

# Guide to connecting to the internet

OPTUS CABLE

## Step 1. Connect your Optus Cable modem and WiFi gateway

### DISCONNECT YOUR OLD MODEM

- A** Unplug everything from your old modem and put everything to one side. You won't need it anymore.
- B** Leave the coaxial cable connected to your wall socket as you will connect your new modem to it.

### CONNECT YOUR NEW CABLE MODEM

- A** Attach the end of the coaxial cable from the wall socket to your new Optus Netgear cable modem's Cable port.
- B** Put the power adaptor into a power point and attach the other end to your Cable modem in the port marked PWR. Turn the power on.
- C** The lights will flash on your Cable modem as it sets up.
- D** The lights will flash on your modem as it starts setting up. This can take up to 15 minutes.

### CONNECT YOUR NEW WIFI GATEWAY

- A** Take the Ethernet cable (red connectors) and plug one end into the red port on your Optus Sagemcom gateway labelled WAN.
- B** Plug the other end of the Ethernet cable (red connector) into your Optus Netgear cable modem in the yellow port labelled Ethernet.
- C** Plug the power adaptor into a power point and the other end into the gateway. Switch both on.

## Step 2. Connect your home phone (if you have one)

### IS IT CORDLESS?

Make sure it is plugged into a power point and switched on.

### CONNECT THE PHONE

Take the telephone cable (grey connectors) and plug it into the back of your Optus Netgear cable modem in the Phone port labelled 1 and the other end into your home phone.

**Do not plug it into the telephone ports on the Optus Sagemcom WiFi gateway.**

Yes

## Step 3. Connect to the internet (there are 2 ways to connect)

### USE THE ETHERNET CABLE (MAXIMISE INTERNET SPEED AND RELIABILITY)

Attach an Ethernet cable (yellow connector) to any of the four yellow Ethernet ports on your Optus Sagemcom gateway. Connect the other end to the back of your computer.

### USE WIFI OR WIRELESS INTERNET (NO CABLES)

WiFi uses no cables so you can use the internet on any device around your home or office.

Click on the WiFi icon on your computer and a list of networks will appear.

Your new Optus WiFi network name – the one on your magnet – will now be on the list of available Wi-Fi networks.

Select it and enter the password that's on the magnet.

**NOTE:** If you see a WiFi network name in the list ending in “\_5GHz” you should connect to that one as it will give you the fastest speeds.

## Step 4. Testing your connection

### IMPORTANT

Important. After you've plugged your modem in, please leave it switched on for at least 10 minutes to give it time to set up properly.

- A** Click on your web browser and type in - **newmodem.optusnet.com.au**
- B** Log in with your OptusNet username and password. If you don't remember what they are, please NOTE: If you can't find these details, give us a shout on 1300 300 693. These details aren't printed on your Magnet Information Card.  
**NOTE:** The username you need is your OptusNet email, i.e. johncitizen@optusnet.com.au. Don't be confused with your WiFi network name and password also supplied with your modem.
- C** Follow the prompts to activate your new modem.
- D** Now you can go to your favourite website and start enjoying your Optus Cable broadband.

## FAQs

### Q1. WHAT DO I DO WITH MY OLD MODEM?

- A** You can keep this gear or recycle it. To recycle it, go to [recyclingnearyou.com.au/ewastescheme](http://recyclingnearyou.com.au/ewastescheme) to find out how to dispose of it.

### Q2. I'M HAVING TROUBLE CONNECTING.

- A** Try restarting your Optus Netgear modem and Optus Sagemcom WiFi gateway. Turn off the power at the back of both devices, wait 10 seconds then turn on the power of the modem first, then the gateway. Give it a few minutes to restart and reset your connection.

### Q3. I'VE FORGOTTEN / LOST MY WIFI PASSWORD? WHAT DO I DO?

- A** If you haven't changed the settings on your magnet Your WiFi network name (SSID) and password (WPA passphrase) are printed on your magnet. They're also printed on the bottom of your Wi-Fi gateway.

### Q4. HOW DO I INCREASE MY WIFI GATEWAY SECURITY?



- A** You can increase the security of your WiFi gateway by adding an administration login password.
- B** Open a browser and go to **192.168.0.1**.
- C** Click on **Management** in the menu list, then **Access Control**.
- D** Tick the box next to **Enable Optus Secure Profile**, then enter your new password details in the boxes below.

**NOTE:** the old password you need to enter is "optus".

- E** Click on the **Apply/Save** button.

Your gateway settings are now protected by your new password.