

IIS NBN User and Installation Guide

This is the user guide for the Bolton Clarke InTouch Internet Service and the supplied modem.

How to contact us:

Phone 1300 306 331

Email Support@internet.boltonclarke.com.au

Website www.boltonclarke.com.au/internet

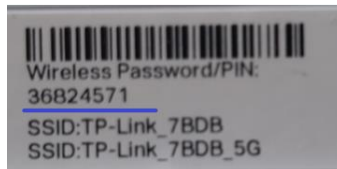
InTouch Internet Service – NBN – Quick Installation

IIS nbn is delivered over the National Broadband Network (“NBN”) via our Next Generation Network Platform (“NGN”) with a WiFi modem in the residence.

Installation

1. Unpack modem and Plug into mains
2. Follow the instructions in the next section
3. Go to computer and connect to the WIFI
4. Use the internet

The network name and password can be found underneath the modem.



Write your SSID here

Write your Password here – an 8 digit number

Write your Customer Account number below, a 7 Digit number. This was included in your sign on SMS and email. This is used to identify you when you contact the help desk 1300 306 331

1. Product overview

TP-Link's Modem Router is a combined wired/wireless network connection device with integrated E-WAN router and DSL modem router, reducing hassle of configuration and saving space.

With Ethernet ports and antennas, the modem router provides wired and wireless access for multiple computers and mobile devices.

With various features and functions, the modem router is the perfect hub of your home or business network.

Moreover, it is simple and convenient to set up and use the TP-Link router due to its intuitive web interface and the powerful Aginet app.

Note: The appearance of the product is for illustration only, it may be different from your device, please refer to the actual product

2. Appearance

2.1 Top panel



InTouch Internet Service NBN Modem

The modem router's LEDs (view from left to right) are located on the front. You can check the modem router's working status by following the LED Explanation table

Some common LEDs Explanation

LED	Status	Indication
⏻ (Power)	On	The system has started up successfully.
	Flashing	The system is starting up or the firmware is being upgraded. Do not disconnect or power off your router.
	Off	Power is off.
DSL (DSL)	On	DSL synchronization is complete.
	Flashing	DSL synchronization is in progress.
	Off	DSL synchronization failed.
🌐 (Internet)	On	Internet service is available.
	Off	The router's WAN port is unplugged.
📶 (2.4GHz Wireless)	On	The 2.4GHz wireless band is enabled.
	Flashing	The router is transmitting or receiving data via 2.4GHz band.
	Off	The 2.4GHz wireless band is disabled.
📶 (5GHz Wireless)	On	The 5GHz wireless band is enabled.
	Flashing	The router is transmitting or receiving data via 5GHz band.
	Off	The 5GHz wireless band is disabled.
🔒 (WPS)	On/Off	Turns on when a WPS synchronization is established and automatically turns off about 5 minutes later.
	Flashing	A wireless device is trying to connect to the network via WPS. This process may take up to 2 minutes.
🌐 (WAN)	On	A device is connected to the WAN port.
	Flashing	The WAN port is sending or receiving data.
	Off	No device is connected to the WAN port.
🌐 (LAN)	On	A device is connected to the LAN port.
	Flashing	The LAN port is sending or receiving data.
	Off	No device is connected to the LAN port.
📞 (PHONE)	On	The SIP account is registered successfully.
	Flashing Slowly	The phone is on-hook and there are voice messages.
	Flashing Quickly	The phone is ringing.
	Off	No SIP account is registered.

Some common LEDs Explanation

LED	Status	Indication
USB (USB)	On	The USB device is identified and ready to use.
	Flashing	A new USB device is being identified, or data is being transferred.
	Off	No USB device is plugged in to the USB port.

Note:

1. If the DSL LED is off, please check your Internet connection first. Refer to *Connect the Hardware* for more information about how to make Internet connection correctly. If you have already made a right connection, please contact your ISP to make sure your Internet service is available now.
2. If the Internet LED is off, please check your DSL LED first. If your DSL LED is also off, please refer to Note 1. If your DSL LED is ON, please check your Internet configuration. You may need to check this part of information with your ISP and make sure everything have been input correctly.
3. If the 4G LED is off, please check your Internet LED first. If the Internet LED is also off, please check your internet connection. If you have already made a right connection, please contact your ISP to make sure your 4G network service is available.

2.2 The Back Panel



The following parts (view from left to right) are located on the back panel.

Some Common Buttons and Ports Explanation

Item	Description
DSL	or connecting the modem router to the Internet. Connect the port to the splitter or directly connect the port to the phone jack via a phone cable. For details, please refer to Get to Know About Your Modem Router.
LAN1, LAN2, LAN3, WAN Ports	For connecting the modem router to your PC or other Ethernet network devices. In wireless router mode, the WAN port is used for connecting to a Cable/FTTH/VDSL/ADSL device.
Phone	For connecting your analog phone to the modem router. Note that you can only connect to two ports (one to a Phone1 and the other to a Phone2) at most.
POWER	For connecting the modem router to power socket via the provided power adapter.
USB Port	For connecting to a USB storage device.
ON/OFF	The switch for the power. Press it to power on or off the modem router.
RESET	Press and hold this button for at least 5 seconds until all LEDs blink to reset the router to its factory default settings.
WiFi	Press the button to turn both 2.4GHz and 5GHz Wi-Fi on or off.
WPS	Press the button to start a WPS synchronization.

2.Connecting your Modem Router

3. Position Your Modem Router

With the modem router, you can access your network from anywhere within the wireless network coverage. However, the wireless signal strength and coverage varies depending on the actual environment where

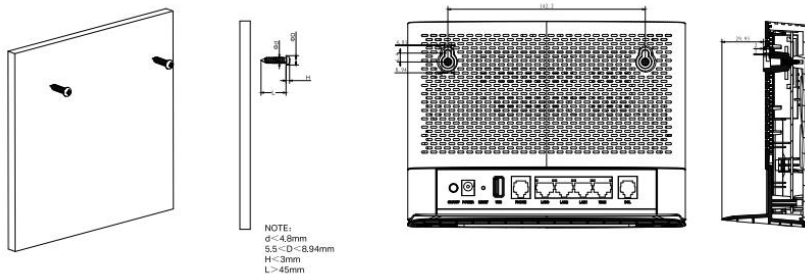
your modem router is in. Many obstacles may limit the range of the wireless signal, for example, concrete structures, thick walls.

For your security and best Wi-Fi performance, please:

- Do Not locate the modem router in the place where it will be exposed to moisture or excessive heat.
- Keep away from the strong electromagnetic radiation and the device of electromagnetic sensitive.
- Place the modem router in a location where it can be connected to the various devices as well as to a power source.
- Make sure the cables and power cord are safely placed out of the way so they do not create a tripping hazard.

Tips: The modem router can be placed on a shelf or desktop.

Generally, VX230v is placed on a horizontal surface. The device also can be mounted on the wall



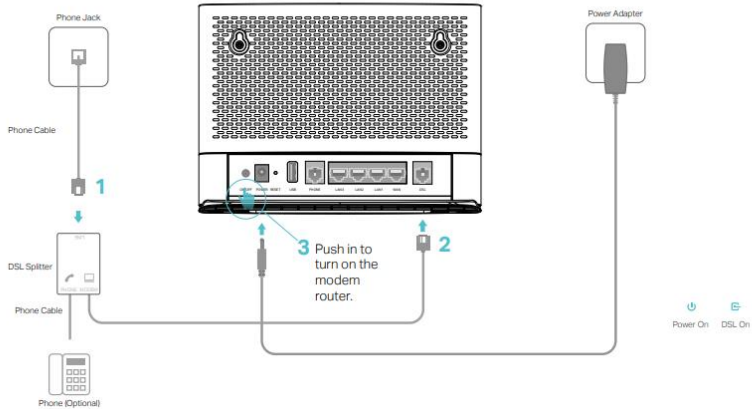
Note: The diameter of the screw head, $5.5\text{mm} < D < 8.94\text{mm}$, and the distance of two screws is 142.2 mm . The screw that project from the wall need around 3mm based, and the length of the screw need to be at least 45mm to withstand the weight of the product.

4. Connect Your Modem Router

1. Follow the steps below to connect your modem router.

a. Used as a ADSL/VDSL modem router

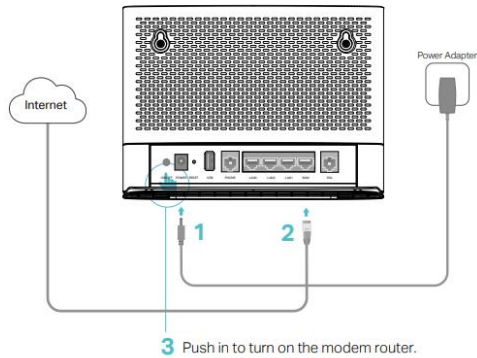
Connect the DSL line and power adapter. The electrical outlet shall be installed near the device and shall be easily accessible.



b. Used as a wireless router

If you already have a modem or your internet comes via an Ethernet jack on the wall, you can set up the modem router as a regular wireless router to share the internet.

Find the WAN port on the modem router, and connect it to your existing modem or the Ethernet jack on the wall. Then connect the power adapter and turn on the modem router. If you connect an existing modem, reboot it to get the modem router connected to the internet.



2. Connect your computer to the modem router.

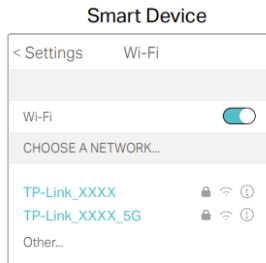
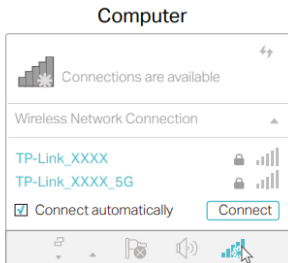
Method 1: Wired

Connect your computer's Ethernet port to the LAN port on the modem router via the Ethernet cable.



Method 2: Wirelessly

Use the default SSID (Wireless Network Name) and Wireless Password printed on the product label of the modem router to connect wirelessly



Method 3: Use the WPS button

Wireless devices that support WPS, including Android phones, tablets, most USB network cards, can be connected to your router through this method. (WPS is not supported by iOS devices.)

Note: The WPS function cannot be configured if the wireless function of the router is disabled. Also, the WPS function will be disabled if your wireless encryption is WEP or Enterprise. Please make sure the wireless function is enabled and is configured with the appropriate encryption before configuring the WPS.

1. Tap the WPS icon on the device's screen.
2. Immediately press the WPS button on your modem router.
3. The WPS LED flashes for about two minutes during the WPS process.
4. When the WPS LED is on, the client device has successfully connected to the modem router.



FAQ

Q1. What should I do if I forget my wireless password?

The default wireless password is printed on the label of the router.

Q2 Important information: Wireless password/pin

This is used to access the NBN internet

This can be given to people to access the internet or a guest network can be used. [IIS NBN User and Installation Guide](#)