GETTING CONNECTED

Installation instructions for your
NBN Modem Sagemcom 5356

This guide is designed to help you get started with your new modem. It relates to services being delivered over NBN FTTN connections. Please make sure you keep it in a safe place, as you may find you need to refer to it again at a later date.

IMPORTANT: READ BEFORE YOU START

In most cases an NBN technician will not need access to your premises in order to connect you to the NBN. If access is required, then one of our staff members will contact you to arrange a suitable time.

Once connected to the NBN, your home phone or broadband service will be delivered directly from the NBN modem. This also means that any existing internal home wiring connected to your phone wall sockets (telephone outlets) will no longer deliver a working phone service.

If required, we are able to organise one of our staff members to carry out any internal cabling in your premises to connect any other telephone outlets in any other rooms to the NBN modem.

Contents in the Box

1 x NBN Modem

2 x Ethernet Cables

1 x Telephone Cables

1 x Power Supply Adapter

1 x Wi-Fi Information Label

LIGHTS ON THE NBN MODEM

Top LED panel display indicators

Function	LED Colour	Description of Operation
Link	Solid White	Trying to detect NBN signal
	Solid Blue	NBN signal detected trying to connect
	Solid Green	NBN line synchronized with Modem
	Off	No physical connection
Online	Solid White	Trying to connect to internet (after LINK LED has turned green)
	Solid Green	Internet connectivity established
	Solid Red / Off	Unable to connect to internet
Phone	Solid Green	Phone connected and no call in progress
	Solid Blue	Phone connected and call in progress
	Solid White	Trying to connect
	Off	Phone not connected or disabled

Buttons and LED lights on the front panel

Function	LED Colour	Description of Operation
Power	Off	Power switched off
	Green	Powered on
	Blue	Firmware upgrade in progress
	Solid Red	Gateway has overheated – Switch off Immediately
Wi-Fi	Solid Green	Wi-Fi is on
	Off	Wi-Fi is off
Pair	Solid Green	WPS paired
	Flashing White	WPS in Pairing Mode
	Flashing Red	WPS Failure
	Off	Not Paired
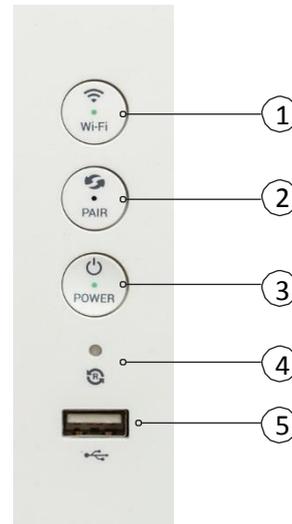
SOCKETS ON THE NBN MODEM
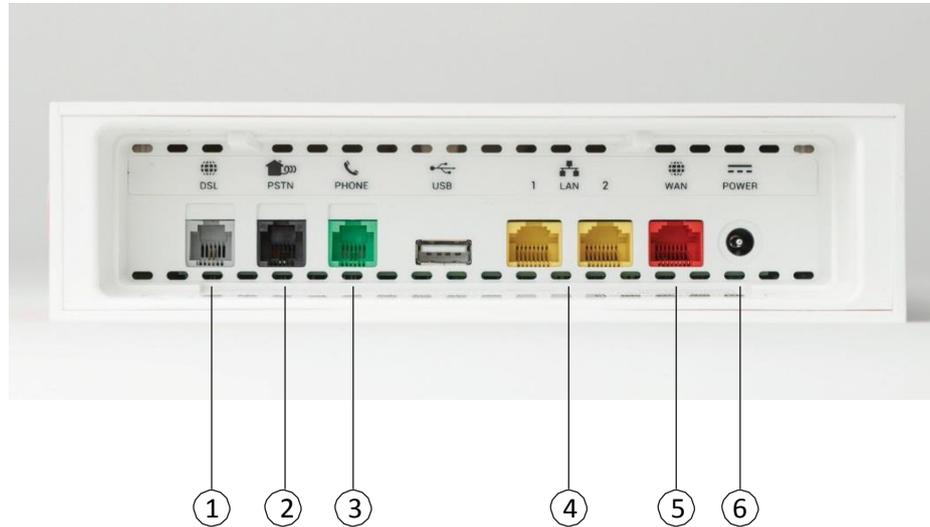
1. **DSL:** This socket is used when your NBN service is provided from your phone socket (FTTN and FTTB).

2. **N/A**

3. **Phone Port (Green):** Connect your telephone here

4. **LAN 1 & 2 (Yellow):** These ports are used to connect your devices (PC, Laptop, TV)

5. **WAN (Red):** This ports are used when your NBN service is provided from an NBN connection box (FTTP, HFC, FW, FTTC)

6. **POWER:** Connect the power supply adapter here.

STEP-BY-STEP GUIDE TO INSTALLING THE NBN MODEM

1. Plug a telephone into the wall socket and check if there is a dial tone. If there is no dial tone on the line, please contact us on 02 6584 0900 prior to proceeding. If there is a dial tone present, unplug your phone, splitters/filters and ADSL modem

2. Plug the Power Supply Adapter cable into the NBN modem's power inlet on the back of the device. Plug a telephone lead into the grey port on the NBN modem and then plug it into the wall socket. Then, plug the power adapter into a power socket, turn it on, and push the ON/OFF button to turn the modem on.

3. Allow up to five minutes for the NBN modem to power on and perform the start-up sequence. During this sequence, the modem will perform a firmware update. The power light on the modem will turn blue. Once completed, the modem will then reboot and start up. Wait for the Link and Online light to remain solid green before going to the next step. If these lights are not solid green, contact us on 02 6584 0900 prior to proceeding.

4. If you have requested a phone service as part of your NBN connection, you can now connect your telephone device to the GREEN phone ports at the back of the modem. You must wait until the phone light turns green. Once the light changes colour, wait two minutes before making a phone call

5. Connect your PC or laptop to any of the two YELLOW LAN ports at the back of the NBN modem.

6. With your home phone and/or broadband service connected to the NBN and working, you can now connect your Wi-Fi devices.

The NBN modem has two Wi-Fi networks: 2.4GHz and 5GHz. The factory default WI-FI names and passwords for these Wi-Fi networks can be found on the Wi-Fi information label provided in the box, and on the label attached to the base of the modem.

A Wi-Fi connection can be achieved by entering the password on your wireless device (once the wireless device detects the modems wireless network, identified by the WI-FI name.

7. Dial the following number from the phone that is plugged into the NBN modem and then follow the prompts. (1800 713 226) This start to transfer the phone number to the NBN service. This process usually takes 30 minutes. After 30 Minutes, reboot the NBN modem and call your NBN phone number to ensure it is working.