn**™ Connection Box.

In the event that your **nbn** connection is unavailable, your Telstra Smart Modem will automatically switch to the mobile network and back to the **nbn** connection when the service is available again. Please refer to troubleshooting on pages 31 and 32 for further information.

Your **nbn** service is ready when you get 4 solid green lights.

This can take up to 10 mins.

Do not unplug during this process. If the lights don't go solid, try connecting to another socket.

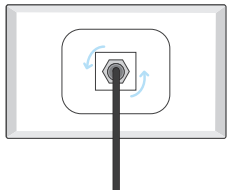
If connected, the light will show **solid green** on the front of the modem.

Connected!

Connect your devices via Wi-Fi.

Change your Wi-Fi network and password.
Refer to page 31 for details.

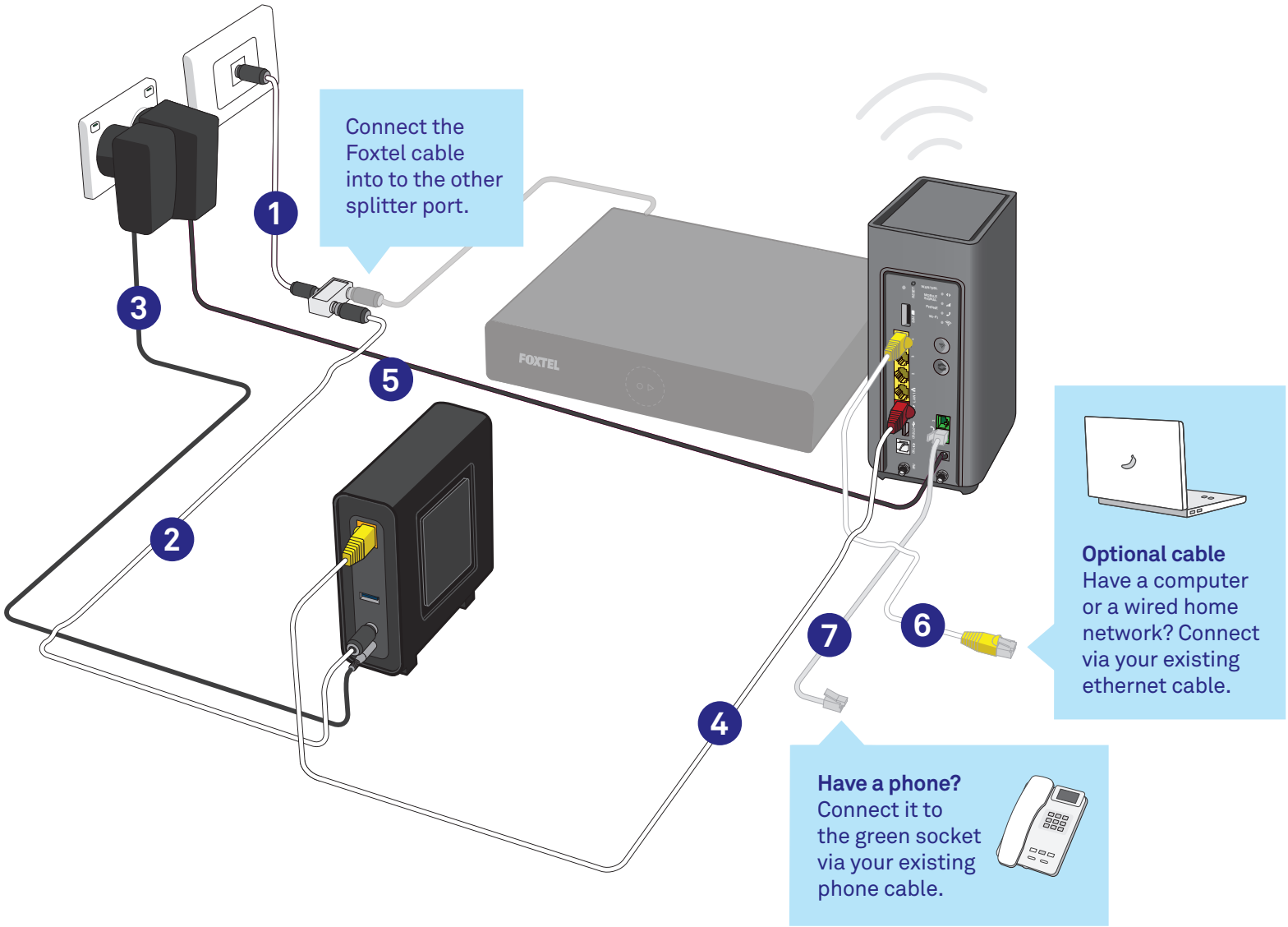
Set up my **nbn**™ Connection Box through my Foxtel outlet.



Follow the lead from your Foxtel set-top box to the wall. Unscrew the cable in an anti-clockwise direction. If it is hard to access the cable wall outlet, you can unscrew the cable at the back of the set-top box instead.

If cable is too tight, use an appropriately sized spanner to loosen the connection.

If you have a voice service, you need to plug your phone into the green socket on the Telstra Smart Modem or your voice service will no longer work. It cannot remain connected to your wall socket once your new Telstra Smart Modem is connected to the **nbn**.


Connect the Foxtel cable into to the other splitter port.
1
2
3
4
5
6
7
FOXTEL
Optional cable
Have a computer or a wired home network? Connect via your existing ethernet cable.
Have a phone?
Connect it to the green socket via your existing phone cable.

Power up your modem and **nbn**™ Connection Box.

In the event that your **nbn** connection is unavailable, your Telstra Smart Modem will automatically switch to the mobile network and back to the **nbn** connection when the service is available again. Please refer to troubleshooting on pages 31 and 32 for further information.

Your **nbn** service is ready when you get 4 solid green lights.

This can take up to 10 mins.

Do not unplug during this process. If the lights don't go solid, try connecting to another socket.

If connected, the light will show **solid green** on the front of the modem.

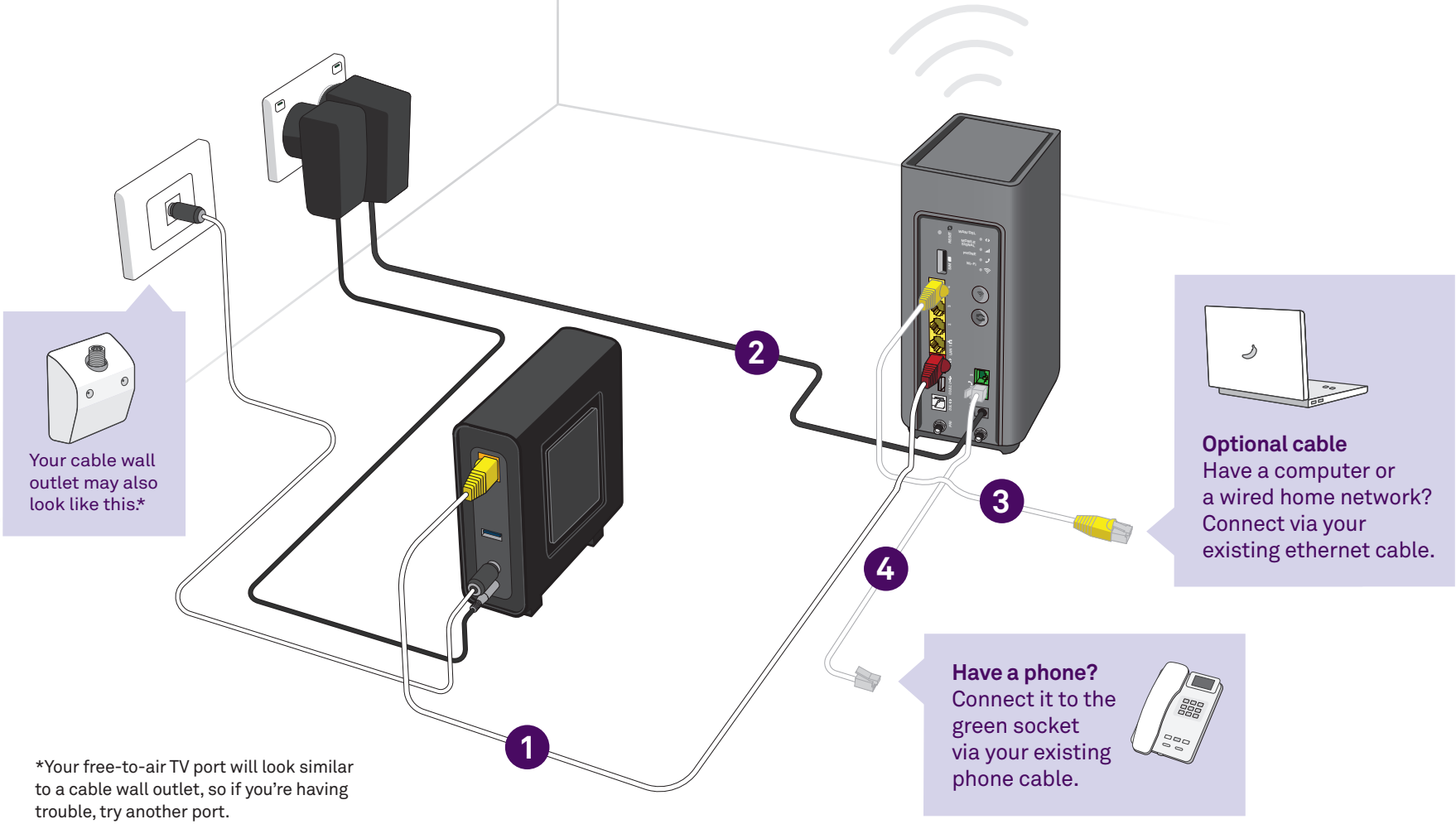
Connected!

Connect your devices via Wi-Fi.

Change your Wi-Fi network and password.
Refer to page 31 for details.

Set up my Smart Modem with my already installed **nbn**™ Connection Box.

If you have a voice service, you need to plug your phone into the green socket on the Telstra Smart Modem or your voice service will no longer work. It cannot remain connected to your wall socket once your new Telstra Smart Modem is connected to the **nbn**.



Your cable wall outlet may also look like this:*

Optional cable
Have a computer or a wired home network? Connect via your existing ethernet cable.

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

*Your free-to-air TV port will look similar to a cable wall outlet, so if you're having trouble, try another port.

Power up your modem and **nbn**™ Connection Box.

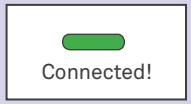
In the event that your **nbn** connection is unavailable, your Telstra Smart Modem will automatically switch to the mobile network and back to the **nbn** connection when the service is available again. Please refer to troubleshooting on pages 31 and 32 for further information.

Your **nbn** service is ready when you get 4 solid green lights.

This can take up to 10 mins.

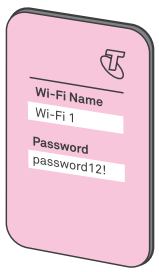
Do not unplug during this process. If the lights don't go solid, try connecting to another socket.

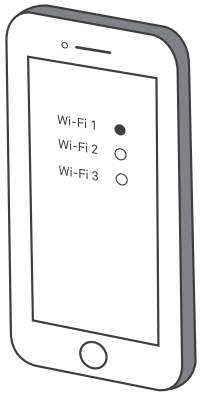
If connected, the light will show **solid green** on the front of the modem.

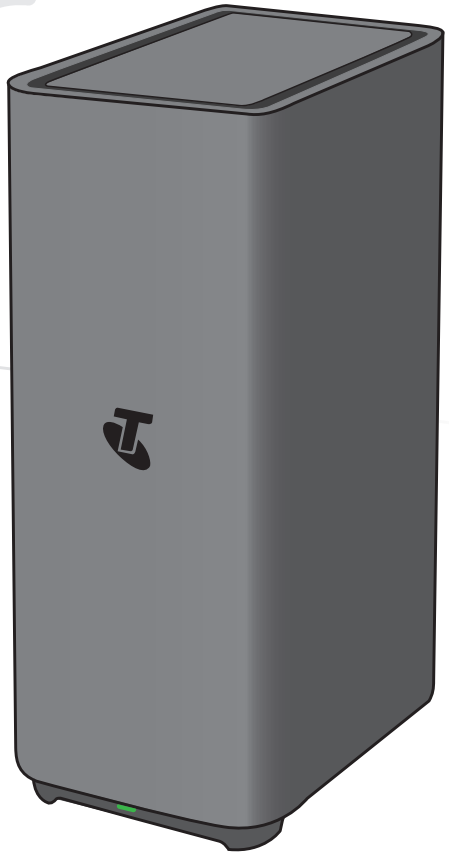


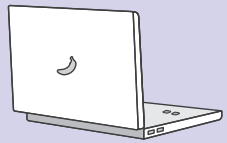
Connect your devices via Wi-Fi.

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









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

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**

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.

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

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.

What do the lights mean on the **nbn™ 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.

Front Light Indicator

- **Power**
  Indicates 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 cable connecting.

If any of the lights on the **nbn**™ Connection Box are flashing and not solid, check all cables are securely connected to 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 call **133 933**.

FAQs

I have several cable wall outlets, which one should I use?

You should use the cable outlet which provides the most convenient location for your modem.

Things to consider include:

- Which spot provides the best Wi-Fi coverage around your home? Once set up, use My Telstra app to help optimise your Wi-Fi performance.
- Whether you want to connect devices using an Ethernet Cable.
- Whether you have a home office and would like to connect your computers and other devices directly to the Telstra Smart Modem.

I've finished setting up, the lights on the **nbn**™ Connection Box are green and solid but the light on the Telstra Smart Modem is blue.

Double check each end of the cable between the two devices to make sure it's firmly connected to the yellow port.

Try switching both devices off and switching them on again in the following order. Switch on the **nbn**™ Connection Box and when the lights are green and solid, switch on the Telstra Smart Modem.

If the light on the front of the Telstra Smart Modem remains blue, please call us for help on **1800 834 273**.

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.

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 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 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**

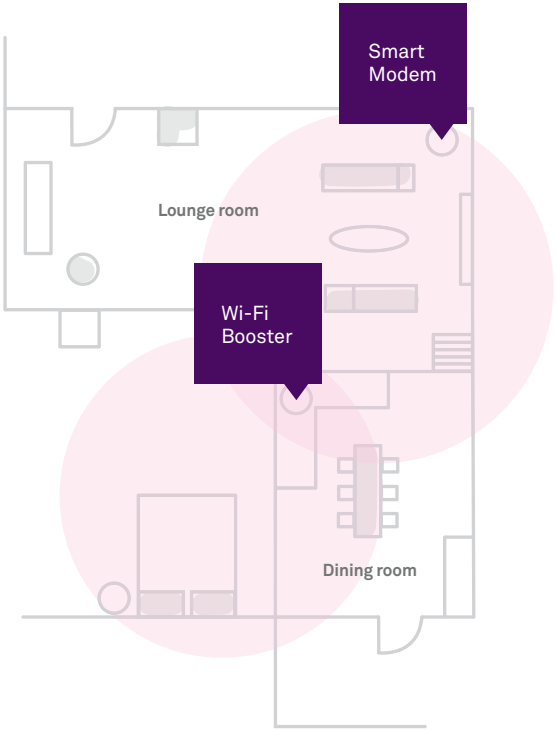
Will my devices work during a power blackout?

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.

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.



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 8

Suitable for connection type:
NBN HFC (Telstra Smart Modem + NTD)

RO 135584

ORIN CODE 100245795