Quick Start Guide

Box contents

1 x Modem
(including pre-installed SIM)

1 x Power adaptor

2 x Phone cables
(grey & green)

2 x Ethernet cables
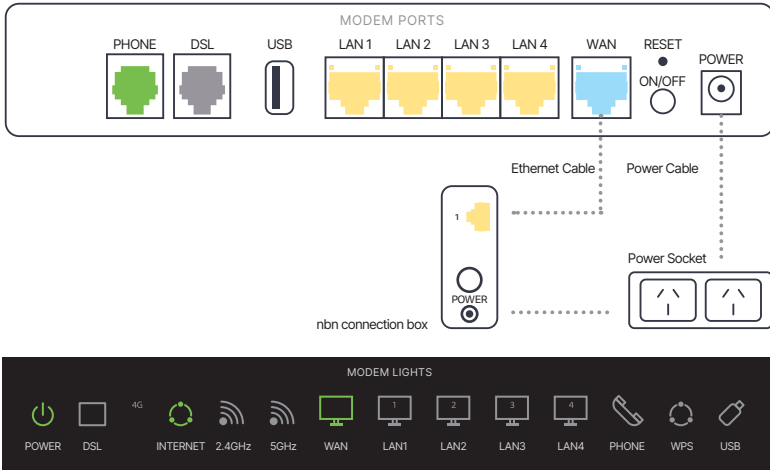(blue & yellow)

Before you start

We will send you an SMS and/or email to let you know your service is active. Once you receive the confirmation you are ready to begin the setup of your modem.

1. Connect the modem

Based on the colour sticker you have on the outside of the box, follow the instructions on the next page for your broadband technology.
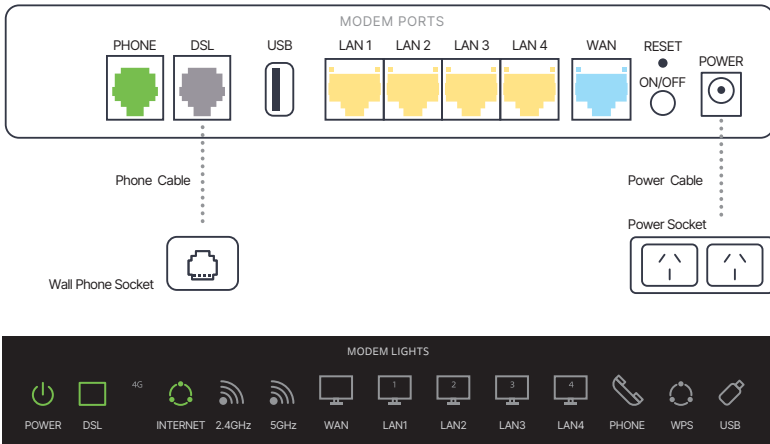
Follow the instructions that match the colour of the sticker on the outside of your modem box.

Hybrid Fibre Coaxial (HFC) or Fibre to the Curb (FTTC)*

MODEM PORTS

PHONE   DSL   USB   LAN 1   LAN 2   LAN 3   LAN 4   WAN   RESET   POWER
ON/OFF

Ethernet Cable   Power Cable

1

POWER

Power Socket

nbn connection box

MODEM LIGHTS

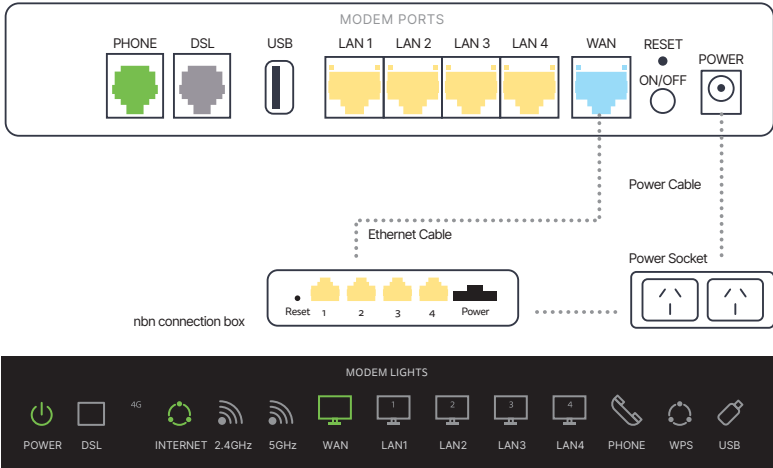POWER   DSL   INTERNET   2.4GHz   5GHz   WAN   LAN1   LAN2   LAN3   LAN4   PHONE   WPS   USB
4G

*Important: An nbn connection box may be provided with your order if you don't have one at your premises. This will need to be installed first. Follow the nbn guides provided with the device, then plug in the mdoem ias above.

Fibre to the Node (FTTN) or Fibre to the Building (FTTB)

MODEM PORTS

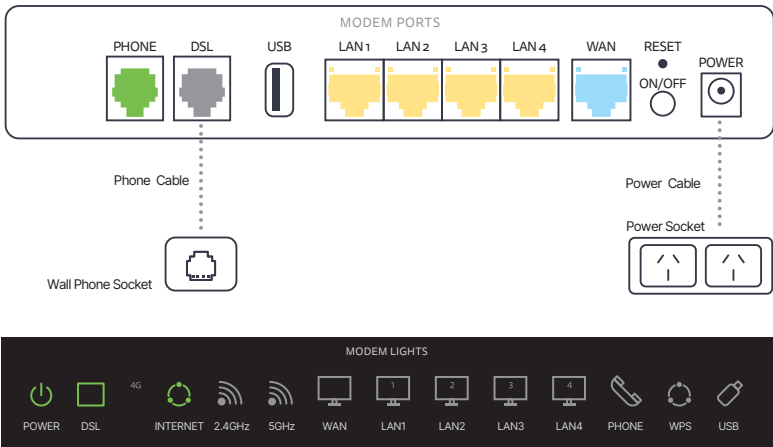PHONE   DSL   USB   LAN 1   LAN 2   LAN 3   LAN 4   WAN   RESET   POWER
ON/OFF

Phone Cable   Power Cable

Power Socket

Wall Phone Socket

MODEM LIGHTS

POWER   DSL   INTERNET   2.4GHz   5GHz   WAN   LAN1   LAN2   LAN3   LAN4   PHONE   WPS   USB
4G

Fibre to the Premise (FTTP) or Fixed Wireless (FW) [#]

MODEM PORTS

PHONE | DSL | USB | LAN 1 | LAN 2 | LAN 3 | LAN 4 | WAN | RESET ON/OFF | POWER

Power Cable

Ethernet Cable

Power Socket

nbn connection box

Reset | 1 | 2 | 3 | 4 | Power

MODEM LIGHTS

POWER | DSL | 4G | INTERNET | 2.4GHz | 5GHz | WAN | LAN1 | LAN2 | LAN3 | LAN4 | PHONE | WPS | USB

*Important: Please refer to your order completion SMS and/or email advising you which port to plug your modem into the nbn connection box.

ADSL

MODEM PORTS

PHONE | DSL | USB | LAN 1 | LAN 2 | LAN 3 | LAN 4 | WAN | RESET ON/OFF | POWER

Phone Cable

Power Cable

Power Socket

Wall Phone Socket

MODEM LIGHTS

POWER | DSL | 4G | INTERNET | 2.4GHz | 5GHz | WAN | LAN1 | LAN2 | LAN3 | LAN4 | PHONE | WPS | USB

2. Wait for the green lights

Turn on your modem by pressing the ON/OFF button on the back. The modem lights will begin to flash. Depending on your technology the lights indicating online status will differ (details listed in step 1). This could take up to 10 minutes to auto-configure.

# 3. Connect your device

Wi-Fi

The Wi-Fi Name and Wi-Fi Password can be found on the Wireless Security Card or the bottom of your modem.

To connect, choose the Wi-Fi Name on your device, type in the Wi-Fi Password when prompted (note the password is case sensitive).

Cable

To connect to a device, like a laptop or computer, plug the supplied yellow ethernet cable into one of the yellow LAN ports on the back of the modem.
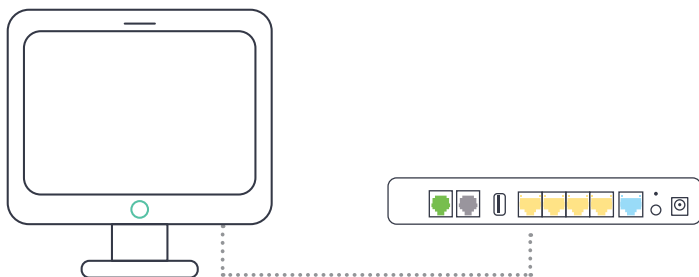
4. Phone setup

If you have ordered a phone service, you will receive a notification via SMS and/or email from us letting you know when your phone service is active, just follow the easy steps in the notification to get connected.

Further details

4G Backup

Your modem includes a pre-installed SIM card to support instant activation and failover (up to 12/1 Mbps*), if your fixed Internet service is temporarily unavailable.

* Available in Optus 4G network coverage areas only. Conditions apply.

Management

You can manage the device using the details on the bottom of the modem. This allows you to log in and change various settings for your modem.

Having problems?

Your internet isn't working

Make sure that all the cables are connected properly, then turn the modem off and back on again. Wait for the green lights, then type in your favourite website to make sure the connection works.

Your Wi-Fi isn't working

Check the lights on the front and confirm they are on. If the lights are off press the Wi-fi button on the side of the modem and check if this resolves the issue.

if you are still experiencing issues, turn the modem off and back on again. Try to connect again and make sure that you're using the right password printed on the bottom of the modem (unless you have changed it). Be careful, it's a case sensitive.

Talk to us

Refer to your modem sleeve for contact options.