



mobile & internet & more

# BYO Wi-Fi Router Setup

## Fibre to the Curb (FTTC) Connection

This guide provides instructions for setting up, connecting, and configuring your BYO Wi-Fi router.

## Setting up your BYO Wi-Fi Router with FTTC Connection

1. Locate the telephone wall socket in your property that has been activated for nbn®. Please note that there may be multiple telephone wall sockets in your property.

3. Locate the nbn® Network Connection Device (also known as nbn® Connection Box). Connect the nbn® Connection Box to the telephone wall socket that has been activated for nbn® and power it up.



5. Connect a computer or laptop to your BYO Wi-Fi router via a cable or by Wi-Fi and access the router configuration page. If you are unsure how to do this, please consult your specific Wi-Fi router user guide.

2. Disconnect all equipment from your telephone sockets. This includes phones and fax machines plugged in around the property. These devices will interfere with the nbn® signal.

4. Connect your BYO Wi-Fi router to the nbn® Connection Box. Use the WAN port on the back of your BYO device and the Gateway port on the nbn® Connection Box.



6. Most Wi-Fi routers provide a Quick Start Guide or Setup Wizard. Please try to follow these steps. Ensure your Wi-Fi router is configured in WAN mode, and encapsulation is set to IPoE.

Due to the number of Wi-Fi router brands available, it is hard to provide precise setup information here.

Please consult your specific Wi-Fi router user guide or contact the manufacturer of your device.

7. After you have successfully configured your BYO Wi-Fi router please leave this connected while NBN Co complete activation of your service. This can take up to 2 hours to complete. From time to time check whether you are able to access the internet using your BYO device. If after 2 hours you are still not able to access the internet please consult the troubleshooting tips below.

More supports a BYO Wi-Fi router option when connecting for nbn® or Home Wireless Broadband. It is important that you are aware of your connection technology and that the BYO Wi-Fi router is suitable for this technology type.

nbn® Type	Wi-Fi Router Connection Type	Authentication*
FTTC	Router/WAN Connection	IPoE

Our technical team can help as much as possible with the configuration of your BYO device. Due to the vast range of devices that are on the market, we may not be able to support every make and model. Due to this, we recommend that you have a good understanding of how to configure your own device.

If you wish to use a More nbn® phone plan with your own BYO device the device must support VOIP services.

If you're unsure or would prefer us to ship a pre-configured nbn® Wi-Fi router that's ready to go, you can order one right [here](#).

## Troubleshooting

### Symptom

### Things to try

**DSL light on the nbn® Connection Box device does not come on or does not stop flashing**

1. Try connecting the Wi-Fi router to an alternative telephone wall socket in the property.
2. Try an alternative telephone cord to connect the nbn® Connection Box to the wall socket.
3. Ensure that all other devices are disconnected from your telephone sockets in the property. This includes phones, fax machines, filters, splitters, extension cords.

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**www or internet light does not come on (on your Wi-Fi router)**

1. Ensure you have waited up to 2 hours from the time of connecting the nbn® Connection Box and Wi-Fi router. It can take this long for the activation to complete.
2. If your internet service was activated before 02/06/25: ensure that the Wi-Fi router has been correctly configured with the ISP username and password. Triple check for any spelling mistakes or typos.
3. Ensure that the Wi-Fi router is configured in WAN mode and you have connected it using the WAN port on the Wi-Fi router.

## Need support?

If you require assistance setting up your BYO device our team is available.

7am – Midnight (Weekdays) AET

8am – 8pm (Weekends) AET

Phone: 1800 733 368

Live Chat: [www.more.com.au/chat](https://www.more.com.au/chat)

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