



Let's get you connected

Welcome to Optus 5G Home Internet

Before you start

To enjoy seriously fast speeds with Optus 5G Home Internet, you'll need to find the right spot for the modem in your home or office.

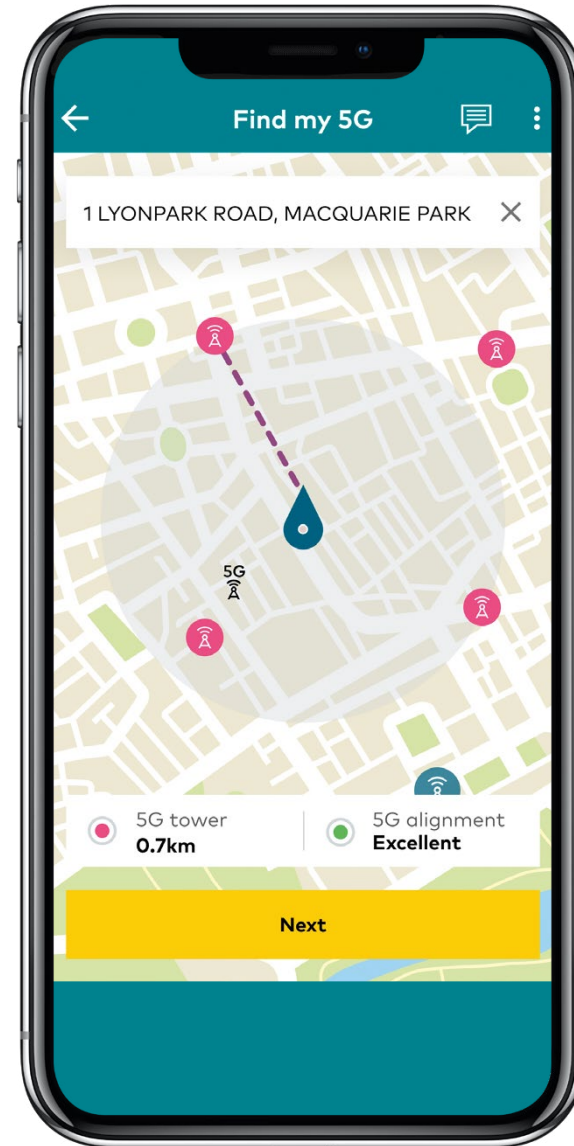
- The 5G modem needs to be located in a room or area of your home or office close to a nearby Optus 5G tower and free of obstructions. This may be different from where your current modem is located.
- To set up your modem, you'll need to open or download My Optus app.
- The app will show Optus 5G towers in your area to help you position your modem facing a window, closest to the nearby tower.



Scan to open My Optus app

The app helps you set up the 5G Home Modem and find the nearest 5G tower.

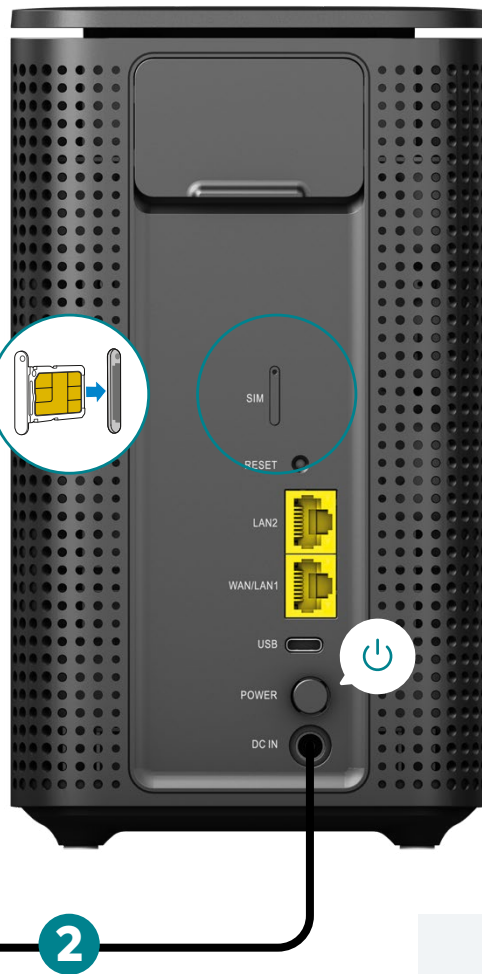
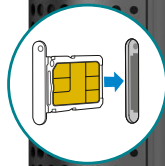
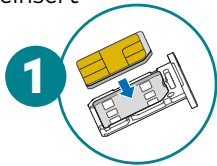
**Found a good place?
Then you're ready to connect.**



Let's get you set up in 4 simple steps

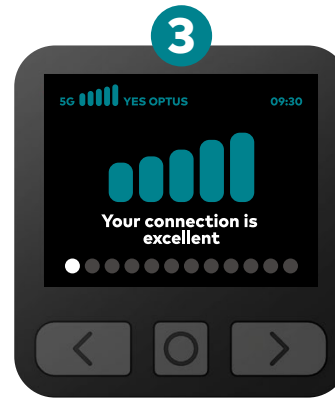
1. Insert the nano SIM

- Eject the SIM tray at the back of your modem (use tool provided)
- Locate the SIM included in your modem packaging
- Push out the smallest size (nano) SIM card
- Place the SIM card in the tray and reinsert



2. Power the modem

- Plug in the modem's power cable into the powerpoint
- Press the modem power button on
- Wait 30 seconds for the modem to complete powering up



3. Check the modem screen

- Navigate through the modem screen using the buttons under the screen:
- Use the screen to view your 5G connection strength, WiFi login details, screen brightness and more



4. Connect devices to WiFi

Connect your device using either the QR code or the WiFi Name and Password. Found here:

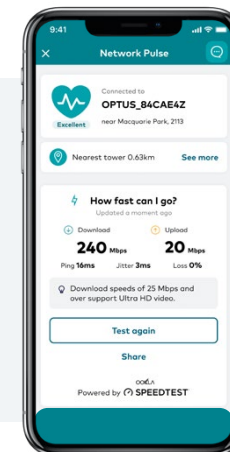
- The modem screen (Press button)
- WiFi fridge magnet
- Modem base sticker

That's it. You're connected.

Test your internet speed

Now your devices are connected, you can use My Optus app to test your speed.

More information including Handy tips, Managing your modem and Recycling your old modem can be found on the next page.



Scan to open
My Optus app
Network Pulse

Handy tips

Something not working as expected?
Try these common fixes.

Slow internet?

If you are connected to the modem's WiFi network, the issue may be that the modem is not getting a clear 5G signal. View your 5G signal strength on the modem screen and use the following tips to maximise your connection:

- Check your closest Optus 5G tower on My Optus app
- Check you placed your modem near a window facing the nearest Optus 5G tower
- Check your modem isn't blocked by any large or metal objects
- Making small repositioning movements and rotating the modem slightly can help improve your signal strength

Slow WiFi?

If you need to cover a large home or office, you may need a WiFi Booster to reach more rooms.

If you'd like to purchase an optional Ultra WiFi Booster to pair with your Optus Ultra WiFi 5G Modem, contact us or visit optus.com.au/boostersetup for more information.



Manage your modem

To change your WiFi name, password and other settings you can view and manage your modem at <http://192.168.0.1>

Login details are found on the modem base

Modem Settings
Web Address
192.168.0.1
Password
your-password



Recycling your old modem

Not sure what to do with your old modem?

You can take your old modem into any Optus retail store and our staff will assist you with recycling it. E-waste should never be disposed of in the household landfill or recycling bins. We accept a variety of old and unwanted mobile, home and internet devices for recycling.



Need assistance?

Visit optus.com.au/5GSetup for extra information on how to set up your 5G modem.

Contact our 5G Home expert team at **1300 101 693**.

For 24/7 assistance, scan the QR code below to message us.

