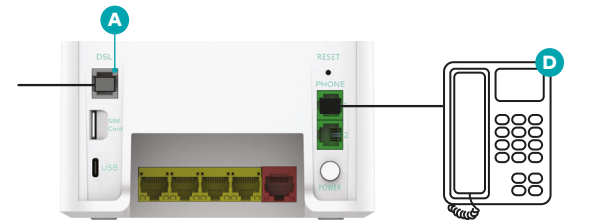## 3.2. nbn™ Fibre to the Node (FTTN)/ nbn™ Fibre to the Basement (FTTB)

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

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

B. Plug the other end of the telephone cable (grey connector) 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 section 4 to connect other devices to the modem.

> **It may take up to 30 minutes** for the modem to finish syncing and complete activation.
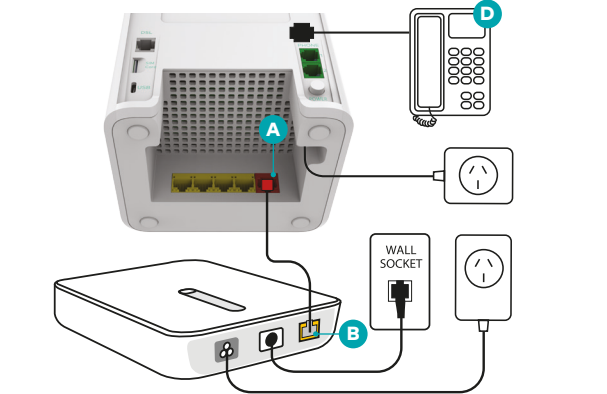
For phone plan customers only.

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** Once your connection is activated, your modem will configure 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 (FTTC)

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

A. Take the ethernet cable (red connector) 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 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 section 4.

> **It may take up to 30 minutes** for the modem to finish syncing and complete activation.

For phone plan customers only.

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).

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.

You'll need this to get your WiFi going

WIFI NETWORK NAME **1**
PASSWORD **2**
3

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, or simply scan the QR code **3** with the camera on your device to connect instantly.

> **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. Check the "Internet" LED on the front panel of the modem is lit. (The Internet LED has the '@' symbol). Using your computer or mobile device, browse to a website to confirm internet service.

B. If you have a phone line, lift the handset and make a call. The 'Phone' LED will blink during the call. Hang-up and check the Phone LED then stops blinking.

C. 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**.

Let's get you connected

Modem user guide

OPTUS

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

You MUST 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.

To enjoy the full Optus **nbn™** experience, we recommend you use the Optus modem to enable use of Living Network features such as Optus Pause, WiFi Secure and WiFi Booster.

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.
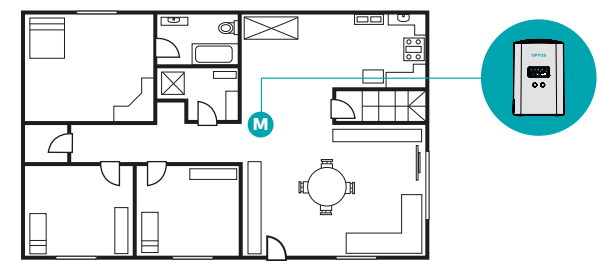
1. Before you get started

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

For best WiFi coverage across the home

- Place the modem in a central location if possible
- Mount the modem off the floor and above 1 metre
- Ensure good space and ventilation around the modem

Things that may reduce or block your WiFi signal

Avoid placing your modem:

- Next to a wall which is in front of, or to the sides of the modem
- Next to metal appliances such as a fridge, microwave ovens
- Bluetooth devices - eg baby monitors, TVs, sound bars as they can interfere with your WiFi signals.

4G backup

Your modem comes with a 4G backup connection which uses our 4G network to allow you to connect to the internet if there ever is a **nbn™** outage. To ensure you have connection, please make sure that the SIM is properly inserted in the SIM card slot. If it is not, push until you will hear it 'click'.

4G back up SIM
Make sure your SIM is correctly inserted.

2. Getting started

First, check what's in the box

Check you have each of these ready:
- Power cord
- White with yellow end Ethernet Cable
- White with red end Ethernet Cable
- Grey Telephone Cable (1.5 metre)

If any parts are missing from the box, contact Optus Customer Care on **133 937** or message us through the **My Optus App**.

Setting up your modem

Step 1

Connect the supplied power adapter to the power port, then connect the adapter to a power socket.
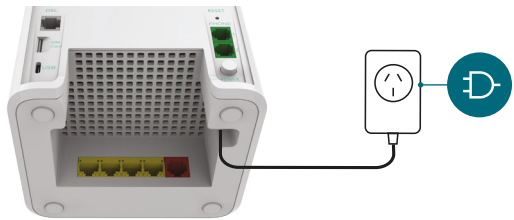

Step 2

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™** Fibre to the Premises (FTTP)/**nbn™** Hybrid Fibre Coaxial (HFC), **go to 3.1**.
- **nbn™** Fibre to the Node (FTTN)/**nbn™** Fibre to the Basement (FTTB) **go to 3.2**.
- **nbn™** Fibre to the Curb (FTTC), **go to 3.3**.

3.1. nbn™ Fibre to the Premises (FTTP), nbn™ Hybrid Fibre Coaxial (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.

nbn™ HFC connection box
Or
nbn™ Fibre connection box
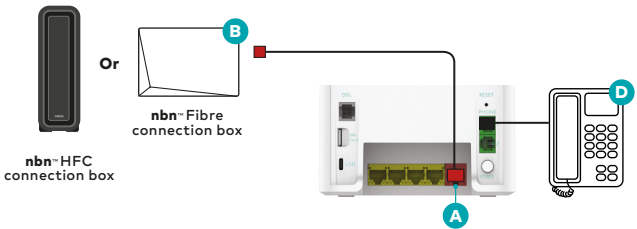
A. Take the ethernet cable (red connector) and plug one end into the red port on your modem labelled WAN.

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 section 4 to connect other devices to the modem.

It may take up to 30 minutes for the modem to finish syncing and complete activation.

For phone plan customers only.

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**.