

Guide to connecting to the internet

ADSL and RDSL

Here

Check the contents

WiFi modem

Allows computers and electronic devices to connect to the internet.



WiFi network name and password magnet

This magnet shows the WiFi network name and password you need to use your modem wirelessly.



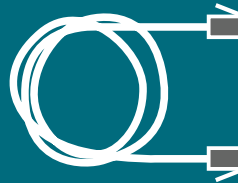
Ethernet cable

The ethernet cable (yellow connectors) carries the signals between your modem and other devices. If you have one with red plastic connectors, it's a spare.



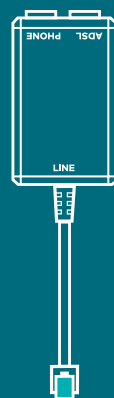
Telephone cable

The telephone cable is thinner (grey plastic connectors). It connects the modem to the wall socket or filter.

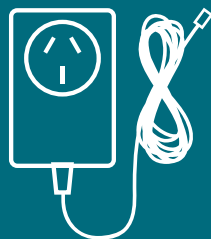


Line filter

A line filter reduces interference and filters signals coming into your home. It has a blue connector. All home phones (if you have more than one) must be connected to an ADSL line filter. It plugs into the phone socket on the wall.



Power adaptor

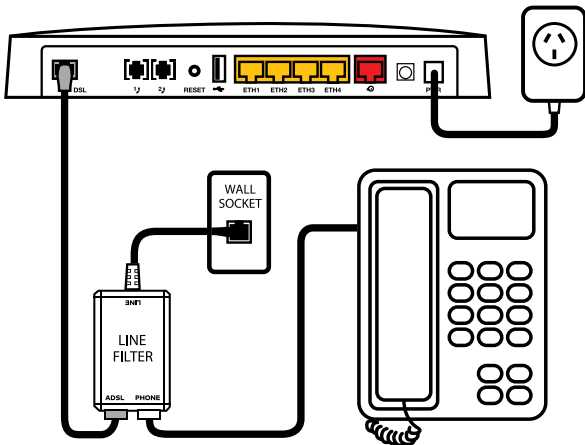


Step 1. Connect your modem

Do you have a home phone?

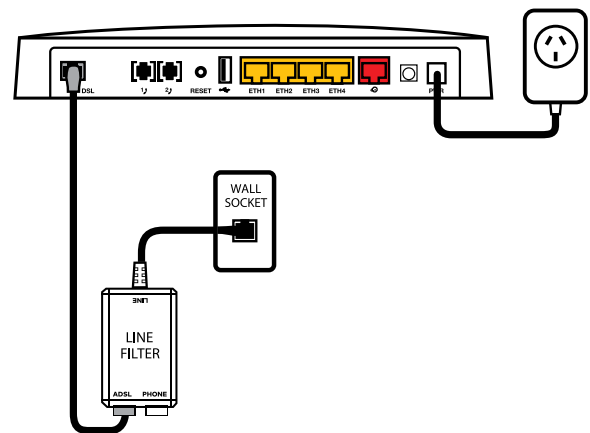
Yes

- A.** Attach the telephone cable (grey connectors) to the line filter (port labelled ADSL).
- B.** Plug the other end into the grey port at the back of the modem (labelled ADSL).
- C.** Plug your phone into the line filter (using the port marked phone).
- D.** Plug the line filter into your phone wall socket.
- E.** Plug the power adaptor into the wall. Put the other end into your modem (port marked PWR) and turn both on.



No

- A.** Attach the telephone cable (grey connectors) to the line filter (port labelled ADSL).
- B.** Plug the other end into the grey port at the back of the modem (labelled ADSL).
- C.** Plug the line filter into your phone wall socket.
- D.** Plug the power adaptor into the wall. Put the other end into your modem (port marked PWR) and turn both on.



Please don't attach your home phone directly to the phone ports on the modem. They won't work.

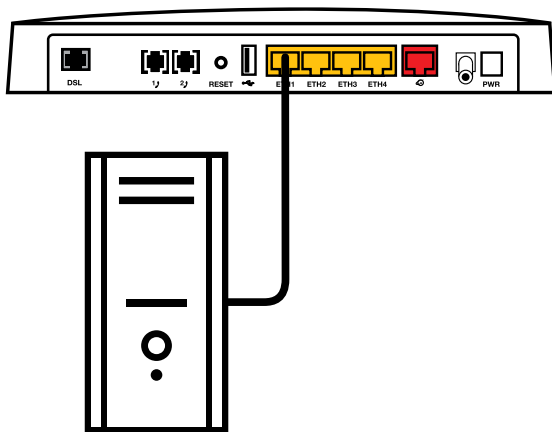
Step 2. Connect to the internet

There are two ways to connect

Use the ethernet cable (maximise internet speed and reliability)

Attach one end of an ethernet cable (yellow connector) to the ethernet port on the back of your computer.

Attach the other end to any of the four yellow ethernet ports on your modem.



Or Use the internet wirelessly (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 this list.

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

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.

You'll need this to get your WiFi going

WiFi NETWORK NAME

PASSWORD

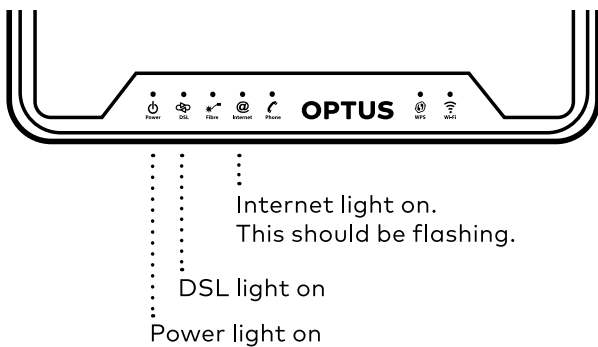
 **OPTUS**

Step 3. Testing your connection

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.

Then click on your web browser and type in a website you'd like to visit. Try optus.com.au.

Check the lights on top of your modem.



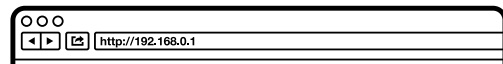
If these are working, you'll see the Optus website and you can start browsing.

If your website didn't load.

If the website didn't load and the address you've entered is correct, you may need to log in first with your personal OptusNet email and password. You'll find them in the welcome letter we sent you.

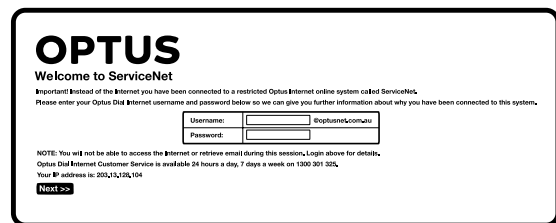
This is how you log in.

1. Click on your web browser and type **192.168.0.1** in the search bar – as if you're looking for a website.

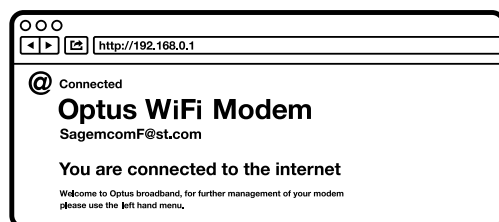


2. Enter your personal OptusNet email and password and hit 'apply'.

Don't worry if you enter the wrong details. You'll be transferred to a help page. It'll tell you what to do.



3. Lost your password? Please visit optus.com.au/support
4. It could take up to 30 minutes, but you're now connected. To confirm, go back to **192.168.0.1** and you should see the screen below.



FAQS

If you need help, we're here 24/7 at optus.com.au/support

Use your mobile phone if the internet hasn't been set up at home.

Q. The internet or phone still isn't working.

A. We know it's frustrating when things don't go according to plan. Go to optus.com.au/support and we'll help you get going as quickly as possible. Alternatively, visit our Live Chat team at yesopt.us/chat2us.

Q. What should I do with my old modem?

A. Shut down your computer and everything connected to it, including the modem. Unplug the power cord too.

Unplug the cables from your old modem and put everything into a bag. You can keep this gear or recycle it. Visit recyclingnearyou.com.au/ewastescheme to find out how to dispose of it.

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

A. Restart your modem by switching off the power at the back (the white switch). Wait 10 seconds. Turn it back on again. Give it 2 minutes to reset your connection.

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

A. Your WiFi network name (SSID) and password (WPA passphrase) are printed on your magnet. They're also printed on the bottom of your modem.

Q. I need to get to the admin console for the modem and I've forgotten the firmware password. What do I do?

A. You can get to the firmware from <http://192.168.0.1>

Log in using the following:

Username: ADMIN

Password: PASSWORD

Click on WiFi to see your details. If this doesn't work, reset the modem back to its factory settings. Insert something sharp (like a pen) in the reset button on the back of your modem.