Let's get you connected

Modem user guide

Modem colour will vary depending on the package you have purchased.

yes OPTUS

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 otherwise require an uninterrupted telephone line. If any of the above relates to you, please contact us and we can discuss your options. All cabling must be performed by a registered cabler. Contact Optus and we can arrange a technician (for a fee).

Self-installation Modem Auto-Activation
Please plug in your Optus supplied modem for the Optus **nbn™** service so that Optus can test your **nbn™** service to determine if it is operational. Optus is required by law to confirm your **nbn™** service is working.

Optus may not be able to confirm your service is working if you do not use the modem that Optus supplies you, so please ensure it is plugged in and turned on.

If you are transferring a service from another service provider to Optus **nbn™**, then you will need to ask your previous service provider to disconnect your previous service. However, Optus recommends you do not request the disconnection of your previous service until you know your new Optus **nbn™** service is working.

Take control of your home WiFi network with My Optus app

Modem setup
Step-by-step guide to set up your modem.

Speed testing
Test the speed of your WiFi connection.

Modem management
Reboot your Optus modem and manage your WiFi details.

24/7 support
Message us any time for help and support.

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1. Before you get started

My Optus app
Download the app to get step-by-step guidance on how to set up your modem.

Where to put your new modem

To get the best signal, the ideal place for your modem is near a window. If that's not an option, look for areas that are spacious or away from other electrical devices until you find the best signal strength.
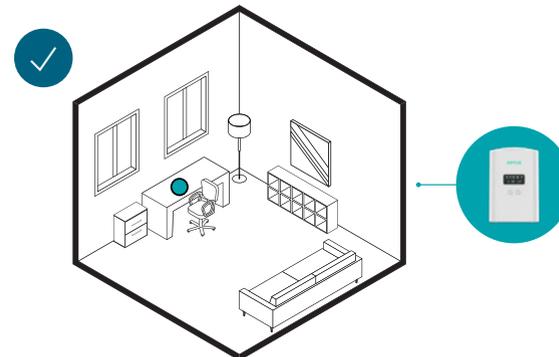
Things that may affect your signal strength

It's best to set up your modem away from concrete or wooden walls as they can weaken the transmission of wireless signals. Electrical appliances that project strong electric or magnetic fields such as microwave ovens, refrigerators and satellite antennas should also be avoided.

4G backup

Your modem comes with a 4G backup connection which uses our 4G network to allow you to connect to the internet before your **nbn™** service is fully activated. To find out where we have 4G see **optus.com.au/coverage**.

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2. Getting started

Setting up your modem

Step 1
Connect the supplied power adapter to the power port, then connect the adapter to a power socket.
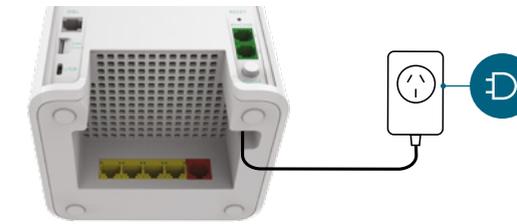
Step 2
Check which kind of internet connection you have. If you don't know which kind of internet connection you have, you can find this on the order confirmation email or message we sent you. If you have:

- **nbn™** Fixed Wireless/**nbn™** Fibre to the Premises/ **nbn™** Cable (HFC), **go to 3.1**.
- **nbn™** Fibre to the Node/**nbn™** Fibre to the Basement, **go to 3.2**.
- **nbn™** Fibre to the Curb, **go to 3.3**.
- Optus Cable (HFC), **go to 3.4**.
- Optus ADSL, **go to 3.5**.

3.1. nbn™ Fixed Wireless, nbn™ Fibre to the Premises, nbn™ Cable (HFC)

If you have an nbn™ Connection Box installed, or you're installing this yourself.

Note: If you are installing the Connection Box, you must do this before installing your Optus equipment.
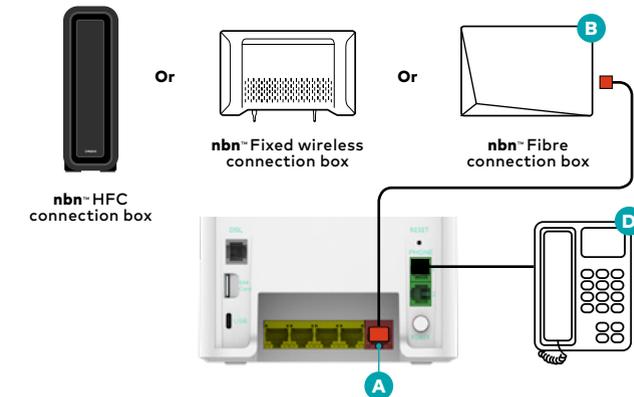
A. Take the ethernet cable (red connectors) and plug one end into the red port on your modem labelled WAN.

B. Plug the other end of the ethernet cable (red connector) into the **nbn™** connection box in the port labelled Uni-D.

C. If the WAN and Internet lights on the front of your modem are lit, you're connected. Move to step 4 to connect other devices to the modem.

D. Connect your phone, if you have one.

a. If your home phone is cordless, make sure it's connected to a power point.

b. Remove your existing home phone cable from the wall socket and the line filter. Use your phone cable supplied (grey connector) and put one end into the back of your home phone and one end into the modem marked Phone 1. The phone light on the front of your modem should now be on **E**.

3.2. nbn™ Fibre to the Node, nbn™ Fibre to the Basement

If you don't have an nbn™ connection box installed.

A. Plug one end of the telephone cable (grey connectors) into the grey port on your modem, labelled DSL.

B. Plug the other end of the telephone cable (grey connectors) into your **nbn™** wall socket. Do not use any line filters (if you have one).

C. If the DSL and Internet lights on the front of your modem are lit, you're connected. Move to step 4 to connect other devices to the modem.

D. Connect your phone, if you have one. Use your existing phone cable and put one end into the modem marked Phone 1. The phone light on the front of your modem should now be on **E**.

> **TIP   If the lights on your modem aren't flashing**
>
> If your **nbn™** connection hasn't been activated by your technician, the lights on your modem won't flash. Leave your modem connected. Once your connection is activated, your modem will complete Step sections 3.1 & 3.2 automatically. If the lights don't flash after 3 hours, please contact us at **optus.com.au/contactus**.

3.3. nbn™ Fibre to the Curb

If you have an nbn™ Connection Device, or you're installing this yourself.
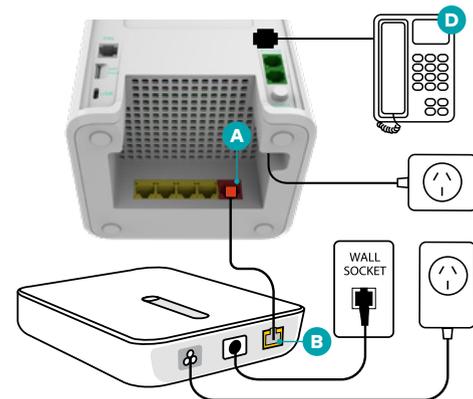
A. Take the ethernet cable (red connectors) and plug one end into the red port labelled WAN on your Optus WiFi modem.

B. Plug the other end of the ethernet cable (red connector) into the port labelled Gateway on the **nbn™** Connection Device.

C. If the WAN and Internet lights on the front of your modem are lit, you're connected. Move to step 4.

D. Connect your phone, if you have one. Use your existing phone cable and put one end into the modem marked Phone 1. The phone light on the front of your modem should now be on **E**.

Note: If you are installing the Connection Device, you must do this **immediately** before installing your Optus equipment. You must unplug any existing modems and phone lines (including faxes or security alarms which use the phone line). Do not use any phone line filters (if you have them).

3.4. Optus Cable (HFC)

> **IMPORTANT**
> You must install your Netgear modem before completing these steps. Get the power adapter for your Optus Netgear cable modem and connect one end to the device and the other to a power socket. Switch it on. Attach the end of the supplied coaxial cable from your wall socket to the cable modem's Cable port.
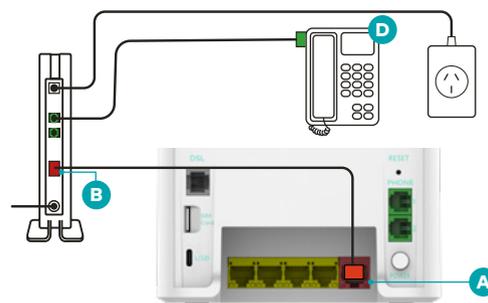
A. Take the ethernet cable (red connectors) and plug one end into the red port labelled WAN on your modem.

B. Plug the other end of the ethernet cable (red connector) into your Netgear modem socket marked ethernet.

C. If the WAN and Internet lights on the front of your modem are lit, you're connected. Move to step 4.

D. Connect your phone, if you have one. Remove your existing home phone cable from the wall socket and the line filter. Use your phone cable supplied (grey connector) and put one end into the back of your home phone and one end into the Netgear modem marked Phone 1. The phone light on the front of your modem should now be on **E**.

Note: If this is a replacement modem you will need to visit **newmodem.optusnet.com.au** and enter your OptusNet username and password. If you can't recall these details you'll need to contact us.

3.5. Optus ADSL

Follow these instructions if you have ADSL at home.
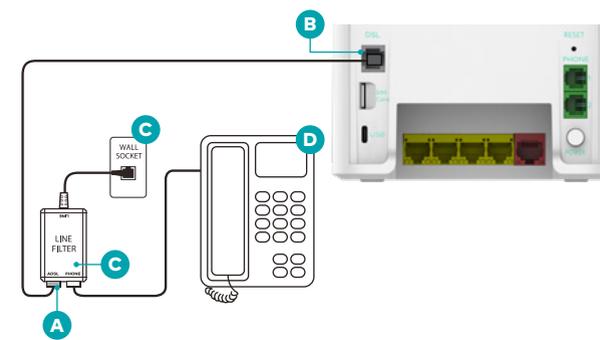
A. Take the telephone cable (grey connectors) and plug one end into the line filter (port labelled DSL).

B. Plug the other end into the grey port at the back of the modem, labelled DSL.

C. Plug the line filter into your phone wall socket.

D. If the DSL and Internet lights on the front of your modem are lit, you're connected. Move to step 4 to connect other devices to the modem.

E. Plug your phone into the line filter (using the port marked phone), only if you have one. The phone light on the front of your modem should now be on **E**.

> **It may take up to 20 minutes** for the modem to finish syncing. The DSL light will start flashing and will stop flashing when it's complete.

Note: This equipment produces radio frequencies in the 2.4 GHz and 5 GHz band. To minimise their exposure to radio frequencies, all persons in your household should maintain a minimum distance of 20 cm from the product.

4. Connect the modem to your computer/device

There are two ways to connect

A. For maximum internet speed and reliability, use the ethernet cable. Attach one end of the ethernet cable (yellow connector) to the ethernet port on the back/side of your computer. Attach the other end to any of the four yellow LAN ports on your modem.

B. To use internet on compatible devices around your home or office with no cables, use wireless internet (WiFi). Find the WiFi network icon on your device 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 WiFi networks. Select it and enter the network **1** and password **2** that's on the magnet.

> You'll need this to get your WiFi going
> WIFI NETWORK NAME **1**
> PASSWORD **2**
> **OPTUS**

> **TIP   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.**

5. Test your connection

A. Open your web browser on your computer or mobile device. Type **http://192.168.0.1** into the address bar and press go.

> http://192.168.0.1
> Connected
> **Optus WiFi Modem**
> SagemcomFibre.com
> You are connected to the internet
> Welcome to Optus broadband, for further management of your modem please use the link listed above.

B. You should see the above screen. If you don't, click on Set Up Configuration. You may be asked to enter in a username and password. The username is **optus** and the password is your **WiFi password** on the magnet.

C. Next, click on ADSL 2+ Login and enter the OptusNet username and password we sent you.

D. Need help? Message us 24/7 in My Optus app **app.optus.com.au/message** or online at **optus.com.au/message**. You can also find more detailed installation guides at **optus.com.au/modemsetup**.