

NBN[®] SETUP GUIDE



Hybrid Fibre Coaxial (HFC)

How to set up your nbn connection.



Thank you for choosing nbn.

We are Australia's network. Constantly evolving to enable Australians to thrive in a digital world.



Important: before you start, complete this checklist



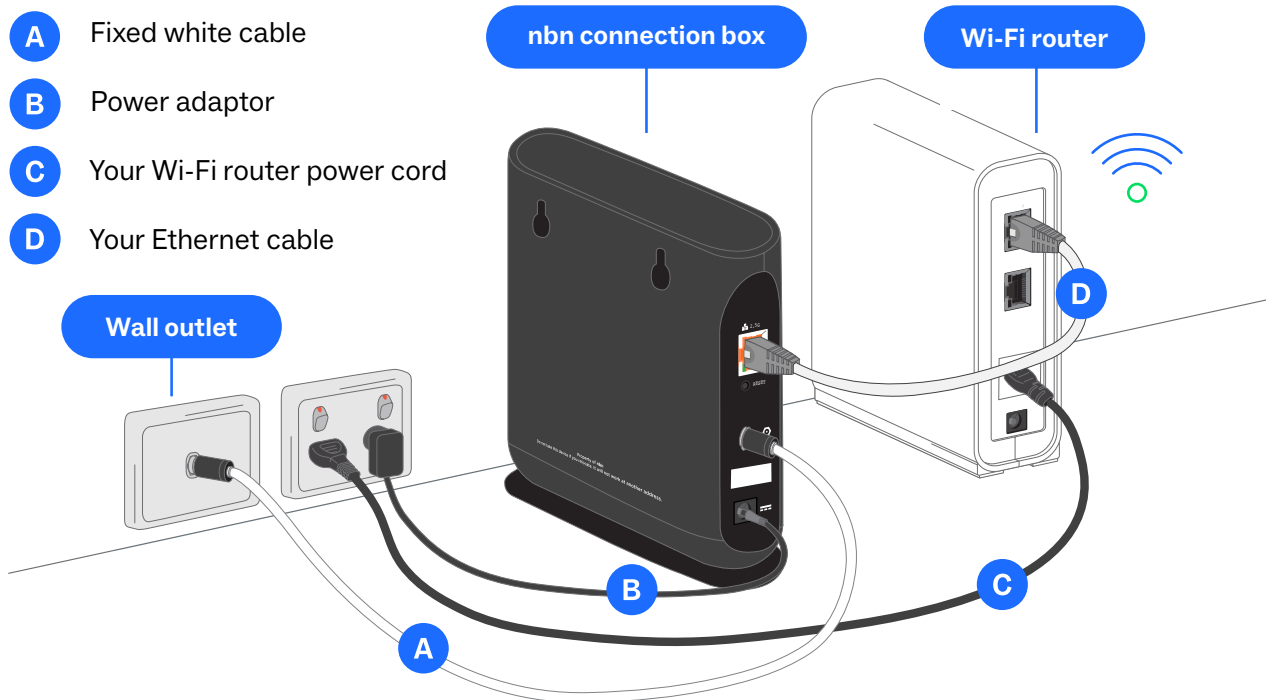
- ✓ You've confirmed with your equipment providers that any services you rely on, such as security, medical and fire alarms, will work on your nbn-powered plan.
- ✓ You're aware that the nbn connection box needs to be placed out of direct sunlight and in a cool, dry, ventilated area.
- ✓ You understand 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 should remain at the premises where it was originally installed. It's also digitally registered to an address, meaning it won't work at any other location.



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

Watch now

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



What you'll need for your setup

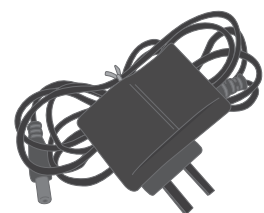
In this box (supplied by nbn)



nbn connection box

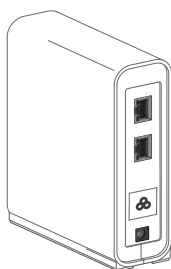


A Fixed white cable



B nbn connection box power adaptor

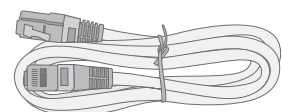
Supplied by you or your internet provider



Wi-Fi router



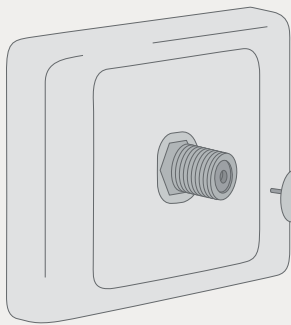
C Wi-Fi router power cord



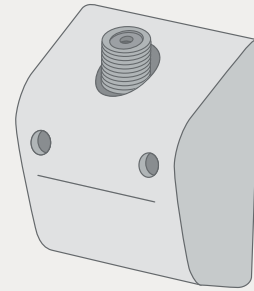
D Ethernet cable

1

Connect the fixed white cable to your wall outlet



Fixed white cable **A**



Your wall outlet may also look like this.



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.

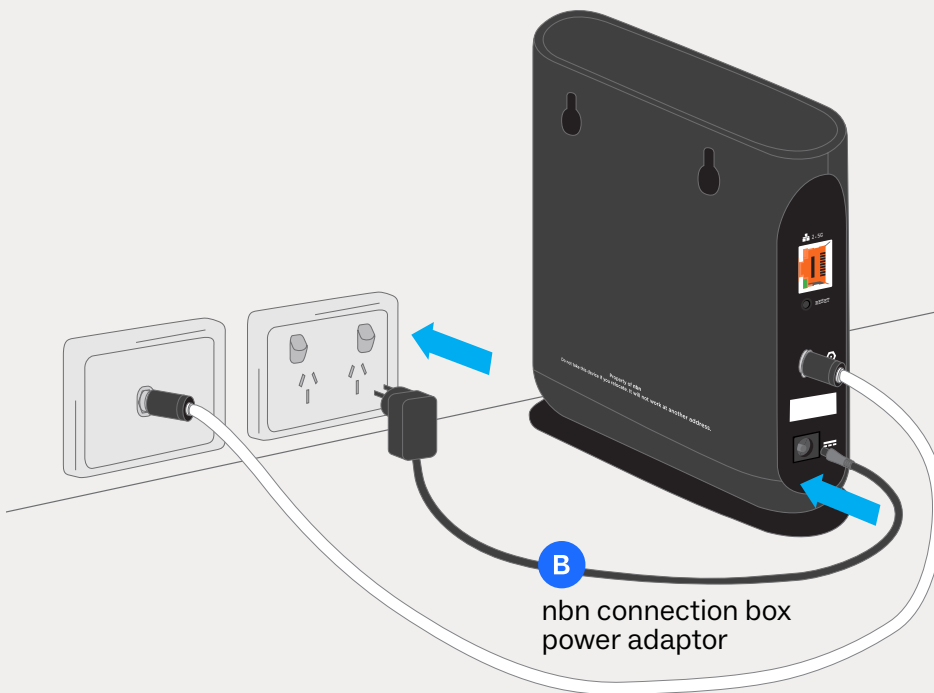
2

Connect the fixed white cable to the nbn connection box



3

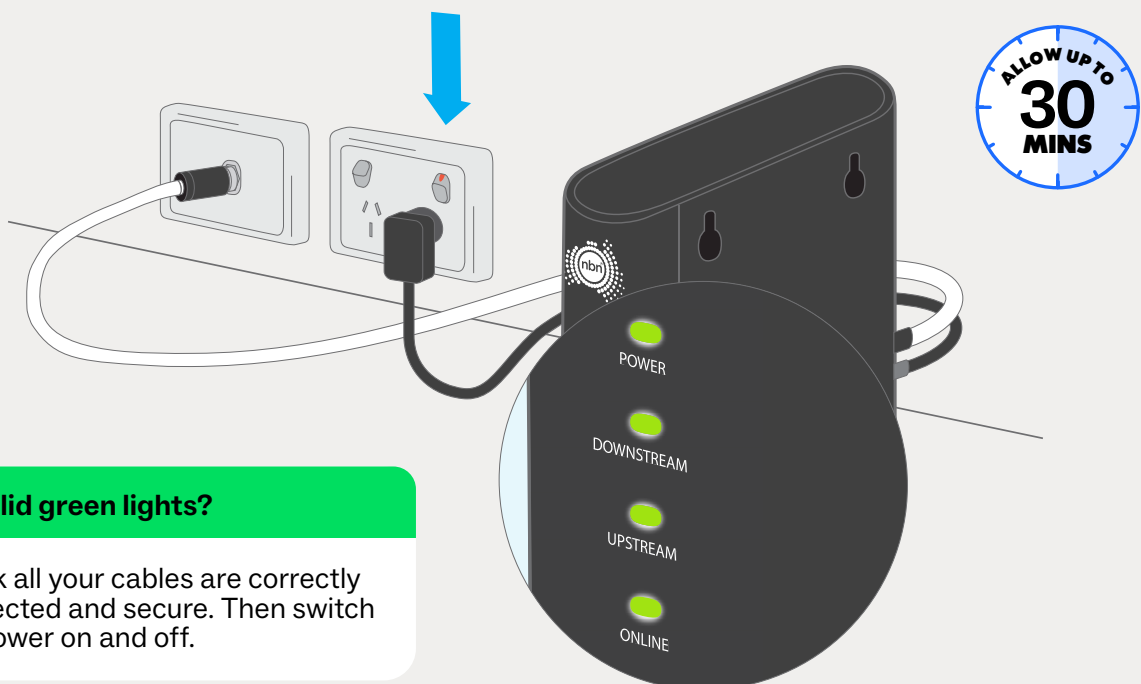
Plug the nbn connection box into a power outlet using the power adaptor that came with it



You should not re-use any parts from your old nbn connection box including the power adaptor or cables.

4

Switch on the power outlet to activate the nbn connection box and wait for all four lights to turn solid green

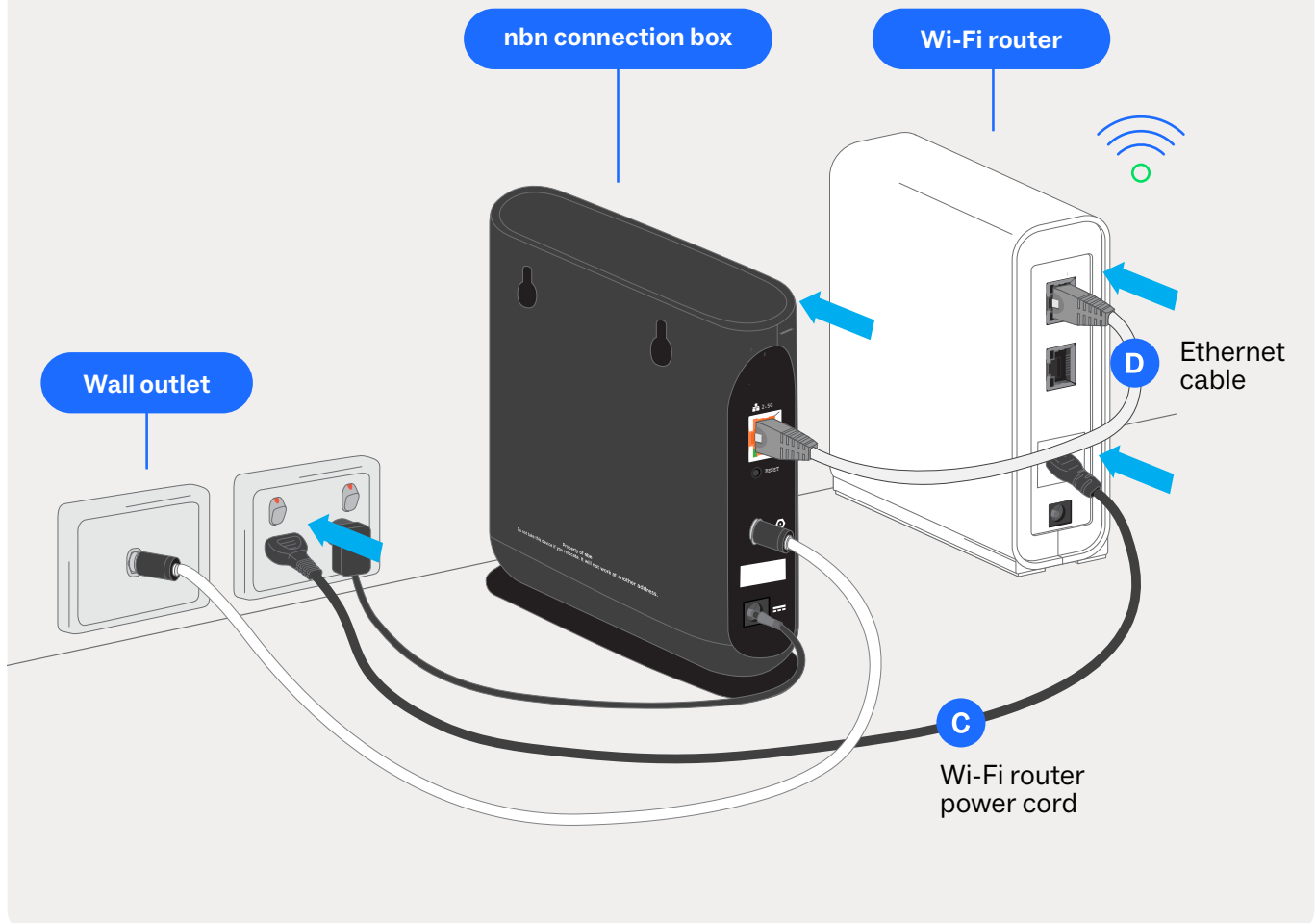


No solid green lights?

Check all your cables are correctly connected and secure. Then switch the power on and off.

5

Connect your Wi-Fi router (supplied by you or your provider)



Which Wi-Fi router port do I use?

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

YOUR SETUP IS COMPLETE!

You can connect your other devices.

Visit nbn.com.au/optimise for tips on how to optimise your internet setup, including Wi-Fi.



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

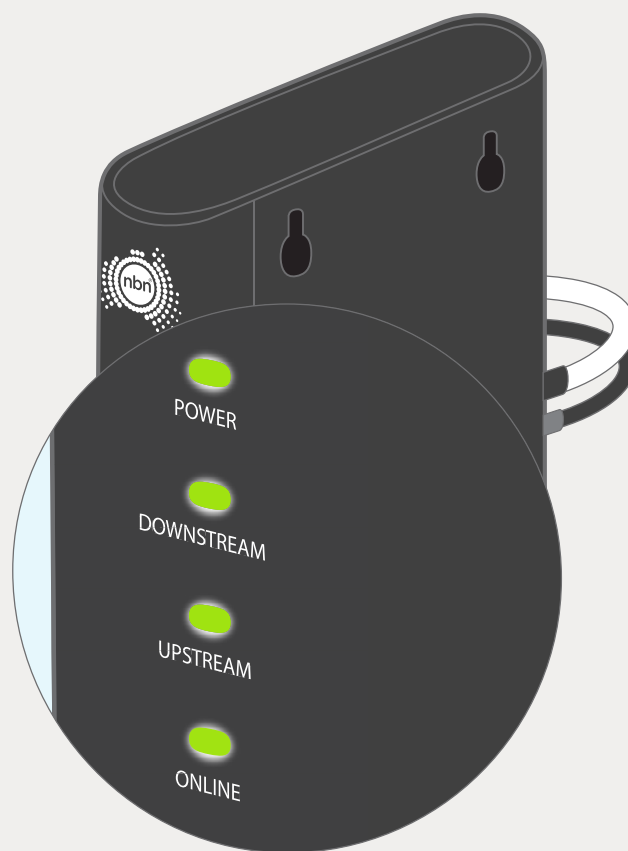
Indicates that you're able to receive incoming data.

Upstream

Indicates that you're able to send outgoing data.

Online

Indicates an active nbn network connection.



Front panel



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 (this may also occur when moving to a different speed plan). 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).
- ✓ The nbn connection box power adaptor is plugged in firmly at both ends and switched on at the wall.
- ✓ The fixed white cable is connected securely between your nbn connection box and the wall outlet.
- ✓ The fixed 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 internet provider.
- ✓ You've read your internet provider's guide for further instructions.



Need help?

Contact your 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 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. More information can be found [here](#).

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 must remain at the premises where it was originally installed. It's also digitally registered to an address, meaning it won't work at any other location.

Contact your internet provider for advice on connecting services at your new premises.

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 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 router provided by my phone company?

Yes. Ask your phone provider how your phone can connect to a router that is not an nbn connection box.

Do I need to install any cables and 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 the cables.

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

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

Can I plug my nbn connection box into a powerboard?

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 powerboard, as long as they are safe.

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 internet provider immediately for advice.

What if I accidentally damage my nbn supplied equipment?

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

Why is there a lock on the fixed white cable attached to the nbn connection box and wall outlet?

The nbn connection box is the property of nbn. It should not be moved from its location at the time of installation without permission from nbn and the support of an nbn technician.

What if I need to temporarily disable the lock on the cable to remove my nbn connection box, e.g. when painting or decorating the room.

It is preferable that you do not try to remove the fixed white cable from the device to minimise risk of damaging your nbn supplied equipment. However, if you must temporarily do so, the lock connectors can be removed from the port with any small object that will fit into the hole in the connector.

What do I do with my old connection box?

Old devices can be sent back to us with a label you can access at no cost to you. Visit return.auspost.com.au/nbnco. Or if you've received an Australia Post reply paid satchel, you can use that to return your old connection box.

You should not dispose of this product with residential or commercial waste. Instead it needs to be taken to a specialist e-waste recycling location using recyclemate.com.au or recyclingnearyou.com.au.

How do I temporarily remove the lock on the nbn connection box cable?

1. Insert a small object, such as a paperclip, into a hole on the connector lock and press down firmly to release the locking mechanism.
2. While maintaining pressure, turn the connector lock anti-clockwise until it loosens and can be removed.

