

# User Guide

## nbn™ Fixed Wireless connection

For installations after July 1st 2013

**Includes information about your  
nbn™ equipment**

Please refer to this guide, and to the important safety warnings on the back cover before attempting to perform maintenance on your **nbn™** equipment.



Australia's  
broadband  
network  
bring it on

# Contents

Your new <b>nbn</b> <sup>™</sup> equipment	4
Connecting the <b>nbn</b> <sup>™</sup> connection box to your own equipment	5
Maintaining your <b>nbn</b> <sup>™</sup> equipment	6
Troubleshooting checklist	8
<b>nbn</b> <sup>™</sup> connection box indicator lights	9
Frequently asked questions	10
Important safety warnings	<b>Back cover</b>

# Your **nbn**<sup>™</sup> user guide

Congratulations on connecting to the **nbn**<sup>™</sup> network through your chosen service provider. Services delivered over the **nbn**<sup>™</sup> network have the potential to transform many aspects of our lives including healthcare, education, business and government services. Your new **nbn**<sup>™</sup> Fixed Wireless connection gives you access to this vital communications infrastructure.

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

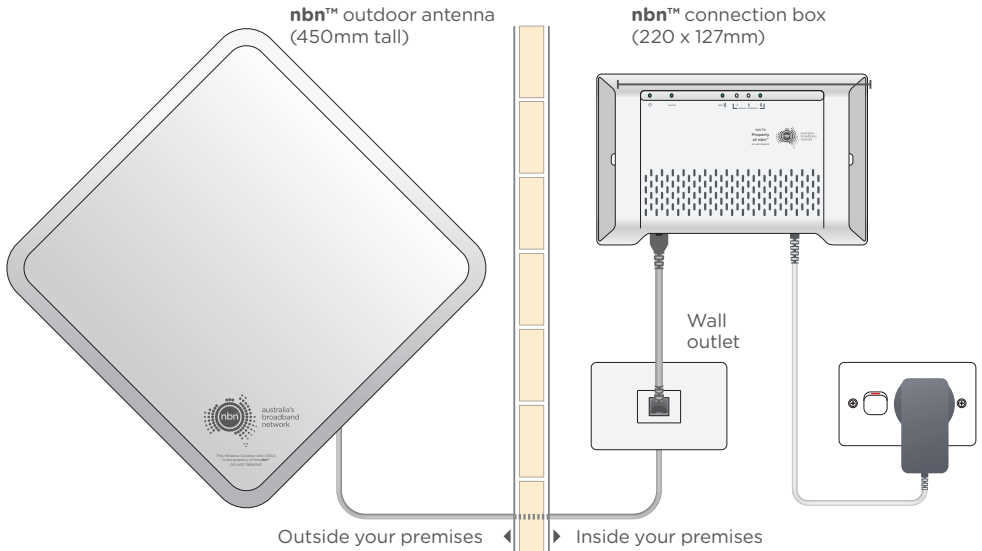


# Your new **nbn**<sup>TM</sup> equipment

The **nbn**<sup>TM</sup> equipment installed is comprised of three components:

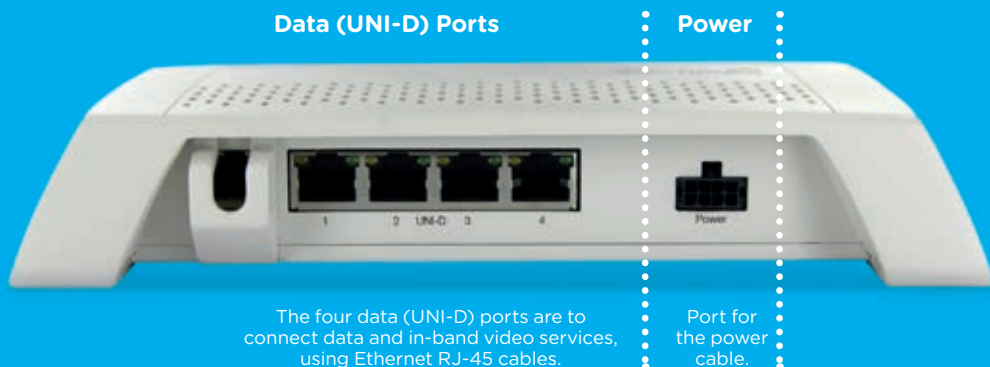
The **nbn**<sup>TM</sup> outdoor antenna and cable that connects the **nbn**<sup>TM</sup> outdoor antenna into your property, the wall outlet and the **nbn**<sup>TM</sup> connection box – which is the hand off point between the **nbn**<sup>TM</sup> network and your internal wiring and connected equipment.

Once your **nbn**<sup>TM</sup> equipment has been installed and checked by the installer, you can connect your equipment to your **nbn**<sup>TM</sup> connection box following the guide on the next page and begin enjoying your new **nbn**<sup>TM</sup> service straight away.



# Connecting the **nbn**<sup>™</sup> connection box to your own equipment

The back of the **nbn**<sup>™</sup> connection box has a row of ports like this;



Your broadband services will be delivered through the data (UNI-D) ports on the **nbn**<sup>™</sup> 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**<sup>™</sup> connection box to operate will be supplied and connected by your installer. Any extra cables required to connect your own equipment to the **nbn**<sup>™</sup> connection box will need to be supplied by you or your service provider.

The cable that connects the **nbn**<sup>™</sup> connection box to the **nbn**<sup>™</sup> outdoor antenna is supplied by **nbn** and will be fitted to the **nbn**<sup>™</sup> 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.

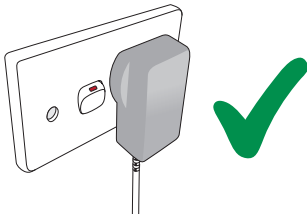
**If you have followed the instructions from your service provider and your internet or other broadband connections are NOT working, or there are any red or flashing lights on the **nbn**<sup>™</sup> connection box, go straight to the TROUBLESHOOTING guide on page 8.**

# Maintaining your **nbn**<sup>TM</sup> equipment

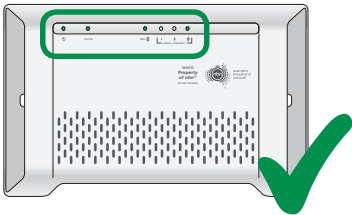
The **nbn**<sup>TM</sup> equipment in your premises should require very little maintenance if properly cared for.

Here are some important do's and don'ts to ensure the **nbn**<sup>TM</sup> connection box and **nbn**<sup>TM</sup> outdoor antenna stay in good working order.

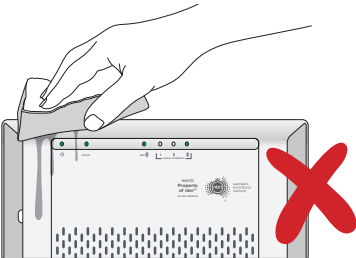
## Inside your property



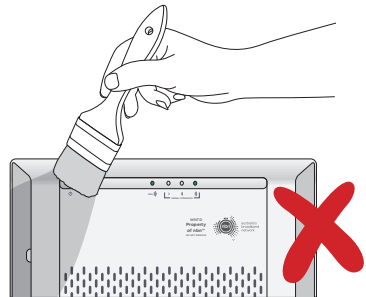
Keep the **nbn**<sup>TM</sup> connection box plugged directly in to the mains power at all times and turned on.



Regularly check the LED light indicators on the **nbn**<sup>TM</sup> connection box. If they are not showing a green light, refer to the guide on page 9.



**Do not** use water to clean the equipment.



**Do not** cover or paint any part of the equipment.

## Outside your property

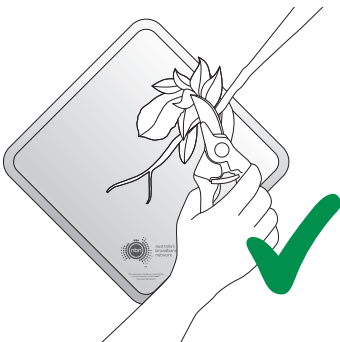


The **nbn**<sup>™</sup> outdoor antenna is a professionally installed **nbn**<sup>™</sup> Fixed Wireless modem with an antenna specifically pointed in the direction of the **nbn**<sup>™</sup> Fixed Wireless facility. The height and direction of the antenna is specially tuned to your premises. It is important that the equipment is not moved and nothing is placed in front of the **nbn**<sup>™</sup> outdoor antenna, as this will likely affect the signal quality and therefore the performance of the system.

If any external construction work is carried out at your property, **nbn** recommends you contact your service provider after the work is completed to get a system check carried out to ensure the installation is still operating at peak performance for your premises.

**Do not** cover or paint any part of the equipment.

---



Keep branches and shrubs away from the **nbn**<sup>™</sup> outdoor antenna.

---

# Trouble shooting checklist

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

## 1. Power Check

- » Check the power indicator (⏻) on the **nbn™** 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?

## 2. Indoor **nbn™** connection box

- » Check the 'ODU 📶' LED indicator light on the **nbn™** connection box. It should show a steady or blinking green light.
- » Check the 'STATUS' LED indicator light on the **nbn™** 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.

## 3. **nbn™** outdoor antenna

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





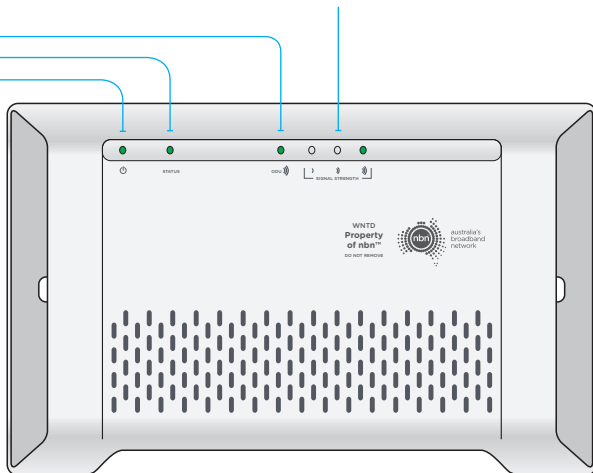
# nbn™ connection box indicator lights

Power Indicator	<u>Indicator</u>	<u>Meaning</u>	<u>Action</u>
	● Green	Green	Power On
● No Light	No Light	No Power	Check the <b>nbn™</b> connection box is plugged in and switched on

Status Indicator	<u>Indicator</u>	<u>Meaning</u>	<u>Action</u>	
	● Green Flashing	Green Flashing	Normal Operation	No action is required
	● Green	Green	Device is in test mode	No action is required
	● Amber Flashing	Amber Flashing	Device is starting up & installing	No action is required
● Red	Red	There is a system fault	Contact your service provider for assistance	

Outdoor Unit Indicator	<u>Indicator</u>	<u>Meaning</u>	<u>Action</u>	
	● Green	Green	Online	No action is required
	● Green Flashing	Green Flashing	Activity	No action is required
	● Red	Red	Offline	Contact your service provider for assistance
● Red Flashing	Red Flashing	There is an error	Contact your service provider for assistance	

Signal Indicator	<u>Indicator</u>	<u>Meaning</u>	<u>Action</u>	
	● Red	Red	Low signal strength (no fault)	No action is required
	● Amber	Amber	Medium signal strength	No action is required
● Green	Green	High signal strength	No action is required	



# FAQs

## 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 cable, 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 fixed wireless 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.

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

If you need to have equipment or cables relocated, contact your service provider who can 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.



## 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.

## I have a monitored home or premises security system, will it work over the nbn™ 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.

## 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.

## 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.

## Who do I contact for assistance?

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

**For more information:** 1800 687 626 | [nbn.com.au](http://nbn.com.au) | [info@nbn.com.au](mailto:info@nbn.com.au)

© 2015 nbn co ltd. 'nbn', 'bring it on' and the Aurora device are trademarks of nbn co ltd, ABN 86 136 533 741. All rights reserved. Not for general distribution.

NBN764\_FWUG\_0615