IN THIS GUIDE YOU WILL LEARN HOW TO CONNECT TO OPTUS NBN IN NO TIME
ON YOUR MARKS, GET SET...

DON’T JUMP THE GUN! YOU NEED TO READ THIS BEFORE STARTING YOUR SELF-INSTALL.

HAS NBN™ FINISHED THE JOB?

In most cases, an nbn™ technician will activate your connection remotely - so you don’t need to be around during this time. If you need a reminder of your connection date, refer to the Welcome Letter we sent you.

Heads-up: as its nbn™ doing the connection, we can’t tell you an exact time of when you’ll be connected (it’ll be within your appointment timeslot). nbn™ will notify us when they’ve finished the job – once they do, we’ll send you an SMS to confirm you’re connected (the SMS may take up to 4hrs to reach you once you’re connected).

TRANSFERRING PHONE NUMBERS

Once the nbn™ technician has connected your premises, your phone will stop working through your old connection and won’t start again until you’ve followed the steps in this guide to connect your modem and home phone to your new nbn™ service.

To minimise any downtime, check your phone regularly for a dial tone. As soon as there’s no dial tone, it’s time to start working through the steps in this guide (See Step 2 on page 5).

I’VE WAITED BUT I’M STILL NOT CONNECTED

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

KEEP TRACK OF YOUR SELF-INSTALL ONLINE

Did you know you can track your self-install progress in real time? If you received an order confirmation email from us, all you need to do is visit optus.com.au/trackmyorder and enter your order number which you’ll find in the email.

Once logged into Order Tracker you’ll be able to see when:
- You’ve successfully connected your modem to the network and your self-install’s underway
- Your Optus NBN broadband has been set-up
- Your Optus NBN home phone has been set-up
- Your phone number’s transfer has been requested, and confirmation of when it’s complete (if you’ve moved to Optus).
- You’ve successfully Self-Installed and are ready to start surfing the net!

...GO!

MAKE SURE YOU HAVE THESE BITS AND BOBS HANDY

OPTUS WIFI MODEM

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

WIFI INFORMATION CARD

POWER ADAPTER

INSTALLATION GUIDE

PHONE CABLE

ETHERNET CABLE × 2

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

Important Information for OPTUS 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.
**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.

2. 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.

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

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. Got a new home phone? No problem. Plug one end of the phone cable into the back of your phone and the other end into the back of your modem (port labeled below).

3. If you have an ADSL line filter you can also remove this as you’ll no longer need to use it with the NBN.

   **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.

**STEP 3 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.

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.
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.

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.

USING CABLES? (RECOMMENDED)

1. To use your connection to its full potential, you should connect using Ethernet. Grab the Ethernet cable with yellow connectors.

2. 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.

OPTUS MODEM

nbn™ wall socket

STEP 3 CONNECT TO YOUR SHINY NEW MODEM

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 new Optus NBN connection. Happy Surfing!

You are connected to the internet

Welcome to Optus broadband, for further management of your modem please use the left hand menu.
HELP & 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, go to optus.com.au/helpme or call our Technical Support Team on 1300 300 427.

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 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 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

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