



# **Modem setup guide** .....

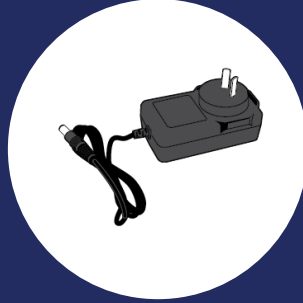
**For customers with an nbn connection box**

FTTP/FTTC/HFC/Fixed Wireless

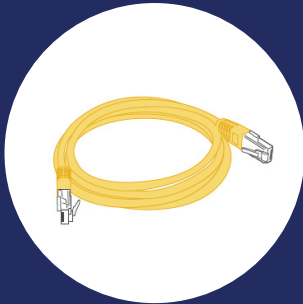
# What's in the box?



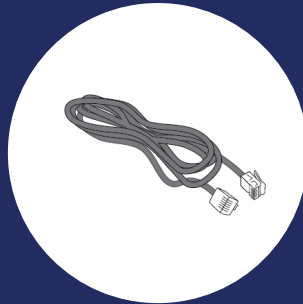
**Modem**



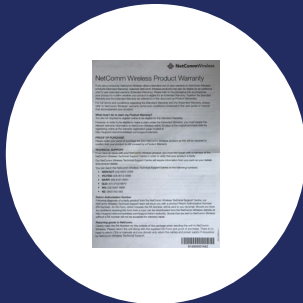
**Power supply**



**Yellow cable**



**Grey cable  
(not needed)**

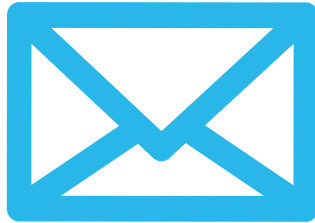


**Warranty**



**Wi-fi card**

# Is your service active?



## **Please check your activation email first**

If you have received your activation email,  
you are ready to set up your modem.

### **If you haven't received your activation email**

Your activation shouldn't be too far away. We will be in touch soon to  
get you started.

# Let's get you connected

## Find your nbn™ connection box

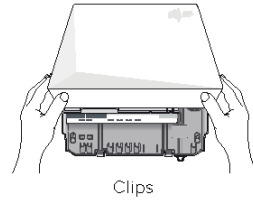
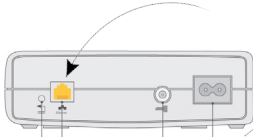
There are different types of nbn connection boxes, some with one port and others with four ports.

- 1 Check the power and optical lights are green\*



- 2<sup>a</sup> If you can't see the UNI-D port(s) you may need to remove the cover by pressing bottom clips.

- 2 Find the UNI-D port(s) on your connection box.



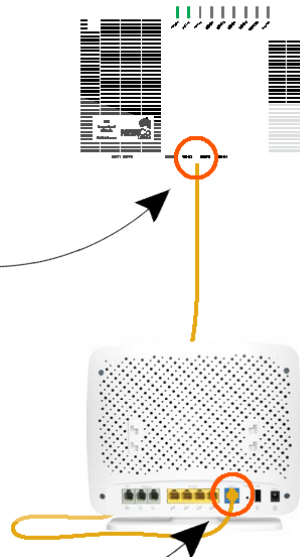
\*If there are no green lights your service most likely isn't active yet. Please try again later.

## Plug in the cables

- 3 Plug the yellow cable into the **UNI-D** port on your nbn™ connection box. If you have four ports, the correct port number can be found in your **activation email**.

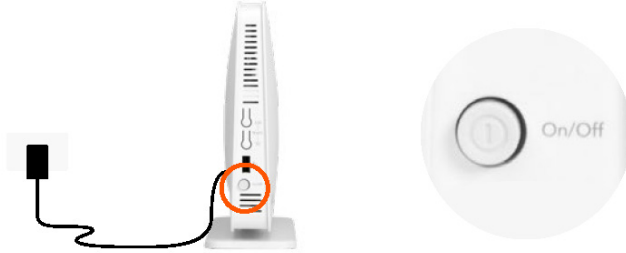


- 4 Next, plug the other end of the yellow cable into the blue WAN port on your modem.



## Plug in power supply & turn on your modem

- 5 Plug the power supply into your modem. Press the On/Off button on the side of your modem to turn it on.



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## Wait 2-3 minutes

- 6 Lights will flash. Don't worry this is just your modem starting up.

**Have a solid green light?  
You're ready to continue!**

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## 7 Not getting a solid green light?

- a Are the lights on your nbn box green?
- b Are you connected to the correct **UNI-D** port as advised in your activation email?
- c Is the yellow cable in the modem's blue port?
- d Have you turned your modem off and on again?

Still no green light on your modem? Your service may not be active yet. Activation may take 1-2 hours or up to 24 hours in some cases. Please turn your modem off, wait for an hour and return to step 5.

# Connect to your Wi-Fi

Find the **Wi-Fi settings** underneath your modem or on your Wi-Fi card.

On your device, such as a computer or mobile, choose the network that suits your device.

**5Ghz** will give you the fastest speed over a shorter distance

**2.4Ghz** is better at covering larger homes with more rooms

Enter your password (the wireless security key found underneath your modem or on your card).

Simply follow these steps again to connect your other devices.



**Congrats!**  
**You're now up**  
**and running**

# Need help?

**Support hours:** Monday - Friday 8:30am - 5:30pm (AET)

Check out [sumo.com.au/faq](https://sumo.com.au/faq) first as we may be able to answer your query online.

If in doubt, hop onto [sumo.com.au/contact](https://sumo.com.au/contact) to send us a message or call us on **13 88 60**.





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