IN THIS GUIDE YOU WILL LEARN HOW TO CONNECT TO THE NBN IN NO TIME
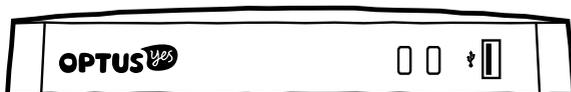
THE INCREDIBLY EASY GUIDE TO INSTALLING YOUR NBN WiFi MODEM

OPTUS *yes*

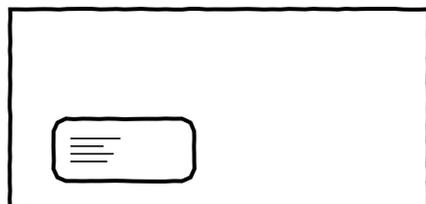# MAKE SURE YOU HAVE THESE BITS AND BOBS HANDY

NBN WIFI MODEM

Heads-up: This modem will replace your existing modem (if you have one).
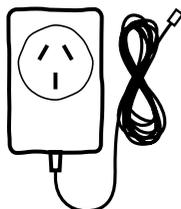
WIFI INFORMATION CARD

YOU'LL NEED THIS TO GET YOUR WIFI GOING

WIFI NETWORK NAME

PASSWORD
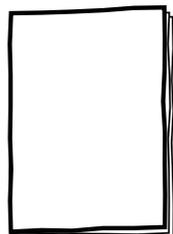
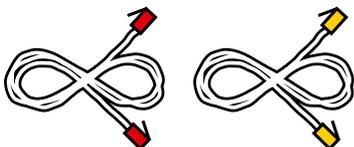## YOUR OPTUS WELCOME LETTER

POWER ADAPTER

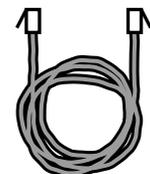## INSTALLATION GUIDE
(The thing you're reading)

ETHERNET CABLE × 2
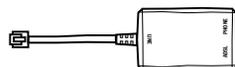(You'll only need the yellow one if you want to hook up your computer directly)

PHONE CABLE
(Again, only if you're connecting your home phone)

ADSL2+ LINE FILTER
(AKA bit you won't need if you have access to the NBN)

IMPORTANT INFORMATION FOR NBN CUSTOMERS: Equipment supplied requires mains power which may not be suitable if you have a serious illness or condition, require disability services, have a back to base alarm, or require an uninterrupted telephone line, in which case, please give us a shout to discuss other options.

ON YOUR MARKS, GET SET...

**DON'T JUMP THE GUN!
YOU NEED TO READ THIS BEFORE STARTING YOUR INSTALL.**

→ ### HAS NBN FINISHED THE JOB?

In most cases, NBN will activate your Connection Box during installation. However, sometimes it takes a little longer, so it's a good idea to ask your NBN technician to confirm the status before they leave.

If you attempt your Self Install before the Connection Box is active, the lights on your Optus WiFi Modem won't flash (as described in Step 1, Part 4). If this is the case, just leave your modem connected. Once the Connection Box is activated, your modem will complete Step 1 automatically. When the modem lights have come on you can march on to Step 2.

If your NBN Connection Box has been inactive for more than three hours, give us a call on **1300 300 427** to check the status.

→ ### TRANSFERRING PHONE NUMBERS

If you are transferring your phone number to Optus from another carrier, it may take a day or two to complete if you started your self install outside the standard hours of 8.30am–4.45pm, Monday to Friday AEST.

You will be able to make calls once your modem is activated, however, you won't be able to receive calls to this number until the transfer is complete.

So to avoid any interruption, we recommend you stick to stardard hours. Otherwise, we'll flick you an SMS to let you know when it's back on deck.
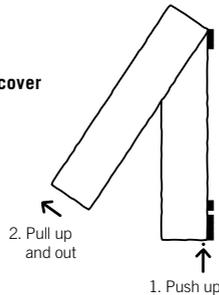
...GO!

PLUG IN YOUR MODEM

1

You'll need access to the **NBN Connection Box** and your **Optus Welcome Letter** (it tells you which ports on the NBN Connection Box to use) to complete this step.
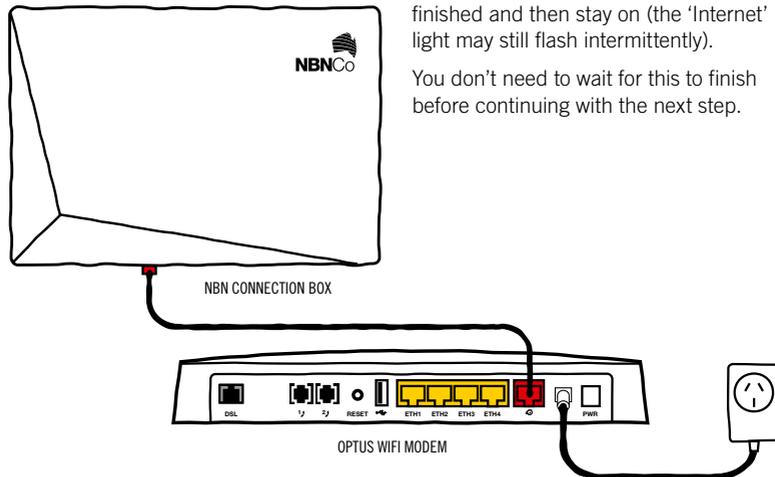
To remove the cover from your NBN Connection Box, press the two clips at the base upward. Pull the base of the cover out (away from the wall), then up, and remove it completely.

**Figure 1.
Removing the cover**

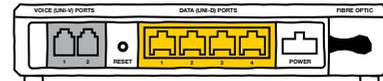2. Pull up
   and out

1. Push up

2

Time for some colour matching. Grab the Ethernet cable with **red connectors** and plug one end into the red port on your modem – it's the one that says 'Fibre'.

Plug the other end of the Ethernet cable with red connectors into the **Uni-D Port** on the underside of the NBN Connection Box (your Welcome Letter tells you which one it is). If you don't have your letter handy, try the first available port.

**Figure 2.
Finding the ports**

VOICE (UNI-V) PORTS   DATA (UNI-D) PORTS   FIBRE OPTIC

RESET   POWER

This is what the underside of the NBN Connection Box looks like. Plug the cable into the port that your Welcome Letter directs you to.

3

Plug the Power Adapter into a power point and the other end into your modem. Switch both on.

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NBN CONNECTION BOX

DSL   RESET   ETH1 ETH2 ETH3 ETH4   PWR

OPTUS WIFI MODEM

4

Heads up: The modem will start its special synchronisation sequence, which can take up to 15 minutes.

Don't panic, the lights will flash until it's finished and then stay on (the 'Internet' light may still flash intermittently).

You don't need to wait for this to finish before continuing with the next step.

PLUG IN YOUR PHONE (IF YOU HAVE ONE)

IF YOU DON'T HAVE A HOME PHONE, SKIP TO STEP 3 ON THE NEXT PAGE.

1

If you already have a home phone, unplug it from the existing wall socket and into the back of your modem (you won't need to use the wall socket any more).

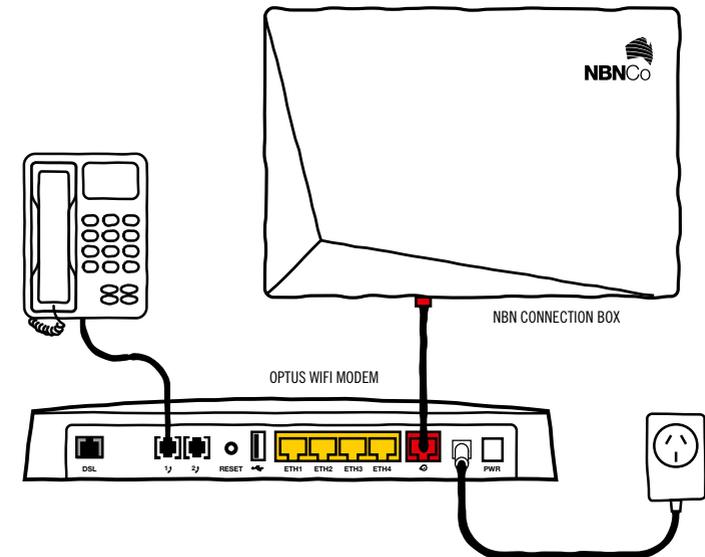If you don't, you can use the cable we've provided to connect it.

2

If your phone's cordless, plug it into a power point and turn it on.

3

Let's test it out. Pick up the handset – got dial tone? If you do, you're all set up!

If you don't, check that the phone light is on and not blinking. If it's not, wait a few minutes and try again. If after 15 minutes the light isn't on and you still can't get a dial tone, something's not quite right. Give us a call from your mobile on **1300 300 427.**

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NBN CONNECTION BOX

OPTUS WIFI MODEM

DSL   RESET   ETH1 ETH2 ETH3 ETH4   PWR
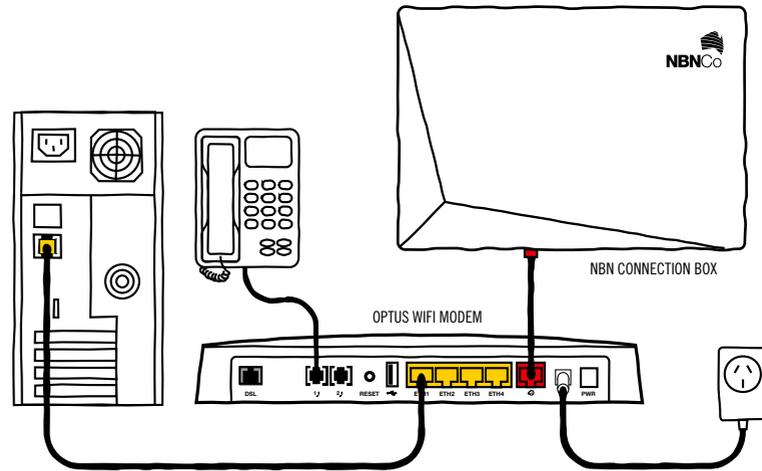
Heads up: If you're porting your number to Optus, it may take a day or two to complete if you started the port outside of 8.30am–4.45pm, Monday to Friday AEST. You will be able to make calls once the modem has been activated, however, you won't be able to receive calls on this number until the port is complete. We'll flick you an SMS to let you know when it's back on deck.

CONNECT TO YOUR SHINY NEW MODEM

USING CABLES? (RECOMMENDED)

To use your connection to its full potential, you should connect using Ethernet.

Grab the Ethernet cable with **yellow connectors.** Connect one end of the cable to the yellow Ethernet Port on your shiny new modem and the other to the back of your computer.

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NBN CONNECTION BOX

OPTUS WIFI MODEM

DSL   RESET   ETH1 ETH2 ETH3 ETH4   PWR

PREFER WIFI?

Just so you know, WiFi is a slower technology than NBN using Ethernet cables, so choosing WiFi might mean you're not using your connection to its full potential. But if you want to connect wirelessly, here's how!

1

Locate the WiFi settings on your computer or other device. These will vary depending on the gadget you're connecting to. Give us a shout if you're having trouble finding them.

2

Enter the WiFi Network Name (SSID) or select it from the list of available networks, then enter the Password that's on your WiFi card.

YOU'LL NEED THIS TO GET YOUR WIFI GOING
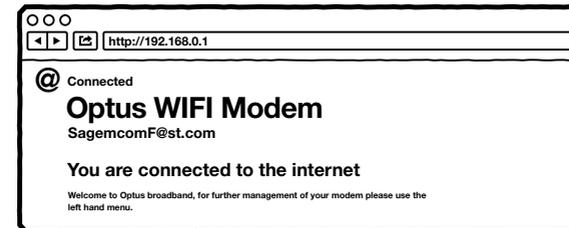
WIFI NETWORK NAME

PASSWORD

OPTUS yes

Heads-up: If you choose to customise these settings, your details will be different to what is printed on your WiFi card. A factory reset will reverse any settings you've customised, eg. it will change back to the WiFi Network Name and Password printed on the WiFi card we sent you.

START 'ER UP!

1

Open up a web browser on your computer or mobile device, type **192.168.0.1** in the Address Bar, then hit Go.

You should see the screen below. If you don't see this screen, make sure all the plugs and cables are connected properly. Turn your modem off and on. If you're still having problems, give us a call on **1300 300 427.**

http://192.168.0.1

@ Connected

Optus WIFI Modem
SagemcomF@st.com

You are connected to the internet

Welcome to Optus broadband, for further management of your modem please use the left hand menu.

2

Now you can go to your favourite website and start enjoying your NBN connection. Happy Surfing!

3

IT'S EASY BEING GREEN

If you've finished installing your Optus NBN Broadband, you probably don't need your old modem any more.

We have over 10,000 people who work with us at Optus and we understand that individually and as a group we can make a positive difference to the environment.

And we'd like to help you make one too.

The Australian Government has introduced a national, industry funded, recycling scheme for televisions and computers, with hundreds of recycling drop off points around Australia.

Go to **recyclingnearyou.com.au/ewastescheme** to find one close to you and get rid of your old modem and computer equipment responsibly.

Now, doesn't that feel good!

WE HAVE FAITH YOU'VE CARRIED OUT YOUR TASK SPLENDIDLY

BUT IN CASE YOU NEED A LITTLE HELP,
HAVE FORGOTTEN YOUR PASSWORD
OR JUST WANT TO FIND OUT MORE,
CALL OUR TECHNICAL SUPPORT
TEAM ON 1300 300 427 OR GO TO
OPTUS.COM.AU/HELPME