



# Modem setup guide .....

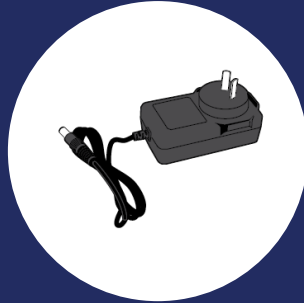
For customers without an nbn connection box

FTTN/FTTB/ADSL

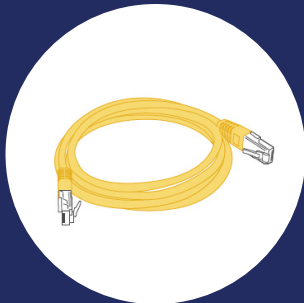
# What's in the box?



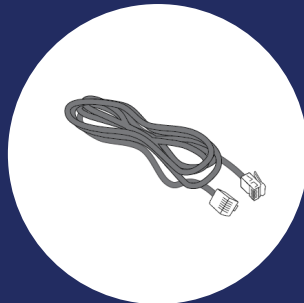
**Modem**



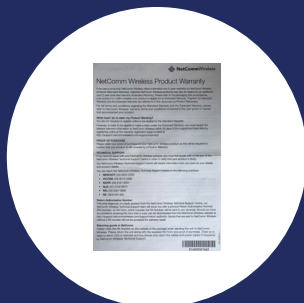
**Power supply**



**Yellow cable  
(not needed)**



**Grey cable**

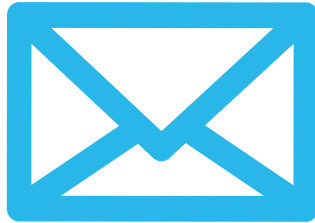


**Warranty**



**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.

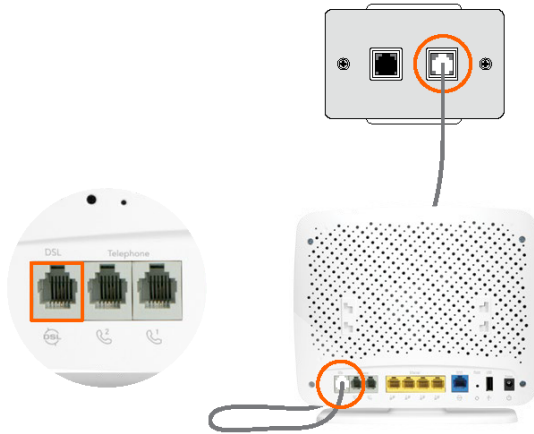
# Let's get you connected

## Choose a telephone socket

- 1 Choose where your modem will be located - ideally in a central location within your premises - close to a telephone socket.
- 

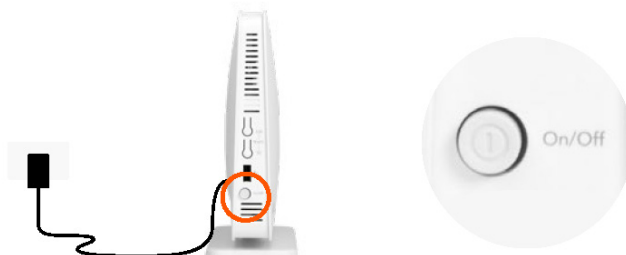
## Plug in the cables

- 2 Plug one end of the grey cable into the **DSL port** on your modem and the other end into the telephone socket.



## Plug in power supply & turn on your modem

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



## Wait 2-3 minutes

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

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

---

## 5 Not getting a solid green light?

- a Is the grey cable in the modem's DSL port?
- b 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 3.

# 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**.





# sumo

Sumo Telco Pty Ltd  
ABN 19 621 160 058

South Melbourne Market Street  
PO Box 5329  
South Melbourne, VIC 3205

Enquiries **13 88 60**

**sumo.com.au**

(Version 02/17)