



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.

BYO Wi-Fi Router FTTC Quick-Start Guide

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SETTING UP YOUR BYO WI-FI 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 at 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 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.

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 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.



Step 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 routers 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.

Step 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.

Tangerine 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

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

There's a vast range of devices that are on the market, and we may not be able to support every make and model. Due to this, **we recommend ordering a pre-configured Wi-Fi router via the [Self-Care Portal](#).**

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 proper ty.
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.

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?

For Customer Service and troubleshooting, contact our team on **1800 211 112**.