



To watch a video  
on setting up your  
equipment, visit  
[nbn.com.au/FTTC](https://nbn.com.au/FTTC)



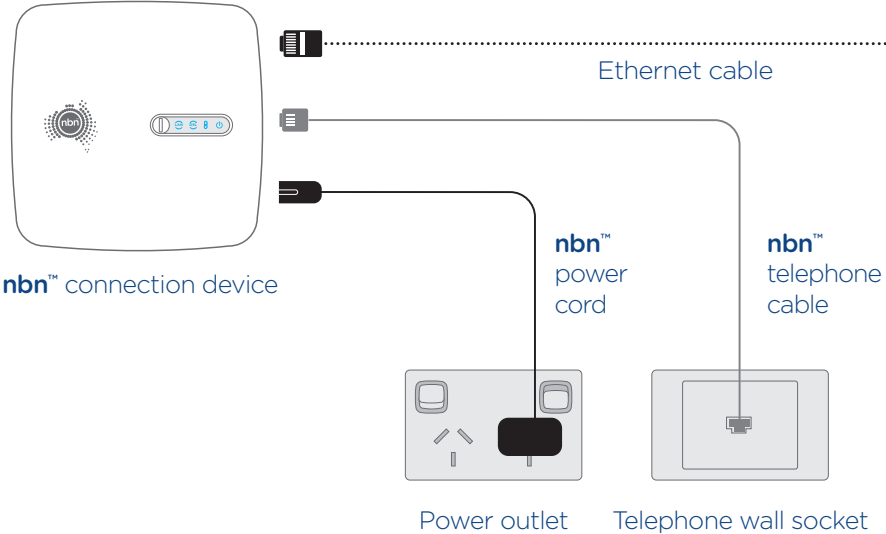
# nbn™ setup guide

## Fibre to the Curb (FTTC)

# Quick start guide

**Before you start, it's important you complete the following checklist:**

- ☐ I understand that plugging in the **nbn™** connection device will disconnect my existing services, and have arranged to have another form of communication handy during setup, such as a charged mobile phone.
- ☐ I've disconnected all non-compatible devices from my telephone wall sockets, including old phones, faxes and alarm services.
- ☐ I've checked with my equipment providers and have confirmed that services I rely on, like medical, fire and security alarms, will work on my **nbn™** powered plan.



**Which telephone wall socket is the right one?**

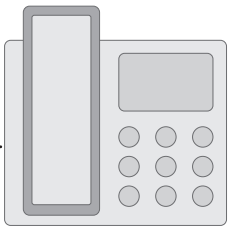
It's most likely the socket that connects your existing phone or internet service to the wall. Refer to page 6 for more information.



Wi-Fi connections



Your compatible  
Wi-Fi gateway\*



Your compatible  
telephone\*



Your own devices

\*Check compatibility with your provider

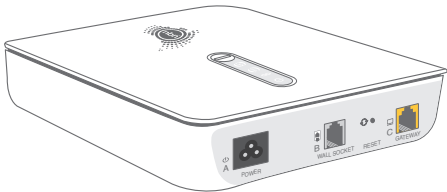
— **nbn™** supplied cables      ..... Other cables (not supplied by **nbn**)



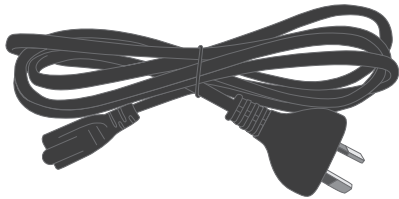
Watch a video on your equipment setup at [nbn.com.au/FTTC](https://nbn.com.au/FTTC)

# Equipment in this kit (supplied by nbn)

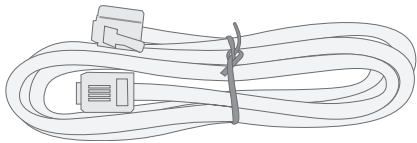
To complete your setup, you'll require all equipment pictured on pages 4 and 5.  
Contact your phone and internet provider if you are missing something.



nbn™ connection device



nbn™ power cord **A**

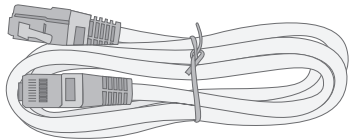


nbn™ telephone cable **B**

**nbn™ supplied equipment  
is the property of nbn**

This means that it must not be removed from the home in which it's installed, even if you move.

# Other equipment required (supplied by you or your provider)



**Ethernet cable**

This will connect the **nbn™** connection device to your Wi-Fi gateway.



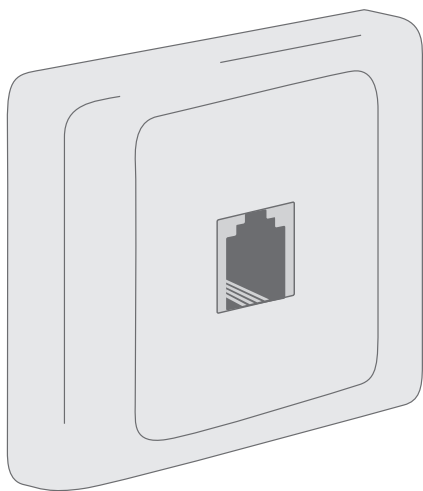
**Wi-Fi gateway**

**Equipment pictured here is a guide only**

Equipment supplied by you or your phone and internet provider may look different to that shown in this guide. For more details, refer to the setup instructions from your provider.

# Locating your telephone wall socket



An important first step to setup is locating a telephone wall socket in your home (like the one pictured below).



## 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 located only a short distance from a power outlet.

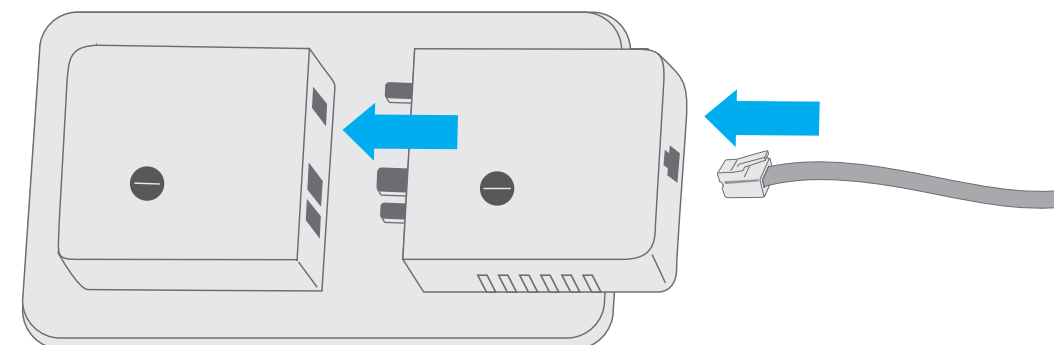
## What if I have multiple telephone wall sockets in my home?

You'll know that the correct one is connected when the Connection Light  and Broadband Light  on the **nbn**<sup>™</sup> connection device turn solid blue. Refer to page 12 for more information.

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

If you have a telephone wall socket like the one pictured below, you'll need to purchase an adaptor to connect to your **nbn**<sup>™</sup> powered plan. These can be found at most hardware or electronics stores.

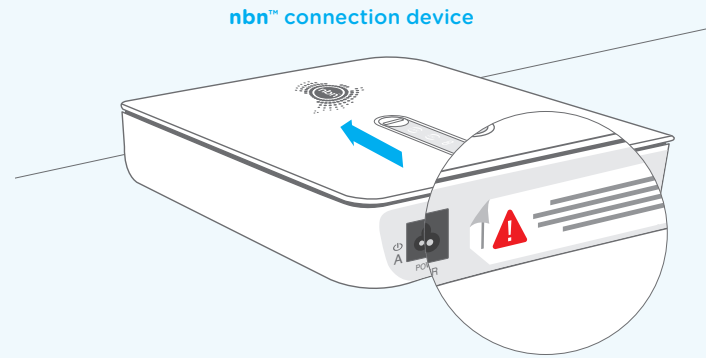
In most cases, your adaptor can be installed by you. But if you need help, contact your phone and internet provider.



## What if I don't have a telephone wall socket?

To connect to your **nbn**<sup>™</sup> powered plan via an FTTC connection, it's vital you have a telephone wall socket installed. If you don't, or only have a cable wall socket (e.g. for pay TV), contact your phone and internet provider.

# 1 Disconnect your existing services and prepare the nbn™ connection device



Disconnect all non-compatible devices from your telephone wall sockets, including old phones, faxes and alarm services. This will ensure your nbn™ powered plan will work properly.

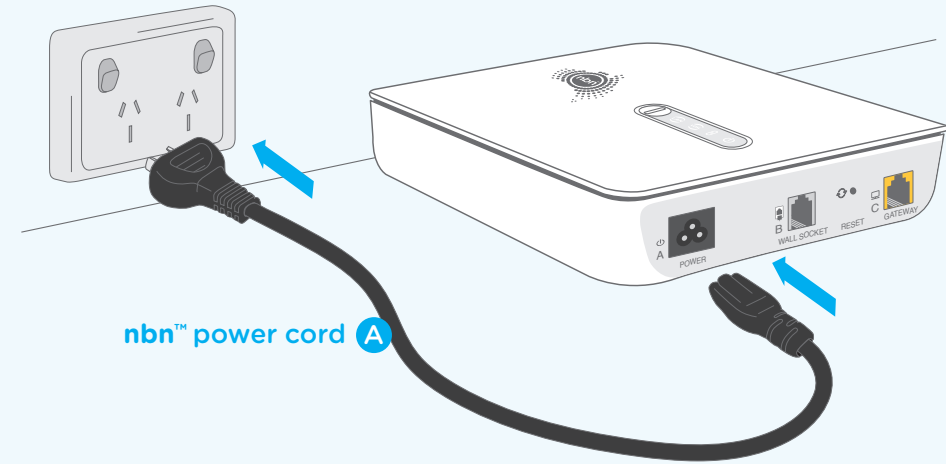
Read the warning sticker covering the ports of the nbn™ connection device, then remove and dispose of it.

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

## Will I be able to use my telecommunications devices during setup?

Plugging in the nbn™ connection device will temporarily disconnect your existing services, including your internet, telephone device(s) and medical, fire and security alarms. This means it's important you have an alternative form of communication handy during setup, such as a charged mobile phone.

# 2 Power the nbn™ connection device

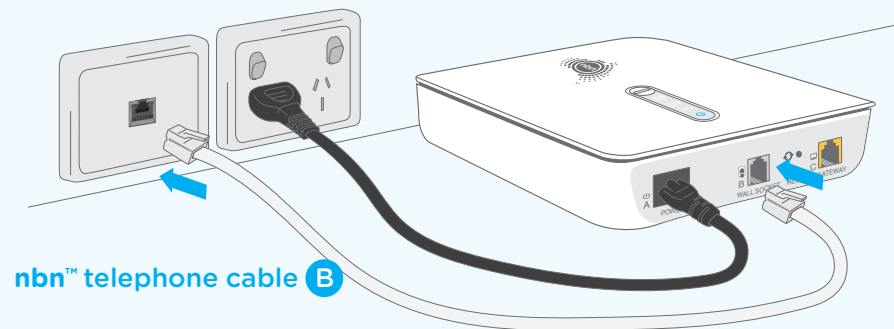


Take the nbn™ power cord **A** supplied with the nbn™ connection device and plug one end into the port labelled 'A'. Plug the other end into a nearby power outlet and switch on.



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

In some cases, you may need to use a double adaptor, extension cord or power board to reach your nearest power outlet, as long as these are safe. Avoid using an extended telephone cable in its place, as this can slow the speed of your connection.

## 3 Connect the nbn™ connection device



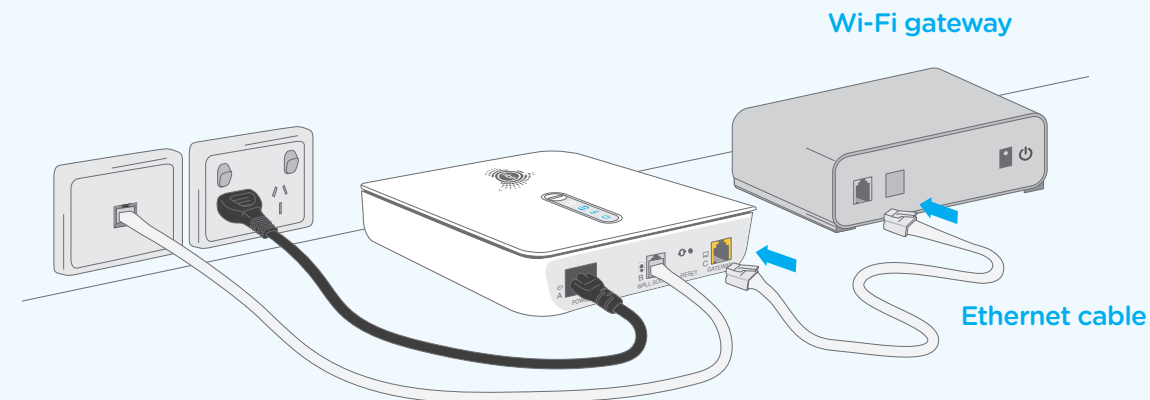
Plug the **nbn™ telephone cable B** supplied with the **nbn™ connection device** into the grey port labelled 'B' and the other end into your telephone wall socket.

Wait for the Connection Light  and Broadband Light  on the top of the device to turn solid blue (this may take up to 15 minutes) – do not unplug the device during this time. Remember, your existing telephone, internet and alarm services will not work during this brief connection period, and until the installation of your **Wi-Fi gateway** is complete.

### No solid blue lights?

Check all cables are securely plugged into the **nbn™ connection device** and at the wall. If they are, and lights are still not blue after 15 minutes, try connecting the **nbn™ connection device** to a different telephone wall socket. If this still doesn't work, contact your phone and internet provider.

## 4 Connect your own or your provider's gateway



Plug the **Ethernet cable** supplied with your own or your provider's **Wi-Fi gateway** into the yellow port labelled 'C' on the **nbn™ connection device**. Plug the other end into the correct port on your **Wi-Fi gateway**, and turn on its power.

If you're unsure which port is correct, check the instructions supplied with your gateway or contact your phone and internet provider.

## 5 Connect your other equipment

Equipment such as your computer and phone can now be connected to your **Wi-Fi gateway** with cables or Wi-Fi. Check the instructions supplied with your gateway, or contact your provider to see whether you'll need to set up a new Wi-Fi network on your gateway to do this.

## What do the lights on the nbn™ connection device mean?



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



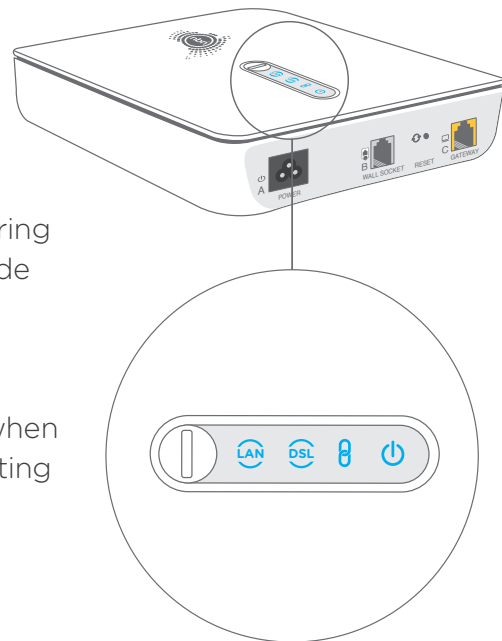
**Connection Light** – this will be solid blue when the **nbn™** connection device is powering the **nbn™** access network equipment outside your home. If the light is red, contact your phone and internet provider.



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



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



### System updates

Every now and then the **nbn™** connection device will update itself. When this happens, indicator lights may flash blue for several minutes.

## Having trouble with the nbn™ connection device? Try this checklist:



I have both an **nbn™** connection device and a gateway (if not, contact your phone and internet provider).



I've tried resetting the **nbn™** connection device by holding the 'RESET' button for 1-2 seconds.



The power cord running to the **nbn™** connection device is firmly plugged in at both ends.



I've checked that I'm using a Wi-Fi gateway compatible with my **nbn™** powered plan.



The Power, Connection and Broadband Lights on the **nbn™** connection device are solid blue (if not, contact your phone and internet provider).



I've tried using other telephone wall sockets in my home to see if my **nbn™** powered plan is active through these.



The telephone cable running from the **nbn™** connection device to the wall is secure and not pinched, kinked or bent (this can cause a break or short in the cable).

### Need more help?

Contact your phone and internet provider or visit [nbn.com.au/FTTC](https://nbn.com.au/FTTC) for more information.



# Common questions

## What do I do if I have an extended service outage or have trouble with my connection?

If you have trouble with your connection, you should consult the troubleshooting checklist on page 13. If you experience a prolonged service outage, you should contact your phone and internet provider.

## 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.

## Can I plug the nbn™ connection device into a power board?

It's recommended that you plug the nbn™ connection device into a fixed power outlet. If this isn't possible, you can use a double adaptor, extension cord or power board, as long as these are safe.

## Are the nbn™ connection device and its cables safe?

Yes. The nbn™ connection device only uses fixed connections, which are not designed to give off any wireless radiation. However, as the cables conduct electricity, you should never bend or tamper with them.

## 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).

## What happens to the nbn™ connection device 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.

## I've moved to a house that already has an nbn™ connection device – how do I get it working?

Contact a phone and internet provider to order an nbn™ powered plan at your new address.

## I rely on a medical, fire or security alarm, do I need to do anything before switching?

Yes, you should contact your device provider before switching to make sure it will work on your nbn™ powered plan, or whether you'll need to find an alternative solution. You should also test your alarm on the day your new plan is activated.

If you have a medical alarm, fire alarm or lift emergency phone, you should register these services with nbn by calling **1800 227 300** or visiting **nbn.com.au/compatibility**

## Will my devices work during a power blackout?

Devices connected to your nbn™ powered plan will not work during a power blackout, so you should consider having 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 should I put my nbn™ connection device?

Put your nbn™ connection device out of direct sunlight, in a cool, dry, ventilated area (not in a damp area such as a kitchen, laundry or under a window). Do not cover your nbn™ connection device.