BYO ROUTER SETUP
FTTC CONNECTIONS

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 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 3
Locate the NBN Connection Device (NCD). Connect the NCD to the telephone wall socket that has been activated for NBN and power it up.

Wait for the connection light and DSL light on the top of the NCD to turn solid blue. This may take up to 15 minutes to complete. If the lights do not turn solid blue please consult the Troubleshooting tips at the end of this document.

Step 4
Connect your BYO router to the NBN Connection Device (NCD). Use the WAN port on the back of your BYO device and the Gateway port on the NBN NCD.

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

Step 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.

Step 7

After you have successfully configured your BYO router please leave this connected while NBN 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.

Troubleshooting

Symptom	Things to try
DSL light on the NBN NCD device does not come on or does not stop flashing	1. Try connecting the router to an alternative telephone wall socket in the property. 2. Try an alternative telephone cord to connect the NCD 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 router	1. Ensure you have waited up to 2 hours from the time of connecting the NCD and router. It can take this long for the activation to complete. 2. Ensure that the router has been correctly configured with the ISP username and password. Triple check for any spelling mistakes or typos. 3. Ensure that the router is configured in WAN mode and you have connected it using the WAN port on the router.

Technical Support

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

8AM – 10PM WEEKDAYS
8AM – 8PM SAT & SUNDAY AET
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