



# VR1600v

Quick Setup Guide

# Before you get started

Make sure you have an email or SMS from us advising that your internet service is active or ready to be activated.

Your Internode broadband is ready to use.

Username: example@internode.on.net

For support call 13 66 33. Ref: A1234567

Dear Internode Customer,

We are pleased to advise that your Internode broadband service is now provisioned.

Please quote Service ID A1234567 if you need to contact us for support.

# What are you setting up today?

Type of internet

Turn to page

## **NBN™ Fibre to the Node / Building**

Also known as **NBN™ FTTN/B**

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## **NBN™ Fibre to the Curb**

Also known as **NBN™ FTTC**

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## **NBN™ HFC**

Also known as **NBN™ Cable**

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## **NBN™ Fibre to the Premises**

Also known as **NBN™ FTTP**

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## **NBN™ Wireless**

Also known as **NBN™ Fixed Wireless**

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**To find out which type of internet you have**

- Check your email and/or SMS from us about your internet order; or
- Check the service details of your customer invoice



**Just looking to customise your WiFi network?**

Turn to page 12

**Hello!**



# Get to know your modem



Power DSL Internet 2.4G 5G WPS Phone 1 Phone 2 WAN LAN 1 LAN 2 LAN 3 LAN 4 USB

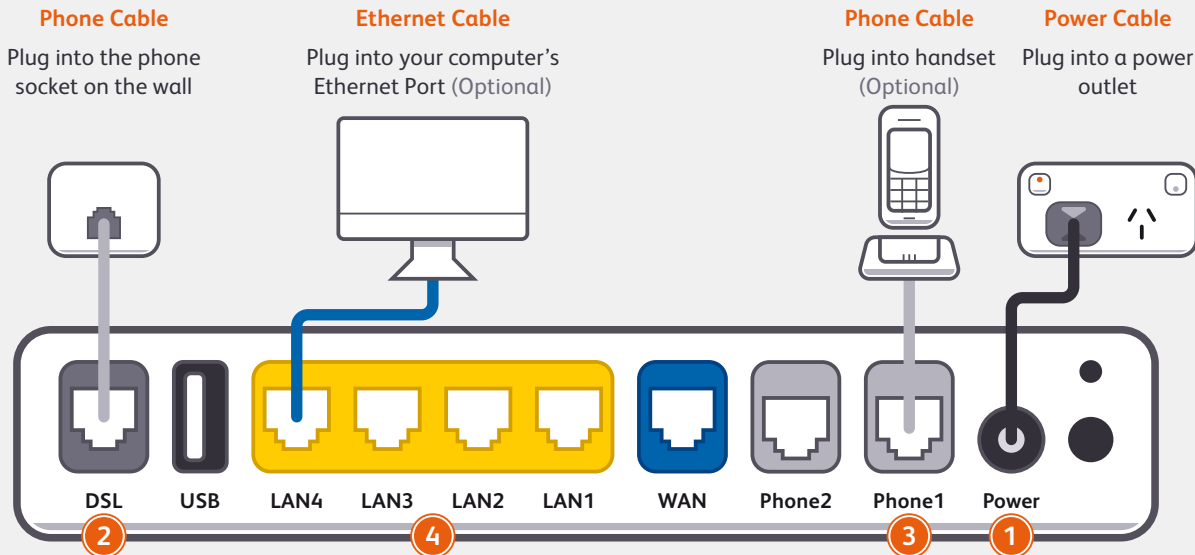
Light	State	Meaning
Power	On	Modem has power. Flashes while booting up.
	Off	Modem has no power.
DSL	On	Modem has established a connection.
	Off	Modem has no connection.
Internet	On	Modem is online.
	Off	Modem is offline.
2.4G/5G	On	2.4GHz/5GHz WiFi is enabled.
	Off	2.4GHz/5GHz WiFi is disabled.
WPS	On	Flashes during a WPS connection attempt (may take up to 2 minutes). Remains on for ~5 minutes after successful connection.
	Off	WPS mode not in use.

Light	State	Meaning
Phone 1-2	On	VoIP phone is connected.
	Off	VoIP phone is offline.
WAN	On	Device plugged into modem's WAN port.
	Off	No device plugged into modem's WAN port.
LAN 1-4	On	Device(s) plugged into modem's LAN ports.
	Off	No device(s) plugged into modem's LAN ports.
USB	On	USB device is ready to use. Flashes while a new USB device is booting up.
	Off	No USB device plugged into the USB port.

# Plug in for NBN™ FTTN/B

1. Use the supplied power cable to connect the **power port** to a power outlet and ensure it is turned on.
2. Use the supplied Phone cable to connect the grey **DSL port** directly to the phone socket on the wall. Do not use a line filter.
3. If you wish to use your VoIP phone service, connect a handset to the **Phone1 port**.
4. You can use an additional Ethernet cable to connect a computer to any of the 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Turn to **page 10** to continue your setup.



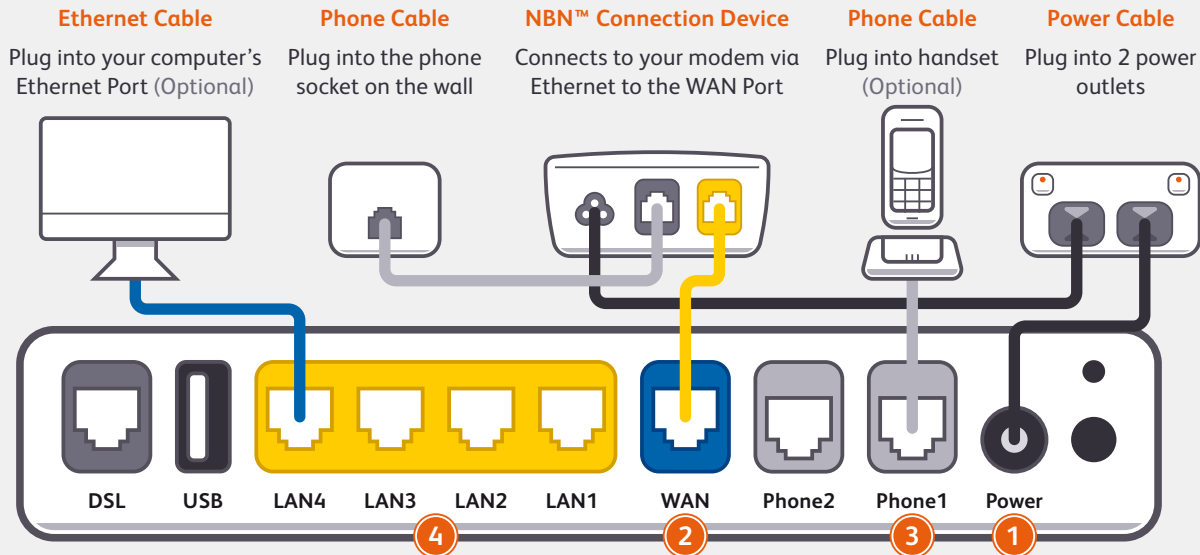
# Plug in for NBN™ FTTC

## ⚠ Before you get started...

If you received a new NBN™ Connection Box along with your modem, please follow its setup guide to get it plugged in and turned on before you set up your modem.

1. Use the supplied power cable to connect the **power port** to a power outlet and ensure it is turned on.
2. Use the supplied Ethernet cable to connect your modem's blue **WAN port** to the yellow **GATEWAY port** on your NBN™ Connection Device.
3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.
4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Turn to **page 10** to continue setup.



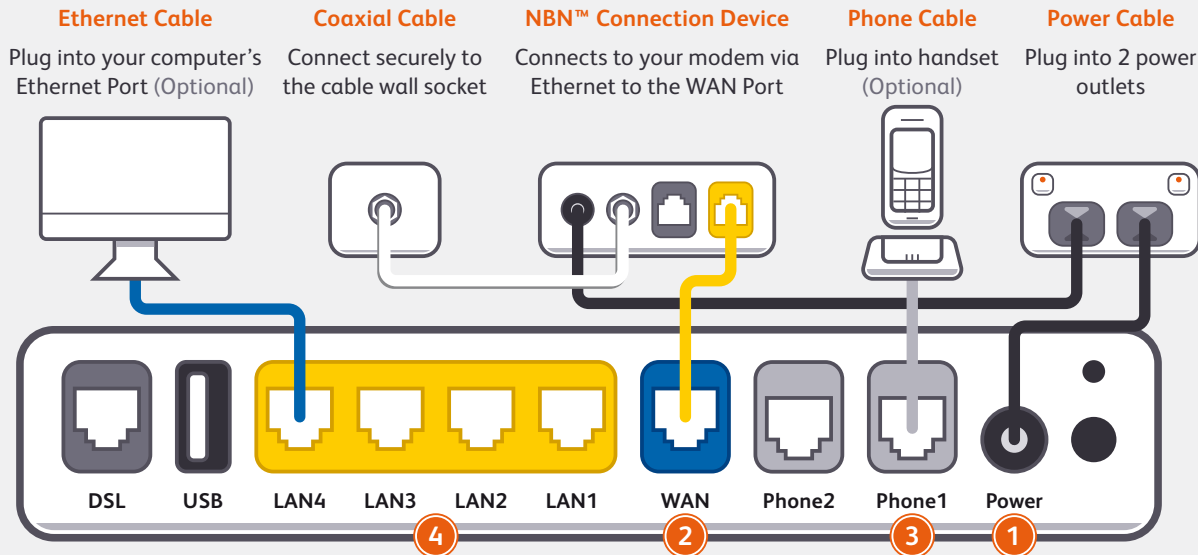
# Plug in for NBN™ HFC

## ⚠ Before you get started...

If you received a new NBN™ Connection Box along with your modem, please follow its setup guide to get it plugged in and turned on before you set up your modem.

1. Use the supplied power cable to connect the **power port** to a power outlet and ensure it is turned on.
2. Use the supplied Ethernet cable to connect your modem's blue **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box (note that some boxes may have one yellow LAN port instead).
3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.
4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

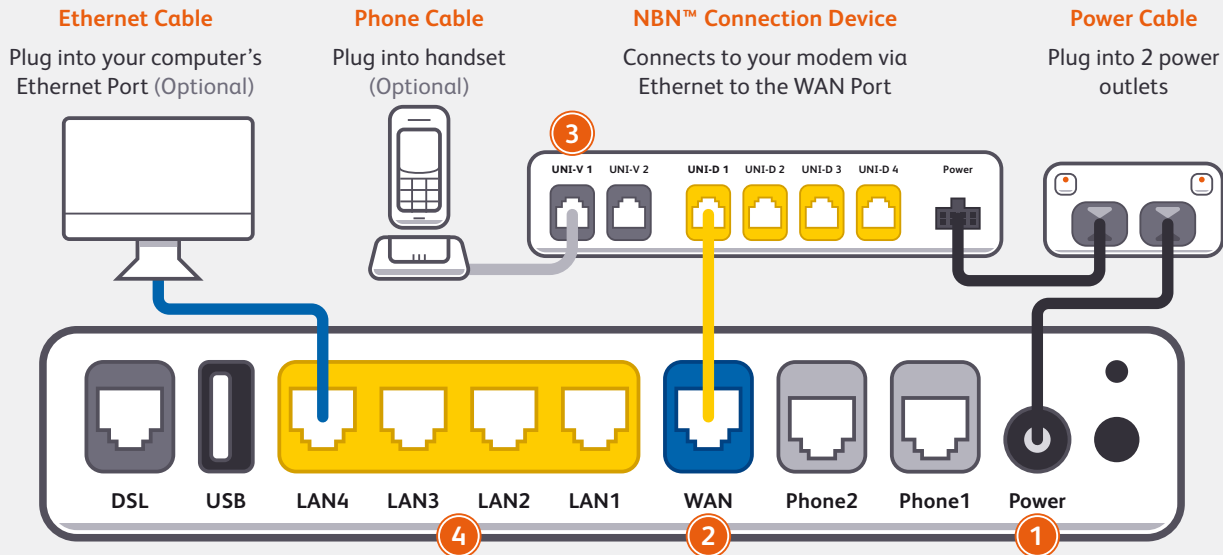
Turn to **page 10** to continue setup.



# Plug in for NBN™ FTTP

1. Use the supplied power cable to connect the **power port** to a power outlet and ensure it is turned on.
2. Use the supplied Ethernet cable to connect your modem's blue **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box. If UNI-D1 doesn't work, try each UNI-D port before contacting us for a hand.
3. If you wish to use your Fibre Phone service, connect a phone handset to the **UNI-V 1 port** on your NBN™ Connection Box.
4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Turn to **page 10** to continue setup.

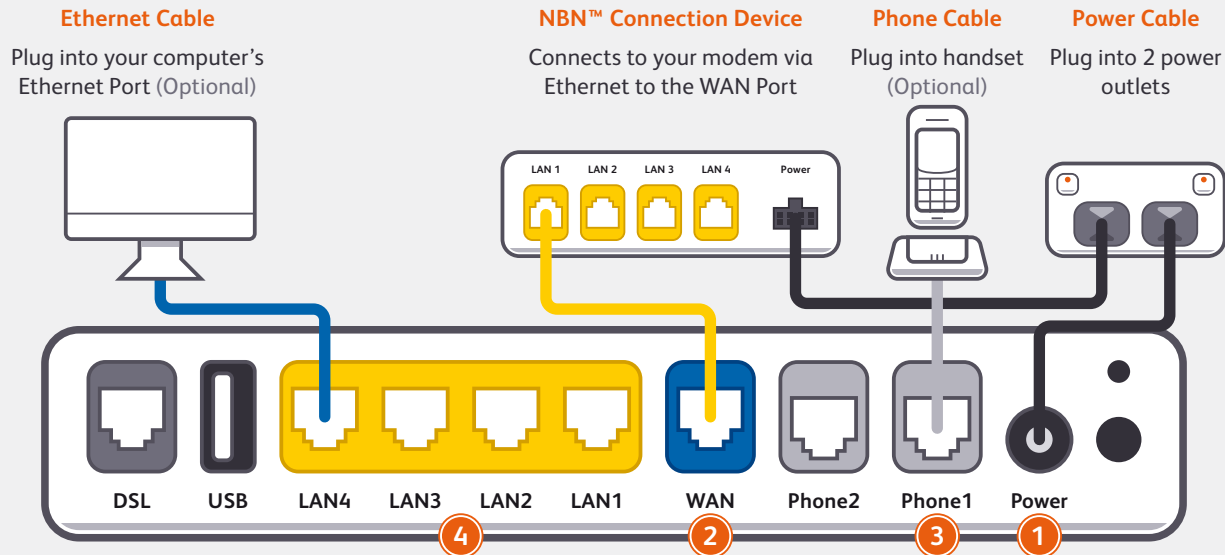




# Plug in for NBN™ Wireless

1. Use the supplied power cable to connect the **power port** to a power outlet and ensure it is turned on.
2. Use the supplied Ethernet cable to connect your modem's blue **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box. If UNI-D1 doesn't work, try each UNI-D port before contacting us for a hand.
3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.
4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.


Turn to **page 10** to continue setup.



# Powering on your Modem & VoIP Setup



Switch your modem on using the power button located on the back. By default, your broadband settings should configure automatically once your NBN™ service is active and your modem is powered on for 15 minutes.

 The **Internet** light on the front of your modem should be on.

## Is the internet light off?

Ensure that you received an email from us advising that your NBN™ service is ACTIVE.

If you haven't received the email, your NBN™ service is not ACTIVE yet. Please check your last email from us for advice on your connection appointment. It will include a reference number in case you need to call with any concerns.

If you have, please use the contact details on the back cover of this guide to call our Support Team for assistance.

**Your VoIP phone service should set up automatically once your services are active and your modem is online.**

If you've asked us to convert your existing phone number to a VoIP service, please allow up to 7 days after your NBN™ service is active for this porting process to complete. We'll send you an email to confirm when your VoIP service is active and ready to use.

**Please DO NOT cancel or make any changes to your old phone service until the transfer is COMPLETE as this can prevent a successful transfer.**

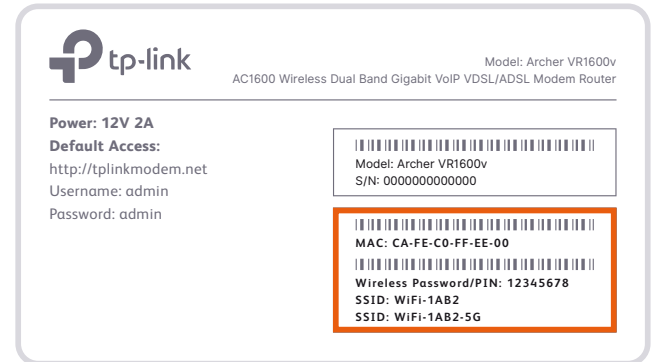
Please note that this model cannot support any VoIP service that was not supplied with your Internode NBN™ service.



# WiFi (Wireless) Setup

Your modem's WiFi has been pre-configured. You'll find the WiFi network name (SSID) and password printed on a sticker on the base of your modem.

1. Make sure that WiFi is enabled on your computer, tablet, smartphone or other WiFi device.
2. View the list of available WiFi networks on your WiFi device and select the network that matches the network name on your modem's sticker.
3. Enter the WiFi password exactly as printed on the sticker.



Your modem has 2 WiFi networks which share the same default password but broadcast on different frequencies. We recommend using the 5Ghz network to enjoy the best performance possible, however if your device(s) can't connect to the 5GHz network, you'll need to use the 2.4GHz one.

# WiFi & Router Security Customisation

1. After logging into the modem interface at **http://192.168.1.1**, you can customise your WiFi network details by selecting **Basic > Wireless**.
2. **2.4Ghz Wireless Network** and/or **5GHz Wireless Network** must have **Enable** ticked. If **Hide SSID** is ticked, your network name will not be visible to WiFi devices and you'll have to enter it manually to connect.
3. The **Network name (SSID)s** are the names of your WiFi networks. You can change these to anything you'd like.
4. Change the **Password** for your WiFi to something that's hard for others to guess but easy for you to remember. Make sure you write down your new WiFi details, otherwise you may need to factory reset your modem if you forget them.
5. Click **Save**. After changing your WiFi details, you may need to reconnect your WiFi device(s) using the new name/password.

If desired, you can change your modem's administrative username and password. This can be handy if you have tenants or meddling teens and you don't want them to change your modem settings.

Simply select **Advanced > System Tools > Administration**. You can change the username and/or password in the **Account Management** section.

## Here's a tip:

If you ever forget your custom login details, you can factory reset the modem to return it to the default settings. However, you will also lose all other custom settings, so you'll need to set up your modem again.

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<b>Internet address:</b>	http://192.168.1.1
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<b>Default username:</b>	admin
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<b>Default password:</b>	admin
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# Notes

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# Warranty Information

## 1. How to claim under the warranty and your rights

**1.1** In order to claim under the warranty, you should contact us to advise that you wish to claim under the warranty and answer any questions we have. We will assess whether you are eligible to claim under the warranty and determine, at our option and in accordance with any specific terms that apply to the relevant equipment, whether to repair or replace your equipment, or provide a credit.

### Internode:

- **Phone: 1300 788 233**
- **Email: [support@internode.com.au](mailto:support@internode.com.au)**

**1.2** If we determine that your equipment needs to be returned, you will be sent replacement equipment and a return freight bag in which to return the faulty equipment.

**1.3** If the faulty equipment is not returned to us, with all cables, accessories and components, within 21 days of you receiving the replacement equipment and return freight bag, you will be charged the full price for the purchase of the equipment that we sent to you, plus any shipping costs relating to the prepaid satchel that was sent to you. You will also still be charged for the original equipment and if the original equipment has already been paid for, you will not be entitled to a refund.

**1.4** The warranty does not apply to faults caused by any of the following (Non Covered Events):

- a) any equipment not supplied by us;

- b) any interference with or modification to the equipment or a failure to use it in accordance with instructions; or
- c) damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or
- d) an external event (for example a fire or flood).

**1.5** If on inspection of the returned equipment we determine that the fault was caused by a Non Covered Event, you will be charged for the original equipment (or if the original equipment has already been paid for, you will not be entitled to a refund) and the replacement equipment, unless:

- a) you have not used the replacement equipment;
- b) and you return it to us in its unopened packaging, in which case, you will not be charged for the replacement equipment.

**1.6** The repair or replacement of equipment may result in loss of data (such as loss of telephone numbers stored on your handset).

**1.7** Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If your equipment is replaced with refurbished equipment, the warranty applies in relation to that refurbished equipment from the remainder of the original Warranty Period or thirty days, whichever is longer.

**1.8** The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

# Warranty Information

- 1.9 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 1.10 This warranty is given by Internode Pty Ltd (ABN 82 052 008 581) of 1/502 Hay Street, Subiaco, WA, 6008. You can contact us on 1300 788 233 or via email to [support@internode.com.au](mailto:support@internode.com.au) if you have any questions regarding this warranty.
- 1.11 Latest Warranty Information: <https://www.internode.on.net/pdf/legal/cra/internode-warranty-information-statement.pdf>

## 2. Warranty Period

**Purchase: 24 Months**

**Rental: For the lifetime of the Rental Contract**

- 2.1 You must notify us of the fault with your equipment within the applicable Warranty Period (beginning from the date you purchased the equipment)
- 2.2 We will repair, replace or provide credit for faulty equipment provided by us at no cost to you, if you notify us of the fault within the applicable Warranty Period.
- 2.3 However, we will charge you for the repair or replacement of faulty equipment, if the fault was caused by a Non Covered Event.
- 2.4 If we decide to repair the equipment, you must give us sufficient information to assess the fault, including allowing us to test your personal computer.



## Internode Support

7am - 10pm (CST/CDT) 7 days

1300 788 233

[support@internode.com.au](mailto:support@internode.com.au)



## Moving house?

Don't leave your broadband behind!  
Call our movers team on **13 66 33**