nbn™ setup guide

Fibre to the Curb (FTTC)

Important: before you start, complete this checklist

☐ I have another form of communication handy during setup, such as a charged mobile phone, as plugging in the **nbn**™ connection box will disconnect the existing landline phone and internet services.

☐ I have confirmed with my equipment providers that any services I rely on, such as security, medical and fire alarms, will work on my **nbn**™ powered plan.

☐ I have unplugged all devices from all phone sockets in my home and removed any ADSL/central filters.

Check the indicator light panel on the top of the **nbn**™ connection box is visible – if not, slide the cover open.

Read this warning sticker before removing it.

When you're finished, your setup will look like this
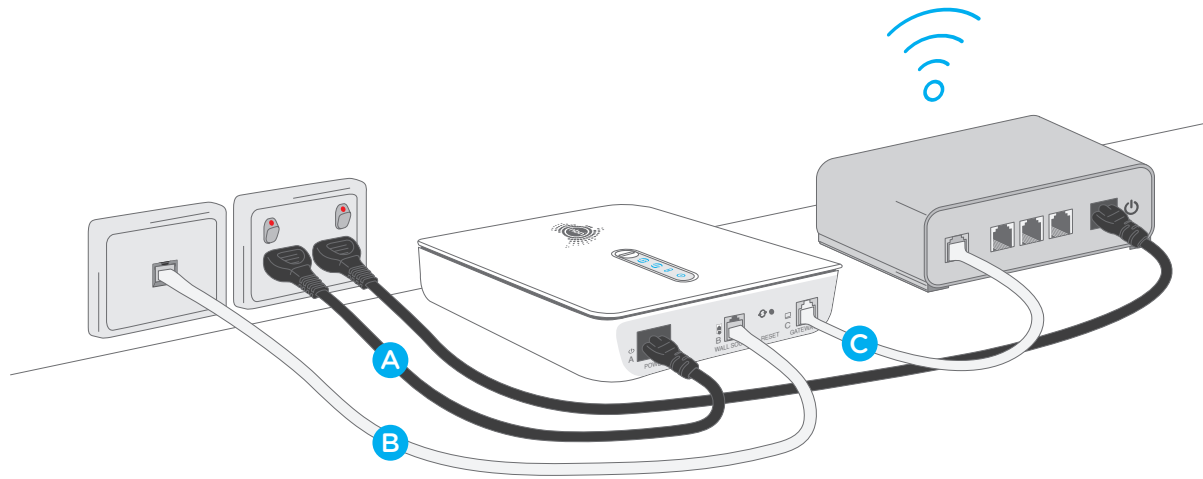
A **nbn**™ power cord

B **nbn**™ telephone cable

C Ethernet cable

What you'll need
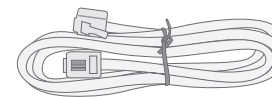
In this box (supplied by **nbn**)

nbn™ connection box
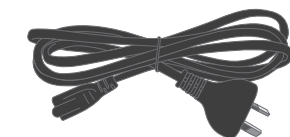

nbn™ power cord A
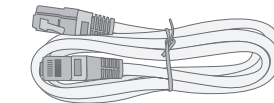

nbn™ telephone cable B

Supplied by you or your phone and internet provider
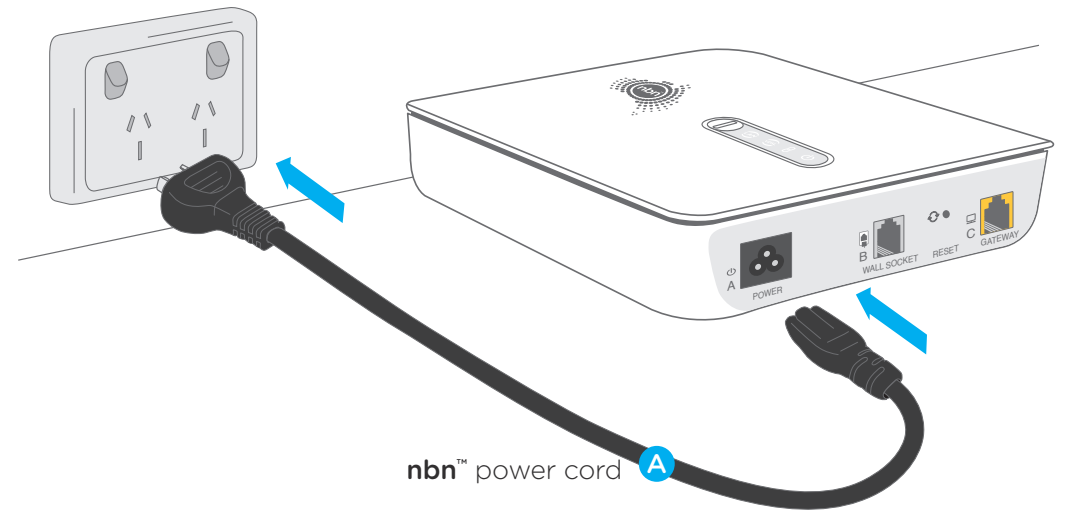

Wi-Fi gateway (router)

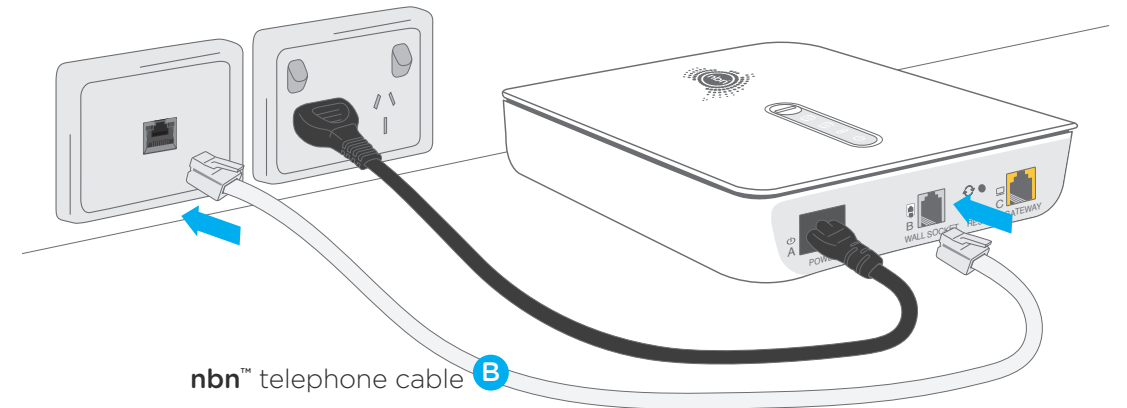Wi-Fi gateway (router) power cord

Ethernet cable – to connect the **nbn**™ connection box to your Wi-Fi gateway (router) C

1 Plug the **nbn**™ connection box into a power point and keep the power off

nbn™ power cord Ⓐ

2 **Plug the nbn™ connection box into a telephone socket**

nbn™ telephone cable **B**

ALLOW UP TO
20
MINS

DSL, Connection and Power Lights should be solid blue when ready.

LAN DSL

3 Turn on the power to the **nbn**™ connection box and wait

A POWER WALL SO B RESET C GATEWAY
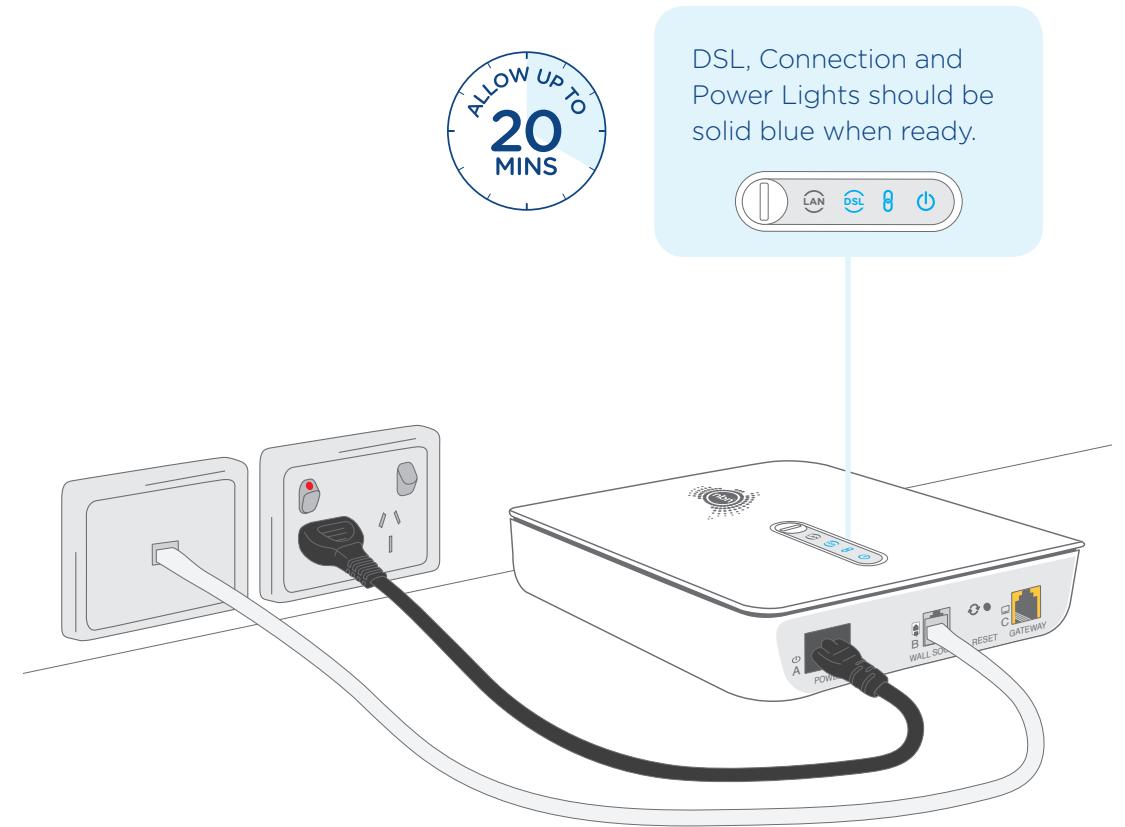
DSL and Connection Lights still not solid blue after 20 minutes?
Refer to the questions at the back of the book or contact your phone and internet provider.

The port on the Wi-Fi gateway (router) should be labelled 'WAN', '**nbn**', or 'internet'.

4 Connect and power the Wi-Fi gateway (router) supplied by your phone and internet provider

Ethernet cable

Wi-Fi gateway (router) power cord
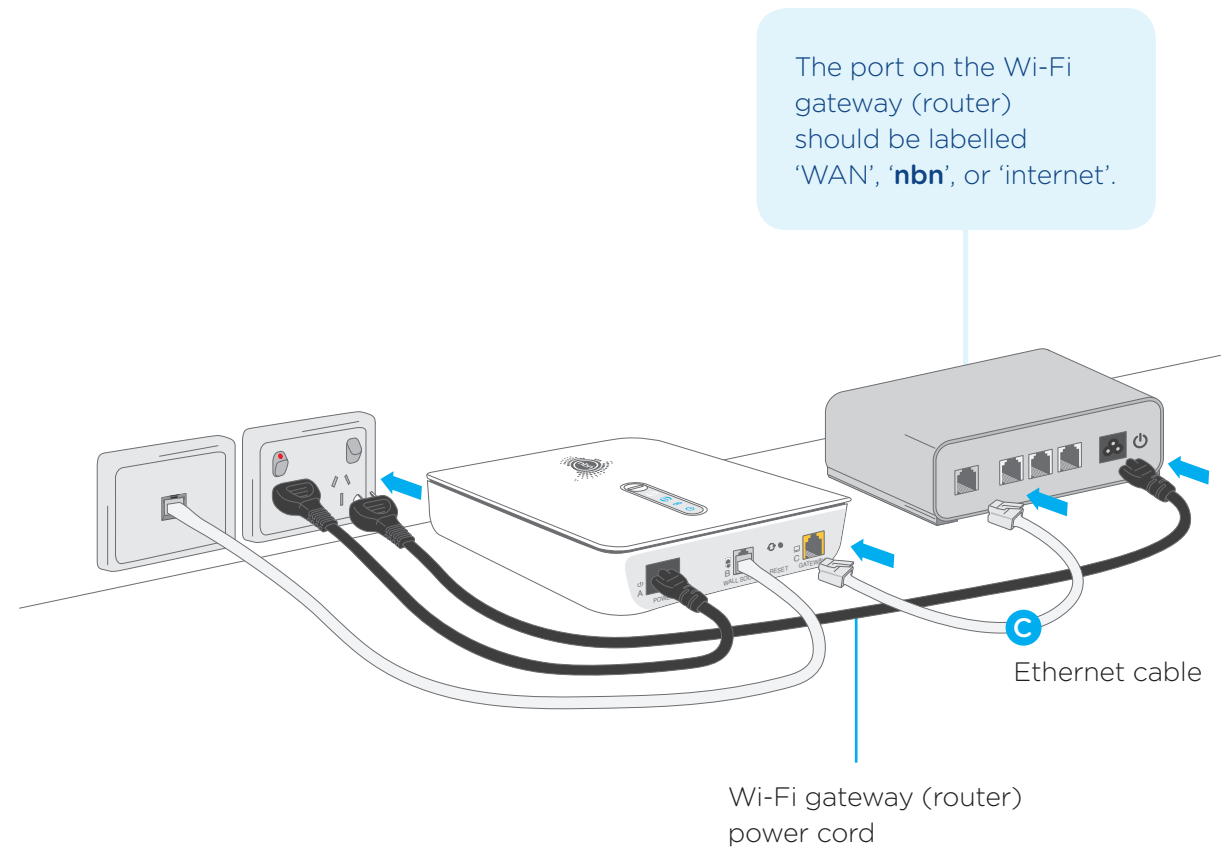
Unsure which Wi-Fi gateway (router) port to use?

Check your Wi-Fi gateway's instruction manual or contact your phone and internet provider.

5 Connect your other devices
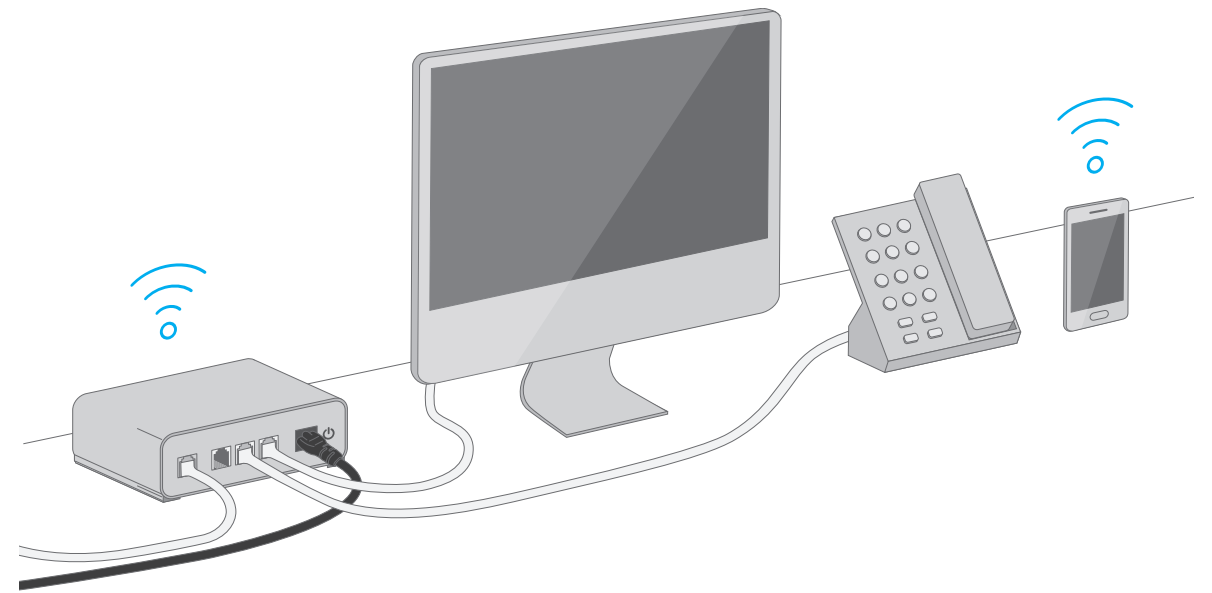
Connection not working?

Try this checklist

☐ I have both an **nbn**™ connection box and a Wi-Fi gateway (router) (if not, contact your phone and internet provider).

☐ I have tried power-cycling the **nbn**™ connection box by disconnecting the power cord for 10 seconds before reconnecting it.

☐ I have removed any existing ADSL/central filters.

☐ I have tried using other telephone wall sockets.

☐ I have allowed up to 20 minutes for the Connection and DSL Lights on the **nbn**™ connection box to turn solid blue.

☐ I have tried resetting the **nbn**™ connection box by holding the 'RESET' button for 1-2 seconds.
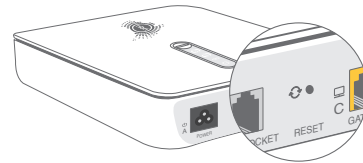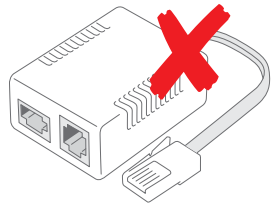
Need more help?
Contact your phone and internet provider.

What do the lights on the nbn™ connection box mean?

Power Light – this will be solid blue when the **nbn**™ connection box is powered on.

Connection Light – this will be solid blue when the **nbn**™ connection box is powering the **nbn**™ access network equipment outside your home. If the light is red, contact your phone and internet provider.

DSL Light – this will be solid blue when the **nbn**™ connection box is communicating with the **nbn**™ access network.

Local Area Network (LAN) Light – this will be solid blue or amber when the **nbn**™ connection box and your gateway are connected but will blink when information is being transferred between them (e.g. when you're browsing the internet).

Common questions answered

Which telephone wall socket is the right one?

It's most likely the socket that currently connects to your phone or internet service. Ideally, it will be close to a power outlet. You'll know the correct socket by the Connection and DSL Lights on the **nbn**™ connection box – they'll turn solid blue when connected. Refer to 'What do the lights on the **nbn**™ connection box mean?' on the previous page for more information.

What if I have an older-style telephone wall socket?

It will look the same as the socket below. You'll need an adaptor to connect this socket to your **nbn**™ powered plan. You can find these at most hardware or electronics stores.
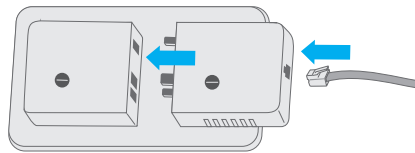
I rely on a medical, fire or security alarm, do I need to do anything before switching?

Yes, you should contact your equipment provider to make sure it will work once you've switched, or whether you'll need an alternative solution. You should also test your alarm on the day your new plan is activated. For more information, visit **nbn.com.au/alarms** If you have a medical alarm, fire alarm or lift emergency phone, you should also register these services by calling **1800 227 300** or visiting **nbn.com.au/compatibility**

What happens to the **nbn**™ connection box and other equipment if I move?

All **nbn**™ supplied equipment is the property of **nbn** and should not be removed from the home in which it's installed. Speak to your phone and internet provider for advice on switching your phone and internet services at your new address.

Who do I contact if I need help?

If you have any questions, are experiencing a prolonged outage or want to report a fault, contact your phone and internet provider or visit **nbn.com.au/FTTC** for more information.

Will my devices work during a power blackout?

Devices connected to your **nbn**™ powered plan will not work during a power blackout. Consider keeping an alternative form of communication handy, such as a charged mobile phone. If you have a safety-critical device like a medical alarm, fire alarm or lift emergency phone, speak to your device provider before you switch about alternative solutions to keep your service active during a power blackout.

Where can I safely keep my **nbn**™ connection box?

Keep your **nbn**™ connection box out of direct sunlight, in a cool, dry, ventilated area. Avoid damp areas, such as a kitchen, laundry or beneath a window. Do not cover your **nbn**™ connection box or bend and tamper with the cables.

What if there's no power outlet near my telephone wall socket?

You can use a double adaptor, extension cord or power board as long as they are safe to reach the nearest power outlet. Avoid extending the telephone cable, this can slow the speed of your connection.

What if I accidentally damage any **nbn**™ supplied equipment?

You'll need to speak to your phone and internet provider to have it repaired (charges may apply).

To read the setup guide in other languages, visit nbn.com.au/languages