



User Guide

nbnTM Fixed Wireless
access technology





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Your nbn™ user guide

Congratulations on connecting to **nbn™** Fixed Wireless access technology through your chosen service provider. Services delivered over the **nbn™** access network have the potential to transform many aspects of our lives including healthcare, education, business and government services.

This guide provides information on how to help ensure your **nbn™** Fixed Wireless connection equipment stays in good working order. It also outlines what to do should your system not work properly.

Your new nbn™ equipment

The **nbn™** equipment installed is comprised of three components:

The **nbn™** outdoor antenna and cable that connects the **nbn™** outdoor antenna into your property, the wall outlet and the **nbn™** connection box – which is the hand off point between the **nbn™** access network and your internal wiring and connected equipment.

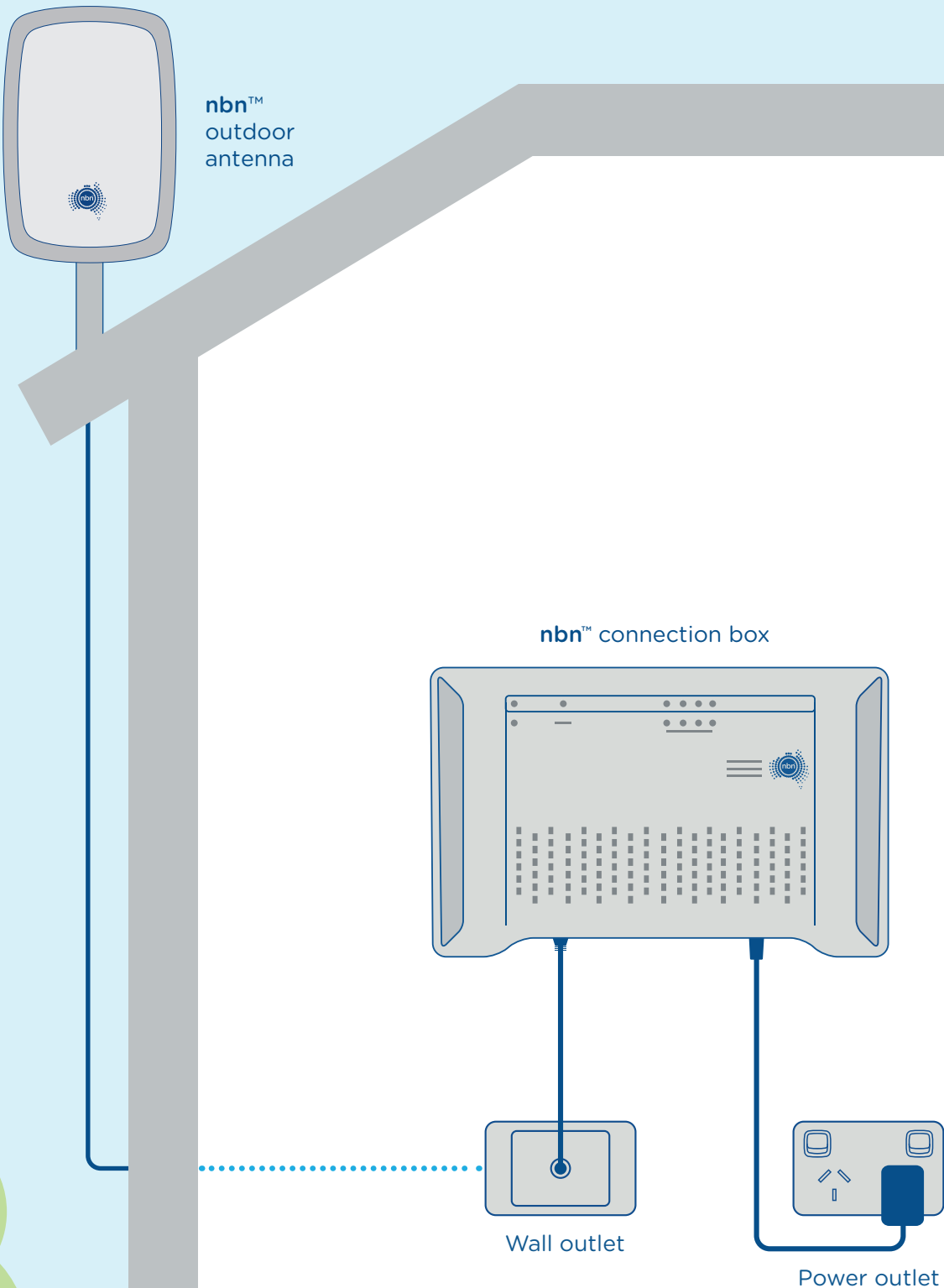
Once your **nbn™** supplied equipment has been installed and tested by the installer, your service provider will advise you when your service is active. It may take up to 24 hours to activate your service following set up. Also, there may be an interruption to your internet connection during this time.

Once all completed, you can connect your equipment to your **nbn™** connection box following the guide on the next page and begin experiencing the **nbn™** Fixed Wireless access network.



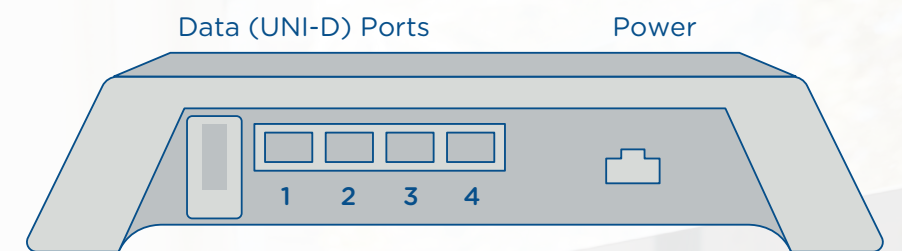
Power blackout

Equipment connected over **nbn™** Fixed Wireless access technology won't work during a power blackout. Consider having an alternative form of communication handy, such as a charged mobile phone or your existing copper phone line, especially if you don't have good mobile phone coverage at your home or business. If you have safety critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.



Connecting the **nbn**[™] connection box to your own equipment

The back of the **nbn**[™] connection box has a row of ports like this;



Your broadband services will be delivered through the data (UNI-D) ports on the **nbn**[™] connection box. Your service provider(s) should advise you which data (UNI-D) ports have been designated for your services, and how to connect any necessary equipment to the correct port for each service.

All the cables required for the **nbn**[™] connection box to operate will be supplied and connected by your installer. Any extra cables required to connect your own equipment to the **nbn**[™] connection box will need to be supplied by you or your service provider.

The cable that connects the **nbn**[™] connection box to the **nbn**[™] outdoor antenna is supplied by **nbn** and will be fitted to the **nbn**[™] connection box by the installer. The cable connection is protected by a tamper-evident cover. Do not attempt to remove this connection or connect to it.

If you have followed the instructions from your service provider and your internet or other broadband connections are not working, or there are any red or flashing lights on the **nbn**[™] connection box, go straight to the troubleshooting guide on page 12.

Maintaining your nbn™ supplied equipment

The **nbn™** equipment in your premises should require very little maintenance if properly cared for.



Here are some important do's and dont's to ensure the **nbn™** connection box and **nbn™** outdoor antenna stay in good working order.

Outside your property

The **nbn™** outdoor antenna is a professionally installed **nbn™** Fixed Wireless modem with an antenna specifically pointed in the direction of the **nbn™** Fixed Wireless Tower.

The height and direction of the antenna is specially tuned to your premises. It is important that the equipment is not moved and nothing is placed in front of the **nbn™** outdoor antenna, as this will likely affect the signal quality and therefore the performance of your service.

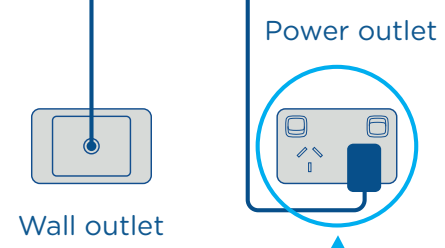
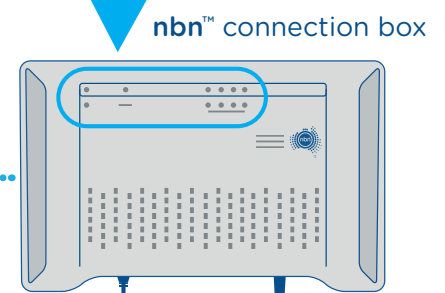
If any external construction work is required at your property, nbn recommends you contact your service provider before the work is carried out in case it is going to move or obstruct the antenna. After the work is completed, nbn also recommends you contact your service provider to get a system check carried out to ensure the installation is still operating at peak performance for your premises.

-  Keep branches and shrubs away from the **nbn™** outdoor antenna.
-  Do not cover or paint any part of the equipment.

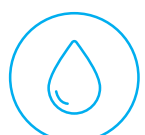



Inside your property

Regularly check the LED light indicators on the **nbn™** connection box. If they are not showing a green light, refer to the guide on page 13.



Keep the **nbn™** connection box plugged directly in to the mains power at all times and turned on.

-  Do not use water to clean the equipment.
-  Do not cover or paint any part of the equipment.

Troubleshooting

If any services provided through your **nbn**TM connection box stop working, please check the following:



Power check

- Check the power indicator (Ⓟ) on the **nbn**TM connection box is illuminated green and is not flashing.
- Is it plugged in to a power point and is it turned on?
- Do you have power coming into your property?



Indoor **nbn**TM connection box

- Check the 'ODU' LED indicator light on the **nbn**TM connection box. It should show a steady or blinking green light.
- Check the 'STATUS' LED indicator light on the **nbn**TM connection box. It should be blinking green.
- Watch the indicators for approximately 60 seconds to ensure they are not changing/resetting. Note down the colour and state (steady or blinking) of each LED indicator.

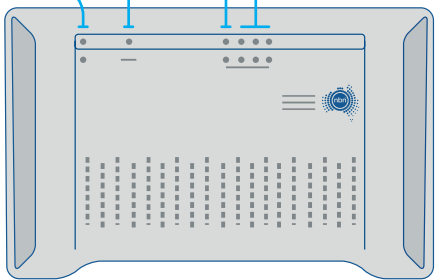


nbnTM outdoor antenna

- Have a look at the **nbn**TM outdoor antenna. Can you see any obvious damage? For example, a fallen branch could have knocked it out of alignment.

nbnTM connection box indicator lights

	Indicator	Meaning	Action
Power Indicator	Green	Power On	No action is required
	No Light	No Power	Check the nbn TM connection box is plugged in and switched on
Status Indicator	Green Flashing	Normal Operation	No action is required
	Green	Device is in test mode	No action is required
	Amber Flashing	Device is starting up & installing	No action is required
	Red	There is a system fault	Contact your service provider for assistance
Outdoor Unit Indicator	Green	Online	No action is required
	Green Flashing	Activity	No action is required
	Red	Offline	Contact your service provider for assistance
	Red Flashing	There is an error	Contact your service provider for assistance
Signal Indicator	Red	Low signal strength (no fault)	No action is required
	Amber	Medium signal strength	No action is required
	Green	High signal strength	No action is required



Common questions

Who do I contact for assistance?

Your service provider will help you if you have any questions or need to report a fault.

What if I want to move the nbn™ connection box or nbn™ outdoor antenna?

If you need to have equipment or cables relocated at your home or business, contact your service provider. They'll advise you of the cost and also arrange for a technician to move the equipment.

When considering relocating nbn™ equipment or cables you should bear in mind the following:

- The nbn™ connection box must be protected from water, steam or excessive heat.
- The location of the nbn™ connection box must be well ventilated, near a dedicated power point and easy for you to check the indicator lights.
- The nbn™ connection box must be positioned in a location away from busy areas and protected from damage, where there is sufficient light to see if the device is functioning correctly.
- The nbn™ outdoor antenna location is determined by Radio Frequency performance. It may not be possible to relocate this to any other position on site.
- You are responsible for the relocation cost.

Please note: This equipment is the property of nbn and must remain at the home or business where it's installed, even if you move. It will not work if you move it to a new home or business.

What if I damage the nbn™ equipment?

You are responsible for the nbn™ connection box and nbn™ outdoor antenna on your property, just as you are responsible for connection equipment for other services such as power, phone and gas. If you accidentally damage any of the equipment or cables, you will need to contact your service provider for repair and you may be charged for the repair.

Is the nbn™ Fixed Wireless network safe?

Yes, it is safe. The nbn™ connection box has been designed to be installed and maintained by professional, trained technicians. The nbn™ outdoor antenna uses radio waves and operates within levels that comply with Australian standards. When working in the vicinity of the outdoor antenna, the radio waves can be disabled by turning off the internal nbn™ connection box.

Can I connect other devices to the unused ports on the nbn™ connection box?

Each port on the nbn™ connection box is reserved for a different service in case you choose to use services from more than one service provider. Ports that you aren't purchasing services for won't work. If you connect one of your devices to an unused nbn™ connection box port it will not have access to a service.

Do I need to install any cables and outlets?

It is possible to run most services over a Wi-Fi network, but you may prefer to have cabled connections for data and/ or phone outlets. You can arrange for a cable installer to install points now or you can wait until you and the installer have agreed on the location of your nbn™ connection box. You can arrange to have as many internal home network points as you like.

The cable installer you choose to undertake this work must be registered with an Australian Communications and Media Authority (ACMA) accredited industry registrar.

I have a monitored home or premises security system - will it work over the nbn™ access network?

If you would like to use an existing system, you should check with your security system provider to ensure that your particular equipment and service is nbn-compatible, and check with your service provider that they can support this function with your connection.

What if I want to renovate my premises?

If the renovation is changing the physical shape / structure of your premises, then this may affect the signal performance of the nbn™ outdoor antenna. Before starting any renovation work you may need to have the nbn™ outdoor antenna moved to a more suitable physical position. Your service provider can arrange this.

If the renovation is internal to the premises, and is affecting internal walls – then care needs to be taken not to re-route the cable that connects the nbn™ connection box to your nbn™ outdoor antenna.

If in doubt, contact your service provider for advice.

Will my existing monitored alarm work over nbn™ Fixed Wireless access technology?

If you choose to keep your existing copper phone line active when switching to nbn™ Fixed Wireless access technology, any alarms or services that use your current landline phone should continue to work as usual.

If you choose not to keep your existing copper phone lines active when switching, please note that some monitored alarm systems may not be compatible with the nbn™ access network. Contact your equipment provider or manufacturer to check your monitored alarm will work with nbn™ Fixed Wireless access technology, or whether you'll need to find an alternative solution. To help nbn identify where support may be needed when your existing services are switched off, it's important to register any safety-critical equipment with nbn by calling 1800 227 300 or visiting nbn.com.au/compatibility

Can I run everything on a wireless network within my premises?

Yes, it is possible to run most services over a Wi-Fi network within premises but should you find Wi-Fi limiting for any reason there are other options.

For instance, powerline networking adapters can make a home network by using existing electricity wiring in your house. These plug directly into home powerpoints and use existing in-home electrical wiring for data networking, avoiding the need to install new cables. For more information search "powerline network adaptor" through your internet browser.



For more information:

Contact your service provider or visit nbn.com.au

The brochure is indicative only and subject to change, therefore recipients must make their own inquiries as to the currency, accuracy and completeness of it. This document provides general information about the technical requirements for connecting to the **nbn**[™] access network and is correct as at August 2018. Technical connection requirements may change due to factors such as legislative and regulatory requirements as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your phone and internet provider or other supplier.

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