

## Configuring your modem/router

### Login to the modem/router

1. Open a web browser.
2. Enter **192.168.20.1** into the address bar.
3. You will be prompted to either go through the setup wizard or skip to the main menu. Click **"No, skip to main menu."** and enter your username and password. If your modem/router has been factory reset, the username and password should both be **'admin'**.
4. Click **'Basic Setup'** on the left-hand side of your screen.
5. Click **'Ethernet WAN'**, then Select **'Next'**
6. **'WAN mode'** select **'IP over Ethernet (IPoE)'**.
7. Select **'Use the following static IP address'**.
8. Enter the details provided by **Pickle** upon completion of the order.
9. Click on the **'Apply' button.'**
10. Click on the **'Apply/Save'** button.
10. Congratulations, you should now be able to access the internet

**Note – this is only needed if you have factory-reset your modem/router; otherwise, Pickle has pre-configured hardware specifically for your service.**

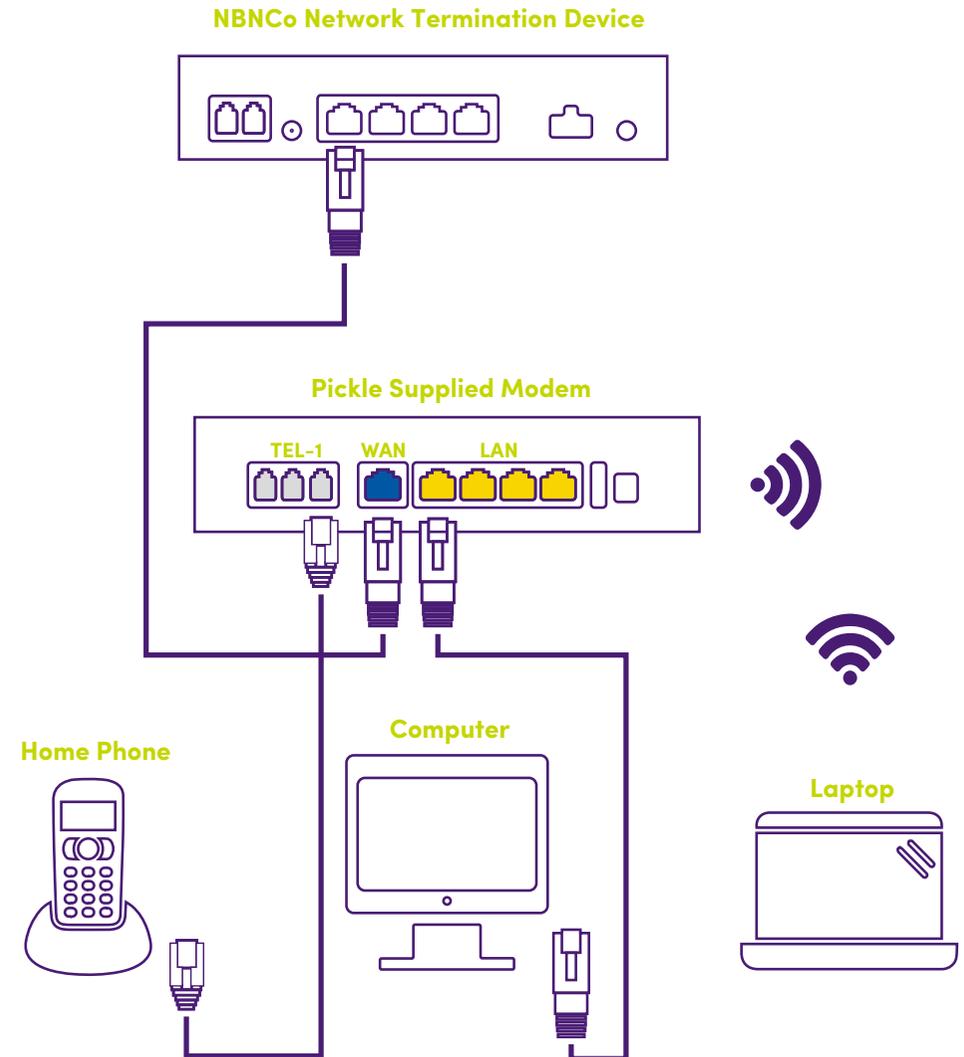
Instructions are subject to change based on firmware updates. For the latest step-by-step instructions (with images)

visit [helpcentre.thinkpickle.com.au](https://helpcentre.thinkpickle.com.au)

For more information or technical support call 1300 688 588 [thinkpickle.com.au](https://thinkpickle.com.au)

## Pickle nbn™

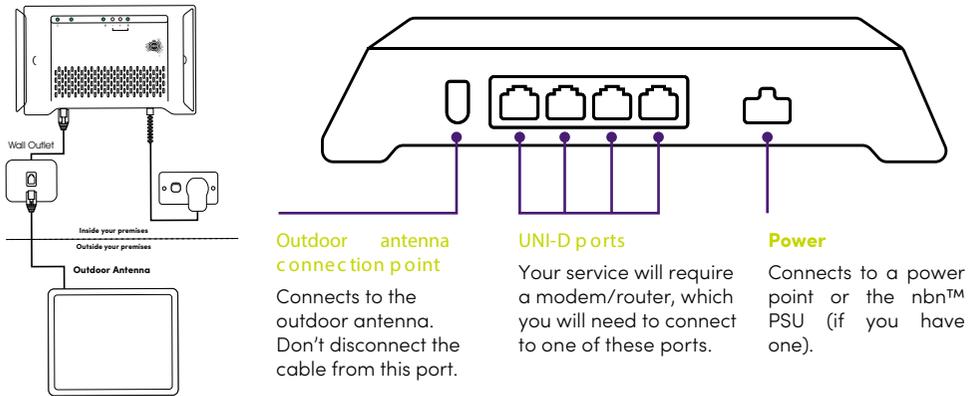
### Fixed Wireless self installation guide



## Getting to know your nbn™

### Getting to know your equipment

By now nbn™ will have installed an outdoor antenna, wall outlet and nbn™ connection box. These devices work together to bring an nbn™ connection into your home.



### The outdoor antenna

The outdoor antenna has been installed in a specific place to give you the best signal, so it is important not to put or have anything in front of it.

Please don't move, paint or tamper with the nbn™ equipment including the nbn™ connection box and outdoor antenna, including any cabling connected to these units.

### What's your nbn™ connection box telling you?

Your Fixed Wireless nbn™ connection box has a number of lights that will allow you to determine the status of your connection.

You can use the table on the next page to identify if there are any issues with your nbn™ Fixed Wireless service, and the action you can take to repair this.

Make sure you watch the lights for about a minute, to make sure they're not changing – then note the colour down and whether the lights are blinking in case you need to call us.

### Understanding the lights on your nbn™ connection box

Indicator	Icon	Status	Description	Action
Power		Solid green	Power on – running from AC power	None
		Blinking green	Power on – running from battery (if fitted)	Check power supply
		Solid red	Power on – running from battery (if fitted)/battery low	Check power supply
		Unlit	Power off	Check power supply
Status		Blinking green	Normal operation	None
		Blinking amber	Device booting/initialisation	
		Solid green	Test mode	
		Solid red	System fault detected	
ODU		Unlit	Unexpected state	
		Solid green	Online	
		Blinking green	Activity	
		Solid red	Offline	
Signal strength		Blinking red	Error	
		Unlit	Unexpected state	
		Red	Low signal strength (does not indicate a fault condition)	Should not cause problems with the service – if you are having speed issues call 1300 688 588
		Amber	Medium signal strength	None
Signal strength		Green	High signal strength	None
		Unlit	Offline	The WNTD is not powered on – turn the power on and recheck the lights