



## **Connecting FirstCall to the NBN (FttN, FttK and HFC Systems)**

*Please also show this to the technician installing your NBN service*

### **Will my FirstCall Medical Alarm work over the NBN?**

The answer depends on your NBN service provider's telephone solution. With Telstra, Optus, TPG, and some others, you keep your existing telephone handset and FirstCall can work correctly. This is the most common situation.

Some lower-cost service providers replace your telephone with an internet or Wi-Fi telephone handset. FirstCall cannot be connected to that type of NBN phone service.

### **What happens if the power fails?**

The NBN Fibre-to-the-Node (FttN), Fibre-to-the-Kerb (HttK), and HFC (coaxial cable) services DO NOT have battery backup and WILL NOT work during a mains-power failure. This would occur during a blackout, or if the power to the NBN modem is switched off or is unplugged.

A good solution is to have your service provider supply an NBN Smart Modem with 4G voice and data wireless back-up. They should also supply an uninterruptible power supply (UPS) which will power the Smart Modem for up to 4 hours in the event of a mains power failure.

The FirstCall system has been tested thoroughly over Telstra Gen2 and Gen 3 NBN Smart Modems, and Telstra Priority Assistance customers who have a home phone service connected to the NBN network can get the UPS for free from Telstra.

If the mains-power or the NBN fails the Smart Modem will then automatically switch over to the 4G network and your home telephone and your FirstCall Medical Alarm will still be able to operate.

### **Please follow these steps to connect your medical alarm to the NBN.**

**Step 1** - Note where your home telephone plugs into the NBN modem. On Telstra supplied modems this is usually a green socket. (Some modems will have two green sockets, but only socket 1 will work. Make sure you do not connect to the other green socket).

**Step 2** - Unplug your home telephone from the NBN modem.

**Step 3** - Plug the medical alarm into that same socket on the NBN modem.

**Step 4** - Now plug your home telephone into the spare socket on the back of the medical alarm base-unit. Looking towards the rear of the base-unit, this socket is on the far-right hand side, closest to the edge.

**Step 5** - Pick up your home telephone and check for dial tone. If you have dial-tone the connection is correct. If you do not have dial tone, please recheck everything.

**Step 6** - Tell your contacts that you are about to test your medical alarm. Operate the medical alarm and let it call through to the first contact.

**Remember:**

- **Tell your NBN service provider that you have a FirstCall Medical Alarm and that you need to keep your old telephone.**
- **Make sure that the technician who connects the NBN also re-connects your medical alarm.**
- **Test your FirstCall Medical Alarm over the NBN connection through to your first contact.**
- **Due to the NBN power issues, if you do not have a Smart Modem with 4G backup, or are located in a poor mobile service area, the medical alarm will not be able to call for assistance during a blackout, or a power failure to the NBN modem.**

### **Quick-testing the Medical Alarm connection after NBN Installation**

A quick way to test the medical alarm connection to the NBN modem is to operate the alarm and wait for the siren to end. Then after a few seconds you should hear dial-tone before commencement of dialing. Dial tone is a continuous tone. Then press the green cancel button to stop the alarm calling responders.

If dial-tone is not heard, check the connections between the NBN modem and the home telephone. Make sure the leads to the NBN modem and the home telephone are not swapped around. Looking from the rear of the medical alarm there is a RJ double socket – the lead from the telephone handset should be plugged into the far-right socket (closest to the edge). The lead to the NBN modem should be plugged into the other socket immediately to the left.

**This quick-test should be followed by a full test through to the first contact.**