

IN THIS GUIDE YOU WILL LEARN HOW TO GET CONNECTED IN NO TIME

THE INCREDIBLY EASY GUIDE
TO INSTALLING YOUR CABLE
BROADBAND CONNECTION

OPTUS^{yes}

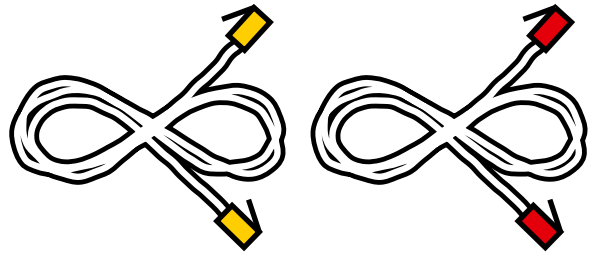
MAKE SURE YOU HAVE THESE BITS & BOBS HANDY

CG3000 V2 WiFi CABLE MODEM



ETHERNET CABLE × 2

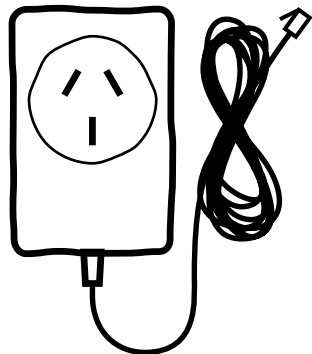
(We've included a spare - the red one. Keep it handy - you never know when you'll need it)



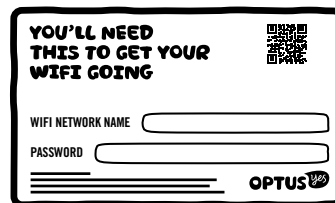
SPANNER



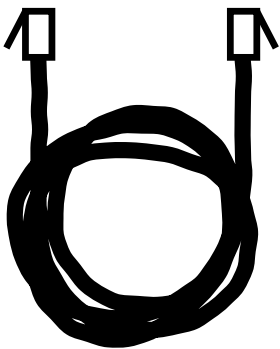
POWER ADAPTOR



WIRELESS INFORMATION CARD

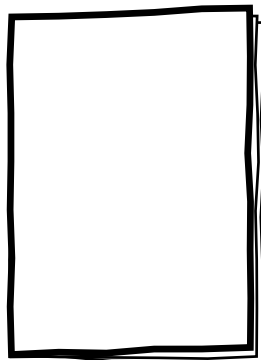


TELEPHONE CABLE



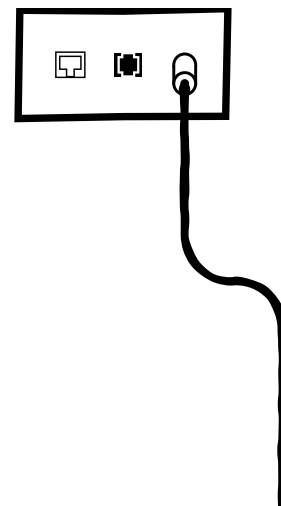
INSTALLATION GUIDE

(The thing you're holding)



COAXIAL CABLE

(You'll find this sticking out your wall)
Image indicative only



STEP 1

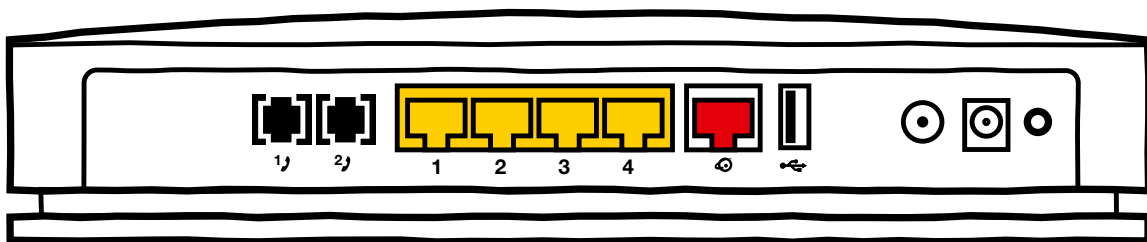
SAY BYE BYE TO YOUR OLD MODEM

If you don't have an existing modem, skip to step 2 on the next page.

1. Here we go! Shut down your computer and the hardware connected to it. Unplug the Power Cord.
2. Turn your modem around so you can get a good look at the rear sockets. It should look similar to the drawing below.
3. Unplug the Power Cable, USB/Ethernet Cable and Telephone Cable (if applicable).
4. Remove the Coaxial Cable (the cable sticking out of your wall) with the handy little spanner provided.

Depending on the model of your modem, the ports may differ slightly than pictured below.

AND HELLO TO YOUR NEW MODEM



↑
Telephone port

↑
Ethernet port

↑
WAN port
(you'll need this later)

↑
Coaxial connection

↑
Power supply

STEP 2

CONNECT YOUR SHINY NEW MODEM

1

Attach the Coaxial Cable with the spanner. Don't be shy – make it nice and tight.

2

Plug the Power Adaptor into a power point, then into the modem. Turn the power on.

3

Heads-up: the modem will start its whizz-bang synchronization sequence, which can take up to 30 minutes to complete – so don't panic the lights will flash.

4

Connect the yellow Ethernet Cable and Telephone Cable (if applicable) into the rear panel of your new Cable Modem.

5

Plug your computer and all connected hardware devices back into the wall and turn on the power.

6

Turn your computer back on.

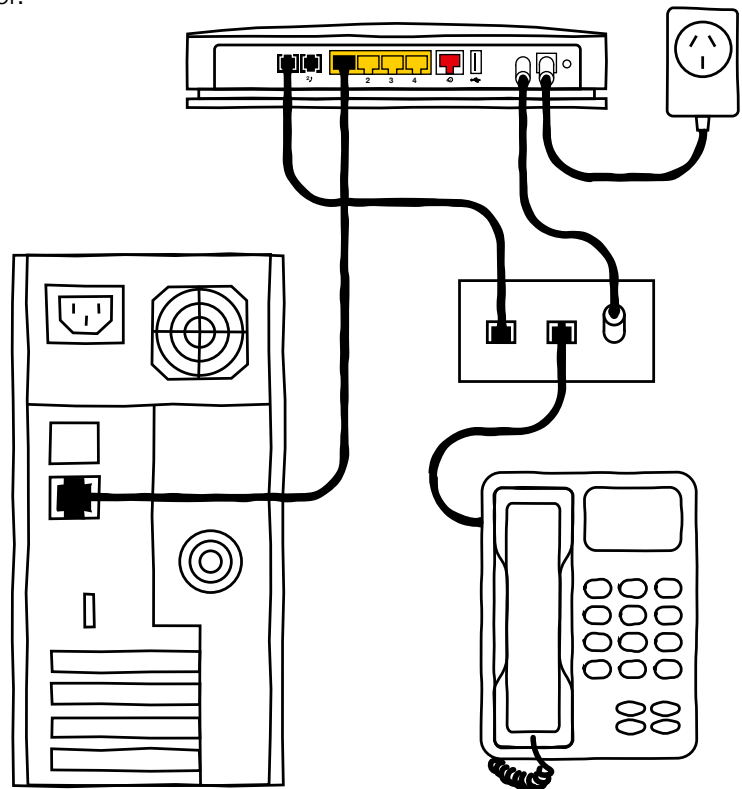


Image indicative only

Heads-up: chuck the spare Ethernet Cable (the red one) in a drawer with all your other techy bits and pieces. It'll come in handy for connecting other devices in the future (for instance, an NBN Gateway).

STEP 3

START 'ER UP!

1. Open up your web browser and head to **newmodem.optusnet.com.au**
2. Log in with your OptusNet username and password. If you can't find these details, give us a shout on **1300 300 693**
3. Follow the prompts to activate your new modem.

Login to Optus Member Services

Already registered? Log in below.

Username:

Password:

New to Member Services? Register now

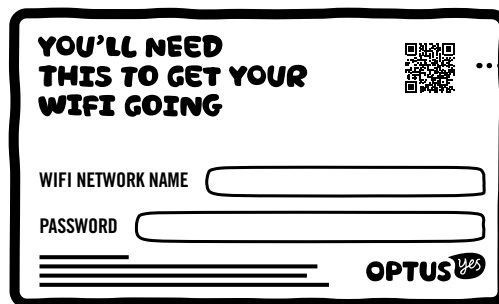
Forgotten your password?

If you have forgotten your username or password please contact Optus Customer Care who will be able to assist you. See the Contact Us page for more information.

Note: the username you need is your OptusNet email, ie. johncitizen@optusnet.com.au Don't be confused with your WiFi Network Name (SSID) and Password also supplied with your modem.

STEP 4


GET THE WiFi GOING



**YOU'LL NEED
THIS TO GET YOUR
WiFi GOING**

WIFI NETWORK NAME

PASSWORD

OPTUS 

Don't want to type this Password into your Smartphone? Use the Netgear Genie app to scan this box (QR code) on your WiFi card. Go to netgear.com.au/genie to download the app.

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) and Password that's on your WiFi card and voila, you're good to go!

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 reset these settings back to what is printed on the card so don't lose them.

I NEED HELP!

GOT ANY ISSUES, PROBLEMS OR HEAD-SCRATCHERS?

Q. If I don't have a landline phone with Optus, can I still use this WiFi Cable Modem to make and receive phone calls with another provider?

A. Unfortunately no. But give us a bell on **1300 300 693** or visit your nearest Optus Store and we'll help you get hooked up.

Q. What should I do if I'm having trouble connecting?

A. Like any IT guru will tell you, first try restarting your modem by switching off the power on the back, wait 10 seconds, then turn it back on again. Give it a few minutes to restart and reset your connection.

Q. What if I can't make or receive calls?

A. First, try restarting your modem by switching off the power on the back, wait 10 seconds, then turn it back on again. Give it a few minutes to restart and reset your connection.

Q. I've just received my shiny new modem. Do I need to call Optus first?

A. No. Just read the instructions and everything should be sweet.

Q. I've forgotten my WiFi password. What do I do?

A. Don't panic! The default WiFi Network Name (SSID) and Password can be found on the Wireless Information Card in the box. It's also on the bottom of the modem. If you've changed this, you can reset it to default by factory resetting your modem. To do this, press the Factory Reset Button on the back for 7 seconds and wait for the modem to reboot.

Q. I've forgotten the firmware password. What do I do?

A. The firmware can be accessed at <http://192.168.0.1>. The default username is 'admin' and password is 'password'. If these don't work, factory reset the modem by holding the Factory Reset Button on the back for 7 seconds and wait for the modem to reboot.

Q. I need further help configuring the modem, for example with advanced WiFi features.

A. Tech-head huh? Download the full modem user guide at optus.com.au/helpme

**EVERYTHING
YOU'VE DONE
SO FAR HAS
LED TO THIS
MOMENT**

**WE HAVE FAITH THAT YOU CARRIED OUT
YOUR TASK SPLENDIDLY.**

**BUT, IN CASE YOU NEED A LITTLE
HELP, PLEASE CONTACT OUR CABLE
TECHNICAL SUPPORT ON 1300 300 693
OR VISIT OPTUS.COM.AU/HELPME**

Important info for Cable 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.