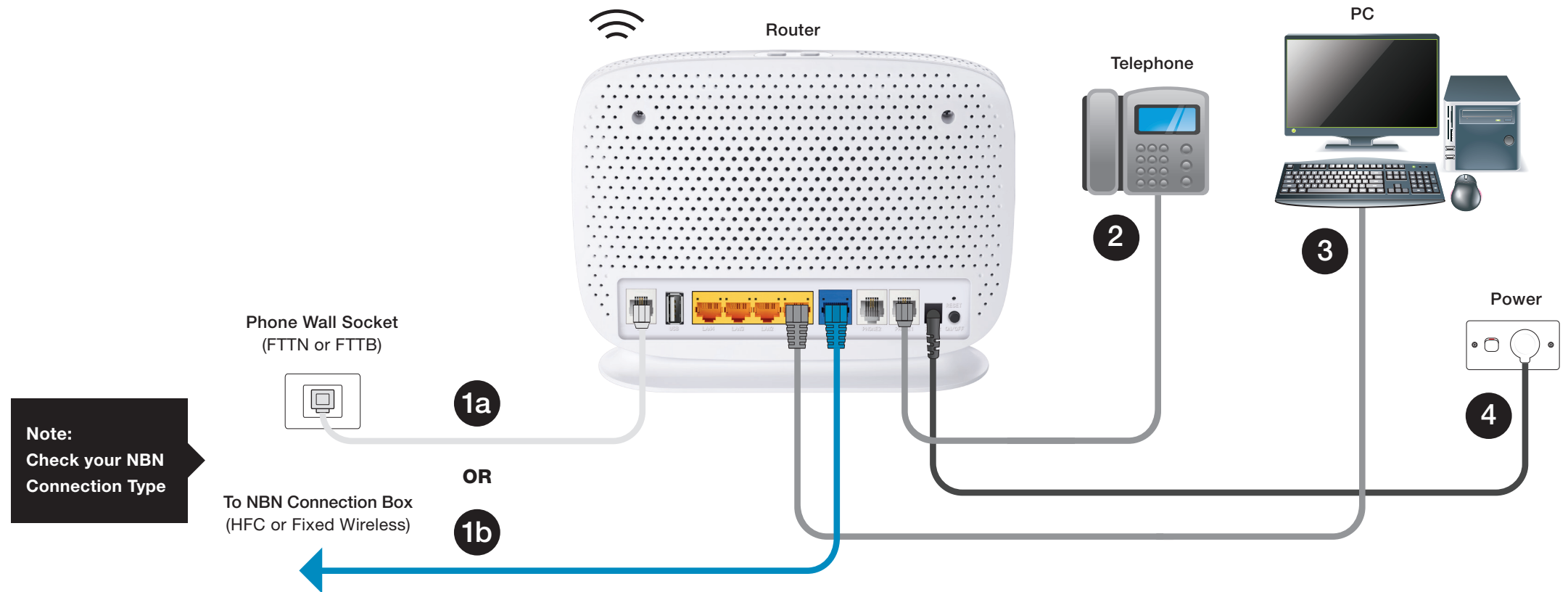


# QUICK INSTALLATION GUIDE - NBN



## 1. PHYSICAL SETUP



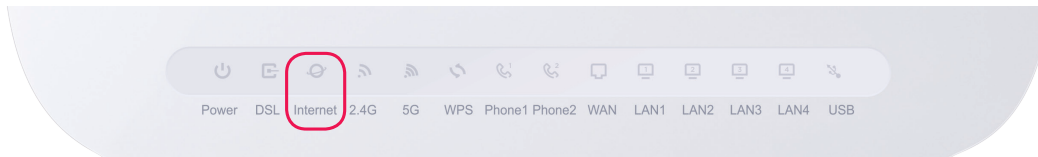
1. Depending on your NBN connection type, connect one of the following;
  - 1a. If there is no NBN Connection Box installed, **Connect the DSL port on the back of your router** to your phone wall socket
  - 1b. If there is an NBN Connection Box installed, **Connect the WAN port on the back of your router** to your NBN Connection Box

2. **Connect the Phone 1 port on the back of your router** to your telephone handset
3. **Connect any of the 4 LAN ports on the back of your router** to your PC
4. **Connect the Power port on the back of your router** to your power socket

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## 2. WAIT FOR NBN ACTIVATION



It may take up to 30 working days for your TPG NBN service to be connected. To track the progress of your installation, visit [www.tpg.com.au/install](http://www.tpg.com.au/install).

Once you receive confirmation from TPG that your NBN service is active, turn on your router and leave it for up to 30 minutes as your router is retrieving and saving the required settings from TPG to connect automatically. When this is completed, the **Internet** light on the front of your router will become solid green.

## 3. Wi-Fi SETUP

1. Make sure that wireless (Wi-Fi) is enabled on your devices.
2. Using your wireless device, scan the wireless networks and select the network called **WiFi-XXXX** (XXXX is a random 4 digit alpha numeric code). You can also select the network **WiFi-XXXX-5G** if you wish to connect to 5GHz network which offers faster Wi-Fi speed (if your device supports it).
3. Enter the **Security Key**. By default, the security key can be found printed on the barcode sticker on the underside of the router.



## YOUR TPG ACCOUNT

Your **TPG username** is provided in the **emails** we sent you after registration. You would have chosen your **TPG password** at the time of registration.

For security purposes we highly recommend that you change your password regularly. To change your password, please follow the steps below.

1. Visit [www.tpg.com.au/account](http://www.tpg.com.au/account)
2. Login using your **TPG username** and **password**
3. Click **Change your Password**
4. Enter your new password and then click **Change Password**

If you have forgotten your password, visit [www.tpg.com.au/password](http://www.tpg.com.au/password).

## FOR MORE INFORMATION

**For Technical Support:** [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)

**For Customer Service:** [customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)

**Online:** [www.tpg.com.au/support](http://www.tpg.com.au/support)

**Call:** 13 14 23 (option 2 + 1)