

# Read this first

## 7 tips to help get you started – answers to the most common questions asked of our tech team

### Read the instructions

Sorry, we know this is a bit obvious. The box you have received contains your pre-configured modem/router. All you need to do is plug it in by following the instruction booklet, and away you go.

### You may need to wait

Sorry, we know this requires patience! If you have a new nbn™ installation, you may need to wait 24 to 48 hours before your connection starts to work. You will receive an SMS from us once your service is active.

### Check the interference

If you have a new FTTN (Fibre to the Node) service, make sure you remove any ADSL line filters and other devices on the line (eg splitters) before connecting – otherwise, these may conflict with your service.

### Wireless and cables

- You will find wireless details on a sticker attached to your modem/router
- If you are going to be using a cable for your computer, you can use any of the 4 Ethernet ports on the back. Make sure you are using the blue/yellow cable enclosed for this purpose.

### Speed issues

If you are having speed issues via your wifi connection, be sure to run a further test with an Ethernet cable connected directly to your modem/router. That way, we can tell if the issue is local wifi interference.

### Where to run your speed test

If you run your speed test via the Aussie Broadband server, the results automatically attach to your account so we can see a history of your speed.

You'll find the speed test at:

<http://speed.aussiebroadband.com.au/>

### Don't touch the reset button

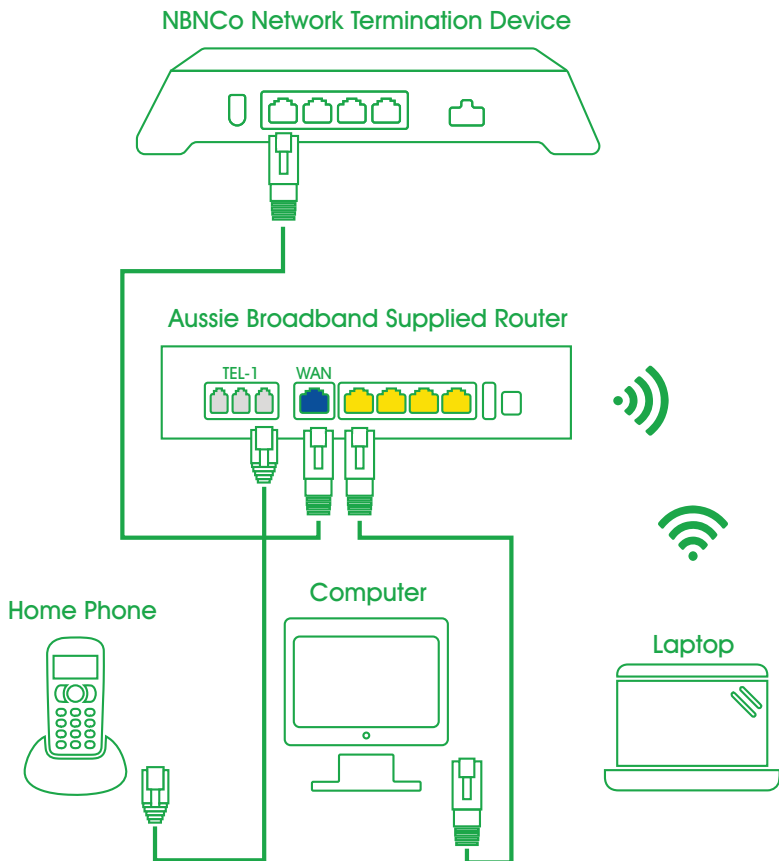
There is a reset button on the bottom of the router. If you press this, the modem/router will lose all settings, and will need to be reconfigured. We strongly recommend NOT pressing this unless you have spoken with us first.

### Still not working?

If you are still having issues, please contact our Australian-based tech team on **1300 880 905**.

# Aussie Broadband nbn™

## Fixed Wireless Self Installation Guide



For more information or tech support call 1300 880 905