



# **BYO ROUTER SETUP**

## **FIBRE TO THE CURB (FTTC) CONNECTION**

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

# SETTING UP YOUR BYO ROUTER WITH FTTC CONNECTION

## Step 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.

## Step 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.



## Step 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.

## Step 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.

## Step 4

Connect your BYO 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.



## Step 6

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

**Please note:** if your nbn service was activated before 02/06/25, set your encapsulation to PPPoE and configure your BYO router using the ISP username and password we will have sent you via email and SMS.

Due to the number of router brands available, it is hard to provide precise setup information here. Please consult your router user guide or contact the manufacturer of your device.

## Step 7

After you have successfully configured your BYO 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.

Tangerine supports a BYO modem/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 modem/router is suitable for this technology type.

nbn® Type	Router/Modem Connection Type	Authentication*
FTTC	Router/WAN Connection	IPoE

\*If your Tangerine nbn® service was connected before 02/06/2025, your authentication will be 'PPPoE'.

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 Tangerine 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® modem 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	<ol style="list-style-type: none"><li>1. Try connecting the router to an alternative telephone wall socket in the property.</li><li>2. Try an alternative telephone cord to connect the nbn® Connection Box to the wall socket.</li><li>3. Ensure that all other devices are disconnected from your telephone sockets in the property. This includes phones, fax machines, filters, splitters, extension cords.</li></ol>
www or internet light does not come on on your router	<ol style="list-style-type: none"><li>1. Ensure you have waited up to 2 hours from the time of connecting the nbn® Connection Box and router. It can take this long for the activation to complete.</li><li>2. If your internet service was activated before 02/06/25: ensure that the router has been correctly configured with the ISP username and password. Triple check for any spelling mistakes or typos.</li><li>3. Ensure that the router is configured in WAN mode and you have connected it using the WAN port on the router.</li></ol>

## NEED SUPPORT?

For a more comprehensive user guide, you can view the NetComm User Guide [here](#).  
Alternatively, for Customer Service and troubleshooting, contact our team on **1800 211 112**.