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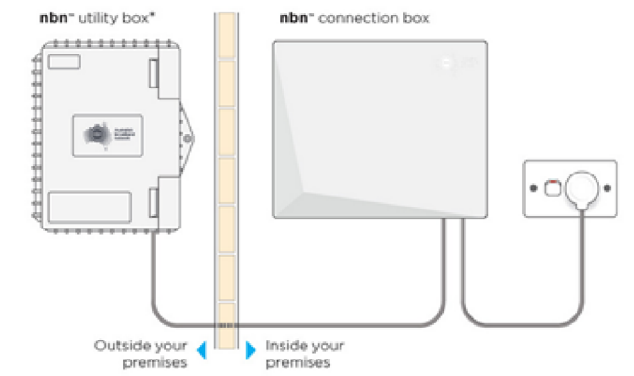
BYO Router Setup

Fibre to the Premises (FTTP) Connection

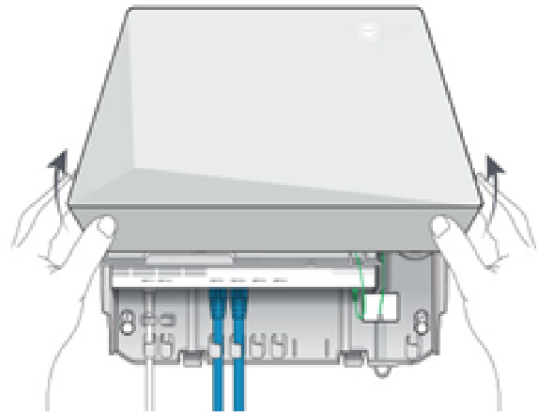
This guide provides instructions for setting up, connecting, and configuring your BYO router

Setting up your BYO Modem with FTTP Connection

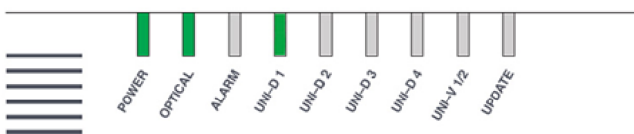
1. Locate the nbn® Network Termination Device (also known as nbn® Connection Box) that has been installed inside your property.



2. Gently lift the cover of the nbn® Connection Box. To do this press the two clips on either side and lift the cover at an angle.



3. Ensure that the power cable is securely in place and that the Power and Optical lights are showing as steady green on the nbn® connection Box.



4. After you have connected the modem to the wall socket and powered it up – you should see the DSL light on the modem start to flash. After several minutes this should stop flashing and become steady. This shows you that you have successfully connected the modem 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 router via a cable or by Wi-Fi and access the router configuration page. If you are unsure how to do this, please consult the router user guide.

6. Most routers will provide a Quick Start Guide or Setup Wizard – please try and follow these steps. Ensure that your router is configured in WAN mode and encapsulation is set to PPPoE. On most devices you should leave all other settings as default. Then configure your BYO router using the ISP username and password that we will have emailed and SMS'd to you.

Due to the number of router brands available it is hard to give precise setup information here. We recommend consulting your router user guide or speaking to the manufacturer of your device.

7. After you have successfully configured your BYO 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 router become lit and steady (not flashing). The authentication light is often labelled 'Internet' or 'www' or 'Web'. Please consult your router user guide if you are unsure which light is the authentication light.

Troubleshooting

Symptom

Things to try

Optical light on the nbn® Connection Box is red

You will need to contact our team in this instance, and we may need to log a fault with NBN Co.

www or internet light does not come on on your router

1. Ensure that the router is in PPPoE mode and has been correctly configured with the ISP username and password. Triple check for any spelling mistakes or typos.
2. Ensure that you are connected to the correct UNI-D port on the nbn® Connection Box.
3. Try an alternative network cable to connect your router to the nbn® Connection Box.
4. Ensure that the router is configured in WAN mode.

UNI-D Light is OFF

1. Ensure that the network cable is properly plugged in from the WAN port of the router and into the assigned UNI-D port of the nbn® Connection Box.
2. Try an alternative network cable to connect your router to the nbn® Connection Box.
3. Unplug your nbn® Connection Box's power cable for 10 seconds, then turn it back on. Wait for 3 minutes and see if the UNI-D light is on

Need support?

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

7am – Midnight (Weekdays) AET

8am – 8pm (Weekends) AET

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