

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

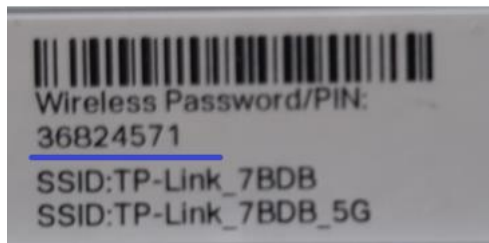
A National Broadband Network (“NBN”) service delivered into our Next Generation Network Platform (“NGN”) via a variety of access tails and/or speeds, or; “NGN nbn®”

Installation

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

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

See section 2.3



TP Link Modem/Router information

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



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)	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	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.

2.3 Underneath The Modem

This is the view for underneath the modem



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.

See [6. Guest Network](#)

Connecting your Modem Router

3. Position Your Modem Router

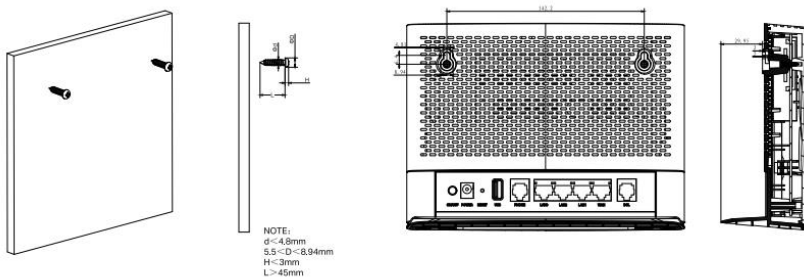
With the modem router, you can access your network from anywhere within the wireless network coverage. However, the wireless signal strength and coverage varies depending on the actual environment where your modem router is in. Many obstacles may limit the range of the wireless signal, for example, concrete 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



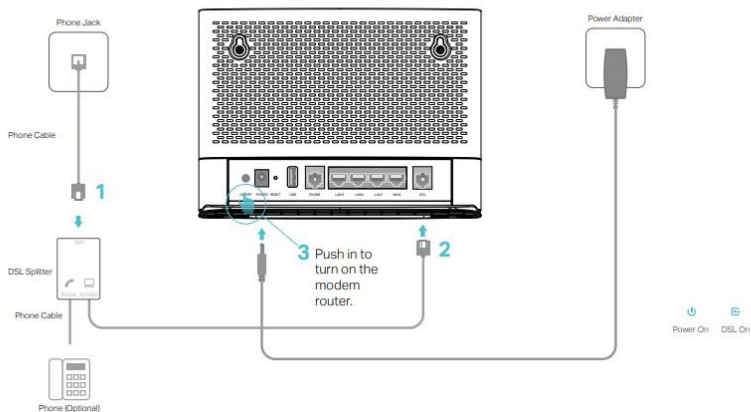
Note: The diameter of the screw head, $5.5\text{mm} < D < 8.94\text{mm}$, and the distance of two screws is 142.2 mm. The screw that project from the wall need around 3mm based, and the length of the screw need to be at least 45mm to withstand the weight of the product.

4. Connect Your Modem Router

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

a. Used as a ADSL/VDSL modem router

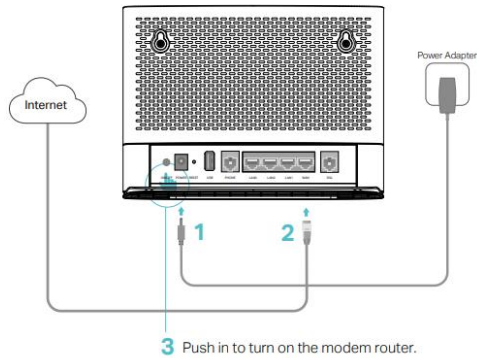
Connect the DSL line and power adapter. The electrical outlet shall be installed near the device and shall be easily accessible.



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.

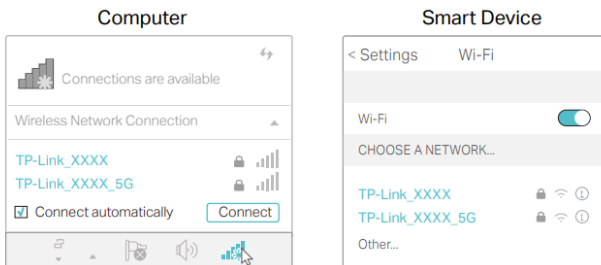
Method 1: Wired

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.

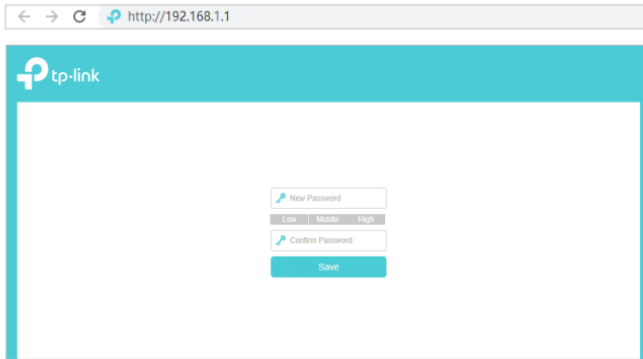


5. Logging into your Modem Router

With a web-based utility, it is easy to configure and manage the router. The web-based utility can be used on any Windows, Mac OS or UNIX OS with a Web browser, such as Microsoft Internet Explorer, Mozilla Firefox or Apple Safari.

Follow the steps below to log in to your router.

1. Set up the TCP/IP Protocol in Obtain an IP address automatically mode on your computer.
2. Visit <http://tplinkmodem.net> or <http://192.168.1.1>, and create a login password for secure management purposes. Then click Save to log in.



Note: If the login window does not appear, please refer to the FAQ Section

6. Guest Network

This function allows you to provide Wi-Fi access, for guests without disclosing your main network. When you have guests in your house, apartment, or workplace, you can create a guest network for them. In addition, you can customise guest network options to ensure network security and privacy.

1. Visit <http://tplinkmodem.net> or <http://192.168.1.1>, and log in with the password you set for the modem router.
2. Go to Advanced > Guest Network. Locate the Wireless section.
3. Create a guest network as needed.
 - a. Tick the Enable checkbox for the 2.4GHz or 5GHz wireless network.
 - b. Customize the SSID. Don't select Hide SSID unless you want your guests to manually input the SSID for guest network access.
 - c. Select the Security type and customize your own password. If No security is selected, no password is needed to access your guest network.

4. Click Save. Now your guests can access your guest network using the SSID and password you set!

Tips: To view guest network information, go to Network Map and locate the Guest Network section. You can turn on or off the guest network function conveniently.

1. 2. Customize Guest Network Options

1. Visit <http://tplinkmodem.net> or <http://192.168.1.1>, and log in with the password you set for the modem router.
2. Go to Advanced > Guest Network. Locate the Settings section.
3. Customize guest network options according to your needs.

- Allow guests to see each other

Tick this checkbox if you want to allow the wireless clients on your guest network to communicate with each other via methods such as network neighbours and Ping.

4. Click Save. Now you can ensure network security and privacy!

FAQ

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

The default wireless password is printed on the label of the router. If the password has been altered:

1. Connect your computer to the router using an Ethernet cable.
2. Visit <http://tplinkmodem.net> or <http://192.168.1.1>, and log in with the password you
1. set for the modem router.
2. Go to Wireless to retrieve or reset your wireless password.

Q2. What should I do if I forget my web management password?

- If you are using a TP-Link ID to log in, or you have enabled the Password Recovery feature of the router, click Forgot password on the login page and then follow the instructions to reset it.
- Alternatively, press and hold the Reset button of the router until the Power LED blinks to restore factory default settings, and then visit <http://tplinkmodem.net> or <http://192.168.1.1> to create a new login password.

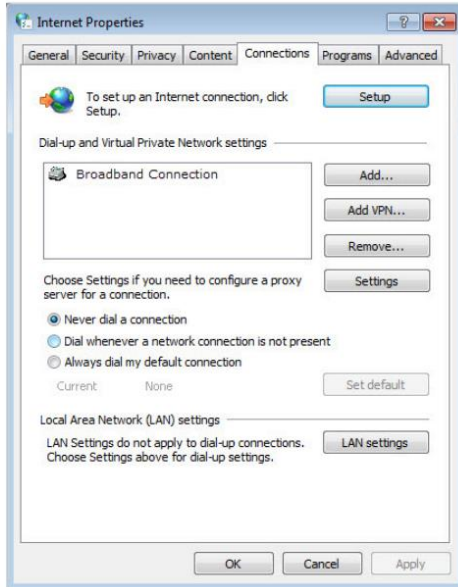
Note: You'll need to reconfigure the router to surf the internet once the router is reset, and please mark down your new password for future use.

Q3. What should I do if I can't log in to the router's web management page?

This can happen for a variety of reasons. Please try the methods below to log in again.

- Make sure your computer is connected to the router correctly and the corresponding LED indicator(s) light up.
- Make sure the IP address of your computer is configured as Obtain an IP address automatically and Obtain DNS server address automatically.
- Make sure <http://tplinkmodem.net> or <http://192.168.1.1> is correctly entered.

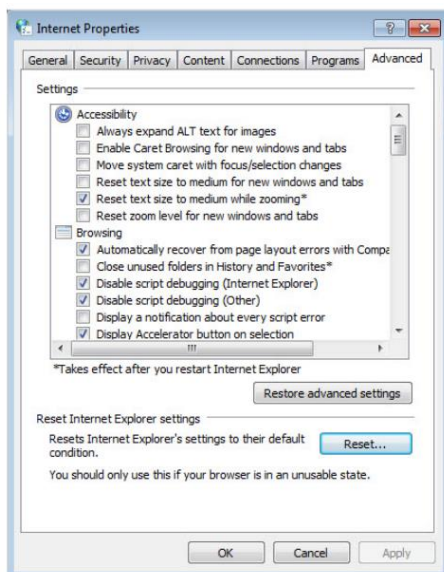
- Check your computer's settings:
 1. Go to Start > Control Panel > Network and Internet, and click View network status and tasks.
 2. Click Internet Options on the bottom left.
 3. Click Connections and select Never dial a connection.



4. Click LAN settings and deselect the following three options and click OK.



5. Go to **Advanced > Restore advanced settings**, click **OK** to save the settings.



- Use another web browser or computer to log in again.
- Reset the router to factory default settings and try again. If login still fails, please contact the technical support.

Note: You'll need to reconfigure the router to surf the internet once the router is reset.