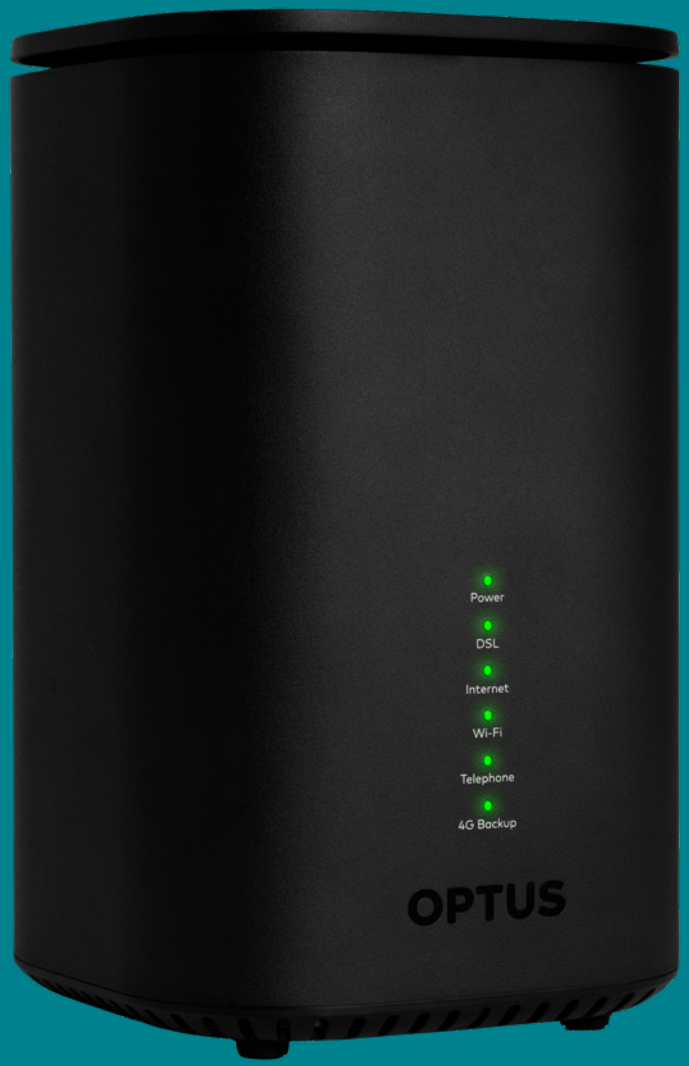


Let's get you connected

Your guide to connecting to the nbn.® Fibre to the Curb – FTTC.

yes OPTUS

We're here to help

Download My Optus app, from the App Store or Google Play, and take control of your home WiFi network.

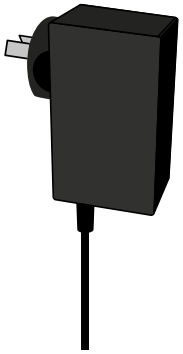
Available to download from

Download on the App Store

GET IT ON Google Play

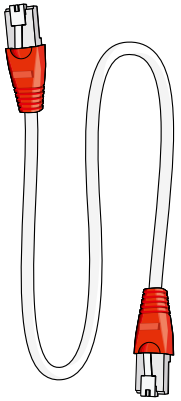
What's in the box

Optus Ultra WiFi Modem

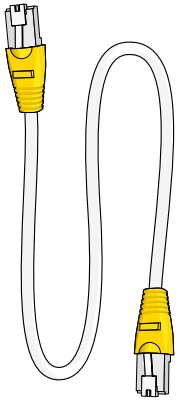


Power Adapter

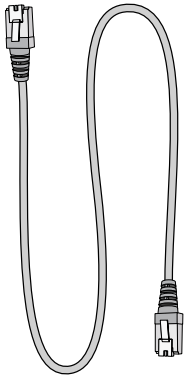
Fridge Magnet



White Cable red plugs



White Cable yellow plugs



Grey Cable clear plugs

Your nbn technology type

Fibre to the Curb

The nbn FTTC connection box will be plugged into a telephone wall socket and power.

Missing your nbn equipment?

If you're unable to locate your nbn connection box, or you believe it has been damaged, please call us on **133 937**.

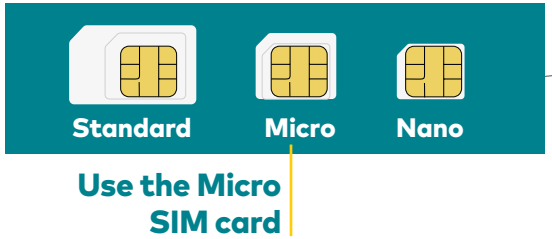
Let's get you set up in 4 simple steps

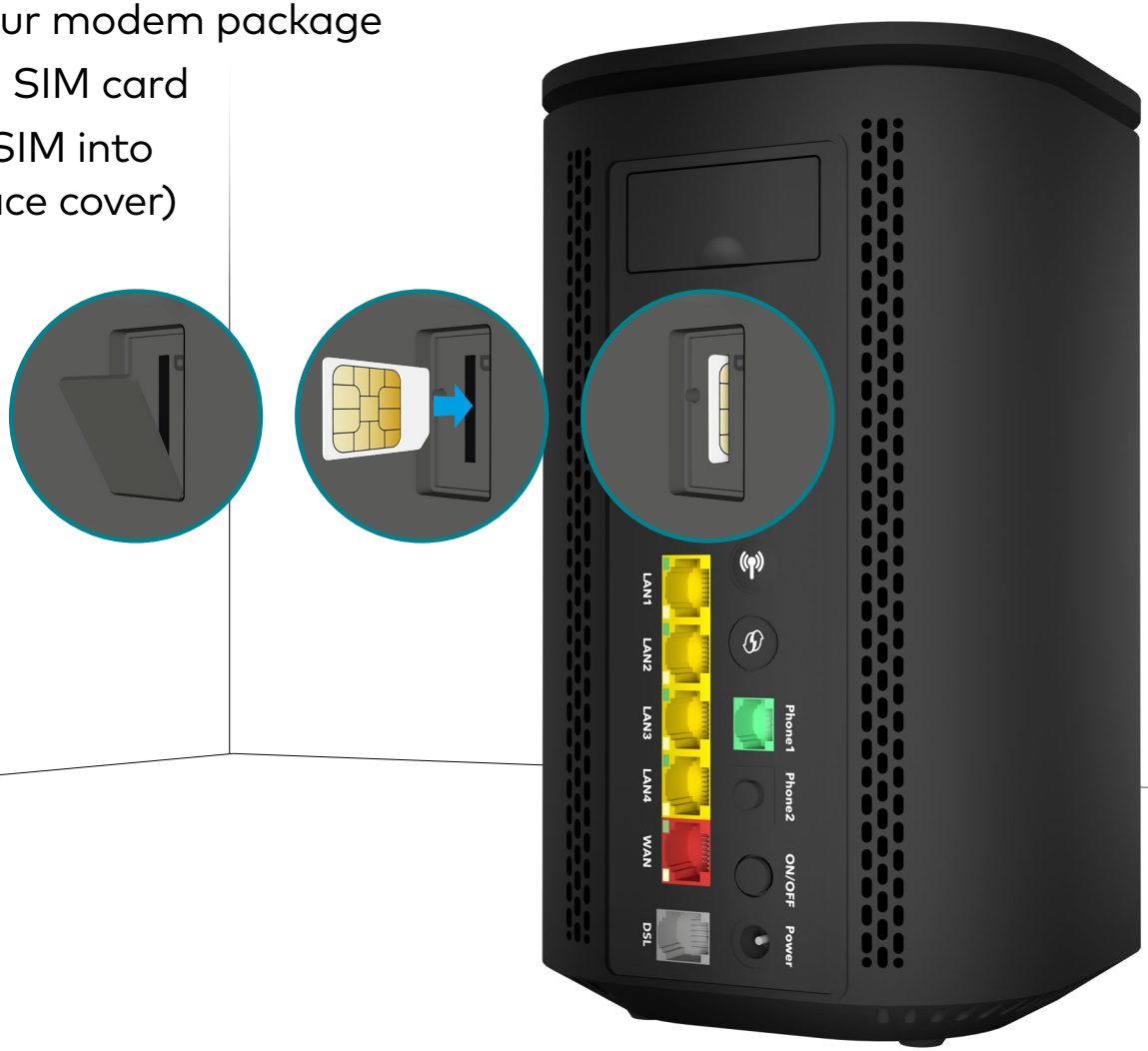
Congratulations and welcome to your new modem.
This guide has all the information you need to get online with your Optus nbn modem.

1. **Insert your SIM for 4G Backup**
2. **Connect your Optus modem to the nbn**
3. **Power on the modem**
4. **Connect your devices and test your speed**

1. Insert the SIM for 4G Backup

- Find the SIM card included in your modem package
- Push out the middle size (micro) SIM card
- Remove plastic cover, push the SIM into the SIM slot until it 'clicks' (replace cover)



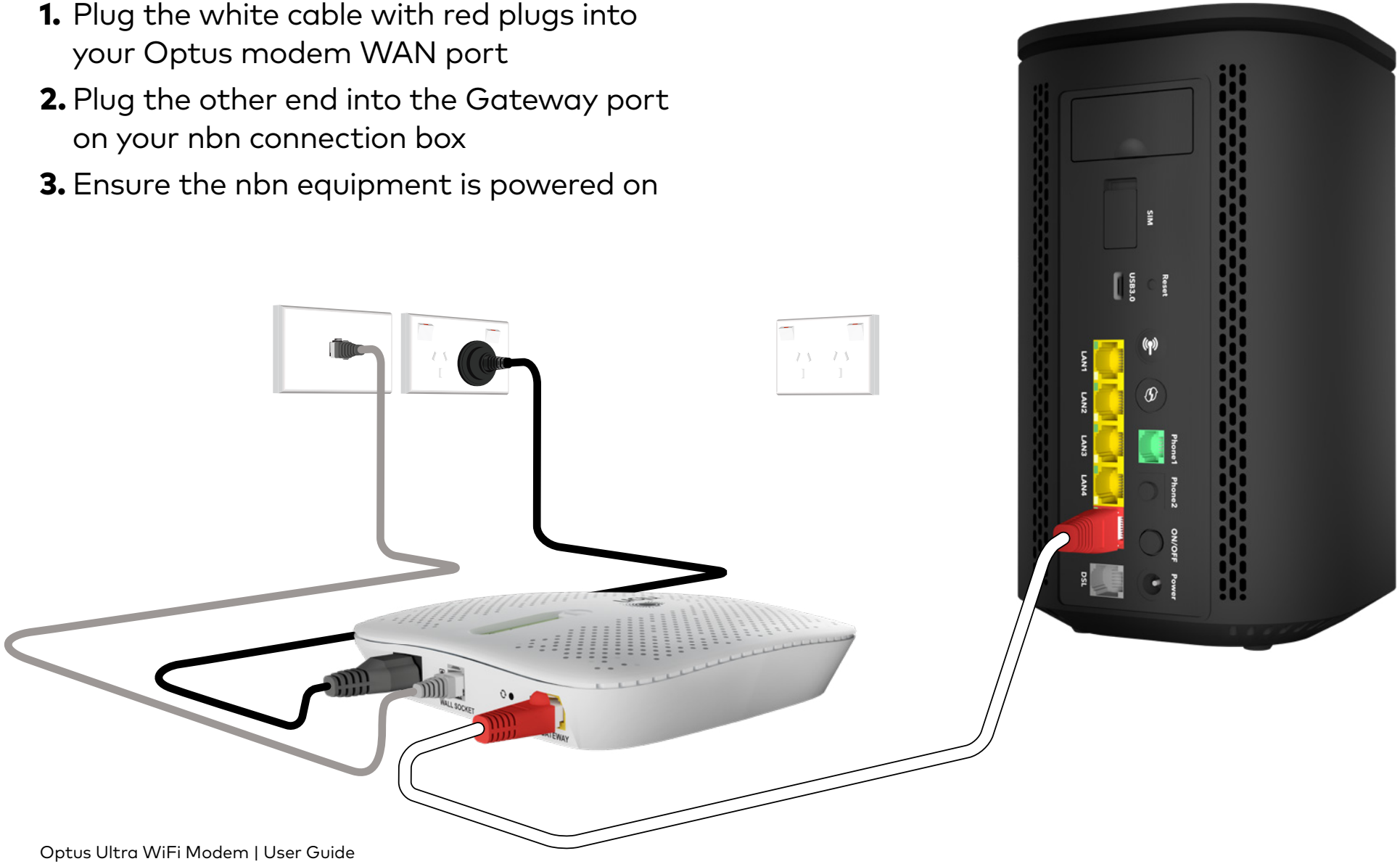


Note: 4G Backup is available in Optus 4G coverage areas.

2. Connect your Optus modem to the nbn

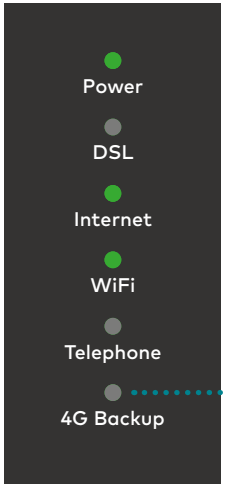
Follow steps to get connected

1. Plug the white cable with red plugs into your Optus modem WAN port
2. Plug the other end into the Gateway port on your nbn connection box
3. Ensure the nbn equipment is powered on

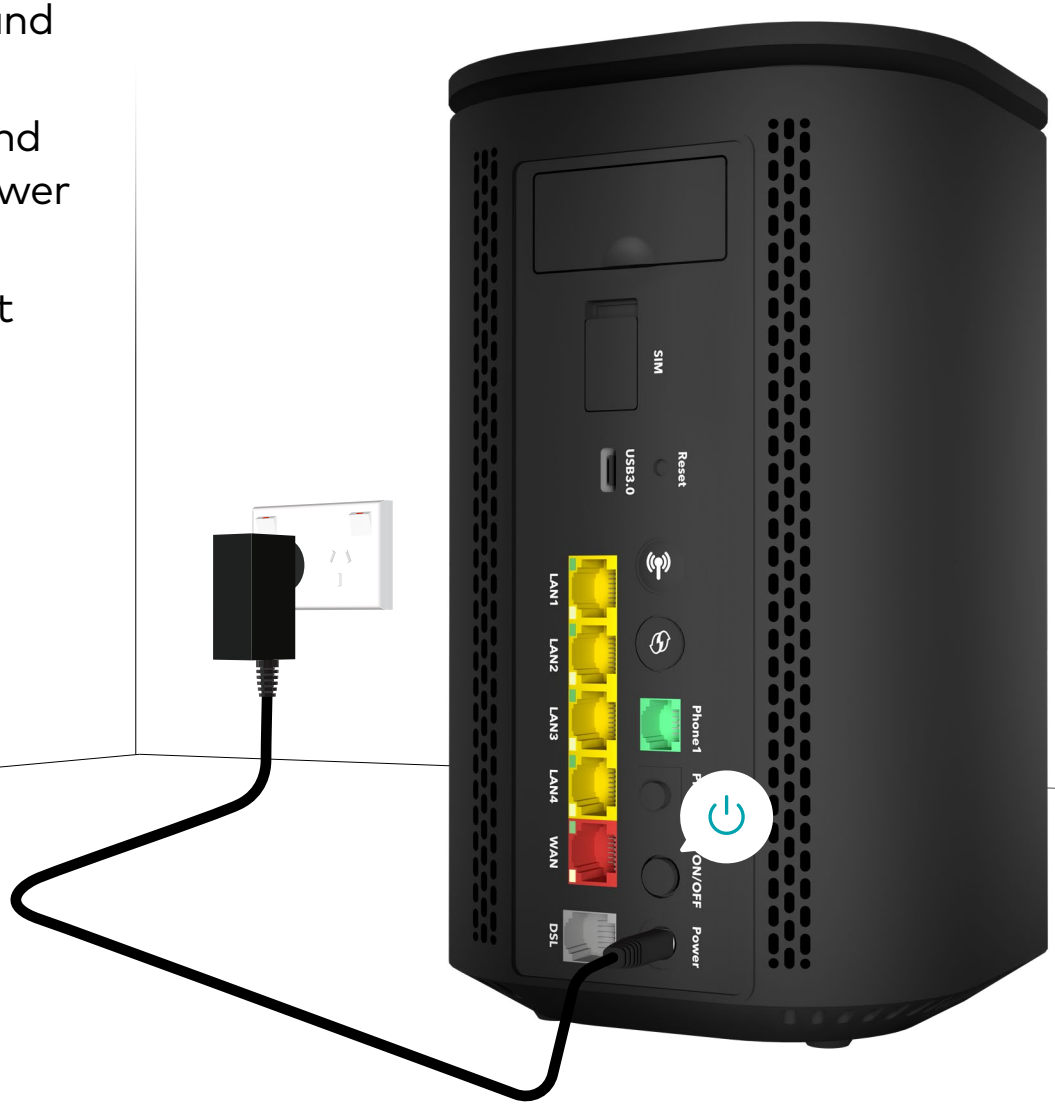


3. Power on the modem

- Connect the modem's power cable and plug into the wall
- Press in the modem power button and wait 2 minutes for the modem to power on and connect to the nbn
- You should see the lights on the front display as per the diagram below



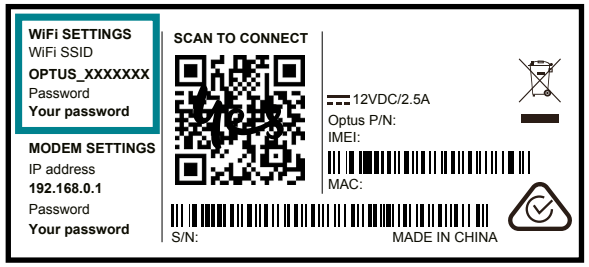
4G Backup
is only on when this light is green and the internet light is blue



Internet light not coming on?
Skip to Handy Tips on page 12.

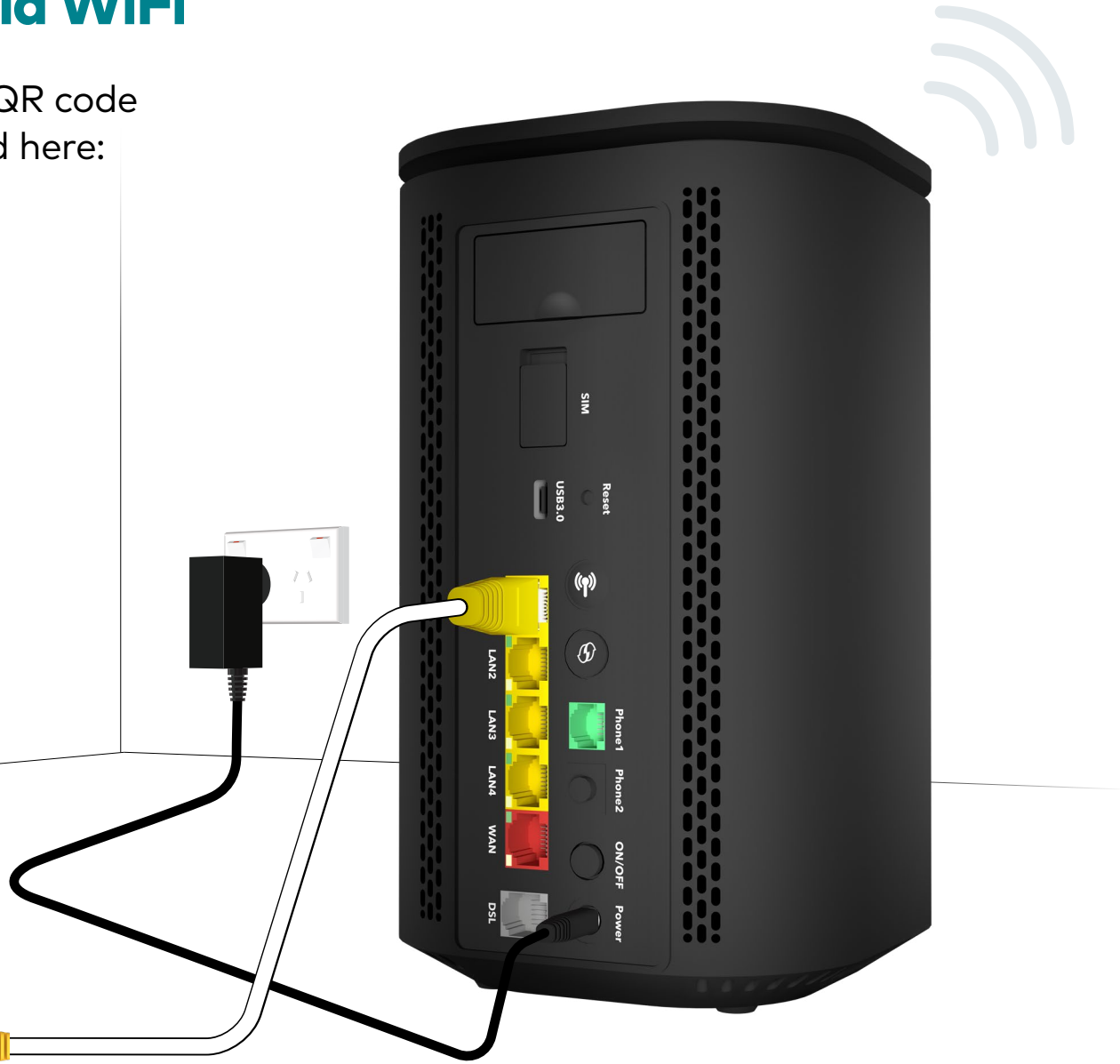
4. Connect your devices via WiFi

Connect your devices using either the QR code or the WiFi Name and Password found here:



Sticker on base of modem

Fridge magnet

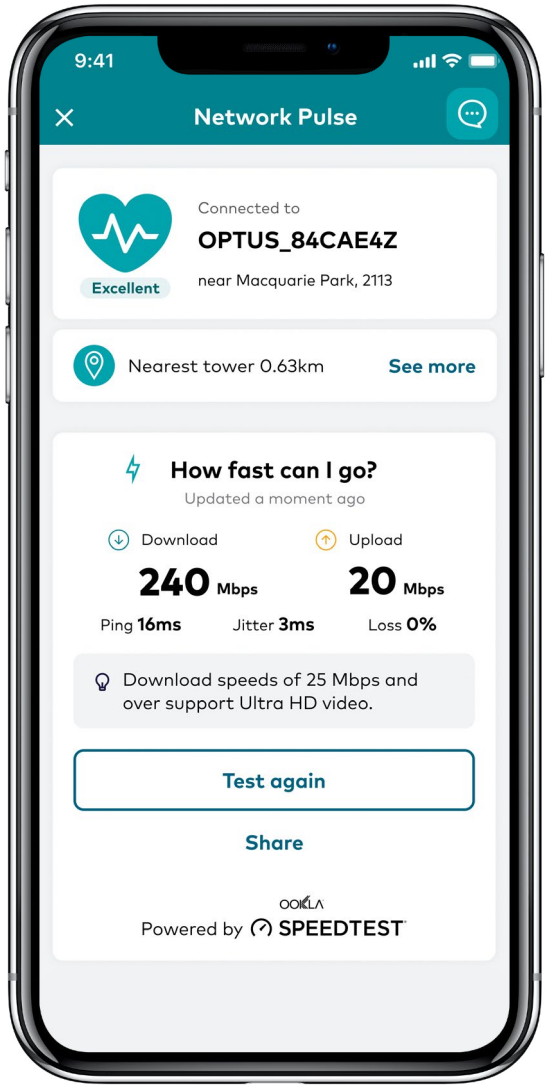


That's it. You're connected.

Test your internet speed

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

Scan to open My Optus app Network Pulse



Handy tips

Something not working as expected?
Try these common fixes.

No internet?

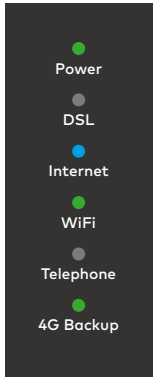
If you see the Internet light is off and 4G Backup light is red

It's possible nbn is off and 4G Backup is off

✓	Let's sort out your 4G backup first. Recheck that your SIM card is correctly inserted: **See Step 1.**
✓	Next, power your modem off, wait **30 seconds** then turn it back on: this can reset your backup connection.
✓	Finally, check all your cables are plugged in securely and the nbn equipment is powered on.
✓	Try turning the nbn equipment off and back on.

For more troubleshooting information go to **optus.com.au/nbnhelp** or **scan the QR code**

Slow internet?



If your internet light is blue and 4G Backup light is green you're taking advantage of the 4G Backup.

Let's sort out your nbn connection

✓	Ensure you have an email or SMS from Optus telling you the nbn is **ready to activate.**
✓	Recheck your cables are connected correctly to your modem and nbn connection box – **see Step 2.**
✓	Power your modem off for 30 seconds then turn it back on. Allow 2 minutes for the modem to connect to the nbn.
● **Excellent** ● **Good**	The 4G Backup light will confirm your 4G signal strength. Try repositioning the modem for a better 4G signal.

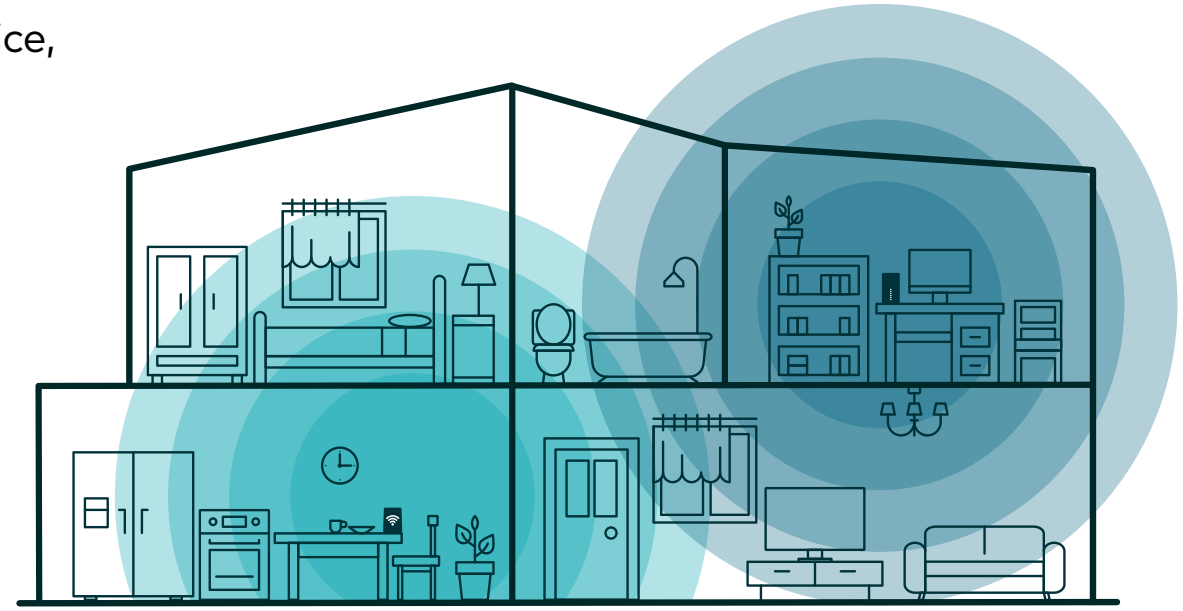
For improved WiFi experience

- Position the modem at least one metre off the floor and away from large metal appliances and Bluetooth devices (baby monitor, TV, sound bar, etc.).
- 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.
- Avoid walls close to the front or side of the modem.
- Avoid large metal appliances such as a fridge, microwave ovens.

Get more WiFi coverage

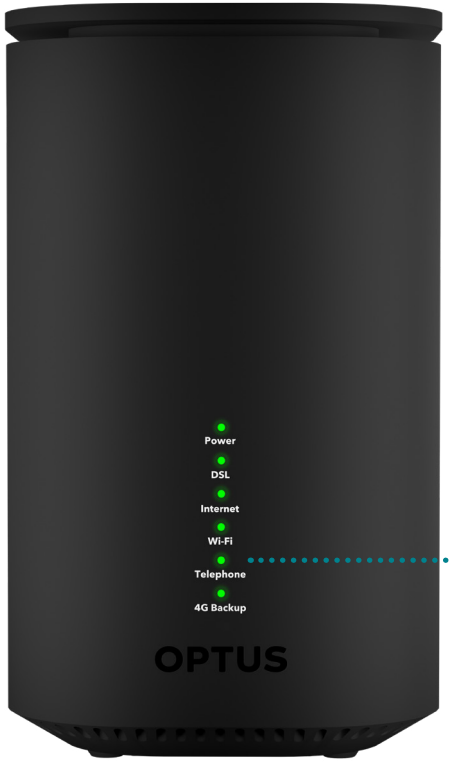
If you need to cover a large home or office, you may need a WiFi Booster to reach more rooms.

For more information, visit **optus.com.au/boostersetup** or **scan the QR code**



Connecting a telephone

If applicable, you will need to connect your telephone handset directly to the modem. Connect the telephone into the port marked **Phone 1** on your modem.

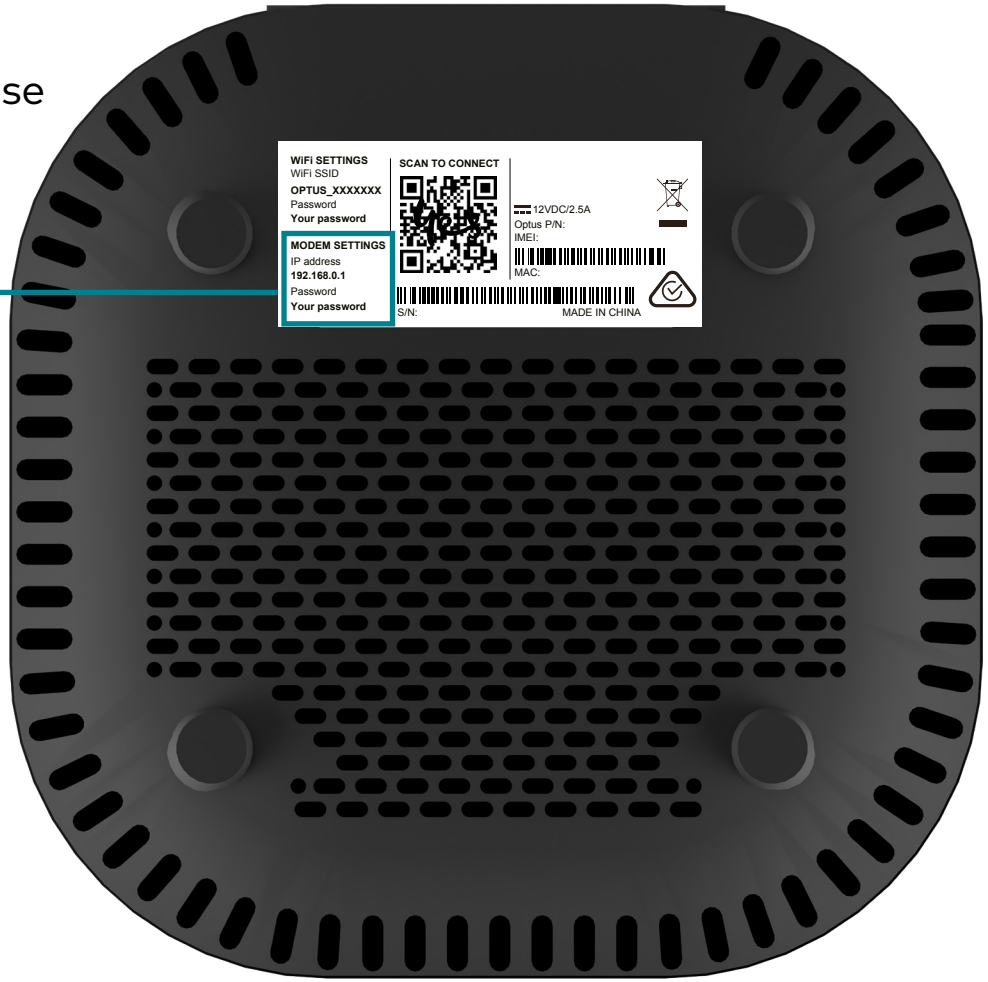


If the Telephone light on the front of your modem is solid green, your telephone is connected.

Managing your modem and network

To change your WiFi name, password and other settings:

- View and manage your modem at http://192.168.0.1 or in My Optus app
- Log in using the details 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/nbnsetup** for extra information on how to set up your nbn modem.

Or contact our Home expert team at **133 937.**

For 24/7 assistance, scan the QR code or message us on My Optus app.

Think before you print

Please consider the environment before printing this document

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