

## 4. Connect your devices

### 4.1. Using the WiFi network

Simply scan the QR code on the **Quick** connect magnet with your mobile phone to connect to your WiFi network.



**TIP** Your Optus WiFi network details can also be found on the label at the bottom of the modem.

Alternatively, you can search your WiFi network on your smart devices.

Select the your network name as shown on your **Quick** connect magnet and enter the password to connect.

**TIP** Did you know you can change your default WiFi details to match your existing WiFi network. Go to [optus.com.au/nbnsetup](http://optus.com.au/nbnsetup) to find out how and for other useful modem guides.

### 4.2. Using cables

For internet speed and reliability consider connecting your devices directly to the modem using the supplied white cable with yellow plugs.

Plug the white cable with yellow plugs into one of the **yellow port** labeled **LAN** on your modem.

Plug the other end into your computer or smart device.

## 5. Connect your telephone

You will need to connect your telephone handset directly to the modem.

Connect the grey telephone cable from back of your home phone into the port marked **Phone 1** on your modem.

If the **'Phone'** LED on the front of your modem is solid green, your telephone is connected.



The front of your modem **A** should look like this:

LED	Power	DSL	Internet	WiFi	Telephone	4G backup		
Status	Green	Green FTTN/B only	Not lit	Green	Green	Green (if ordered)	Not lit	Red (SIM not inserted)

To test your phone is working, 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.

**Note:** The telephone handset connected to your modem requires main power. Some handsets may not be compatible. If you require an emergency telephone line this service may not be suitable: for example, if you have a serious illness or require disability services or have a back-to-base alarm.

**If this applies to you, please contact us to discuss your options.**

## 6. Backup internet

Your modem comes with a backup connection that uses the Optus Mobile 4G network.

This allows you to connect to the internet, should there be an outage with the **nbn™** network [and you have 4G coverage].

To ensure you have 4G connection, please make sure that the SIM card provided is properly inserted in the SIM card slot **A** by removing the plastic dust cover **B**, then insert the SIM card and replace the plastic dust cover.



**Note:** If the Internet LED on the front of your modem is blue, your Optus 4G backup may be in use. Check your modem is connected correctly or visit the My Optus app to check your connection is working correctly.

The Optus 4G backup is not intended to be used as a stand-alone service. Optus may reach out to you regarding your connection if we have detected your **nbn™** connection is not working for an extended period of time.

## 7. Test your nbn™ service

If the 'Internet' LED on the front panel of the modem **A** is solid green and your device is connected (WiFi or cabled), use this QR code to perform a speed test on your service.



**Note:** If the Internet LED on the front of your modem is blue (as seen below) your Optus 4G backup may be in use. Check your modem is connected correctly or visit the My Optus app to check your connection is working correctly.

LED	Power	DSL	Internet	WiFi	Phone	4G backup
Status	Green	Not lit	Blue	Green	Red	Green, Amber, Red
(Based on signal strength)						

### For improved WiFi experience

- Position the modem off the floor at least one metre.
- Ensure there is space and ventilation around the modem.
- If your **nbn™** equipment or home cabling allows, locate the modem in a central part of your home.

### Things that interfere with WiFi

- Walls close to the front or side of the modem.
- Large metal appliances such as a fridge, microwave ovens.
- Bluetooth devices (Baby monitor, TV, Sound Bar).

# Let's get you connected

## Modem user guide



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

Yes OPTUS

## Useful information

Congratulations and welcome to **Optus nbn™**. This guide has all the information you need to connect your modem and get online.

### Installation and activation

You must connect the modem supplied to the **nbn™** equipment so Optus can confirm your service is operational.

Connecting successfully will allow you to enjoy:

- Comprehensive Optus technical support
- Living Network features (Optus Pause)
- Supported equipment (Boosters).
- Optus security services

**Note:** If Optus is unable to confirm your service status we will reach out to you.

### Use My Optus app

Here you will find:

- Step-by-step instructions
- Test your internet speed
- Message for help 24/7



Scan this QR code or go to [optus.com.au/myoptusapp](https://optus.com.au/myoptusapp)

### Manage your modem

For information on how to manage your modem settings go to [optus.com.au/nbnsetup](https://optus.com.au/nbnsetup)

### Cabling and technical assistance

All home cabling must be performed by a registered cabler.

Contact Optus on **133 937** if you would like to arrange a technician to assist your setup (fees apply).

## 1. Equipment check

### Optus equipment

Your modem package should include:

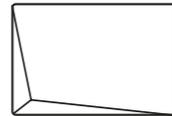
1. An Optus WiFi modem
2. **Quick** connect magnet
3. The modem power adapter and cable
4. A **white** cable with **red** plugs
5. A **white** cable with **yellow** plugs
6. A **grey** cable with **clear** plugs (telephone)

### nbn™ equipment

Your home **nbn™ equipment** should be in place and powered/online.

**TIP**

It will help if you know what **nbn™ technology** is installed in your home. Check your email for the **Optus order** which has this information.



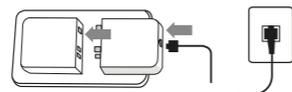
#### nbn™ Fibre to the Premises (FTTP)

The **nbn™ FTTP** equipment will be installed by a **nbn** technician.



#### nbn™ Hybrid Fibre Coaxial (HFC)

You may be required to connect the **nbn™** equipment if it is not already in place.



#### nbn™ Fibre to the Basement (FTTB) or Fibre to the Node (FTTN)

Only the Optus modem is required to connect FTTN/B services.



#### nbn™ Fibre to the Curb (FTTC)

You may be required to connect the **nbn™** equipment if it is not already in place.

Confirm your premises has **nbn™** present and working.

If any equipment is missing contact Optus Customer Care on **133 937** or send us a message (open My Optus app > chat icon) so that we can arrange a replacement.

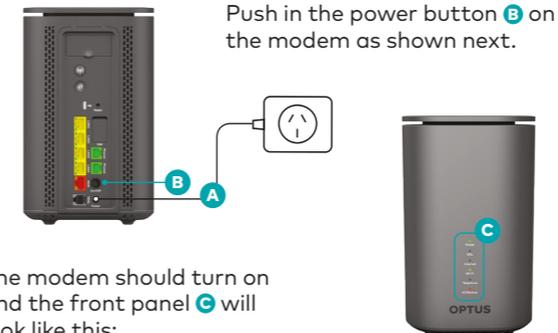
## 2. Power up the modem

Connect the power cable **A** to the socket on the modem as shown.

Connect the adapter plug to a wall electrical point, ensure the power is on.

**TIP**

Don't use a powerboard or double adaptor, as surges may damage the modem.



The modem should turn on and the front panel **C** will look like this:

LED	Power	DSL	Internet	WiFi	Telephone	4G backup	
Status	Green	Not lit	Not lit	Green	Not lit	Red (if ordered)	Red

## 3. Connect nbn™ equipment

In the next step, you will connect the modem to the **nbn™** equipment.

If the Internet LED on the front of your modem is solid green, you're connected to the internet.

### Successful connection status

The front of your modem **A** should look like this:

LED	Power	DSL	Internet	WiFi	Telephone	4G backup	
Status	Green	Green	Green	Green	Green (if ordered)	Not lit	Red (SIM not inserted)

### 3.1. If nbn™ equipment is a panel mounted on the wall (FTTP)

Plug the white cable with red plugs into the **red port** labelled **WAN** on your modem.

Plug the other end into the port labelled **Uni-D1** on the **nbn™** equipment.

**TIP**

You may need to plug into one of the other **Uni-D** ports if this does not work.

### 3.2. If nbn™ equipment is a black box (HFC)

Plug the white cable with red plugs into the **red port** labelled **WAN** on your modem.

Plug the other end into the port labelled **Uni-D1** on the **nbn™** equipment.

### 3.3. If there is an nbn™ wall plate/socket (FTTB or FTTC)

Plug the grey telephone cable into the grey port labelled **XDSL** on your modem.

Plug the other end of the grey telephone cable into your **nbn™ wall socket**.

**TIP**

This is usually the wall socket closest to the front of the property. Ensure modem is directly connected with all line filters removed.

### 3.4. If nbn™ equipment is a white box (FTTC)

Plug the white cable with red plugs into the **red port** labelled **WAN** on your modem.

Plug the other end into the port labelled **Gateway** on the **nbn™** equipment.