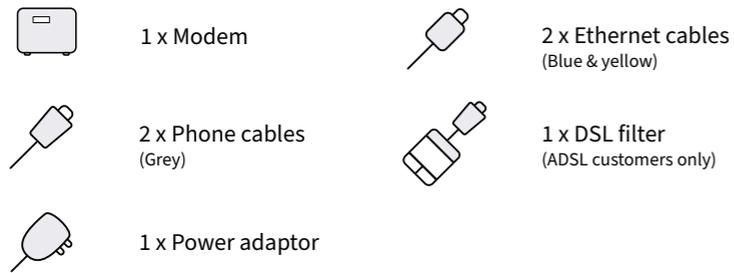


Set-up guide

Box contents



Before you start

If you are switching to nbn™, wait until you receive an sms from us to let you know your nbn™ is live. Once you receive the sms you are ready to begin set up.

If you are already connected to the nbn™, you can begin set up following the below instructions.

1. Connect the modem

a.

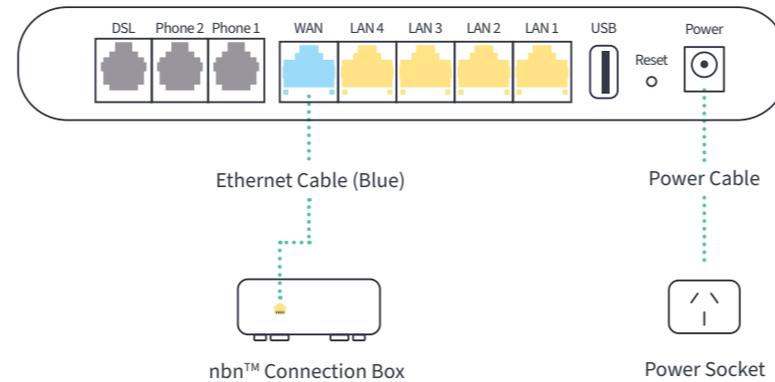
Look for the coloured sticker on the box. Plug in the cables as per the set up instructions that match your sticker.

b.

Turn on your modem and wait for the modem lights to turn on.

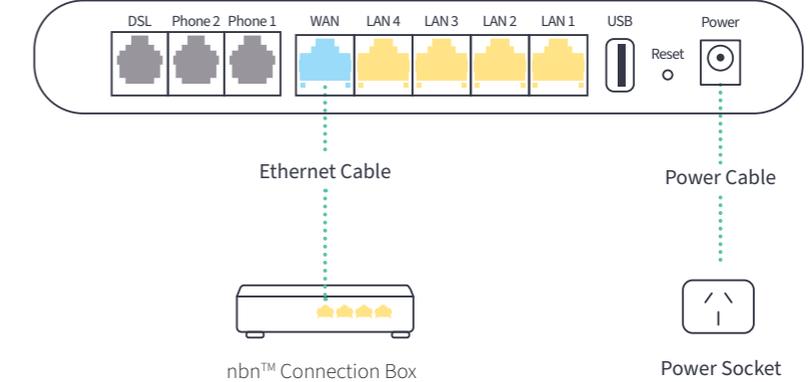
Set-up instructions

Hybrid Fibre Coaxial (HFC) or Fibre to the Curb (FTTC)*

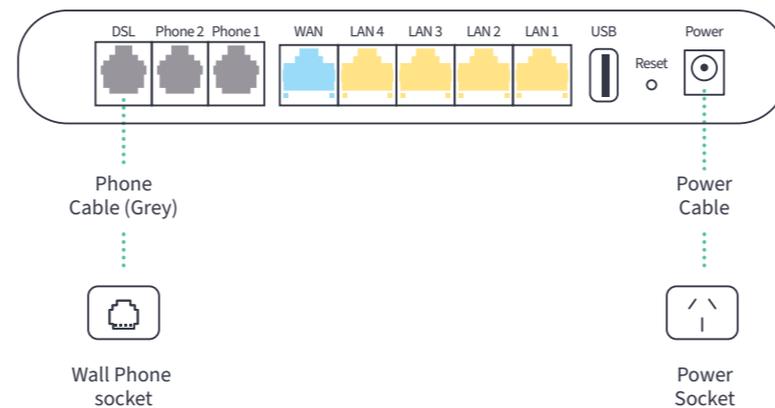


*See FTTC or HFC guide that came with your package.

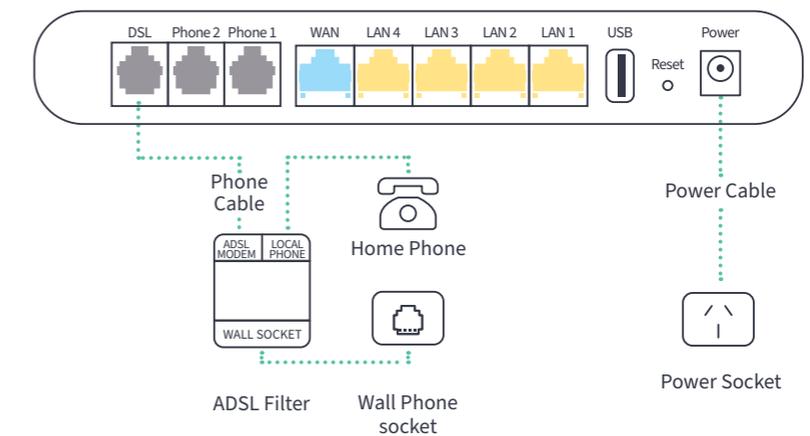
Fibre to the Premise (FTTP) or Fixed Wireless (FW)



Fibre to the Node (FTTN) or Fibre to the Building (FTTB)

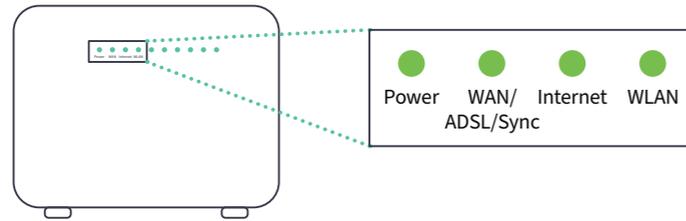


ADSL



2. Wait for the green lights

The lights should be on.



3. Connect your device

Wi-Fi

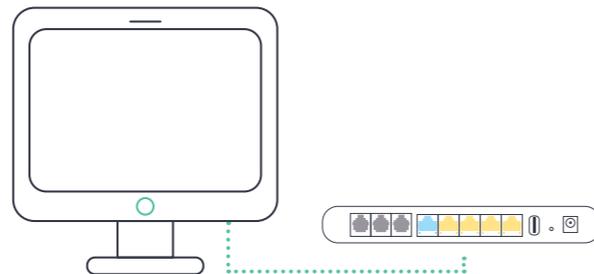
Find the Wi-Fi Name and Wi-Fi Password printed on the sticker on the bottom of the modem.

To connect, choose the Wi-Fi Name on your device, then type in the Wi-Fi Password when prompted. Be careful, the password is case sensitive.



Cable

To connect to a device, like a laptop or computer, plug the supplied ethernet cable into one of the yellow LAN ports on the back of the modem.



4. Phone set-up

If you have selected an nbn™ home phone, your phone will not work with the standard phone socket. Instead, it will now work via the internet - it's called VoIP (Voice over Internet Protocol). The good thing is you keep your phone number.

You will receive an SMS from us letting you know when your phone service is active, just follow the easy steps below:

a.

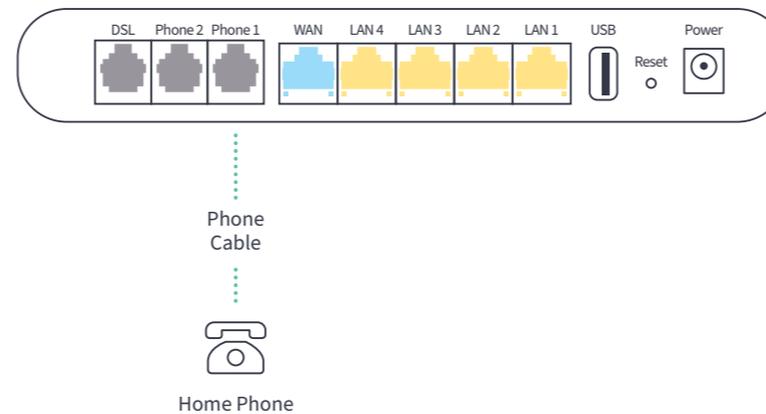
Check the diagram and make sure the phone cable is plugged into the phone port

b.

Switch the modem off

c.

Switch the modem back on. Once you see the green lights, you are ready!



Having problems?

Your internet isn't working

Make sure that all the cables are connected properly, then turn the modem off and back on again. Wait for the green lights, then type in your favourite website to make sure the connection works.

Your Wi-Fi isn't working

Turn the modem off and back on again. Try to connect again and make sure that you're using the right password printed on the bottom of the modem. The password is case sensitive.

Talk to us

Refer to your modem packaging for contact options.