POWER

DOWNSTREAM

UPSTREAM

ONLINE

ARRIS
CM8200

nbn™ setup guide

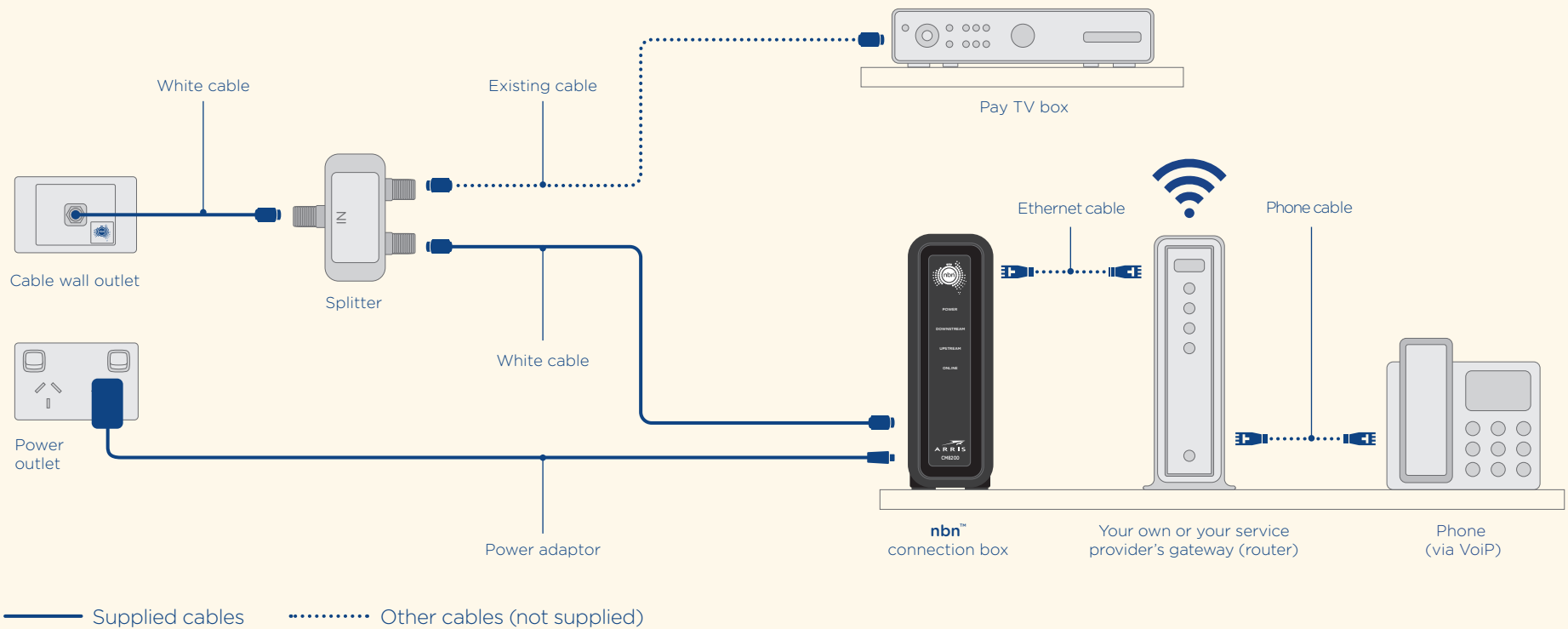## For users with pay TV or cable internet

Hybrid Fibre Coaxial (HFC)

Turn over booklet if you don't have pay TV or cable internet

Congratulations on switching to the **nbn**™ network

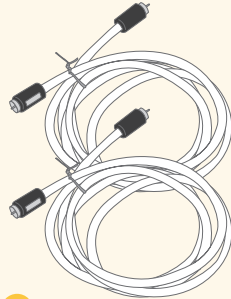# You'll soon be able to enjoy the benefits of a fast, reliable internet network

## Common connection with pay TV or existing cable internet

White cable

Existing cable

Pay TV box

Cable wall outlet

Splitter

Ethernet cable

Phone cable

White cable

POWER
DOWNSTREAM
UPSTREAM
ONLINE

ARRIS
CM8200

Power
outlet

Power adaptor

nbn™
connection box

Your own or your service
provider's gateway (router)

Phone
(via VoIP)

——— Supplied cables   ·········· Other cables (not supplied)

Equipment in your connection kit

A   **nbn**™ connection box

(ARRIS Touchstone™ CM8200B)

B1 **B2**   2 white cables

(Remove plastic caps from above equipment before use)

C   Splitter

IN
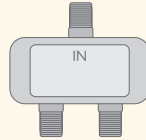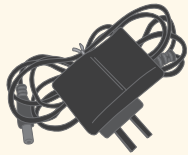
D   Power adaptor

E   **nbn**™ wall outlet sticker

nbn™ supplied equipment is the property of **nbn**

This means it must not be removed from your premises (even if you move). If you need help with your service, cables or wiring, contact your service provider.
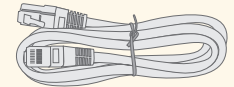
Other equipment required (not supplied by **nbn**)

F   Existing cable

G   Pay TV box

H   Ethernet cable

**I**   Your own or your service provider's supplied gateway (router)

The equipment and accessories shown above may differ from those supplied by your service provider. Refer to your service provider's equipment instructions.

If you are missing any of the above equipment from your connection kit, contact your internet service provider to rectify the issue.

The service provided to you is the responsibility of your phone or internet service provider. All other cables and equipment are the responsibility and property of you or your phone or internet service provider. This includes the internal wiring required for additional internal phone outlets within your home or business.

1 Find your cable wall outlet

Locate your wall outlet inside your premises, unscrew the existing cable and connect one of the white cables **B1**
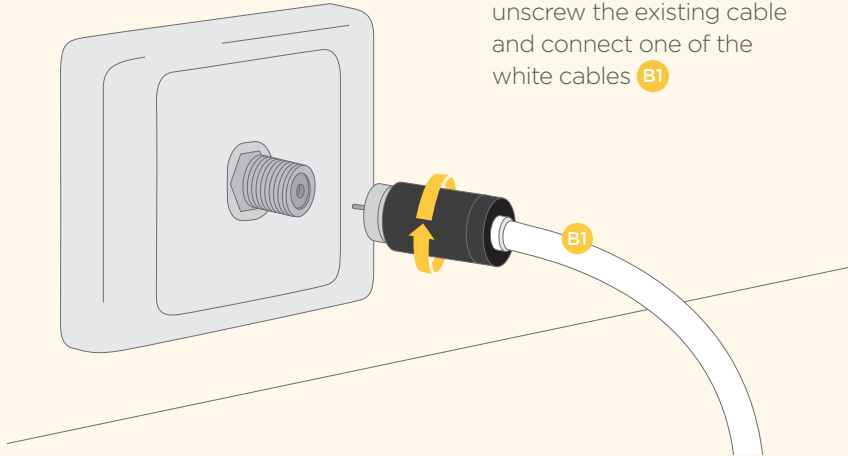

Which cable wall outlet is the right one?

• It may already be connected to your pay TV or cable internet

• If the correct one is connected to the **nbn**™ network, all four lights on the front panel of the **nbn**™ connection box will turn solid green (see more on page 9)

Your cable wall outlet may also look like this and be branded with logos of other network owners
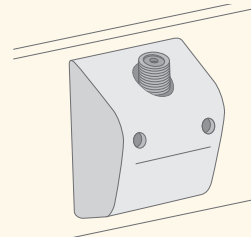
2 Connect the splitter

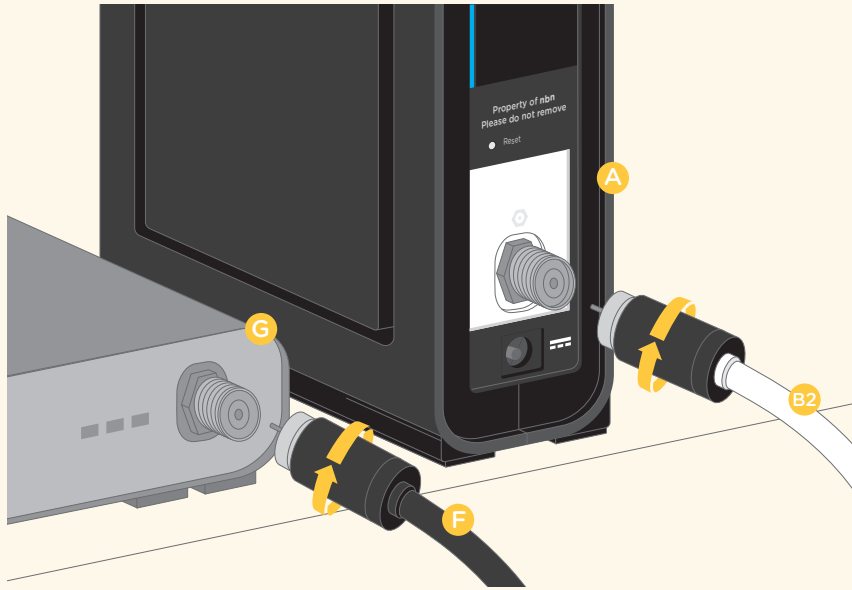Connect the other end of the white cable **B1** to the end of the splitter **C** marked **'IN'**
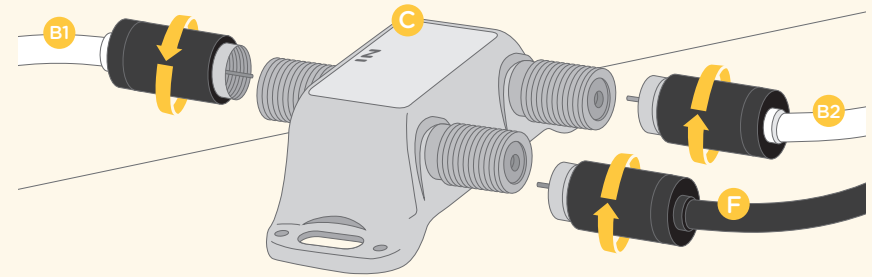
Connect one end of the other white cable **B2** to a remaining splitter connection **C**

Then connect one end of your existing cable **F** into the final splitter connection **C**

Temporary service interruption

When you install the splitter, your pay TV or cable internet will be temporarily interrupted.
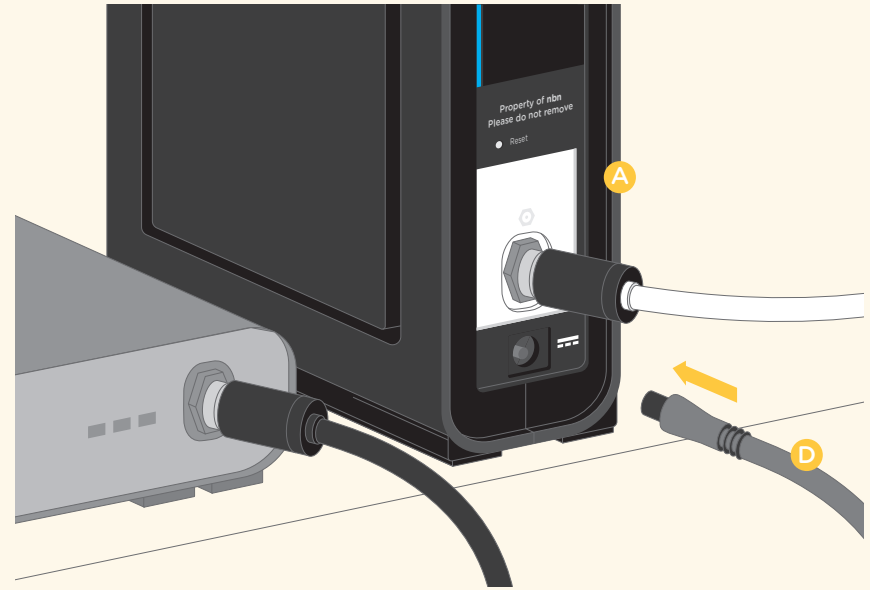
3 Connect the nbn™ connection box

Connect the other end of the white cable **B2** to the back of your **nbn™** connection box **A**

Then connect the other end of your existing cable **F** to your pay TV box **G** or existing cable router

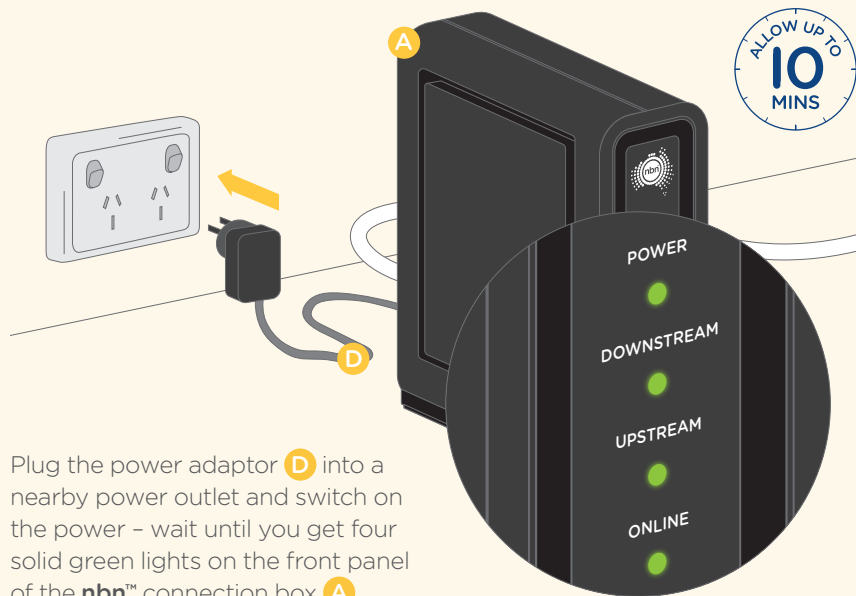# 4 Connect the power adaptor

Insert the power adaptor **D** into the **nbn™** connection box **A**

Cancelling your existing internet service

When you're ready to cancel your existing internet service, contact your service provider. Once it's cancelled, you should remove the splitter so your **nbn™** connection box is connected directly to your wall outlet.
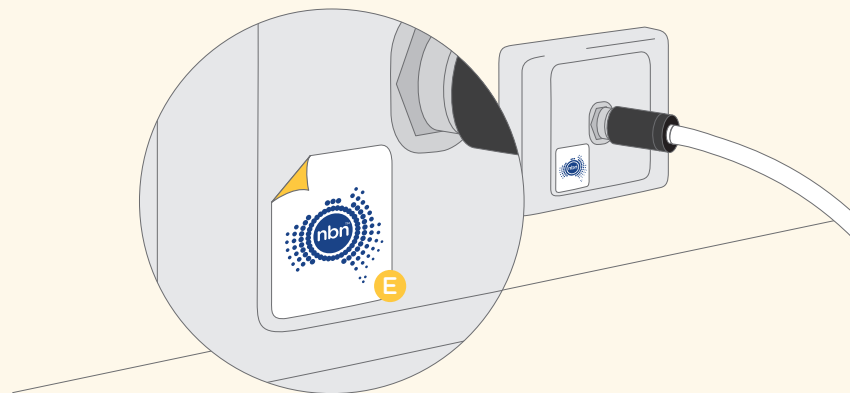
5 Activate the nbn™ connection box

ALLOW UP TO
10 MINS

POWER

DOWNSTREAM

UPSTREAM

ONLINE

Plug the power adaptor **D** into a nearby power outlet and switch on the power – wait until you get four solid green lights on the front panel of the **nbn™** connection box **A**

It will take up to 10 minutes for the lights to stop flashing – do not unplug your connection box during this process

No solid green lights?

Check that the white cable is connected to the wall outlet securely. If it is, and there are still no solid green lights, try connecting your **nbn™** connection box to another cable wall outlet. If this doesn't work, contact your service provider.
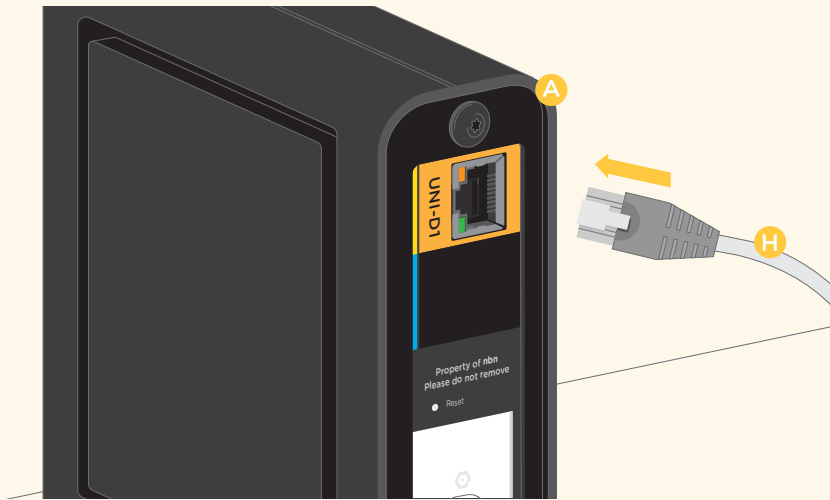
6 Label your cable wall outlet

Once you get four solid green lights, stick the **nbn™** sticker **E** to the cable wall outlet to help you identify it in the future

7 Connect to your other equipment

Insert an Ethernet cable (H) into the yellow panel on the back of the **nbn™** connection box (A)


Only connect compatible equipment

Make sure only compatible equipment, such as your service provider's gateway (router), is connected to your **nbn™** connection box. Talk to your service provider for more information.

8 Connect your service provider's gateway (router)

Connect the other end of the Ethernet cable (H) to the back of your service provider's gateway (router) (I) – you can then connect your gateway (router) to other equipment such as your computer or phone

Your service provider's equipment may differ from the illustration below
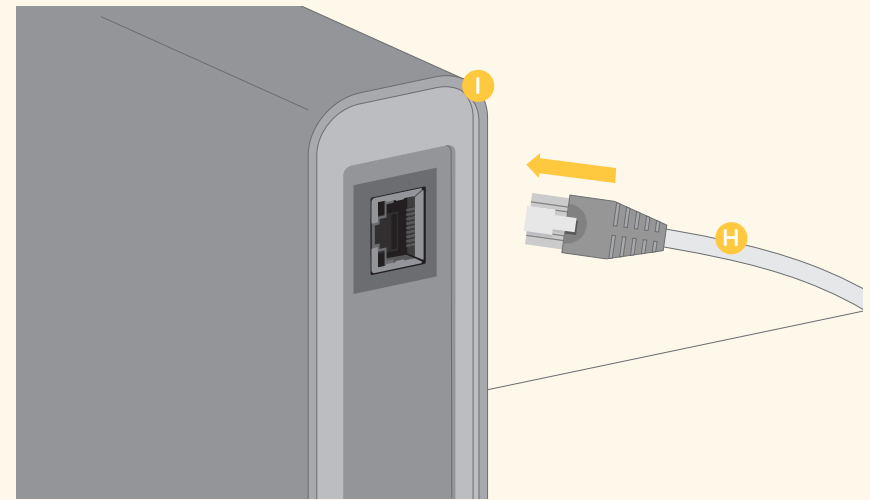
**See your service provider's equipment guide for further instructions on:**

- Connecting your **nbn™** connection box to your gateway (router) and pay TV
- Connecting your landline phone and/or other equipment
- Making sure all your equipment is connected and working correctly

What the nbn™ connection box green lights mean

Your **nbn**™ connection box has four indicator lights on the front panel

During the startup sequence the **nbn**™ connection box lights will flash

Once they become solid green the service is ready
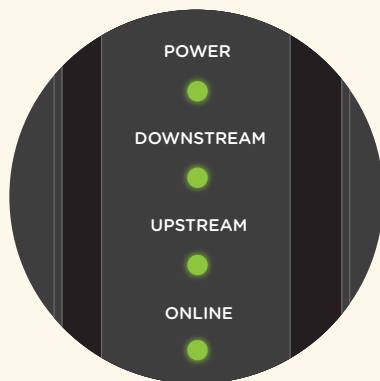
POWER
Indicates power is available to the box

DOWNSTREAM
Indicates downstream connectivity

UPSTREAM
Indicates upstream connectivity

ONLINE
Indicates **nbn**™ network connection

POWER
●
DOWNSTREAM
●
UPSTREAM
●
ONLINE
●

Your connection box may occasionally update itself
Downstream/Upstream lights will flash – allow up to 10 minutes.

Troubleshooting

Having trouble with your nbn™ connection? Try this checklist:

☐ Your **nbn**™ connection box power cord is plugged in firmly at both ends

☐ The four indicator lights on your **nbn**™ connection box are solid green (if they're not, contact your service provider)

☐ The white cable/s are not pinched, kinked or bent (this can cause a break or short in the cable)

☐ The white cable/s and the existing cable are connected securely between your **nbn**™ connection box, the splitter and the wall outlet

☐ You have read your service provider's guide for further instructions

☐ Check with your service provider that your pay TV or existing cable internet is supported by an **nbn**™ connection

Contact your service provider for more troubleshooting tips and FAQs or visit **nbn.com.au/hfc**

Common questions

Who do I contact if I need help?
If you have any questions or want to report a fault, please call your service provider in the first instance, or visit **nbn.com.au**

What happens to my **nbn**™ connection box and other equipment if I move?
Your **nbn**™ supplied equipment is the property of **nbn** and should not be removed from the premises in which it was installed. Contact your service provider for advice on connecting services at your new premises.

How do I care for my **nbn**™ connection box?
You can wipe it with a dry cloth – do not use a damp cloth on equipment or cables.

I have moved to a different premises that has an **nbn**™ connection box, how do I get it working?
Please contact your service provider to arrange for a new service to be activated on the **nbn**™ network.

Will my monitored security system work over the **nbn**™ network?
Monitored security systems may operate over the **nbn**™ network. However, if you would like to use an existing system, you should check with your security provider to ensure that it is compatible with the **nbn**™ network. You should test your alarm on the day your service over the **nbn**™ network is activated. For more information, visit **nbn.com.au/alarms**

Can I connect my phone to a gateway (router) provided by my phone company?
Yes. Ask your phone service provider how your phone can connect to a gateway (router) that is not an **nbn**™ connection box.

Can I install cabling myself?
If you choose to have additional phone or data cabling installed through wall, floor or ceiling cavities, it must be done by an ACMA registered cabler. Your service provider may be able to recommend a registered cabler in your area.

What if I accidentally damage my **nbn**™ supplied equipment?
Please contact your service provider to have it repaired (charges may apply).

Will my equipment work during a power blackout?
The **nbn**™ network will not work during a power blackout, so you should consider having an alternate form of communication handy – such as a charged mobile phone. If you have a safety-critical device such as a medical alarm, fire alarm or lift emergency phone, please speak to your equipment provider about alternate solutions.

If I'm going away, can I unplug my service to save power?
nbn recommends leaving your **nbn**™ supplied equipment powered at all times.

Can I plug my **nbn**™ connection box into a power board?
It is preferable that your **nbn**™ connection box is connected to a fixed power point. However, if this is not possible, it can be plugged into a double adaptor, extension cord or power board, as long as they are safe.

Is my **nbn**™ connection box and white cable(s) safe?
Yes. Your **nbn**™ connection box only uses fixed connections, which are not designed to emit any wireless radiation. However, as white cables conduct electricity, you should never disconnect, bend or tamper with the connection.

I have a medical alarm, what should I do?
If you use a medical alarm, or care for someone who does, you'll need to register it with **nbn**. This will help us identify premises where support may be needed to help minimise potential breaks in service. To register, visit **nbn.com.au/medicalregister** or call **1800 227 300**, 9am – 5pm AEST, Mon – Fri. You should also contact your medical alarm provider.