



nbn™ setup guide

Hybrid Fibre Coaxial (HFC)



For customers **without** PayTV
or cable internet



To watch the
setup video, visit
nbn.com.au/HFC

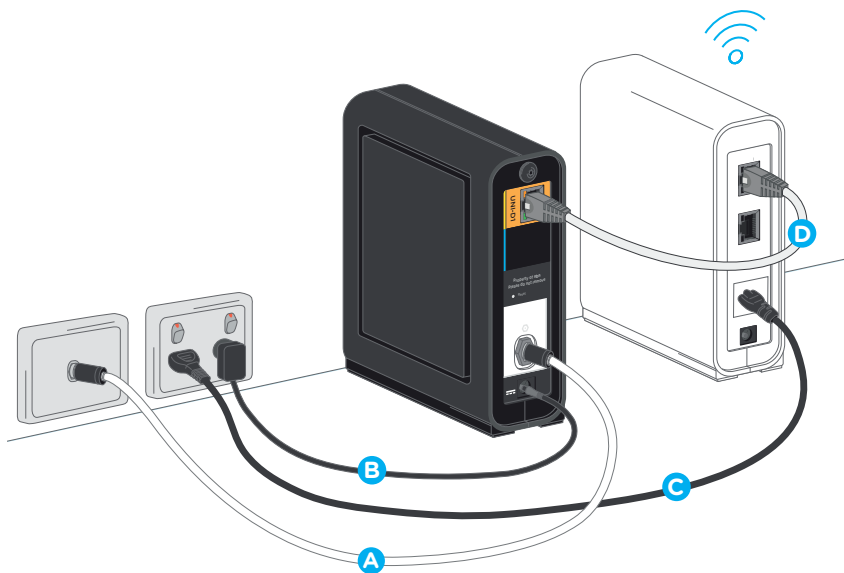


Important: before you start, complete this checklist

- ☐ You've confirmed with your equipment providers that any services you rely on, such as security, medical and fire alarms, will work on your **nbn**[™] powered plan.
- ☐ You're aware that the **nbn**[™] connection box needs to be placed out of direct sunlight and in a cool, dry, ventilated area.
- ☐ You understand that your existing services, including any medical alarms (depending on the type you have), may not work while you complete this installation. You have a charged mobile phone on hand in case of an emergency.
- ☐ You're aware that your **nbn**[™] supplied equipment is the property of **nbn** and shouldn't be removed from the premises in which it was installed.



When you're finished,
your setup will look like this



A White cable

B Power adaptor

C Wi-Fi gateway (router) power cord

D Ethernet cable

What you'll need

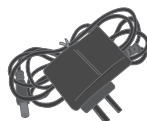
In this box (supplied by nbn)



nbn™ connection box



A White cable

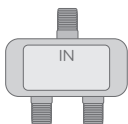


B Power adaptor

The following items are only required for PayTV connections and can be stored for future use if needed



Spare white cable



Splitter

Supplied by you or your phone and internet provider



Wi-Fi gateway (router)

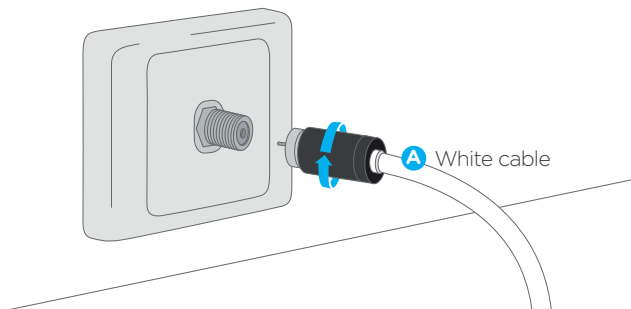


C Wi-Fi gateway (router)
power cord



D Ethernet cable

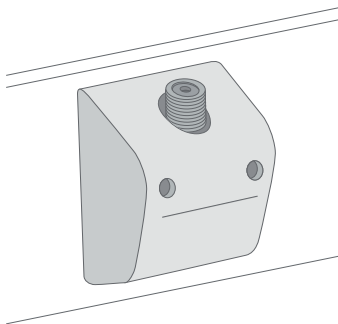
1 Connect the white cable to your wall outlet



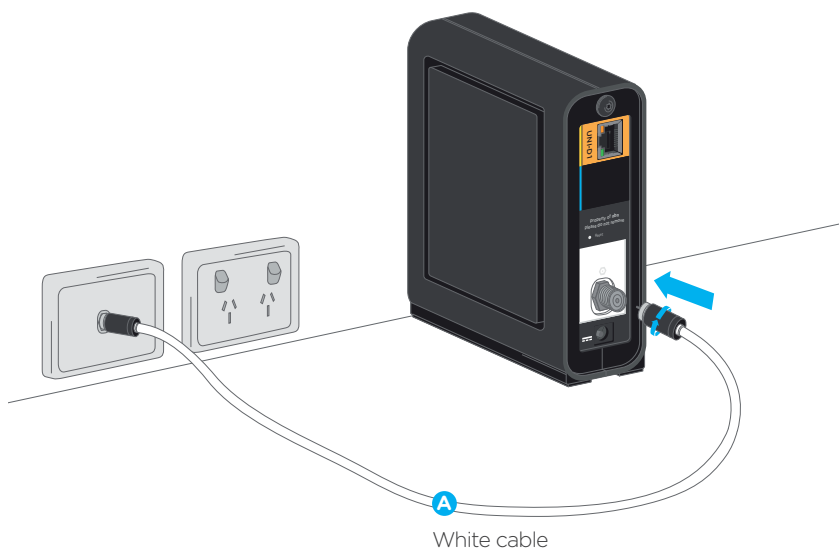
Which wall outlet do I use?

You'll know you're using the correct outlet if all four lights on the front of the **nbn**™ connection box turn solid green during Step 4.

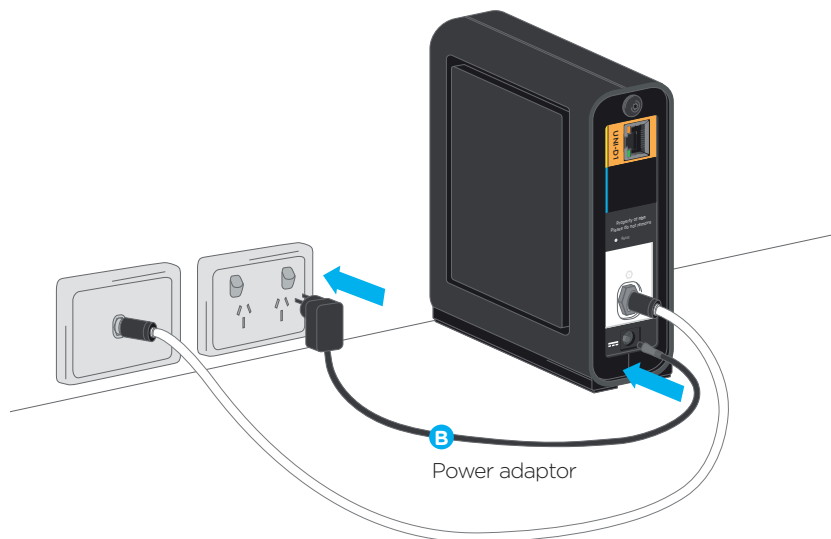
Your wall outlet may also look like this.



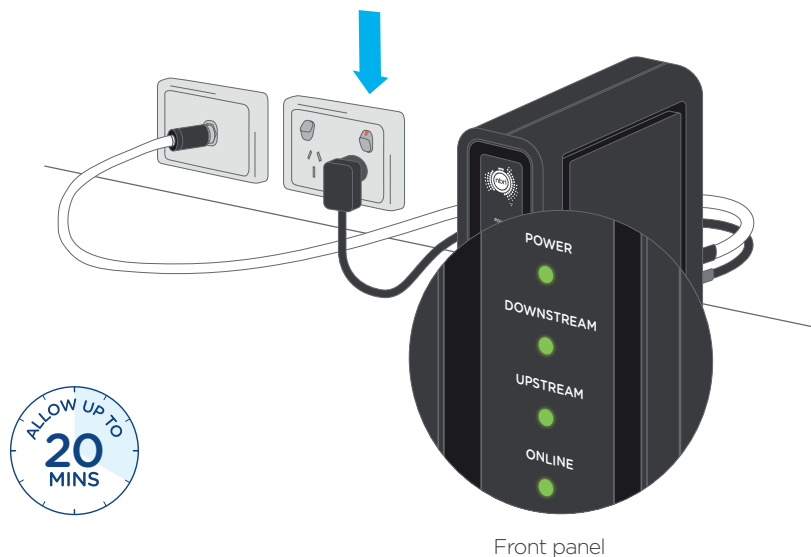
2 Connect the white cable to the nbn™ connection box



3 Plug the nbn™ connection box into a power outlet using the power adaptor



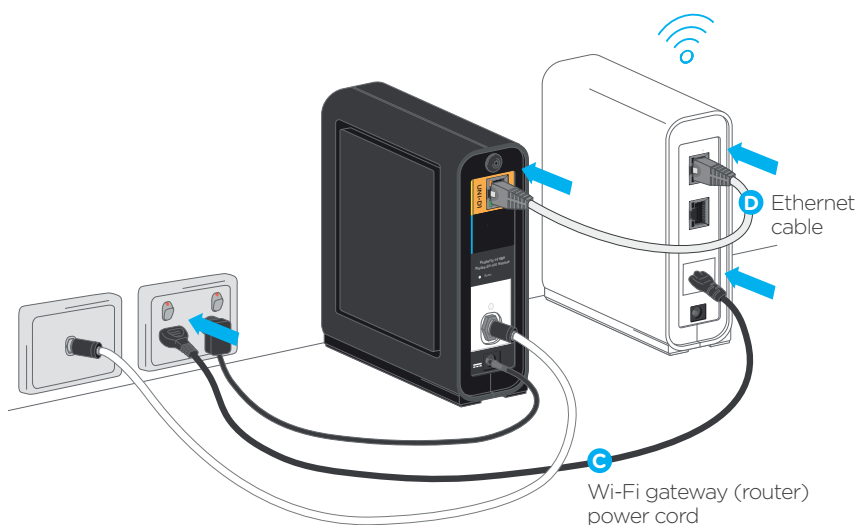
4 Switch on the power outlet to activate the nbn™ connection box and wait



Wait for all four lights to turn solid green

If there are no solid green lights, check all your cables are securely connected or refer to page 13 for help.

5 Connect the Wi-Fi gateway (router) supplied by your provider

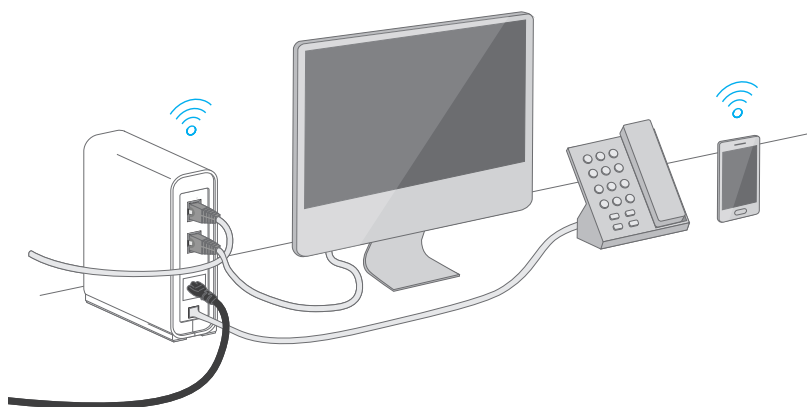


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Which Wi-Fi gateway (router) port do I use?

It should be labelled 'WAN', 'nbn' or 'Internet'.
If you're having trouble, check your Wi-Fi gateway (router) instruction manual or contact your phone and internet provider for help.

6 Connect your other devices



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

Your **nbn™** connection box has four indicator lights on the front panel. During the setup sequence, these lights will flash. Once they become solid green, your service is ready.

Power – Indicates that power is available to the **nbn™** connection box

Downstream – Indicates that you're able to receive incoming data

Upstream – Indicates that you're able to send outgoing data

Online – Indicates an active **nbn™** network connection



Front panel

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System updates

The **nbn™** connection box may occasionally update itself, during which the Downstream/Upstream lights will flash. Allow up to 10 minutes for the update to finish. Existing services, including some types of medical alarms, may briefly stop working during these periodic network/firmware updates. Please keep a charged mobile phone on hand in case of an emergency.

Connection not working?

Try this checklist:

- ☐ You're using the correct wall outlet (see Step 1, page 6).
- ☐ The power adaptor is plugged in firmly at both ends and switched on at the wall.
- ☐ The white cable is connected securely between your **nbn**[™] connection box and the wall outlet.
- ☐ The white cable is not pinched, kinked or bent, as this can cause a break or short in the cable.
- ☐ The four indicator lights on your **nbn**[™] connection box are solid green. If they're not, contact your phone and internet provider.
- ☐ You've read your phone and internet provider's guide for further instructions.



Need help?

Contact your phone and internet provider

Common questions

Who do I contact if I need help?

If you have any questions or want to report a fault, please call your phone and internet provider in the first instance, or visit **nbn.com.au**

What will happen to my services in a power blackout?

Equipment connected over the **nbn™** network will not work during a power blackout. Consider having an alternative form of communication handy (such as a charged mobile phone). If you have safety-critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.*

Do I need to get a separate supplier for internal wiring or cabling?

Beyond your **nbn™** connection box, your **nbn™** approved technician won't carry out any internal wiring or permanent cabling through your wall, floor or ceiling cavities. This must be done by a registered cabler. Your phone and internet provider may be able to recommend a registered cabler in your area, or you can search for 'telephones & systems – installation & maintenance'.

Can I connect my phone to a gateway (router) provided by my phone company?

Yes. Ask your phone provider how your phone can connect to a gateway (router) that is not an **nbn™** connection box.

I have moved to a different premises that has an **nbn™** connection box, how do I get it working?

Contact your phone and internet provider to arrange for a new service to be activated on the **nbn™** network.

Can I plug my **nbn™** connection box into a power board?

It is preferable that your **nbn™** connection box is connected to a fixed power point. However, if this is not possible, it can be plugged into a double adaptor, extension cord or power board, as long as they are safe.

Will my medical, security or fire alarm work over the **nbn™** network?

You will need to call your equipment provider/manufacturer to check that your equipment will work over the **nbn™** network, or whether you'll need to find an alternative solution. You should also register your safety-critical equipment with **nbn** by calling **1800 227 300** or visiting nbn.com.au/compatibility

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

Your **nbn™** supplied equipment is the property of **nbn** and should not be removed from the premises in which it was installed. Contact your phone and internet provider for advice on connecting services at your new premises.

Do I need to install any cables or outlets?

If you are switching from an existing broadband service, you are unlikely to need any additional cabling. However, you may find you prefer to have wired connections for things like your smart TV or desktop computer. If so, you can arrange for a registered cabler to install additional network points (charges may apply).

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 cables.

Will my medical alarm be affected during the installation?

Your existing services may not work while you complete this installation, and this may also affect your medical alarm depending on the type of alarm you have. Please keep a charged mobile phone on hand in case of emergency. After completing the installation, check to make sure all of your existing services are still working and if not, contact your phone and internet provider immediately for advice.

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

Please contact your phone and internet provider to have it repaired (charges may apply).

*The rollout of the **nbn™** network will involve new technologies, and some existing devices, including many medical alarms, may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment will work when connected to the **nbn™** network and what alternative solutions are available. For more information, visit nbn.com.au/compatibility