



GETTING CONNECTED

Installation instructions for your NBN Modem TG799

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.

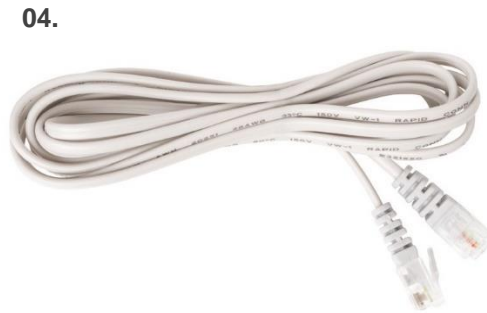
If required, we are able to organise one of our staff members to carry out any internal cabling in your premises to connect any other telephone outlets in any other rooms to the NBN modem.

CONTENTS

- 01. NBN Modem
- 02. WAN Ethernet cable (white with red ends)
- 03. LAN Ethernet cable (white with yellow ends)
- 04. Telephone cables (grey) x 3
- 05. Power supply adaptor and cable
- 06. Wi-Fi Information label (sample)



01.



04.



02.



05.



03.



06.



LIGHTS ON THE NBN MODEM



Light	Definition	Function
Status	Status Indicator (Status has no other button functionality)	Off – No power Green Solid – Normal operation Green Flashing – Device starting up Red – No internet connection
WAN	Wide Area Network	Off – No network connection Green Solid – Network connection established Green Fast Flashing – Data activity Green Slow Flashing – Trying to detect network connection
Internet	Internet	Off – No internet connection Green Solid – Internet connection established Green Flashing – Data activity Red – No internet connection
Wi-Fi 2.4GHz	Wireless Network 2.4GHz	Off – Wi-Fi disabled Green – Wireless device(s) connected, no data activity Green Flashing – Wireless device(s) connected, data activity
Wi-Fi 5GHz	Wireless Network 5GHz	
WPS	Wi-Fi Protected Setup	Off – WPS not being used Green – WPS setup successful Orange Flashing – WPS setup in progress Red – WPS setup failed
Ethernet	Ethernet	Off – No local network connection Green Solid – Network connection established Green Fast Flashing – Data activity
Phone 1	Phone 1	Off – No phone service connection established Green Solid – Phone service connection established Green Fast Flashing – Phone service activity
Phone 2	Phone 2	
DECT	Do Not Use	Do Not Use

BUTTONS ON THE NBN MODEM



	Button	Definition	Function
A	Reset	Reset Button	When pressed for more than seven seconds it will reset the modem to its factory settings. Any configuration changes you have made previously will be lost.
B		Power Switch	To turn the modem on or off
C	WPS	WPS – Wi-Fi Protected Setup	When pressed, the modem will search for wireless devices with WPS capability and in WPS mode to register. You will have two minutes to put the other wireless devices in WPS mode.
D	DECT	DECT	N/A
		Wi-Fi Button (on front of the modem)	Wi-Fi can be enabled (short press) or disabled (long press) by pressing and holding the Wi-Fi button. When Wi-Fi is disabled the Wi-Fi LEDs will be off.

SOCKETS ON THE NBN MODEM

PSTN

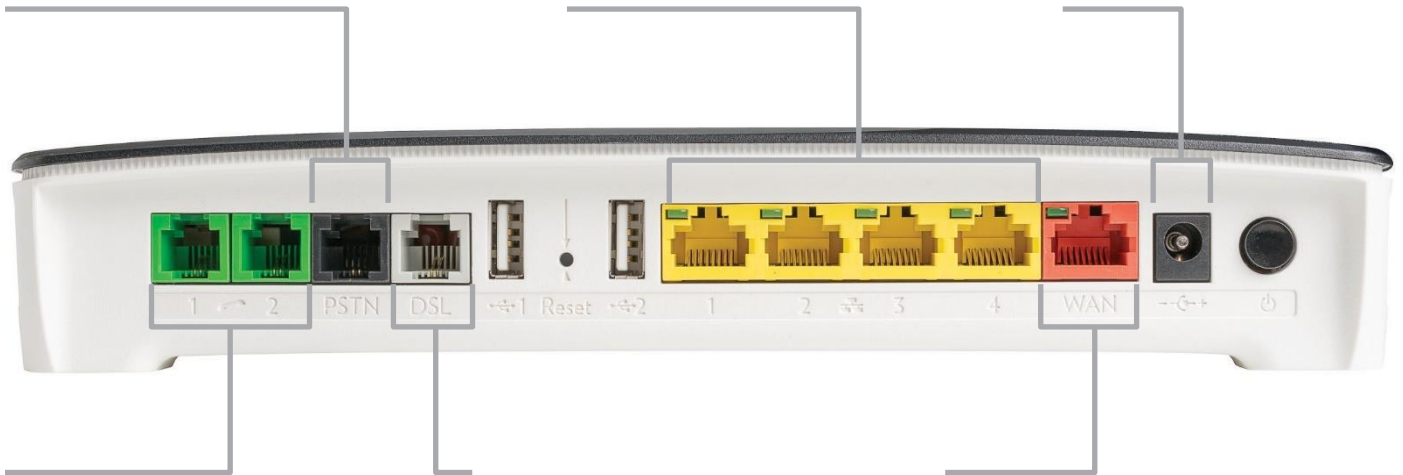
N/A

Ports

Connect your data devices (PC, laptop, smart TV) to these Ethernet ports.

Power

Connect the Power Supply Adaptor cable here.



Phone 1 and 2

Connect your telephone(s) or home wiring to the green phone ports.

DSL

This socket is used to connect your NBN modem to the wall socket.

WAN

N/A

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 prior to proceeding. If there is a dial tone present, unplug your phone, splitters/filters and ADSL modem
- 2.** Plug the Power Supply Adaptor 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 adaptor 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. Various lights will be flashing as the device starts up (see the 'Lights on the modem' on page 3 to see their functions). Wait for the status light to remain solid green before going to the next step. If the status light is not solid green, contact us 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 either of the two GREEN phone ports at the back of the modem.
- 5.** Connect your PC or laptop to any of the four 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: 2.4G and 5G. 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 that the process is successful.

