

# Getting started on the nbn™

An easy guide for connecting your Telstra Business services.



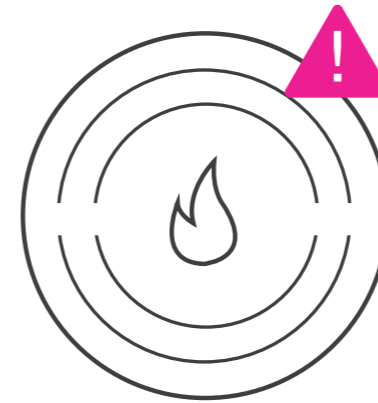
Suitable for connection type:  
FTTN



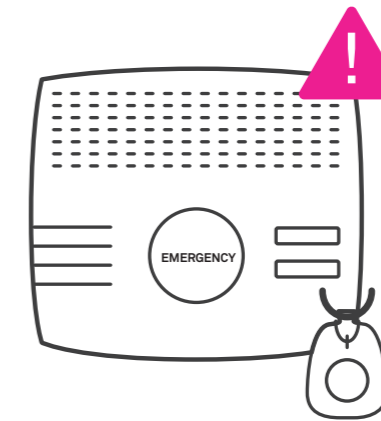
Check if you have any of the following alarms	4 - 5
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Check if you have any of the following alarms

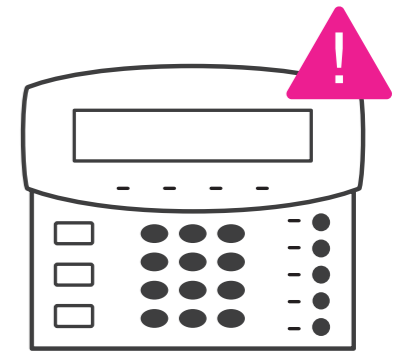
Monitored Fire Alarm



Medical Alert Service

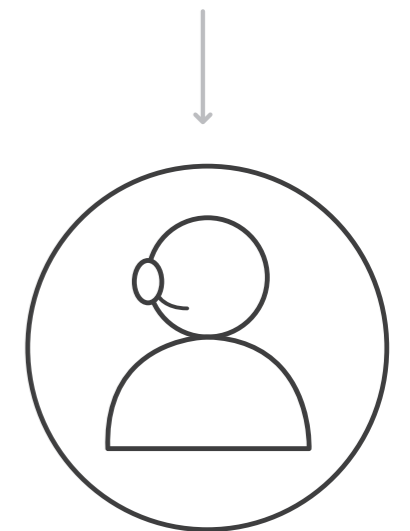


Back-to-Base Security Alarm



 **IF YES, STOP!**

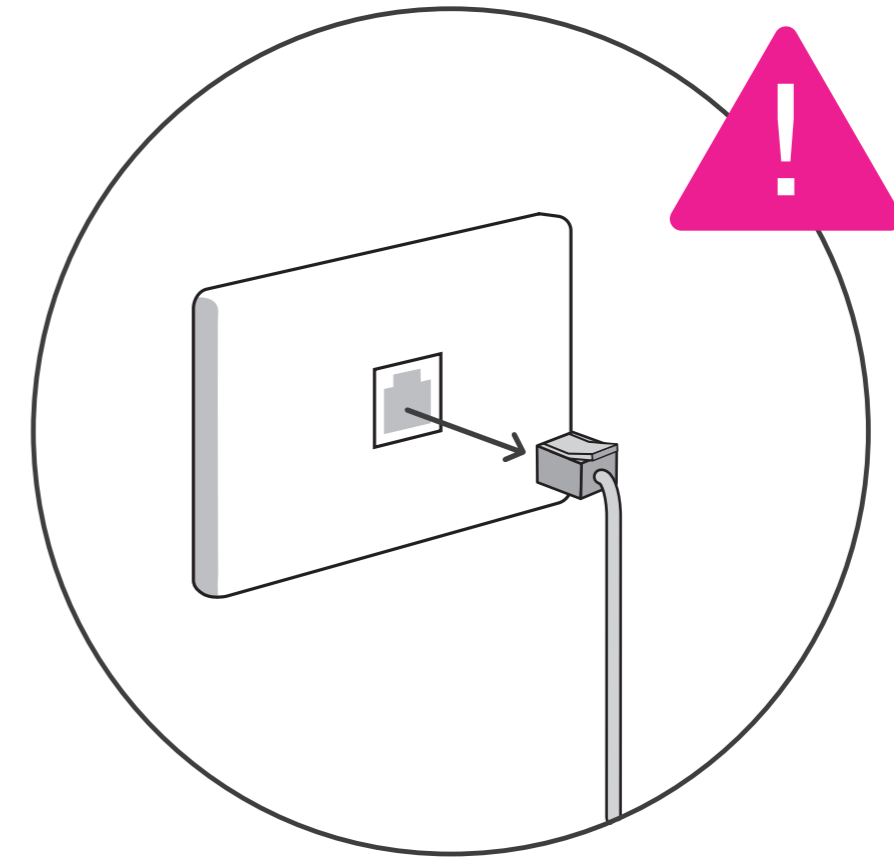
Check with your equipment providers that services you rely on like **medical, fire and security alarms** will work on the nbn™ network.



## Unplug all phone sockets in the premises

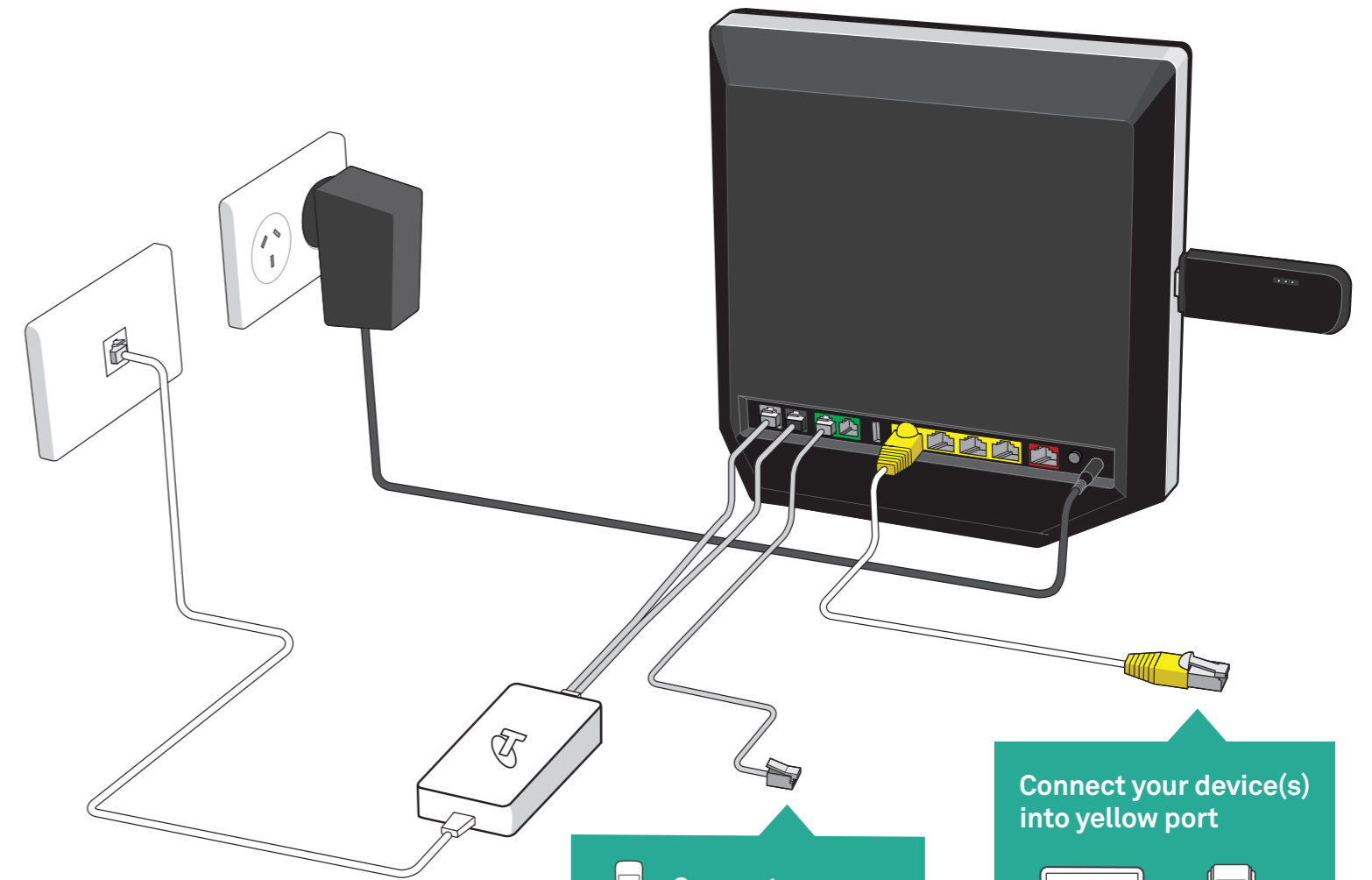
Make sure you've disconnected all devices such as telephones, modems (including ADSL filters) and fax machines from your telephone wall sockets. These sockets will no longer work and leaving devices connected will affect the reliability of your nbn service.

During the set-up of your nbn connection, you won't be able to use your phone or services that rely on it, such as alarms. It's a good idea to have a mobile phone handy while you complete the installation.



# When you finish the set-up, it will look like this

Refer to the diagram on the right.







 **Connect your phone into green port**

If you have a second phone line, please wait until the nbn™ cutover date before connecting your device to the **GREEN FXS2 port**.

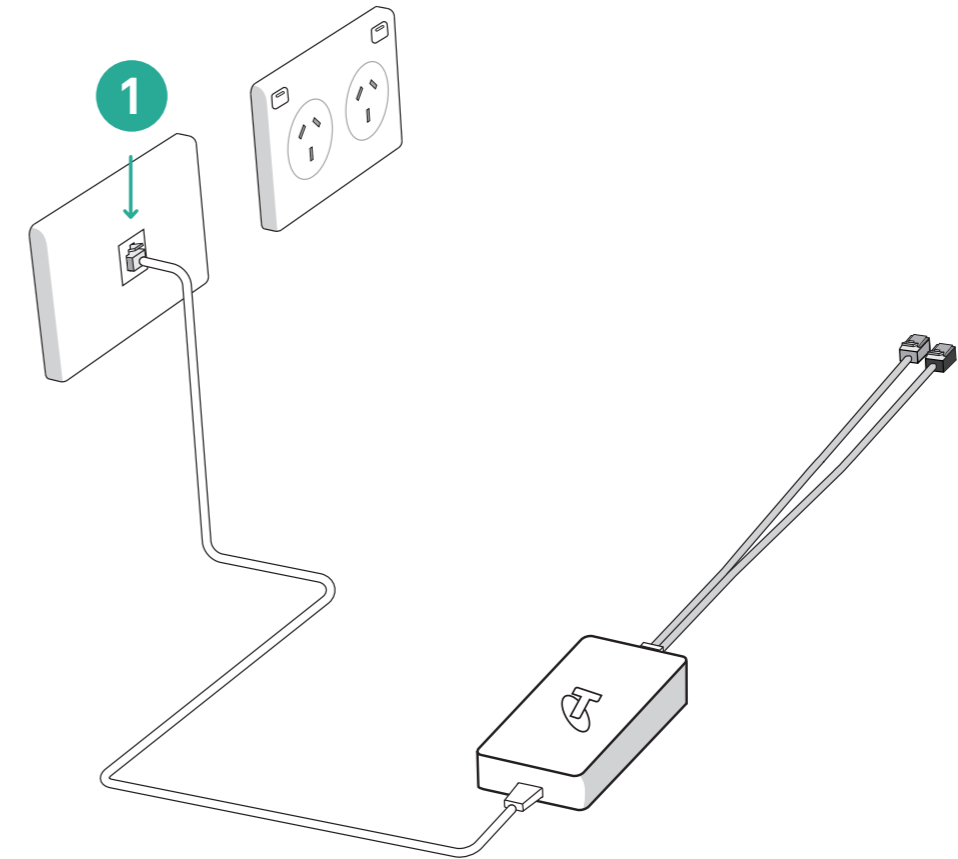
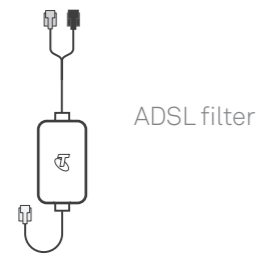
Please refer to your Product Summary email for more information on your phone line connection details.

**Connect your device(s) into yellow port**

 Computer	 Eftpos
 IP Phone	 Laptop

# 1 Plug ADSL filter into phone socket

Start the install by connecting the ADSL filter. This is the small, white box that has the DSL, PSTN and wall cables attached to it.



## 2 Plug ADSL filter into Telstra Business Smart Modem™

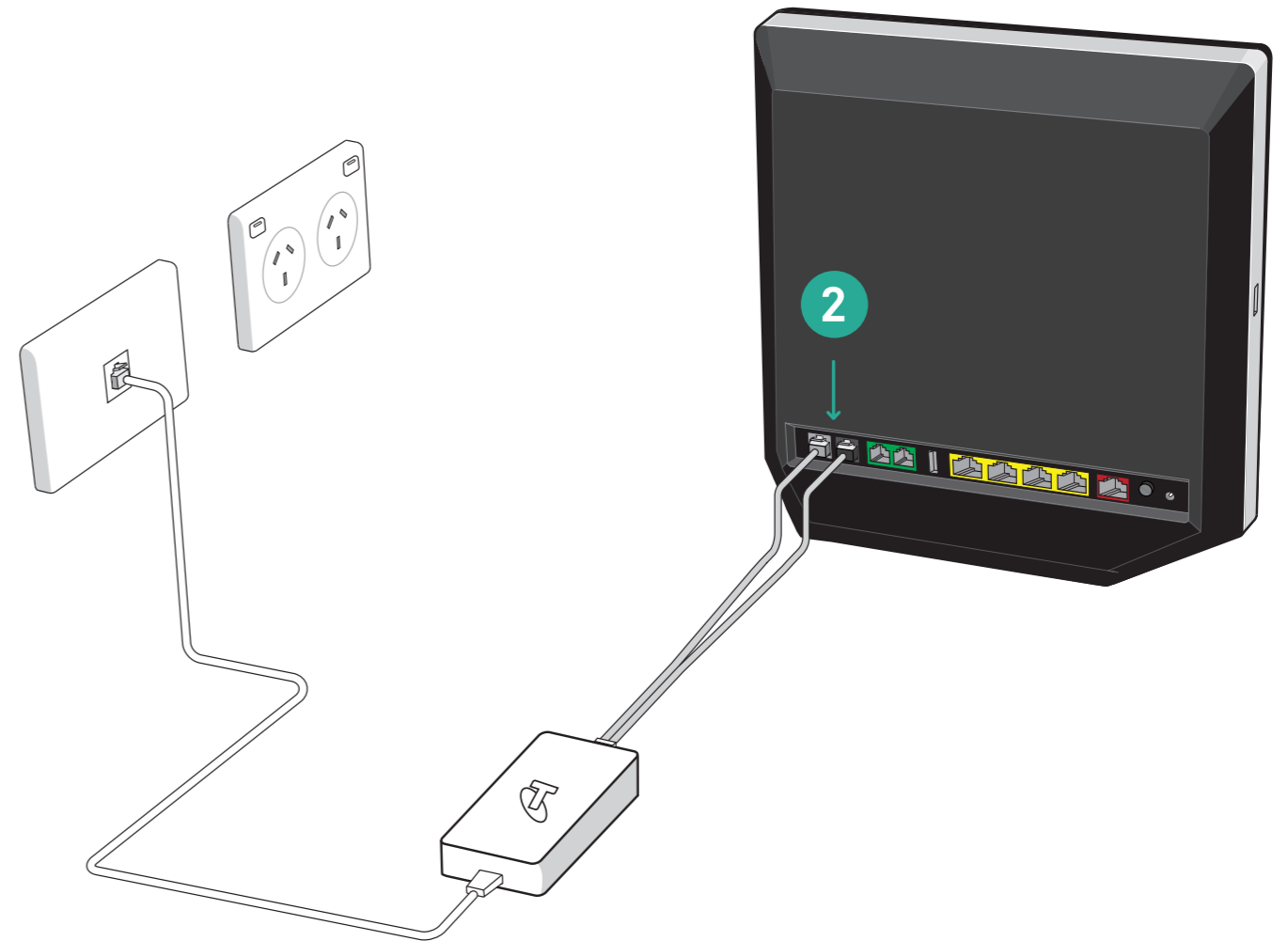
Insert the grey and black plugs in to the DSL and FXO ports on the Telstra Business Smart Modem™.



ADSL filter

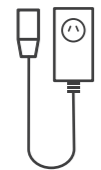


Telstra Business Smart Modem™

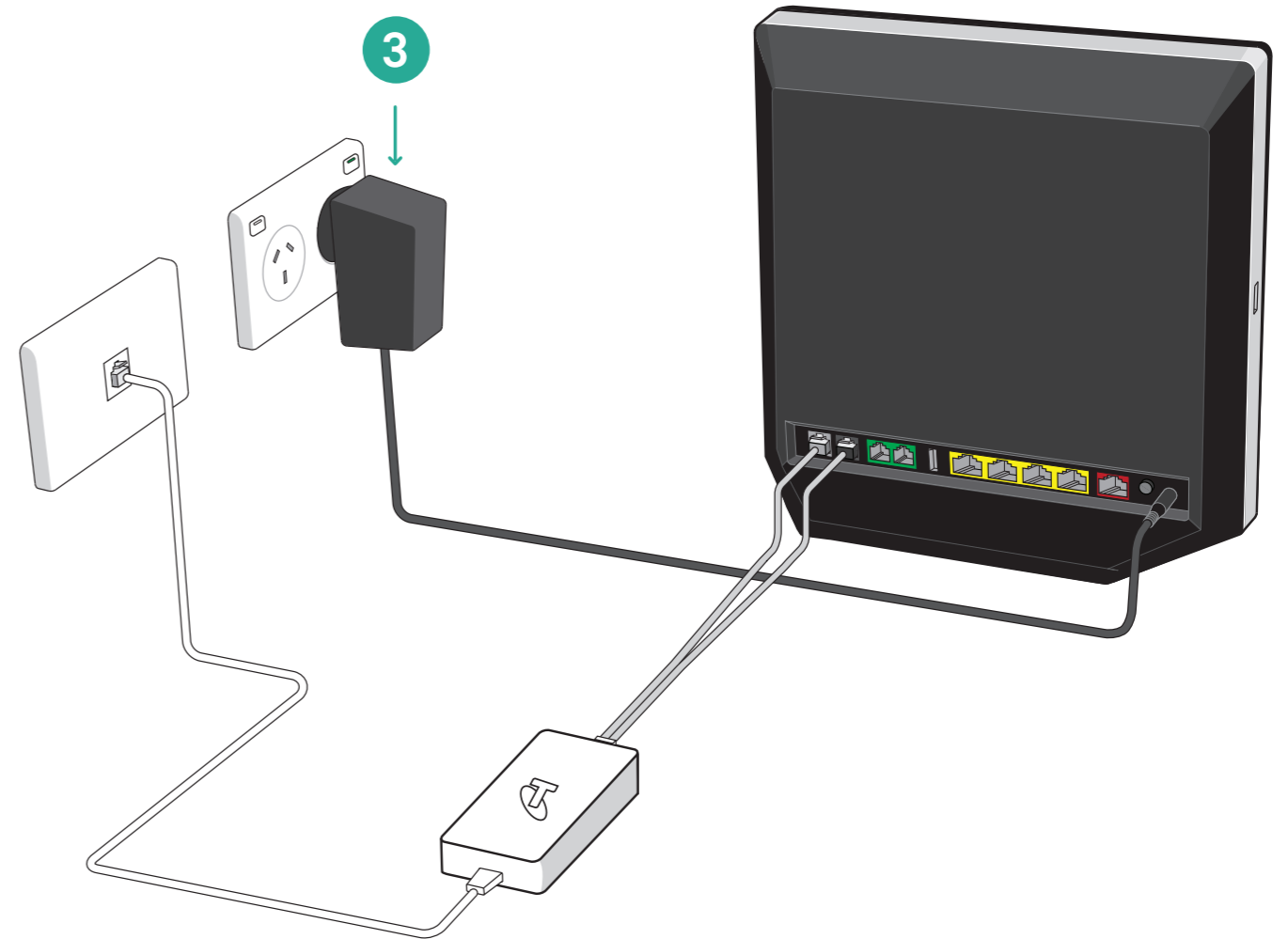


### 3 Plug Telstra Business Smart Modem™ into power outlet

Make sure the power point is switched on.



Telstra Business Smart Modem™ power cord

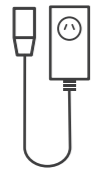


If the Connection light does not turn solid blue after 15 minutes, please refer to Troubleshooting at the back of the booklet or call us.

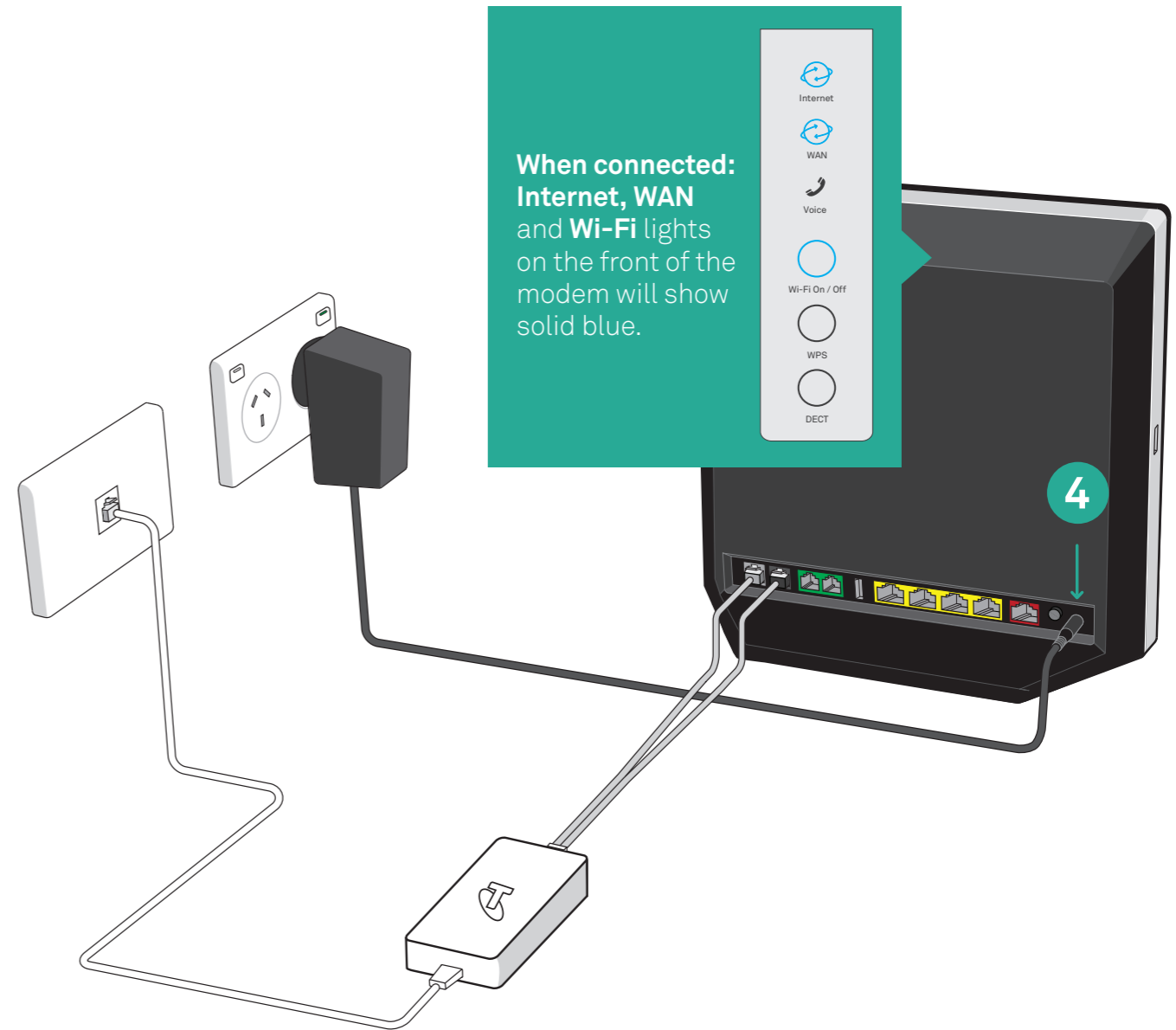


## 4 Turn on your Telstra Business Smart Modem™

Please ensure the power button, located on the back of the modem, is pressed in. Only proceed to the next step after the 'Internet' LED light is solid blue. This could take up to 10 minutes.

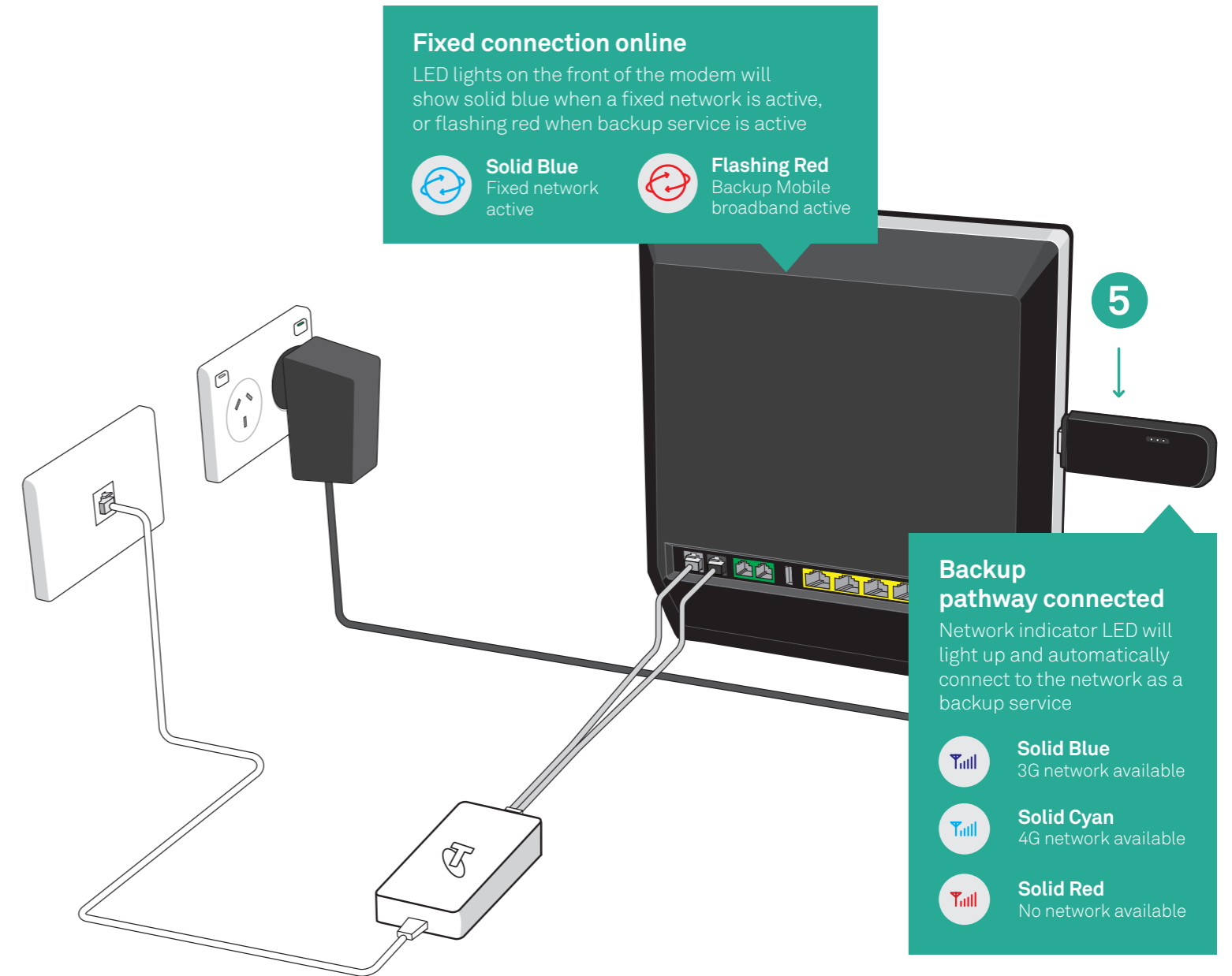


Telstra Business Smart Modem™ power cord



## 5 Connect Telstra 4GX USB Pro to Telstra Business Smart Modem™

The Telstra 4GX USB Pro provides a backup and ensures your internet and phone keeps working, even in the event of a fault with your nbn connection. It also provides an interim broadband service in case your fixed broadband service hasn't yet been activated. The 4GX USB Pro device is only for use with the Telstra Business Smart Modem™. Keep it plugged in at all times.



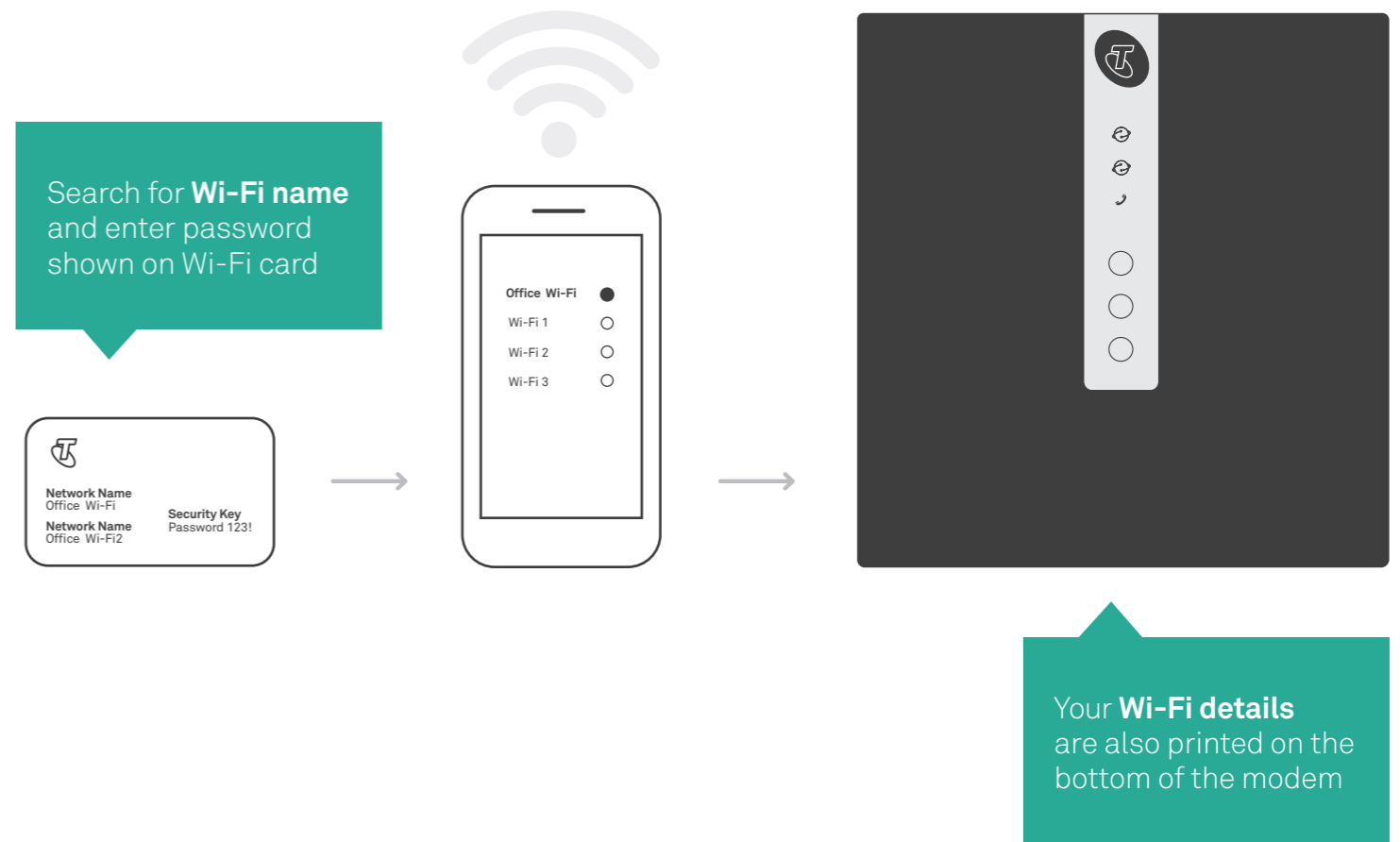
In the event that your fixed connection is unavailable, your modem will automatically switch to the mobile network and back to the fixed connection when the service is available again.

# Connect your Wi-Fi

On your device (e.g. laptop, smartphone, tablet) select the Wi-Fi Name (SSID) printed on your Wi-Fi card. Connect to either the 2.4GHz or 5GHz network. When asked, enter the Wi-Fi password (WPA-2) also on your Wi-Fi card.



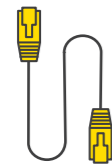
Wi-Fi Card



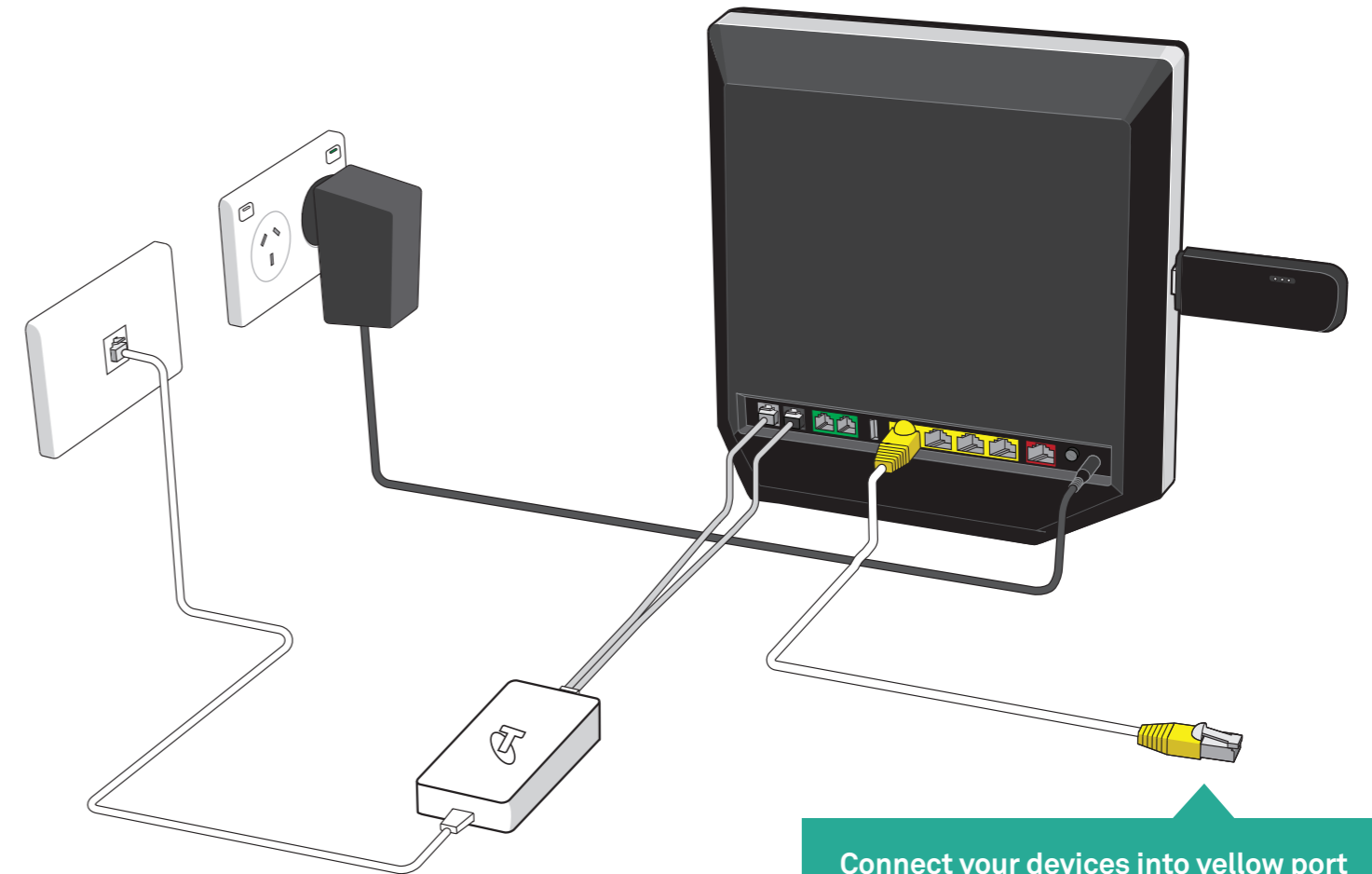
You can update your Wi-Fi name and password via the control panel by entering **telstra.gateway** into your browser using the login details on the bottom of the modem.

## Connect your device(s)

Use the spare cable (with yellow ends) to connect your computer or other devices directly to the Telstra Business Smart Modem™. To check your internet is working, go to your favourite website or [telstra.com.au/small-business](http://telstra.com.au/small-business)



Cable with yellow ends (LAN)



Connect your devices into yellow port



Computer



Eftpos



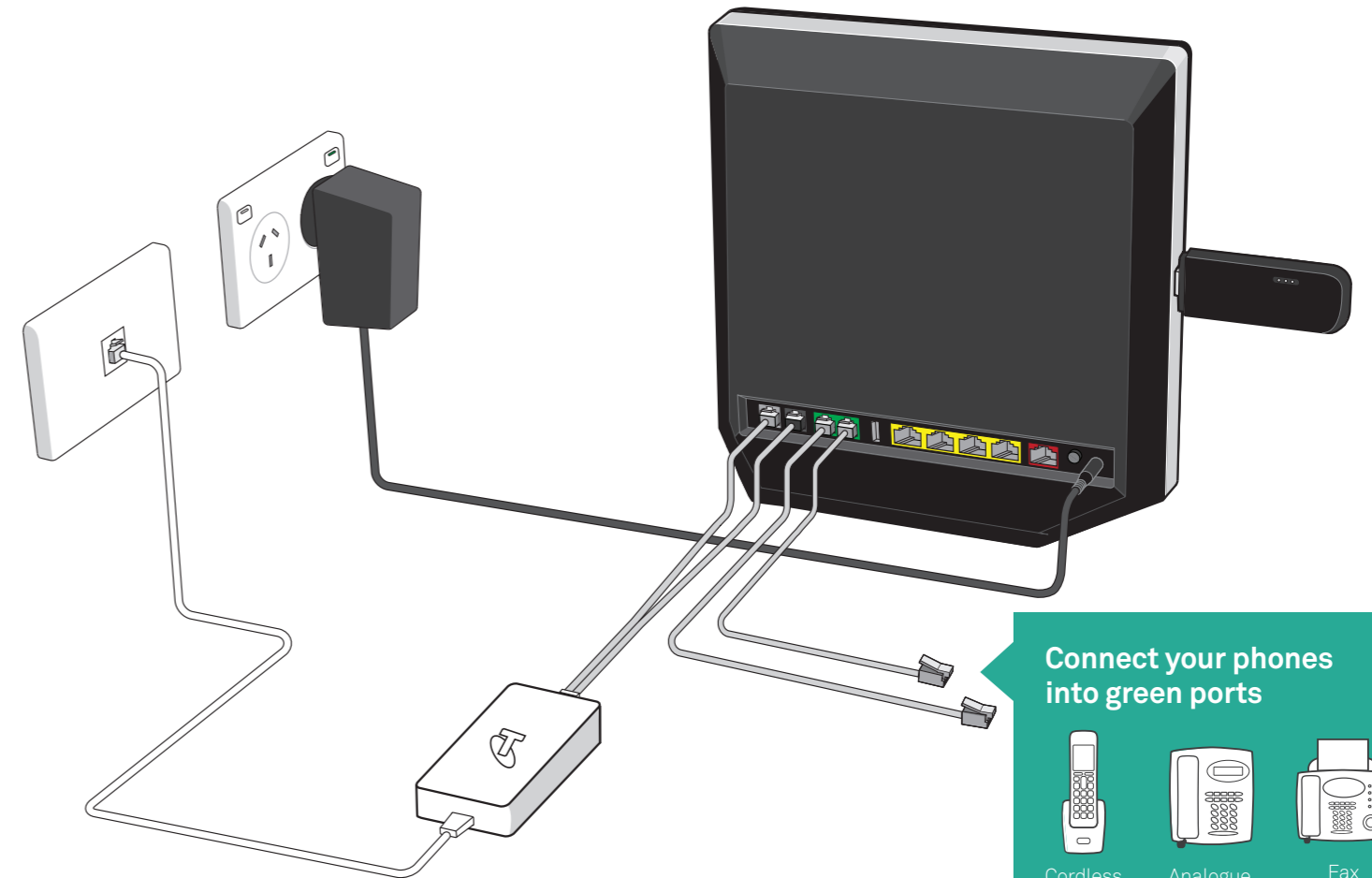
IP Phone



Laptop

## Connect your phone(s)

Plug your business phone into the Green FXS1 port of the modem. When the phone light on the front of the modem is on, you will be able to make and receive calls. Test your phone is working by listening for a dial tone.



### Connect your phones into green ports



Cordless Phone



Analogue Phone



Fax Phone

If you have a second phone line, please wait until the nbn™ cutover date before connecting your device to the **GREEN FXS2 port**.

Please refer to your Product Summary email for more information on your phone line connection details.

If you have an IP Phone, please connect it to any available yellow port on the modem.

# Troubleshooting

## Telstra Business Smart Modem™

### Fixed connection online



Your 'INTERNET & WAN' LED lights being solid **BLUE** means you're connected to your **FIXED CONNECTION** and good to go!



Your 'INTERNET & WAN' LED lights **FLASHING RED** means you're connected to your backup mobile broadband

### Phone LED



PHONE

Your 'PHONE' LED light being solid **BLUE** means you're ready to make and receive calls on the nbn™ network

## 4GX USB Pro

### Backup pathway connected



SIGNAL

Your 'SIGNAL' light being **BLUE** means you're connected to your **BACKUP PATHWAY** and good to go! This will take 1 - 6 minutes.

### Backup signal strength



**Solid Blue**  
3G network  
available



**Solid Cyan**  
4G network  
available



**Solid Red**  
No network  
available

If you experience limited access please move the modem for stronger signal strength on backup pathway.

## Having set-up issues?

Check the diagram and the steps in this guide to make sure your cables are plugged in correctly.

Try turning off the Telstra Business Smart Modem™ for at least 2 minutes before turning it back on again.

## Need more help?

Need help setting up? - **1800 531 950**  
Customer Service and Sales - **13 20 00**  
Faults and Technical Support - **13 29 99**

## Numbers in other languages:

[telstra.com.au/contact-us/multilingual-services](http://telstra.com.au/contact-us/multilingual-services)

Please note: To configure your Telstra Business Smart Modem visit:  
**http://192.168.0.15.1**  
**username: admin**  
**password: telstra**

To recycle your old modem:  
[recyclingnearyou.com.au/ewastescheme/](http://recyclingnearyou.com.au/ewastescheme/)

To access short videos to help explain how to set up your self-install kit go to [crowdsupport.telstra.com.au](http://crowdsupport.telstra.com.au)

For Telstra Smart Modem FAQ, please go to [telstra.com.au/small-business/online-support](http://telstra.com.au/small-business/online-support)

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