

# Quick Install Guide

## Fibre to the Premises

Before you start, make sure your **nbn™** equipment has been installed.



**FOXTEL**

# Get ready for great entertainment

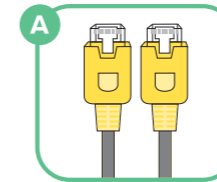
Exciting times. You're minutes away from a world of unparalleled entertainment. This guide will take you through the steps to get your WiFi Modem up and running in no time.

## Contents

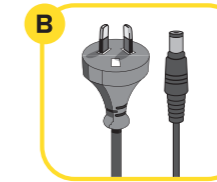
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## What's in the box?



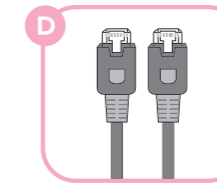
Ethernet Cable



Power Pack Cable



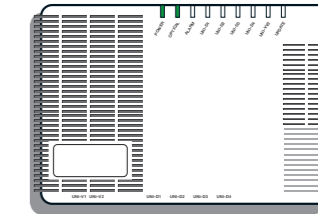
WiFi Keep Me Card



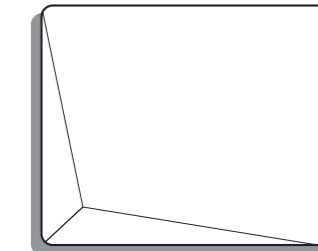
Grey Telephone Handset Cable

### Check your nbn™ equipment

Before you continue please ensure your nbn™ equipment has been installed.



nbn™ Fibre Connection Box (without cover)

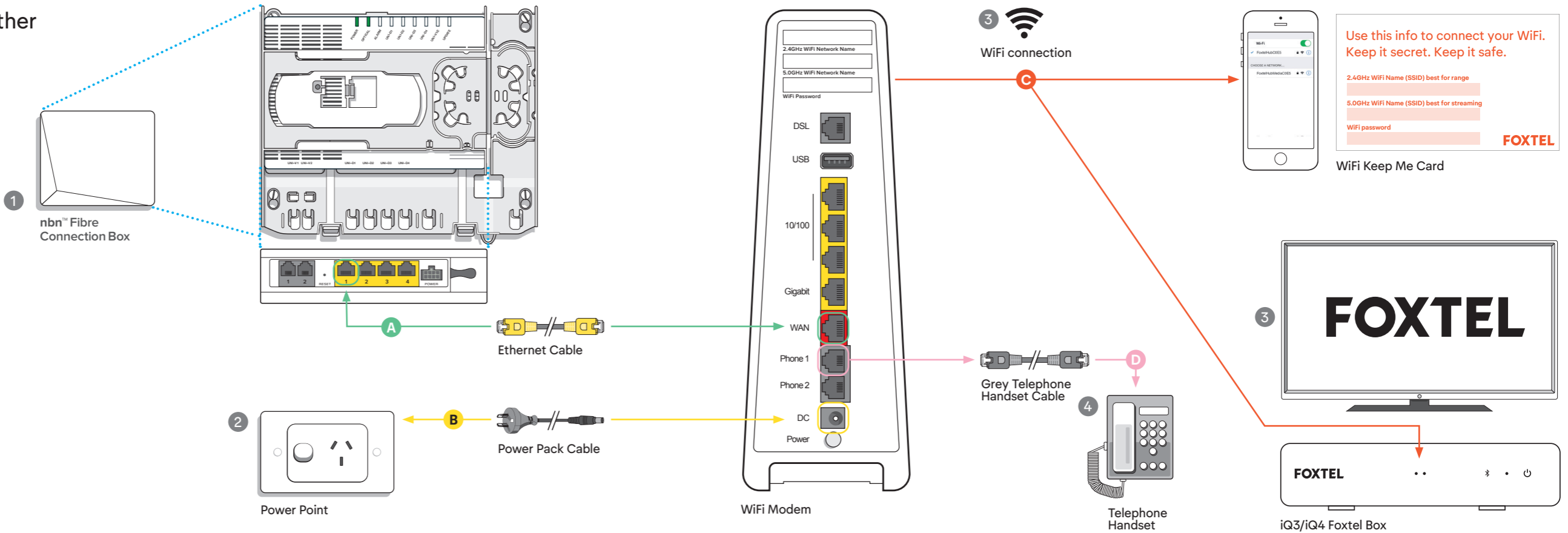


nbn™ Fibre Connection Box (with cover)

# Connection overview

## How everything plugs together

- 1 Connect your WiFi Modem to the **nbn™** Connection Box **A**
- 2 Plug in the Power Pack Cable and press the power button **B**
- 3 Connect your iQ Box and other devices to WiFi **C**
- 4 Connect your home phone to WiFi **D**

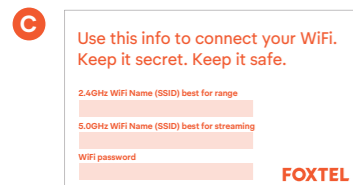


# How to connect

## 1 Connect via WiFi

Go to WiFi Settings on your device and select the modem network (found on your **WiFi Keep Me Card** **C** or the back of your modem).

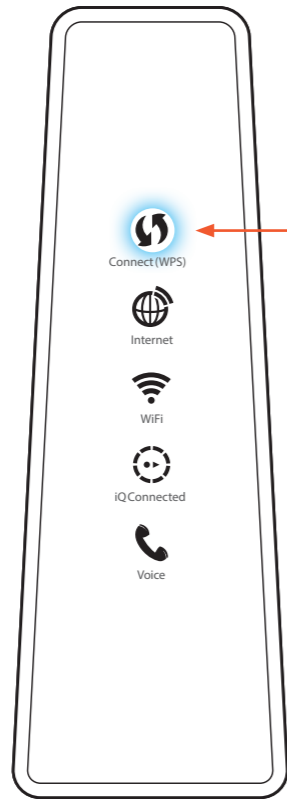
If you stream a lot of video through that device, we suggest you select the FoxtelHubMedia network, if available. Then enter your WiFi password shown on your **WiFi Keep Me Card**.



WiFi Keep Me Card



WiFi-enabled device



WiFi Modem

If your device supports WPS connection, you can simply press the **Connect (WPS)** button on your modem until it flashes blue and then activate WPS mode on your chosen device (as shown in your device's manual).

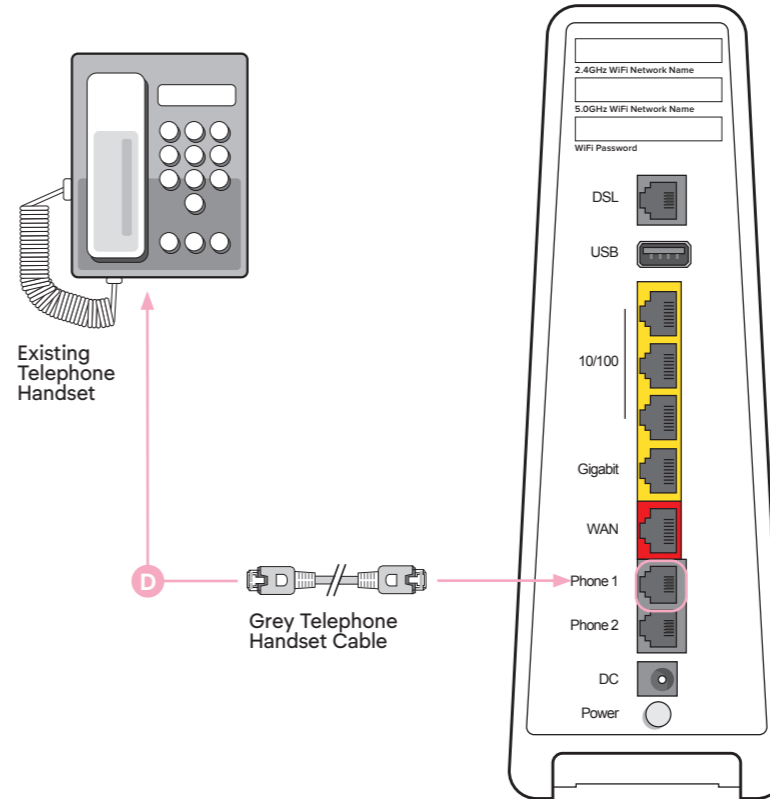
The modem and your device should automatically discover and connect to each other.

### Top tip

WiFi Protected Setup (WPS) allows the modem and your devices to pair to each other without the need to input passwords.

## 2 Connect your Home Phone

If you have a home phone service with your Foxtel Broadband bundle, use the **Grey Telephone Handset Cable** to connect your existing telephone handset to the **Phone 1 port** on the Foxtel Hub.



WiFi Modem

### Top tip

Your Foxtel Home Phone service is delivered using VoIP technology via the Phone 1 port on your modem. VoIP enables you to make calls over your Foxtel Broadband service.

## What do the lights mean?



WiFi Modem

### Connect WPS

Use for quick WiFi setup of WPS-supported devices. It will be solid blue when it's ready to press. When pressed, the light will flash blue for two minutes to indicate it's ready to connect a device.

### Internet

The light will be solid blue when your modem is connected to the internet, flashing red when establishing a connection and solid red when not connected to the internet.

### WiFi

Solid blue means it's available to connect to WiFi-enabled devices. Flashing red means your modem is powering up. No light means that the WiFi function has been disabled on the modem.

### IQ Connected

When solid blue, your iQ Set Top Box is connected to your modem. No light means it's not connected.

### Voice

The solid blue light means that your Home Phone service is connected to the network and ready to use. Solid red means your Home Phone service is unable to connect to the network. No light means your Home Phone service has been disabled.

## Stay connected with Foxtel Home Phone

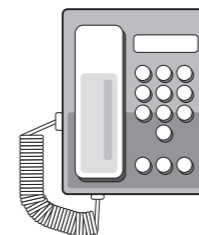
### How to use common home phone features

#### 1 Voicemail

The first time you call your voicemail service, voice prompts will guide you through recording your personal greeting and setting up a PIN. You'll need to enter your PIN when calling from another landline or mobile phone.

#### Accessing your voicemail

Call 125 101



#### Top tip

Your default PIN is the last six digits of your phone number.

#### 2 Call Waiting

When you're on a call, Call Waiting will let you know someone is trying to ring you by playing two beeps every five seconds. You can put your current call on hold and take the second call, then switch between callers.

#### To answer an incoming call or switch between calls

**RECALL** Dial tone **2**

To hang up one call and return to the other

**RECALL** Dial tone **1**

To reject an incoming call

**RECALL** Dial tone **0**

Turn ON Call Waiting

**\* 4 3 #** Announcement

Turn OFF Call Waiting

**\* 4 3 #** Announcement

#### 3 Call Return

Missed a call? Call Return lets you retrieve the number of your last unanswered call.

#### Using call return

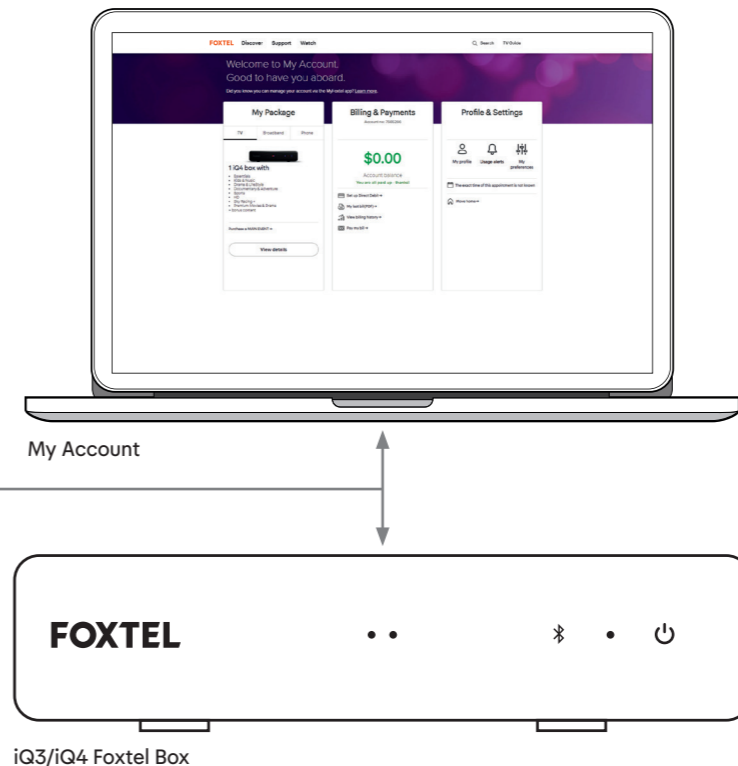
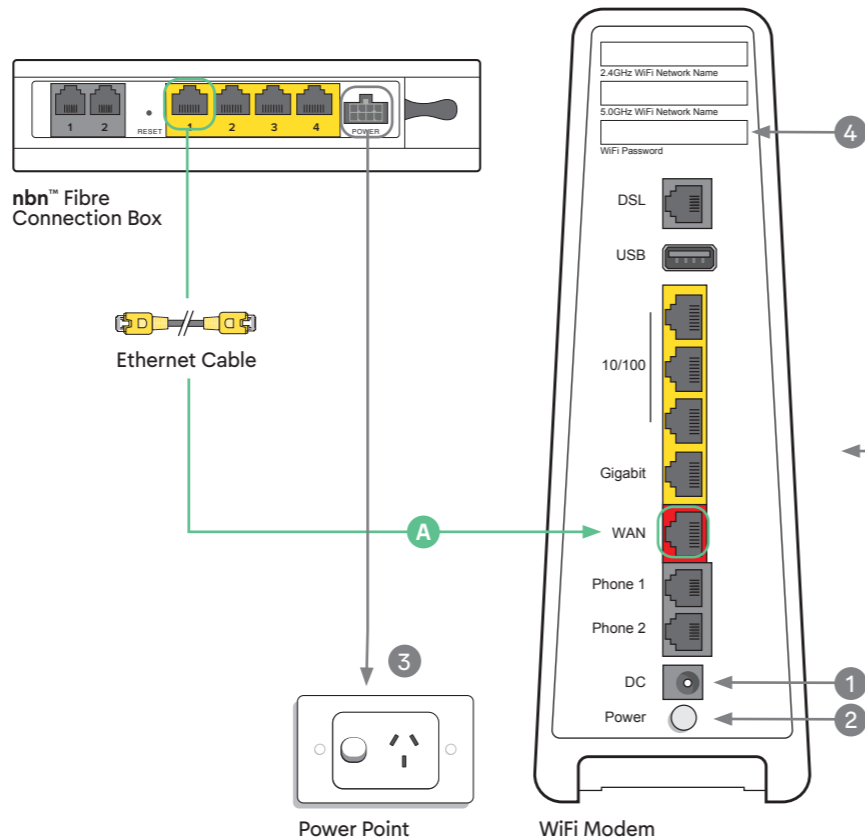
For 35¢ per call plus standard call charges, simply dial **\* 1 0 #** and the last unanswered caller's phone number within the last 48 hours will be announced (excludes blocked numbers).

You'll then be given the option to return the call by pressing **1**.

# Troubleshooting

## Internet stopped working?

- 1 Check all your cables are plugged in securely.
- 2 Press the power button on the back of the modem to turn it off. Wait 60 seconds then press the power button again to turn it back on. It may take a few moments to reboot, but your modem will automatically configure itself to connect to the Internet.
- 3 Turn off the power point then unplug the cable from the **nbn™** Connection Box, wait 30 seconds, then plug it back in and switch on. Give it a few moments to reconnect itself to your modem.



## 4 Lost or forgotten your WiFi password?

If you've lost your **WiFi Keep Me Card**, you can find your setting details on the back of the modem. If you've changed your WiFi details, you can set them back to the default – just press the reset button underneath your modem for 10 seconds.

## 5 Foxtel Broadband running slow?

If you've got a plan with data limits, first visit My Account at [foxtel.com.au/myaccount](https://foxtel.com.au/myaccount) to check you haven't used all your included data. There are no excess data usage charges, however broadband speeds are slowed to 256kbps if your included monthly data allowance is exceeded.

Got an unlimited plan, or still have data allowance on your capped plan? Then try moving your device closer to the modem to see if there's an improvement.

Obstacles, walls and interference from devices can affect WiFi speeds, so try to avoid these where you can.

## Need assistance?

You're not alone on your Foxtel Broadband journey. If you come across any bumps in the road, we're here to help.

Check out our FAQs at [foxtel.com.au/broadbandhelp](https://foxtel.com.au/broadbandhelp)

If you're really stuck, we've got people on standby to give you a hand. Just call **131 999** and quote 'Broadband'.

From time to time we need to update the network to keep the service running smoothly for you. To find out if any outages are scheduled in your area, visit [foxtel.com.au/support/outage](https://foxtel.com.au/support/outage)

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