

# IN THIS GUIDE YOU WILL LEARN HOW TO CONNECT TO THE NBN IN NO TIME

THE INCREDIBLY EASY GUIDE TO  
INSTALLING YOUR NBN WiFi MODEM

# BEFORE YOU START – KNOW WHAT TYPE OF NBN YOU HAVE

## ! STEPS DIFFER DEPENDING ON THE TYPE OF SERVICE

The three types of NBN that Optus offers are NBN Fibre to the Premise, NBN Fixed Wireless and NBN Fibre to the Basement or Node – the type you have is dependent on where you live. It's important to note that Installation steps differ depending on which type you have.

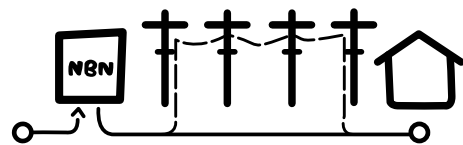
You can identify which NBN type you have in your Optus Welcome letter on the 'YOUR OPTUS SERVICE INFO' card you received following your sign up, or, from the equipment NBN Co. have installed in your home.

**CHECK THE YELLOW 'YOUR OPTUS SERVICE INFO' CARD THAT WAS SENT WITH YOUR OPTUS WELCOME LETTER TO CONFIRM THE TYPE OF NBN IN YOUR AREA.**

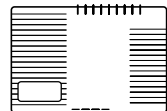
## NBN FIBRE TO THE PREMISE

Fibre-optic cables connect your house or building to the NBN, traveling either above or below ground.

Inside your home, NBN Co. have installed an NBN Fibre Connection Box. The device will be fixed to the wall in the location you chose and may be covered or uncovered.

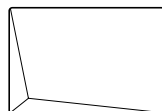


Your installation instructions start on **Page 5** of this guide.



NBN Fibre Connection Box  
Without Cover

OR



NBN Fibre Connection Box  
With Cover

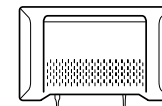
## NBN FIXED WIRELESS

Most of the NBN journey is along fibre-optic cables, with the final leg reaching you through a wireless signal sent from a transmission tower in your area.

Inside your home, NBN Co. have installed an NBN Fixed Wireless Connection Box. The device will be fixed to the wall in the location you chose and will be uncovered.



Your installation instructions start on **Page 5** of this guide.

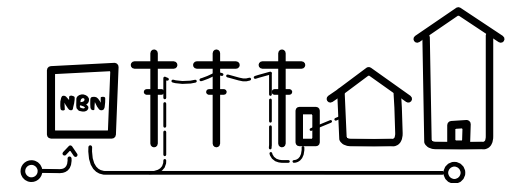


NBN Fixed wireless  
Connection Box

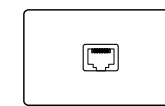
## NBN FIBRE TO THE BASEMENT OR NODE

Most of the NBN Journey is along fibre-optic cables, with the final leg reaching you through a copper cable from your street corner or building basement.

Inside your home, NBN Co. haven't installed any equipment, but they have connected the first wall socket in your home to their network (this will be one of your existing phone sockets).



Your installation instructions start on **Page 6** of this guide.



NBN wall socket

# MAKE SURE YOU HAVE THESE BITS AND BOBS HANDY

## NBN WIFI MODEM

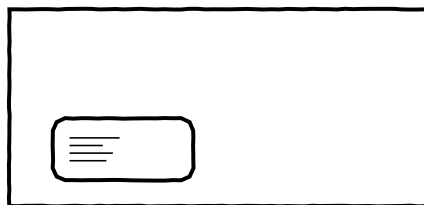


**Heads-up:** This modem will replace your existing modem (if you have one).

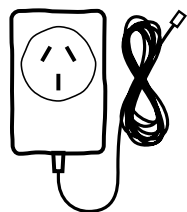
## WIFI INFORMATION CARD



## YOUR OPTUS WELCOME LETTER

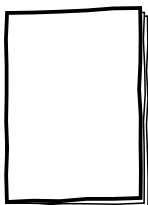


## POWER ADAPTER



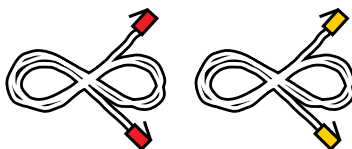
## INSTALLATION GUIDE

(The thing you're reading)



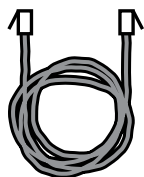
## ETHERNET CABLE × 2

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



## PHONE CABLE

This cable is for NBN Fibre to the Basement or Node customers otherwise you can use it as a spare phone cable.



**! 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 – For information on registered cablers visit [acma.com.au/citizen](http://acma.com.au/citizen)

**Important Information for NBN 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.

# ON YOUR MARKS, GET SET...

**! DON'T JUMP THE GUN! YOU NEED TO READ THIS BEFORE STARTING YOUR INSTALL.**

## HAS NBN FINISHED THE JOB?

In most cases NBN Co. will activate your connection during installation. However, sometimes it takes a little longer. If an NBN technician has installed your service it's a good idea to confirm the status before they leave.

If you attempt to Self-Install before your connection is active, the lights on your Optus WiFi modem won't flash (as described in Step 1). If this is the case, just leave your modem connected. Once your connection is activated, your modem will complete Step 1 automatically. When the modem lights have come on you can continue onto Step 2.

If your NBN connection has been inactive for more than three hours, give us a call on 1300 300 427 to check the status.

## 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 complete.

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

# ...GO!

# NBN FIBRE TO THE PREMISE & FIXED WIRELESS CUSTOMERS

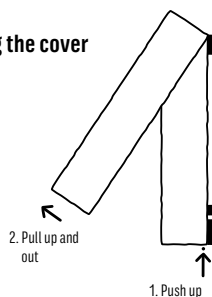
**START HERE**

## STEP 1 PLUG IN YOUR MODEM

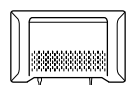
**1** You'll need access to the **NBN Connection Box** and your **Optus Welcome Letter** (it tells you which ports on the NBN Connection Box to use) to complete this step.

If your Connection Box is covered, you'll need to remove the cover. You can do this by pressing the two clips at the base upward, then pull the bases of the cover out (away from the wall), then up to remove it completely.

Figure 1. Removing the cover

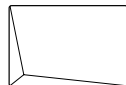


**3** Plug the Power Adapter into a power point and the other end into your modem. Switch both on.



NBN Fixed wireless Connection Box

OR



NBN Fibre Connection Box

If NBN Co. connect your address using **NBN FIBRE** or **FIXED WIRELESS**, you'll connect your Optus modem to the NBN Connection Box.



**2** Time for some colour matching. Grab 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 **Uni-D Port** on the underside of the NBN Connection Box (your Welcome Letter tells you which one it is). If you don't have your letter handy, try the first available port.

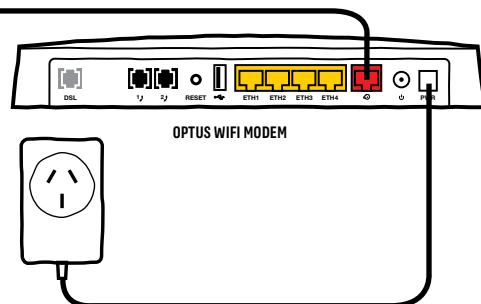
Figure 2. Finding the ports



This is what the underside of the NBN Connection Box looks like. Plug the cable into the port that your Welcome Letter directs you to.

**4** **Heads up:** The modem will start its special synchronisation sequence, which can take up to 15 minutes.

Don't panic, 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 FIBRE TO THE BASEMENT OR NODE CUSTOMERS

**START HERE**

## STEP 1 PLUG IN YOUR MODEM

**1** Time for some colour matching! Grab the white cable with grey connectors and plug one end into the grey port on your modem – it's the one that says 'DSL'.

Plug the other end of the white cable with grey connectors into the NBN wall socket

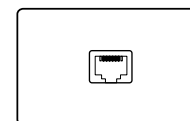
If NBN Co. connect your address using NBN Fibre to the Basement or Node you'll connect your Optus modem to the NBN wall socket.

**3** **Heads up:** The modem will start its special synchronisation sequence, which can take up to 15 minutes.

Don't panic, the lights will flash until it's finished and then stay on (the 'Internet' light may still flash intermittently).

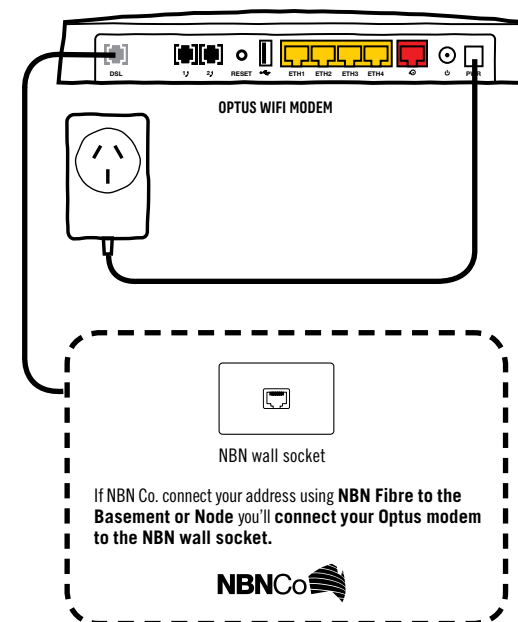
You don't need to wait for this to finish before continuing with the next step.

Figure1. Finding the NBN wall socket



This is what the NBN wall socket should look like. It will be one of your existing phone sockets.

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



If NBN Co. connect your address using **NBN Fibre to the Basement or Node** you'll connect your Optus modem to the NBN wall socket.

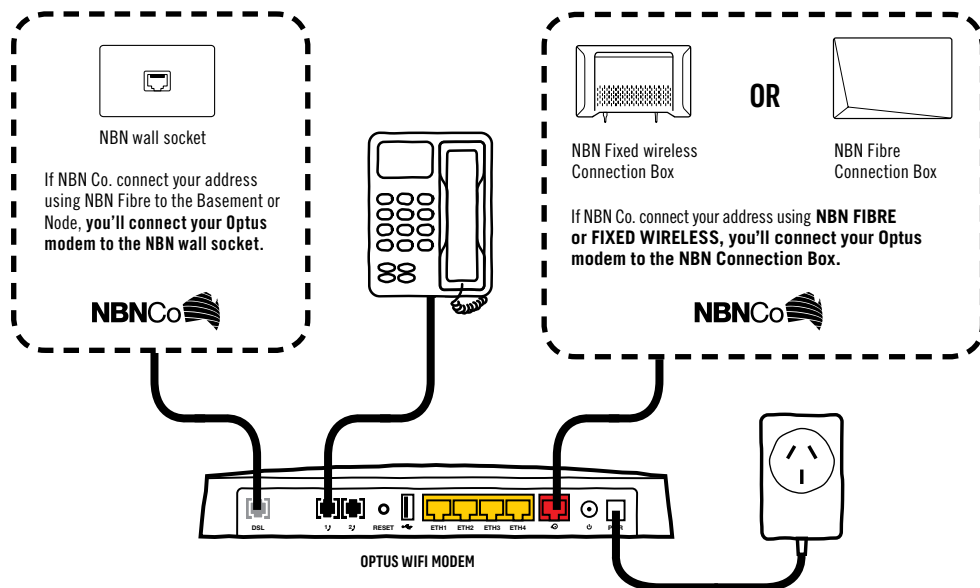


## STEP 2 PLUG IN YOUR PHONE (IF YOU HAVE ONE)

**! 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 wall socket and into the back of your modem (you won't need to use the wall socket any more).

**2** If your phone's cordless, plug it into a power point and turn it on.



**Heads up:** If you're porting your number to Optus, it may take a day or two to complete if you 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.

**3** Let's test it out. Pick up the handset – got dial tone? If you do, you're all set up!

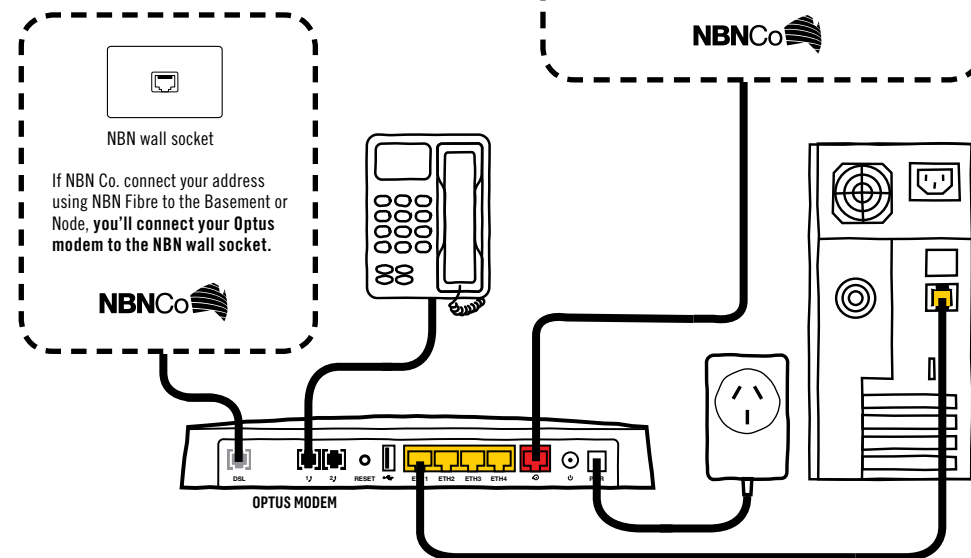
If you don't, check that the phone light is on and not blinking. If it's not, wait a few minutes and try again. If after 15 minutes the light isn't on and you still can't get a dial tone, something's not quite right. Give us a call from your mobile on **1300 300 427**.

## STEP 3 CONNECT TO YOUR SHINY NEW MODEM

### USING CABLES? (RECOMMENDED)

To use your connection to its full potential, you should connect using Ethernet.

Grab the Ethernet cable with **yellow connectors**. Connect one end of the cable to the yellow Ethernet Port on your shiny new modem and the other to the back of your computer.



### PREFER WIFI?

Just so you know, WiFi is a slower technology than NBN using Ethernet cables, so choosing WiFi might mean you're 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 shout if you're having trouble finding them.

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

### YOU'LL NEED THIS TO GET YOUR WIFI GOING

WIFI NETWORK NAME

PASSWORD

**OPTUS**

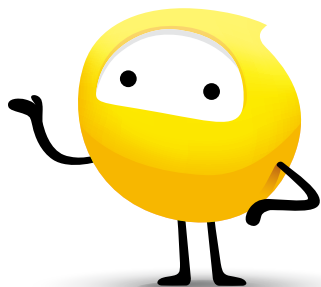
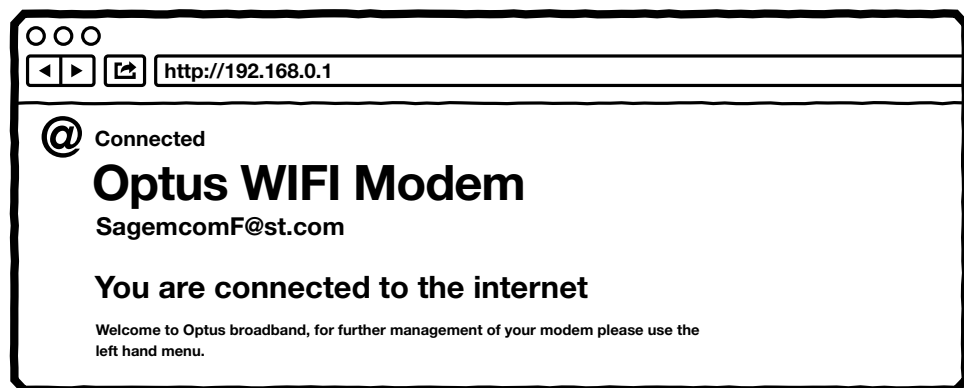
**Heads-up:** If you choose to customise these settings, your details will be different to what is printed on your WiFi card. A factory reset will reverse any settings you've customised, eg. it will change back to the WiFi network name and password printed on the WiFi card we sent you.

## STEP 4 START 'ER UP!

- 1 Open up a web browser on your computer or mobile device, type **192.168.0.1** in the Address Bar, then hit 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. 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. Happy Surfing!



# HELP AND SUPPORT

## DID YOU INSTALL SUCCESSFULLY?

We have faith you have been able to install your service without any hitches. But if you need a little extra help, have forgotten your password or just want to find out more, call our Technical Support Team on 1300 300 427 or go to [optus.com.au/helpme](http://optus.com.au/helpme)

## BEING GREEN

If you've finished installing your new modem then you probably don't need your old one.

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](http://recyclingnearyou.com.au/ewastescheme) to find one closest to you to dispose of your old modem and computer equipment responsibly.

## 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 cyber space a better place for everybody.

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 [www.kidshelp.com.au](http://www.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 [www.optus.com.au/cyber-safety](http://www.optus.com.au/cyber-safety)

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 [www.digitalthumbprint.com.au](http://www.digitalthumbprint.com.au)



