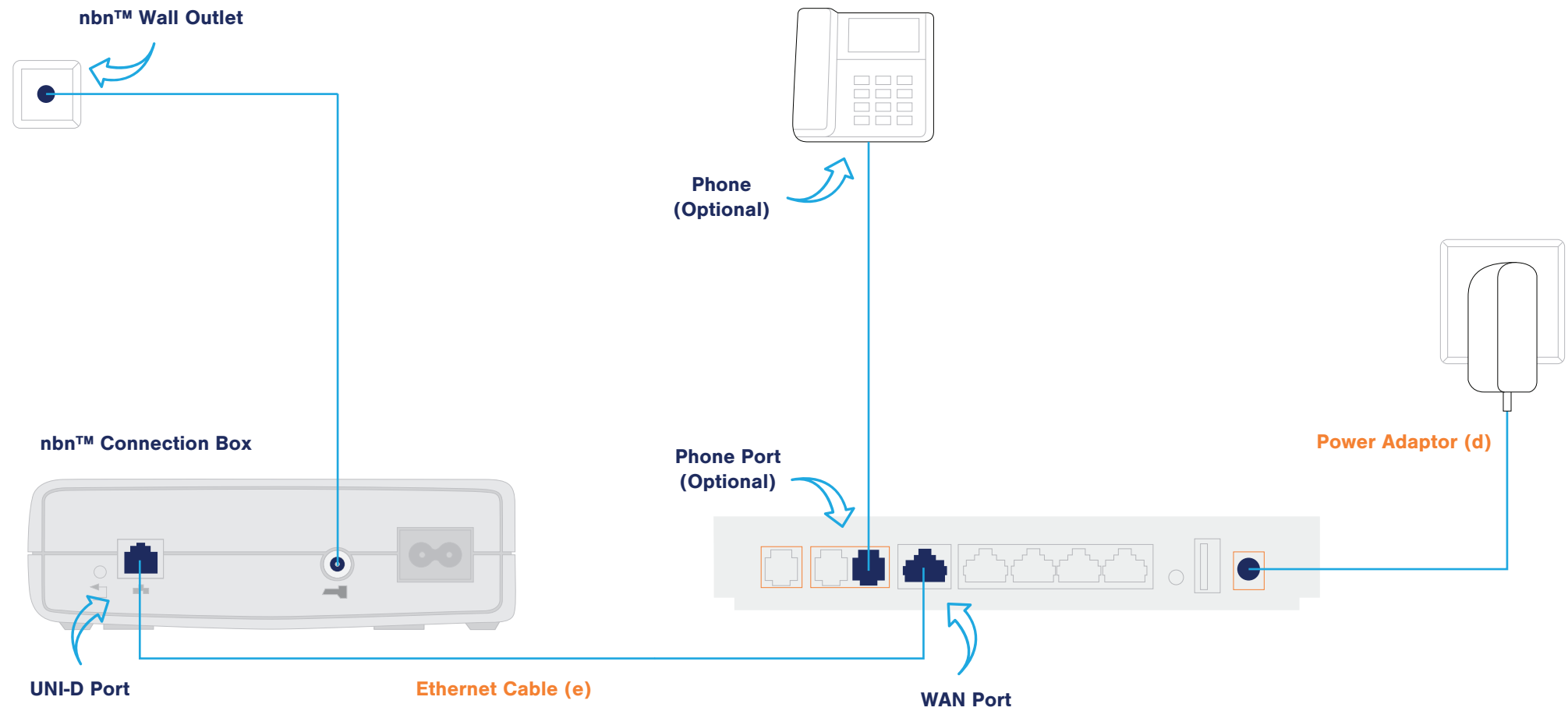


## Quick Start Guide – nbn™ HFC

The “Quick Start Guide” covers a few simple steps to get your Start Gateway up and running.

If you are using your own modem, then please refer to the “Using your Own Modem” section of the guide.



### 1. What's in the Box

Make sure you've got everything you need.



### 2. Connecting the Hardware

For the best Wi-Fi coverage, place your **Start Gateway (a)** as central as possible to where you use your Wi-Fi devices the most.

- 1 Check to make sure that the 'Online' and 'Power' LEDs on the nbn™ Connection Box are green.
- 2 At the back of the nbn™ Connection Box locate the yellow UNI-D port.
- 3 Connect the **Ethernet Cable (e)** to the 'UNI-D' port on the back of the nbn™ Connection Box. Connection the other end of the **Ethernet Cable (e)** to the yellow 'WAN' port on the back of the **Start Gateway (a)**.
- 4 Connect the **Power Adaptor (d)** to the **Start Gateway (a)**.
- 5 Press the power on/off switch on the back of the **Start Gateway (a)**.
- 6 **Optional** - Connect the telephone cable from your existing telephone device to the 'Phone' port on the back of the your **Start Gateway (a)**.
- 7 Allow 30 minutes for the network settings to download to your new **Start Gateway (a)**. Please don't switch the **Start Gateway (a)** on/off during this process.

### 3.1 Connecting Your Computer/Devices

#### Wi-Fi:

- 1 Turn on Wi-Fi on your computer/device.
- 2 On your computer/device find and select the Wi-Fi Network Name displayed on the **Wi-Fi Network Details (c)** card as shown below.
- 3 Type in the Wi-Fi Password found on the **Wi-Fi Network Details (c)** card when asked.
- 4 The 'WiFi' LED on the front of the **Start Gateway (a)** will turn green when a device is properly connected.

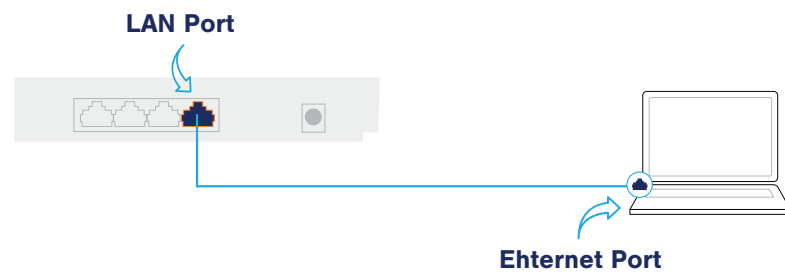
*\*Please keep the Wi-Fi Network Details (c) card in a safe place, as it contains important information that is required to log into the Start Modem (a).*



## 3.2 Connecting Your Computer/Devices

### Ethernet:

- 1 Plug the supplied **Ethernet Cable (e)** into one of the four empty yellow LAN ports on the back of the **Start Gateway (a)** as shown below.
- 2 Plug the other end of the **Ethernet Cable (e)** into your computer's Ethernet network port.
- 3 The 'Ethernet' LED on the front of the **Start Gateway (a)** will turn green when a device is properly connected.



## Modem Status LEDs

The LEDs on your **Start Gateway (a)** are a quick way to check if there is anything wrong with your connection or hardware.

Additionally, when troubleshooting your **Start Gateway (a)** our Start Support Experts may ask for the status of the LEDs at the front of the device.

| Name             | Status                   | Indication   |
|------------------|--------------------------|--|
| (Power)          | On<br>Flash<br>Off       | System start-up complete.<br>System starting up or device updating.<br>Power is off.   |
| (DSL)            | On<br>Flash<br>Off       | Line is synchronized and ready to use.<br>Attempting to connect to the Network.<br>There is no synchronization.  |
| (Internet)       | On<br>Off                | The network is available with a successful Internet connection.<br>There is no successful internet connection.   |
| (WiFi)           | On<br>Off                | The wireless function is working properly.<br>The wireless function is disabled.   |
| (WPS)            | On/Off<br><br>Slow Flash | It turns on when a wireless device has successfully connected to the network via WPS. After 5 minutes, the WPS LED will turn off. A wireless device is trying to connect to the network via WPS. The process may take up to 2 minutes. |
| (Ethernet 1 - 4) | On<br>Off                | There is a device connected to this LAN Port.<br>There is no device connected to this LAN Port.  |

## 4. Check Your Internet Connection

Your **Start Gateway (a)** has already been pre-configured to work out of the box with the Start Network.

- 1 Open your preferred web browser on your computer/device.
- 2 In your browser address go to [www.startbroadband.com.au](http://www.startbroadband.com.au).
- 3 Surf and chat happily in the knowledge that you are making a difference to your local community!

## Using Your Own Modem

If you are using your own modem, as opposed to a modem supplied by Start, then use the following settings while following the setup guide for your modem.

|   |  |
|---|--|
| <b>Encapsulation/Connection Type /WAN Type:</b> | PPPoE  |
| <b>802.1Q:</b>                                  | Disabled   |
| <b>Network Username:</b>                        | You can find your username in the 'Your Start Bundle is Now Live' email you received from Start. |
| <b>Network Password:</b>                        | You can find your username in the 'Your Start Bundle is Now Live' email you received from Start. |
| <b>VLAN Priority:</b>                           | N/A (or No VLAN)   |
| <b>VLAN ID:</b>                                 | N/A (or No VLAN)   |

If you are still having trouble connecting then contact a Start Support Expert at [customerservice@startbroadband.com.au](mailto:customerservice@startbroadband.com.au) or call 1300 475 155.

We cannot provide support for any modems that are not approved by NBN Co.

## Having Trouble?

### Check Your Cabling:

Verify that all cables and cords are firmly attached to the **Start Gateway (a)** and the telephone wall socket, as shown in the **Quick Start Guide (b)**.

### Turn Off, Turn On Devices:

Turn off your computer/devices and the **Start Gateway (a)** at the back. Wait 10 seconds and then turn on the **Start Gateway (a)** followed by your computer/devices.

### Check Your LEDs:

Wait for the 'Power' and 'Internet' LEDs on the **Start Gateway (a)** to be a solid green (may take up to 2-3 minutes), then try to access the internet.

If you are still having trouble connecting then contact a Start Support Expert at [customerservice@startbroadband.com.au](mailto:customerservice@startbroadband.com.au) or call 1300 475 155.

## DNS Settings

All Start Broadband customers should use the DNS server IP addresses which are assigned to them dynamically during login. If this can't be done for some reason, please use the following DNS servers:

| State                | Primary DNS Sever | Secondary DNS Sever |
|----------------------|-------------------|---------------------|
| VIC, TAS, SA, WA, NT | 103.55.76.17      | 103.55.76.26        |
| NSW, QLD             | 103.55.76.26      | 103.55.76.17        |