Aussie Broadband nbn™

FTTN/B self installation guide

Phone Socket

Aussie Broadband Supplied Modem

DSL   TEL-1   WAN   LAN

Home Phone

Computer

Laptop
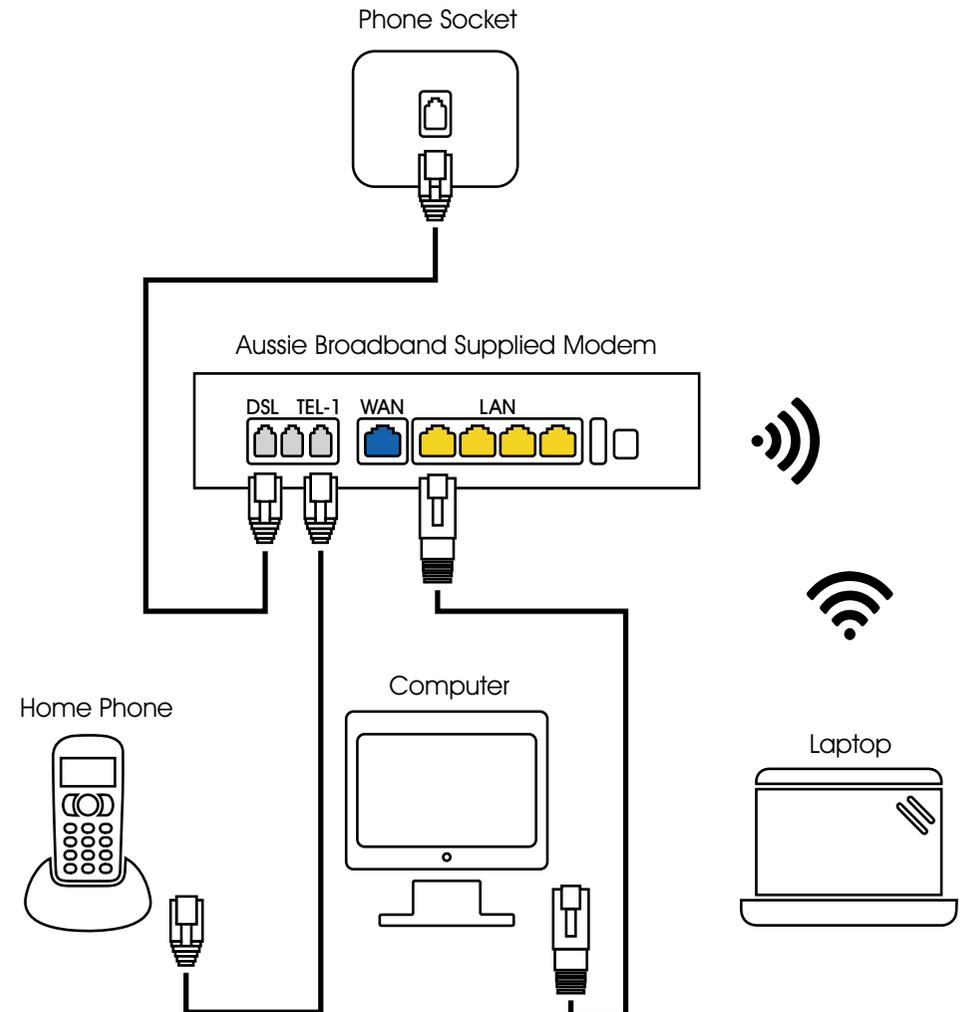
What is FTTN?

FTTN stands for Fibre to the Node. The fibre optic cable is run from the point of interconnect (POI) to the nearest node, or green cabinet on the street, to your home. From the node, the signal then travels down the existing copper lines to your home.

Wireless Device
Wired Computer
Modem

nbn™
nbn™ Co Node
Fibre
Copper
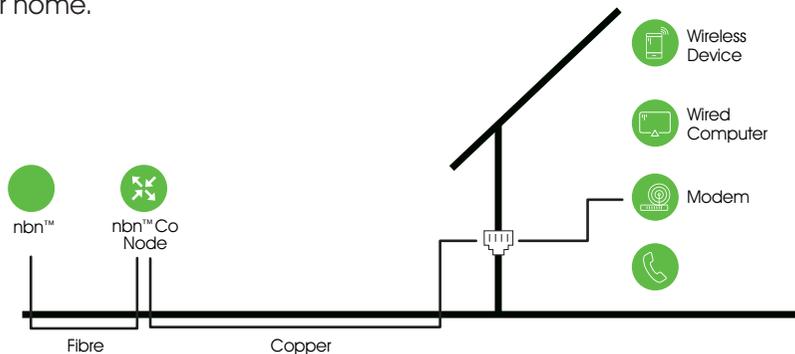
What is FTTB?

FTTB stands for Fibre to the Building. The fibre optic cable runs all the way to a shared point in the building's communications room. From there, the connection travels through existing copper lines into each unit/apartment in the building.
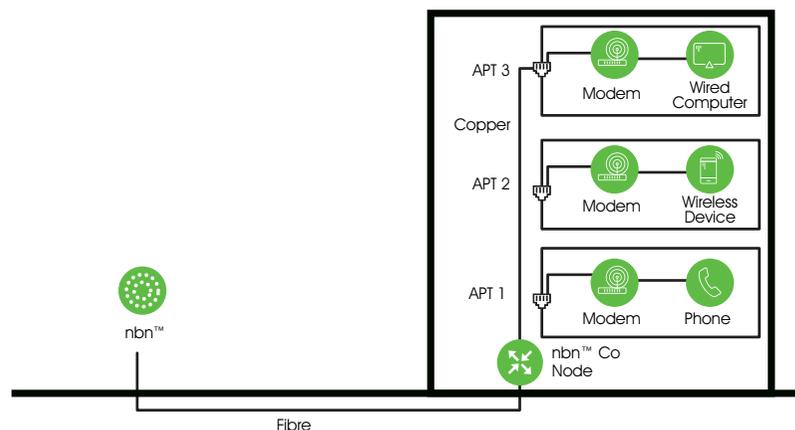
APT 3
Modem
Wired Computer
Copper
APT 2
Modem
Wireless Device
APT 1
Modem
Phone
nbn™ Co Node
nbn™
Fibre

Login to the modem/router

1. Open a web browser.

2. Enter **192.168.20.1** into the address bar.

3. You will be prompted to either go through the setup wizard or skip to the main menu. Click "No, skip to main menu." and enter your username and password. If your modem/router has been factory reset, the username and password should both be 'admin'.

4. Click 'Internet' on the left-hand side of your screen.

5. Click 'Create New'.

6. For the 'Description' write 'Aussie Broadband'. Under 'Internet Service' select 'VDSL'. Then under 'Connection Type' select 'Dynamic IP'.

7. Click on the 'Apply' button."

8. Select the option 'Obtain an IP address automatically'.

9. Click on the 'Apply/Save' button.

10. Congratulations, you should now be able to access the internet (refer to page 3 of your Aussie Broadband nbn™ Connection guide for wireless details).

Note – this is only needed if you have factory-reset your modem/router; otherwise, Aussie Broadband has pre-configured hardware specifically for your service.

Instructions are subject to change based on firmware updates. For the latest step-by-step instructions (with images) visit **aussiebroadband.com.au/fttnmodem**

For more information or technical support call 1300 880 905
aussiebroadband.com.au

Configuring your modem/router

Login to the modem/router

1. Open a web browser.

2. Enter **192.168.20.1** into the address bar.

3. You will be prompted to either go through the setup wizard or skip to the main menu. Click "No, skip to main menu." and enter your username and password. If your modem/router has been factory reset, the username and password should both be 'admin'.

4. Click 'Internet' on the left-hand side of your screen.

5. Click 'Create New'.

6. For the 'Description' write 'Aussie Broadband'. Under 'Internet Service' select 'Ethernet WAN'. Then under 'Connection Type' select 'Dynamic IP'.

7. Click on the 'Apply' button'.

8. Select 'No VLAN Tag'.

9. Select the option 'Obtain an IP address automatically'.

10. Click on the 'Apply/Save' button.

11. Congratulations, you should now be able to access the internet (refer to page 3 of your Aussie Broadband nbn™ Connection Guide for wireless details).

Instructions are subject to change based on firmware updates.
For the latest step-by-step instructions (with images)
visit aussiebroadband.com.au/fttpmodem

For more information or technical support call 1300 880 905
aussiebroadband.com.au

Aussie Broadband nbn™

FTTP self installation guide

Note – this is only needed if you have factory-reset your modem/router; otherwise, Aussie Broadband has pre-configured hardware specifically for your service.

NBNCo Network Termination Device

Aussie Broadband Supplied Modem

TEL-1   WAN   LAN

Home Phone

Computer

Laptop

Getting to know your nbn™

Your nbn™ connection box

The nbn™ have installed a connection box inside of your home, this unit has a number of ports underneath (only one of these are active with Aussie Broadband) which you can use to connect your devices to the nbn™.

UNI-V ports

Your VoIP service can be connected to one of these ports. Aussie Broadband do not connect through the NTD port for VoIP services.

UNI-D ports

Your service will require a modem/router, which you will need to connect to one of these ports.

Power

Connects to a power point or the nbn™ PSU (if you have one).
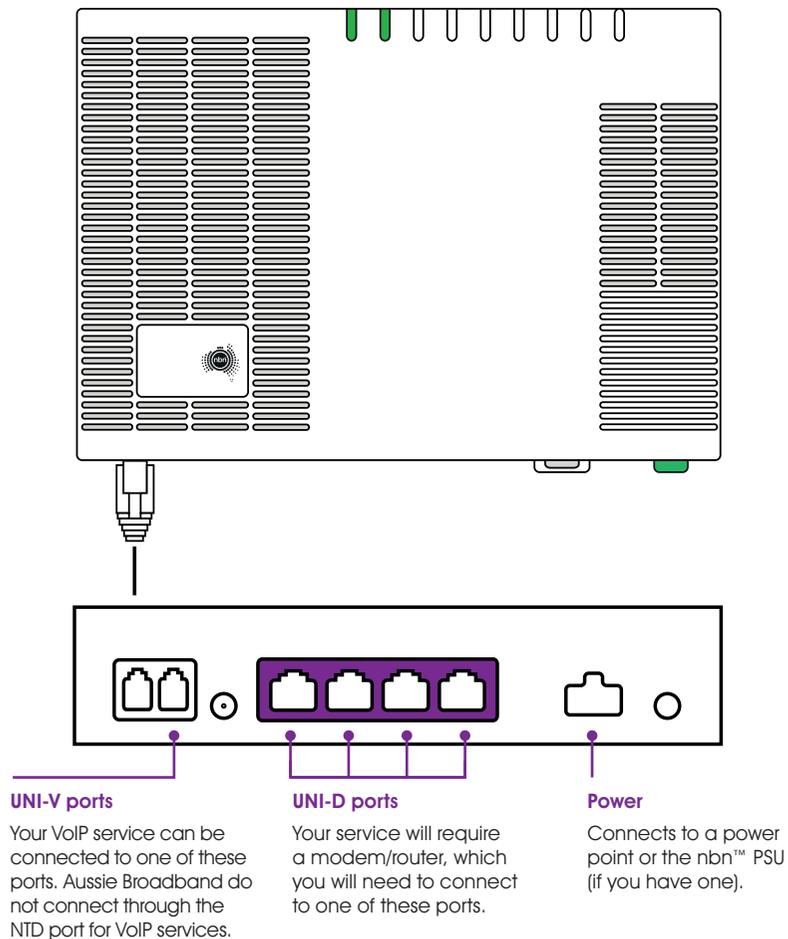
Understanding the lights on your nbn™ connection box

Indicator		Status	Description	Action
Power	● Off	Off	No power	If an extension cord, power board or AC UPS is used with the NTD, disconnect these devices, plug the NBNCo Power Supply directly into the AC outlet and make sure that the AC supply is turned on
	● Solid red	Solid red	Operating from battery – if main power is off	
	● Solid green	Solid green	Operating on AC power	
	☀ Flashing green	Flashing green	NTD is starting up	
Optical	● Off	Off	NTD is disabled	
	● Solid red	Solid red		Check optical patch lead is seated fully in Optical Port and not excessively kinked
	● Solid green	Solid green	Optical link is connected	
	☀ Flashing green	Flashing green	Activity	
Alarm	● Off	Off	NTD is operating without failure	
	● Solid red	Solid red	NTD hardware failure	
	● Solid green	Solid green	No alarm, with local Ethernet access enabled	
UNI D1 to UNI D4	● Off	Off	No service provisioned or no link detected	
	● Solid yellow	Solid yellow	1G link detected	
	☀ Flashing yellow	Flashing yellow	1G data activity	
	● Solid green	Solid green	10/100 link detected	
	☀ Flashing green	Flashing green	10/100 data activity	None

Aussie Broadband nbn™

FTTC self installation guide
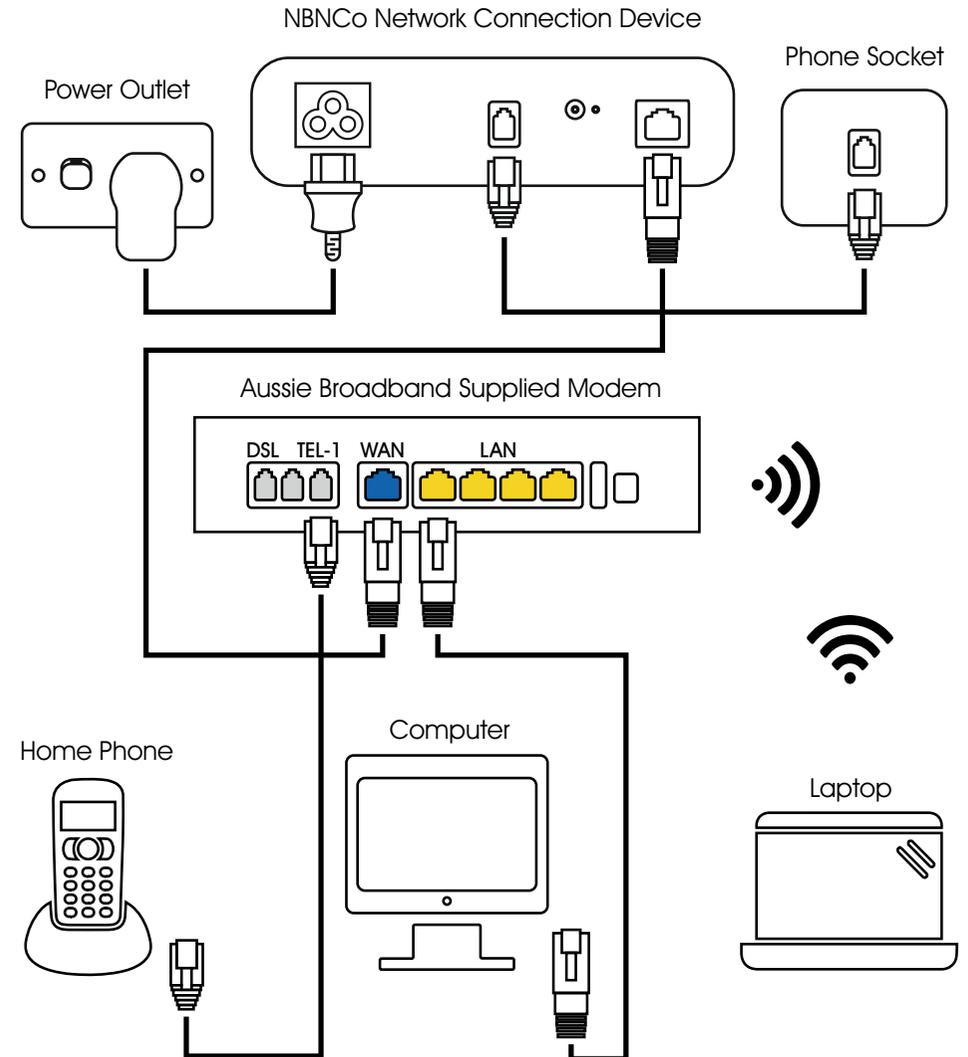
NBNCo Network Connection Device

Power Outlet

Phone Socket

Aussie Broadband Supplied Modem

DSL TEL-1 WAN LAN

Home Phone

Computer

Laptop

Getting to know your nbn™

Configuring your modem/router

Understanding the lights on your nbn™ connection box

Light	Colour	What's happening?	Action
Power	None	The device is off	Plug in the device and switch the power outlet on
	Blue	Power is running to the device	Nothing – this is normal
Connection	None	The device isn't connected to the nbn™ access network equipment outside your home	Check all cables have been connected correctly
	Blue (blinking)	The device is starting up	Wait for setup to complete (up to 15 minutes) – the light should then turn solid blue
	Solid blue	The device is connected to the nbn™ access network equipment outside your home	Nothing – this is normal
	Solid red (or blinking)	There may be a line fault or problem affecting the nbn™ connection device	Turn off power to the nbn™ connection device and contact your phone and internet provider
	Alternating red/blue	There may be a line fault, such as an off-hook telephone	Disconnect all non-compatible devices from telephone wall sockets – if that doesn't work, contact your phone and internet provider
Broadband	None	The device's broadband link is down	If the power and connection lights are solid blue, but the broadband light is out, contact your phone and internet provider
	Solid blue	The device is DSL synchronised	Nothing – this is normal
	Blue (blinking)	DSL synchronisation or a software update is in progress	Wait for the update to complete – the light should then turn solid blue
Local Area Network (LAN)	None	There is no Ethernet connection to the device	Check all cables have been connected correctly and your gateway is switched on
	Blue/amber (solid or blinking)	Data is flowing between the nbn™ connection device and your WiFi gateway	Nothing – this is normal

Configuring your Aussie Broadband modem/router for FTTC

Login to the modem/router

1. Open a web browser.
2. Enter **192.168.20.1** into the address bar.
3. You will be prompted to either go through the setup wizard or skip to the main menu. Click "No, skip to main menu." and enter your username and password. If your modem/router has been factory reset, the username and password should both be 'admin'.
4. Click 'Internet' on the left-hand side of your screen.
5. Click 'Create New'.
6. For the 'Description' write 'Aussie Broadband'. Under 'Internet Service' select 'Ethernet WAN'. Then under 'Connection Type' select 'Dynamic IP'.
7. Click on the 'Apply' button'.
8. Select 'No VLAN Tag'.
9. Select the option 'Obtain an IP address automatically'.
10. Click on the 'Apply/Save' button.
11. Congratulations, you should now be able to access the internet (refer to page 3 of your Aussie Broadband nbn™ Connection Guide for wireless details).

Note – this is only needed if you have factory-reset your modem/router; otherwise, Aussie Broadband has pre-configured hardware specifically for your service.

Instructions are subject to change based on firmware updates. For the latest step-by-step instructions (with images) **visit aussiebroadband.com.au/fttcmodem**

For more information or technical support call 1300 880 905
aussiebroadband.com.au

Aussie Broadband nbn™

HFC self installation guide

NBNCo Network Termination Device

Coaxial Wall Outlet

Aussie Broadband Supplied Modem

TEL-1   WAN   LAN

Home Phone

Computer

Laptop

Getting to know your nbn™

Configuring your modem/router
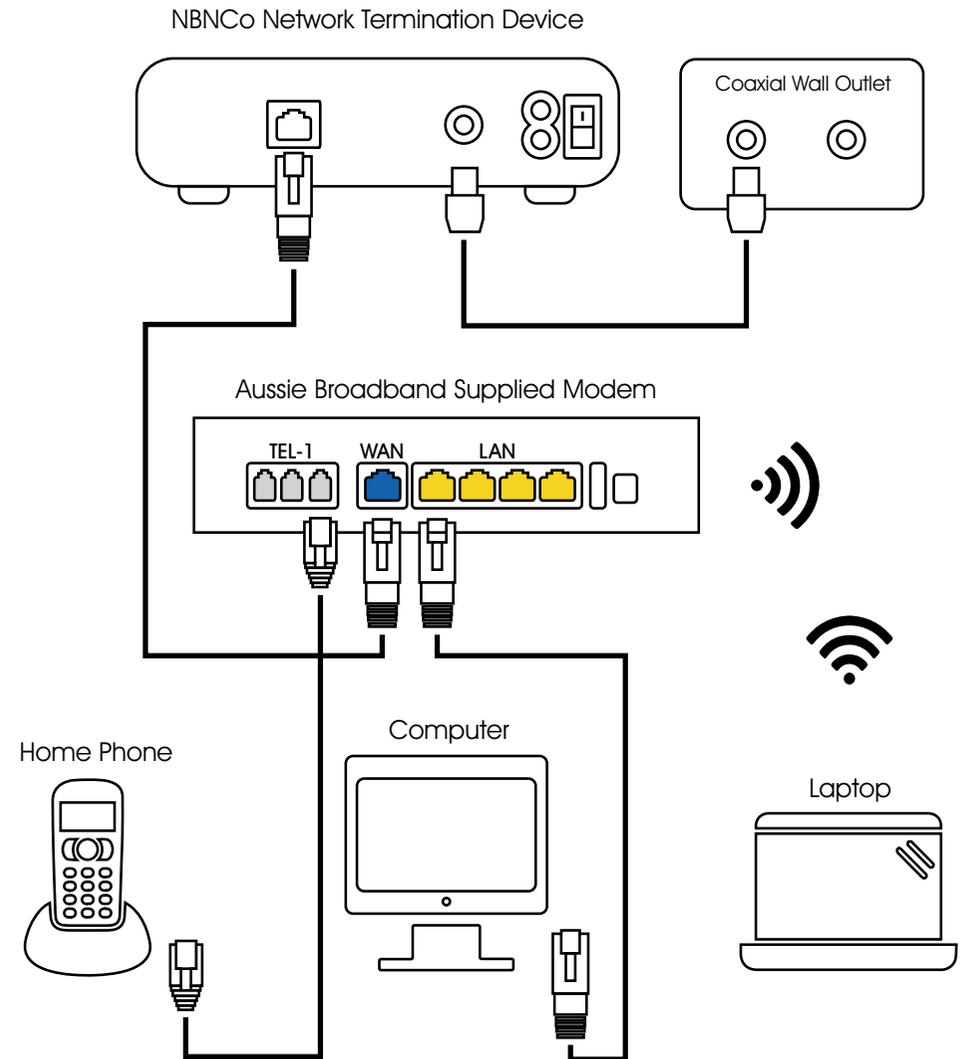
Understanding the lights on your nbn™ connection box

Your nbn™ connection box has four indicator lights on the front panel and two on the data port (UNI-D1) on the back. During normal operation, the power, downstream, upstream and online lights on the front panel should always be solid green.

🟢 On   🔆 Flashing   ⚫ Off

Power
Indicates power is available to the box.

Downstream
Indicates downstream connectivity.

Upstream
Indicates upstream connectivity.

Online
Indicates nbn™ network connection.
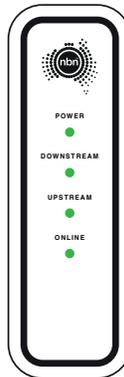
Startup sequence

Power ⚫	Power 🟢	Power 🟢	Power 🟢	Power 🟢	Power 🟢
Downstream ⚫	Downstream 🔆	Downstream 🔆	Downstream 🟢	Downstream 🟢	Downstream 🟢
Upstream ⚫	Upstream 🔆	Upstream ⚫	Upstream 🔆	Upstream 🟢	Upstream 🟢
Online ⚫	Online 🔆	Online ⚫	Online ⚫	Online 🔆	Online 🟢
No power to the nbn™ connection box	Power-on self test	Downstream search	Downstream found upstream search	Downstream and upstream found – retrieving setup information from nbn™	Ready for service

Configuring your Aussie Broadband modem/router for HFC

Login to the modem/router

1. Open a web browser.
2. Enter **192.168.20.1** into the address bar.
3. You will be prompted to either go through the setup wizard or skip to the main menu. Click "No, skip to main menu." and enter your username and password. If your modem/router has been factory reset, the username and password should both be 'admin'.
4. Click 'Internet' on the left-hand side of your screen.
5. Click 'Create New'.
6. For the 'Description' write 'Aussie Broadband'. Under 'Internet Service' select 'Ethernet WAN'. Then under 'Connection Type' select 'Dynamic IP'.
7. Click on the 'Apply' button.'
8. Select 'No VLAN Tag'.
9. Select the option 'Obtain an IP address automatically'.
10. Click on the 'Apply/Save' button.
11. Congratulations, you should now be able to access the internet (refer to page 3 of your Aussie Broadband nbn™ Connection Guide for wireless details).

Note – this is only needed if you have factory-reset your modem/router; otherwise, Aussie Broadband has pre-configured hardware specifically for your service.

"Instructions are subject to change based on firmware updates. For the latest step-by-step instructions (with images) **visit aussiebroadband.com.au/hfcmodem**

For more information or technical support call **1300 880 905**
aussiebroadband.com.au

Configuring your modem/router

Aussie Broadband nbn™

Fixed Wireless self installation guide

Login to the modem/router

1. Open a web browser.

2. Enter **192.168.20.1** into the address bar.

3. You will be prompted to either go through the setup wizard or skip to the main menu. Click "No, skip to main menu." and enter your username and password. If your modem/router has been factory reset, the username and password should both be 'admin'.

4. Click 'Internet' on the left-hand side of your screen.

5. Click 'Create New'.

6. For the 'Description' write 'Aussie Broadband'.
   Under 'Internet Service' select 'Ethernet WAN'.
   Then under 'Connection Type' select 'Dynamic IP'.

7. Click on the 'Apply' button.'

8. Select 'No VLAN Tag'.

9. Select the option 'Obtain an IP address automatically'.

10. Click on the 'Apply/Save' button.

11. Congratulations, you should now be able to access the internet (refer to page 3 of your Aussie Broadband nbn™ Connection Guide for wireless details).

Note – this is only needed if you have factory-reset your modem/router; otherwise, Aussie Broadband has pre-configured hardware specifically for your service.

Instructions are subject to change based on firmware updates.
For the latest step-by-step instructions (with images)
visit **aussiebroadband.com.au/fwmodem**

For more information or technical support call 1300 880 905
aussiebroadband.com.au

NBNCo Network Termination Device

Aussie Broadband Supplied Modem

TEL-1   WAN   LAN

Home Phone

Computer

Laptop
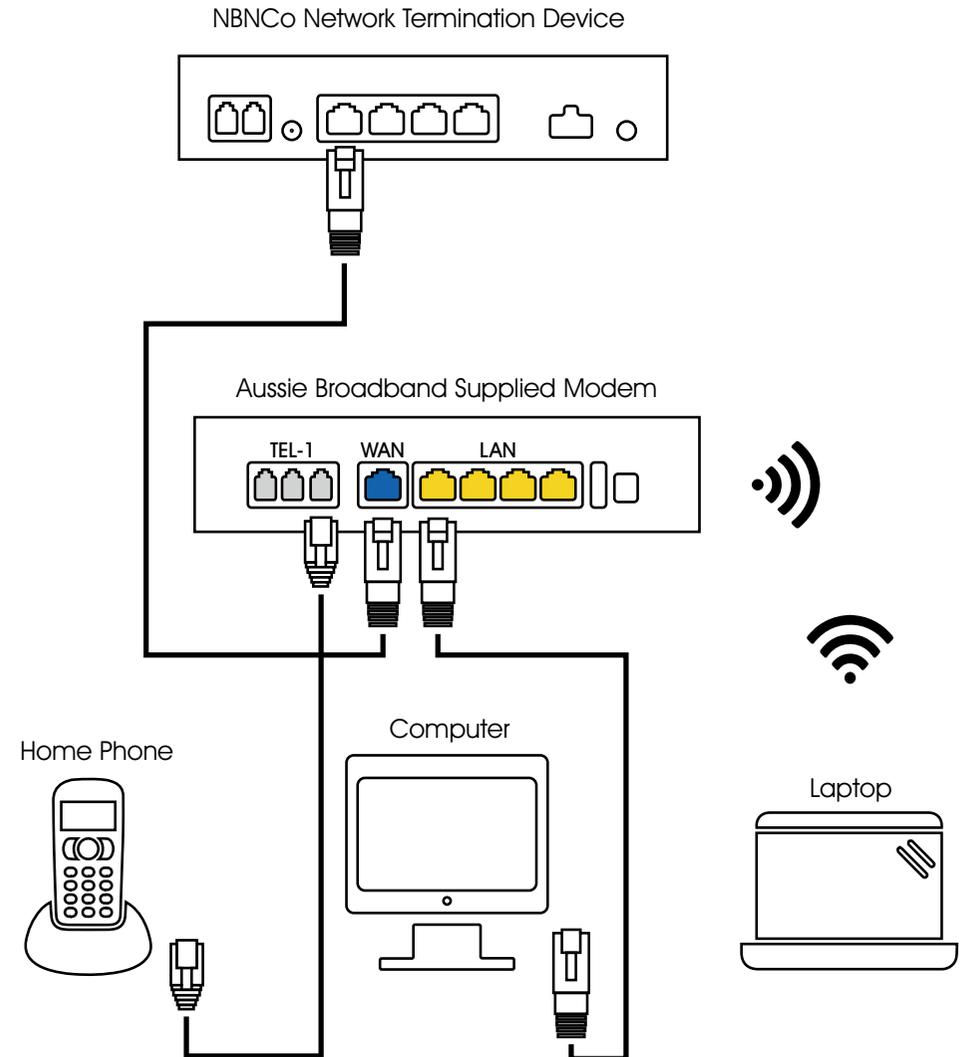
Getting to know your nbn™

Getting to know your equipment

By now nbn™ will have installed an outdoor antenna, wall outlet and nbn™ connection box. These devices work together to bring an nbn™ connection into your home.

Wall Outlet

Inside your premises
Outside your premises
Outdoor Antenna

Outdoor antenna connection point

Connects to the outdoor antenna. Don't disconnect the cable from this port.

UNI-D ports

Your service will require a modem/router, which you will need to connect to one of these ports.

Power

Connects to a power point or the nbn™ PSU (if you have one).
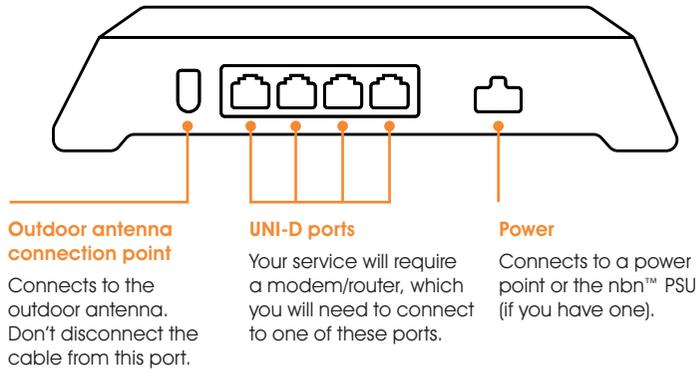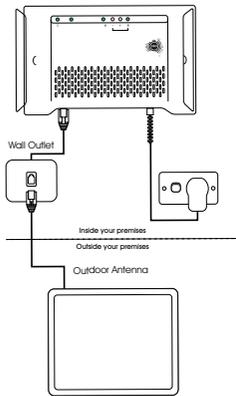
The outdoor antenna

The outdoor antenna has been installed in a specific place to give you the best signal, so it is important not to put or have anything in front of it.

Please don't move, paint or tamper with the nbn™ equipment including the nbn™ connection box and outdoor antenna, including any cabling connected to these units.

What's your nbn™ connection box telling you?

Your Fixed Wireless nbn™ connection box has a number of lights that will allow you to determine the status of your connection.

You can use the table on the next page to identify if there are any issues with your nbn™ Fixed Wireless service, and the action you can take to repair this.

Make sure you watch the lights for about a minute, to make sure they're not changing — then note the colour down and whether the lights are blinking in case you need to call us.

Understanding the lights on your nbn™ connection box

Indicator	Icon	Status	Description	Action
Power	⏻	Solid green	Power on – running from AC power	None
	⏻	Blinking green	Power on – running from battery (if fitted)	Check power supply
	⏻	Solid red	Power on – running from battery (if fitted)/battery low	Check power supply
	⏻	Unlit	Power off	Check power supply
Status		Blinking green	Normal operation	None
		Blinking amber	Device booting/initialisation	
		Solid green	Test mode	
		Solid red	System fault detected	
		Unlit	Unexpected state	
ODU		Solid green	Online	
		Blinking green	Activity	
		Solid red	Offline	
		Blinking red	Error	
		Unlit	Unexpected state	
Signal strength		Red	Low signal strength (does not indicate a fault condition)	Should not cause problems with the service – if you are having speed issues call 1300 880 905
		Amber	Medium signal strength	None
		Green	High signal strength	None
		Unlit	Offline	The WNTD is not powered on – turn the power on and recheck the lights