CONNECTING TO THE INTERNET THE EASY WAY

YOUR GUIDE TO CONNECTING OPTUS NBN CABLE

optus yes

IMPORTANT THINGS TO KNOW

! READ THIS BEFORE STARTING YOUR SELF-INSTALL

HAS NBN™ FINISHED THE JOB?

In most cases nbn™ will enable your connection during installation, however sometimes it will take a little longer. It's a good idea to confirm with your nbn™ technician where their equipment is installed and its' status before they leave.

nbn™ may install their equipment in a variety of ways and locations, usually using your existing Cable wall plates (if you have them), but not necessarily.

To complete your self-install, you need to know where the nbn™ Connection Box is and have access to it. **Make sure you get this information from the nbn™ technician before they leave.** You cannot self-install without it. The connection also needs to be enabled by nbn™ before you begin otherwise your Optus services won't work.

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 AEDT/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 completed.

So to avoid any interruption, we recommend you stay within standard hours. Otherwise, we'll send you an SMS to let you know when it's back on deck.

KEEP TRACK OF YOUR SELF-INSTALL ONLINE

Did you know you can track your self-install progress in real time? If you receive an order confirmation email from us, simply enter the order number that's in it at **optus.com.au/trackmyorder**

Once logged in you'll be able to see when:

- You've successfully connected your modem to the network and that your self-installation is underway
- Your broadband has been set up
- Your home phone has been set up
- Your phone number's transfer has been requested, and confirmation of when it's complete (if you've moved to Optus).
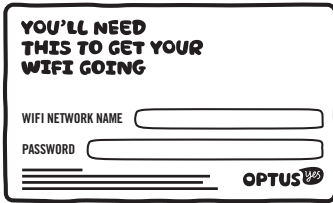- You've successfully self-installed and are ready to start surfing the net!

LET'S GET STARTED
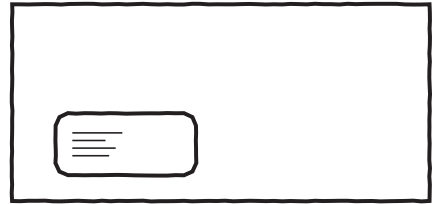
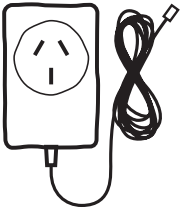# MAKE SURE YOU HAVE THESE THINGS READY

Optus WIFI MODEM

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)

CONNECTING TO THE INTERNET THE EASY WAY

ETHERNET CABLE × 2

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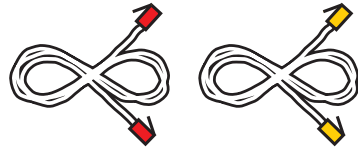
PHONE CABLE

(A spare phone cable in case you need it later down the track)

! **To use your existing sockets to plug in a phone or fax you need to arrange a registered cabler.** All cabling work (including connecting security alarms) must be performed by (or under supervision of) a registered cabler. You cannot do this yourself.

Call Optus and we can arrange a technician for you (fee involved) or you can arrange your own.

Important information: 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. If this is the case, please call us to discuss other options.

STEP 1 PLUG IN YOUR MODEM

1 Firstly make sure you have access to your nbn™ Connection Box (figure below). If you have had Cable Services previously connected your nbn™ technician will most likely connect the Connection Box through an existing cable wall plate using a 2-Way Splitter. Alternatively, or if you haven't had HFC service before, a new cable wall plate may be installed.
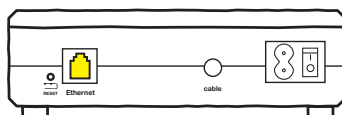
Figure 1. nbn™ Connection Box
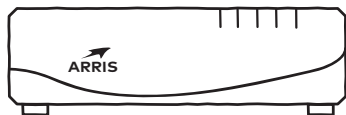
Heads up: Check with the technician where the nbn™ equipment is located before they leave.

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

2 Next, take 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 Ethernet port on the nbn™ Connection Box. It's the yellow port on the back.

Figure 2. Finding the Connection Box Port

This is what the rear side of the nbn™ Connection Box looks like. Plug the cable with red connectors into the yellow Ethernet port.

4 **Heads Up:** The modem will start is synchronisation sequence, which can take up to 15 minutes. During this time, 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.

nbn™ may have installed a 2-Way Splitter

Possible existing service (such as Cable TV)

nbn™ Wall Plate
This may be one of your existing cable wall plates. nbn™ may have connected the Connection Box via a 2-Way Splitter as shown here (but not necessarily).
If you have a Splitter, you might be sharing the connection with an existing service such as cable TV.

nbn™ Connection Box
(Arris Ultra-High Speed Modem)
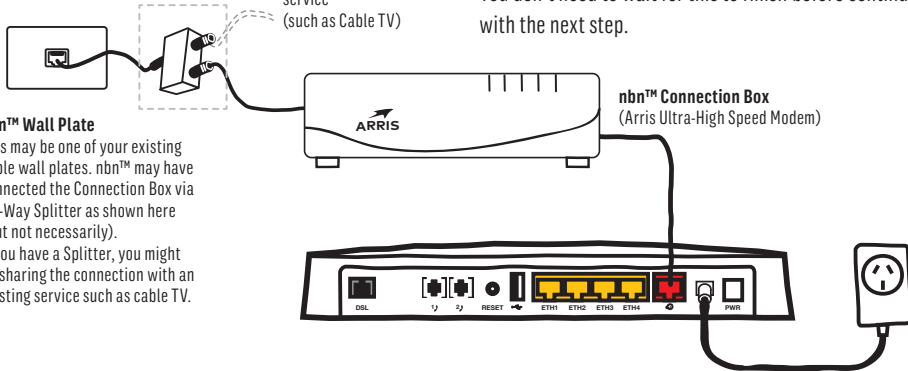
Important information: If you're transferring an existing service with another provider to Optus, but not porting a phone number, the existing service may not be automatically cancelled with your previous provider after your new Optus service is activated. After successfully installing your Optus service you should unplug the service you're replacing from the nbn™ 2-Way Splitter (see Figure 3) and ensure the previous provider cancels it to avoid unnecessary charges.

STEP 2 — 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 port or wall socket and into the first phone port on the back of your Optus modem (it's labelled **1✆**).

Your existing sockets will no longer work unless you have them re-connected through your Optus NBN service.

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 a 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**
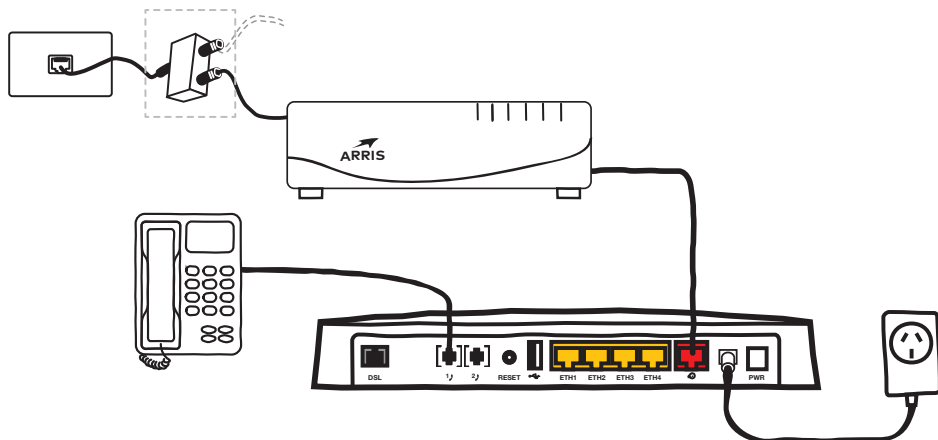
Note: If you are porting your number to Optus, it may take a day or two to complete if you have started the port outside of 8.30am – 4.45pm, Monday to Friday AEDT/AEST. You will be able to make calls once the modem has been activated, however, you won't be able to receive calls on this number until the port is complete. We'll flick you an SMS to let you know when it's back on deck.

STEP 3 CONNECTING TO YOUR NEW MODEM

USING CABLES? (RECOMMENDED)

1 To use your connection to its full potential you should connect using Ethernet. Grab the Ethernet cable with the yellow connectors.

2 Connect one end of the cable to the yellow Ethernet Port on your modem and the other to the back of your computer.

nbn™ Wall Plate

ARRIS

nbn™ Connection Box

DSL   1)   2)   RESET   ETH1 ETH2 ETH3 ETH4   PWR
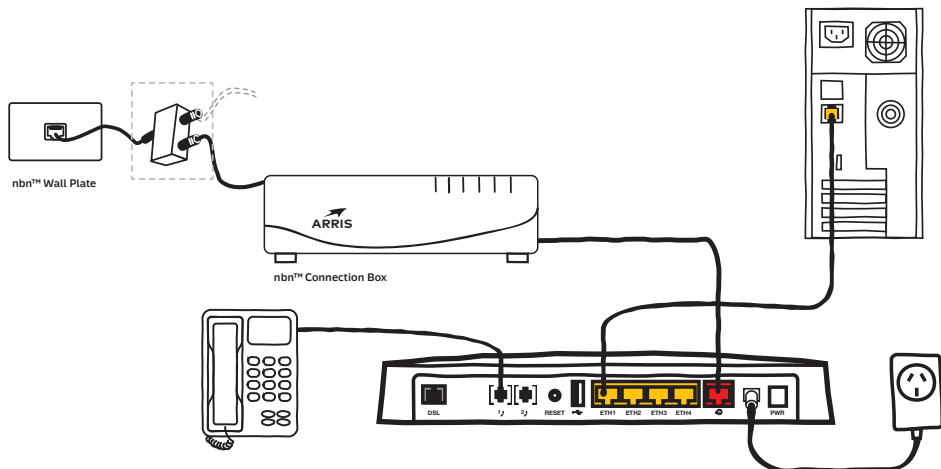
CONNECTING WITH WIFI

Just so you know, WiFi is a slower technology than NBN using Ethernet cables, so choosing WiFi might mean you are 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 call if you're having trouble finding them, but the manufacturer or supplier will be best placed to support you.

2 Enter the WiFi Network Name (SSID) or select it from the list of available networks, then enter the password that is on your WiFi Card.

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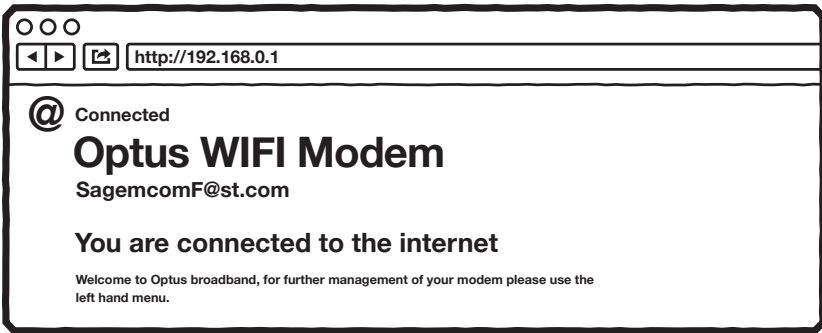
WIFI NETWORK NAME

PASSWORD

OPTUS

Note: 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, e.g. it will change back to the WiFi network name and password printed on the WiFi card we sent you.

STEP 4 TESTING YOUR CONNECTION

1 Open up a web browser on your computer or mobile device, type 192.168.01 in the Address Bar, then press 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.

○ ○ ○

◄ ► ⬈ **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.

If you're still having problems, give us a call on **1300 300 427**

2 Now you can go to your favourite website and start enjoying your NBN connection.

HELP AND SUPPORT

DID YOU INSTALL SUCCESSFULLY?

At this point your should be connected and ready to go. But if you need extra support, have forgotten your password or just want to find out more, go to **optus.com.au/helpme** or call our Technical Support Team on **1300 300 427**.

BEING GREEN

Don't need your old modem? 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 the one closest to you to dispose of your old modem and computer equipment responsibility.

CYBER SAFETY EDUCATION

Optus supports kids, parents and schools around digital reputation, cyber bullying and other issues to do with cyber safety to help make the internet a better place for everyone.

Together with our partner Kids Helpline, we've put together some tips and videos to help our youth continue to enjoy the internet to learn, explore and socialise safely. Topics include online safety, cyber bullying, sexting and digital revolution. Find out more at **kidshelp.com.au** or call **1800 55 1800**.

You can also find a cyber-safety program for schools to help educate kids about using this technology properly – this has also been developed with Kids Helpline.

Find out more at **optus.com.au/community**

The Optus Digital Thumbprint program is free for secondary schools in metro NSW and VIC. Created with leading education experts and teaches students the advantages of a positive online presence. Find out more at **digitalthumbprint.com.au**