

MORE

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BYO Wi-Fi Router Setup

Fibre to the Building/Node
(FTTB/N) Connection

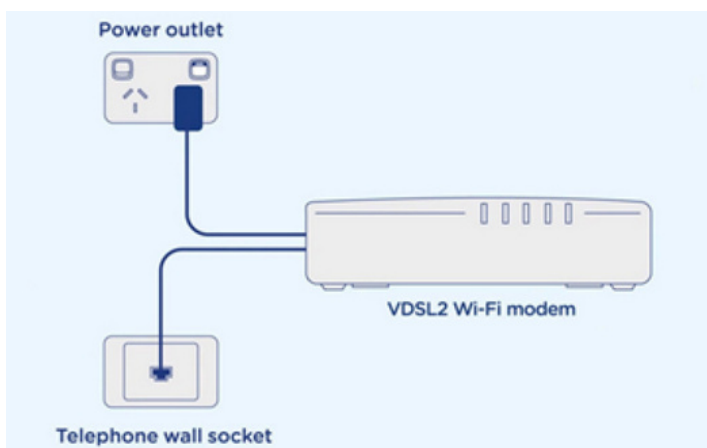
This guide provides instructions for setting up, connecting, and configuring your BYO Wi-Fi router.

Setting up your BYO Wi-Fi Router with FTTB/N 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.
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.
3. Connect your BYO Wi-Fi router to the telephone wall socket using the DSL or VDSL port on the back of the Wi-Fi router and power it on. It is important to use the first (main) socket at your property. If you are unsure of this, you may require a private phone technician to check your wiring.
4. After you have connected the Wi-Fi router to the wall socket and powered it up – you should see the DSL light on the Wi-Fi router start to flash. After several minutes this should stop flashing and become steady. This shows you that you have successfully connected the Wi-Fi router to the line that nbn® is active on. If this does not stop flashing, you should try alternative telephone wall sockets in the property until it does.
5. Connect a computer or laptop to your BYO Wi-Fi router via a cable or by Wi-Fi and access the Wi-Fi router configuration page. If you are unsure how to do this, please consult your specific Wi-Fi router user guide.
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 wait a couple of minutes for it to connect to the network. After a couple of minutes you should see the authentication light on the Wi-Fi router become lit and steady (not flashing). The authentication light is often labelled 'Internet' or 'www' or 'Web'. Please consult your specific Wi-Fi router user guide if you are unsure which light is the authentication light.

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*
FTTN/B	VDSL Wi-Fi router required	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 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 Wi-Fi router to the wall socket.
3. Ensure that you are connecting the Wi-Fi router via the DSL or VDSL port on the back of the device. If your device does not have a DSL or VDSL port, please consult your specific Wi-Fi router user guide to ensure it supports VDSL connections.
4. Ensure that the Wi-Fi router is configured in VDSL mode.

www or internet light does not come on (on your router)

1. 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.
2. Ensure that the Wi-Fi router is configured in VDSL mode.

Internet dropouts

1. Check that all other devices are disconnected from the telephone sockets inside the property. This includes phones, fax machines, filters, splitters, extension cords and ensure the Wi-Fi router is connected directly to the first (main) telephone wall socket in the property.
2. If you have auxiliary telephone sockets in the house, you may wish to engage a ACMA certified technician to disconnect your auxiliary sockets and optimise your in house cabling for VDSL.

Need support?

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

7am – Midnight (Weekdays) AET

Live Chat: www.more.com.au/chat

8am – 8pm (Weekends) AET

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