

Read this first

7 tips to help get you started – answers to the most common questions asked of our tech team

Read the instructions

Sorry, we know this a bit obvious. The box you have received contains your pre-configured modem. All you need to do is plug it in by following the instruction booklet, and away you go.

You may need to wait

Sorry, we know this requires patience! If you have a new nbn™ installation, you may need to wait 24 to 48 hours before your connection starts to work. You will receive an SMS from us once your service is active.

If you are porting a phone number across to Aussie Broadband you will receive an SMS from us with your cutover/activation date.

It is important to wait until you have received this SMS from us before connecting your NCD and modem.

Check the interference

If you have a new FTTC (Fibre to the curb) service, make sure you remove any ADSL line filters and other devices on the line (eg splitters) before connecting — otherwise, these may conflict with your service.

Wireless and cables

- You will find wireless details on a sticker attached to your modem.

- If you are going to be using a cable for your computer, you can use any of the 4 yellow Ethernet ports on the back. Make sure you are using the blue/yellow cable enclosed for this purpose.

Speed issues

If you are having speed issues via your WiFi connection, be sure to run a further test with an Ethernet cable connected directly to your modem. That way, we can tell if the issue is local WiFi interference.

Where to run your speed test

If you run your speed test via the Aussie Broadband server, the results automatically attach to your account so we can see a history of your speed.

You'll find the speed test at:

speed.aussiebroadband.com.au

Don't touch the reset button

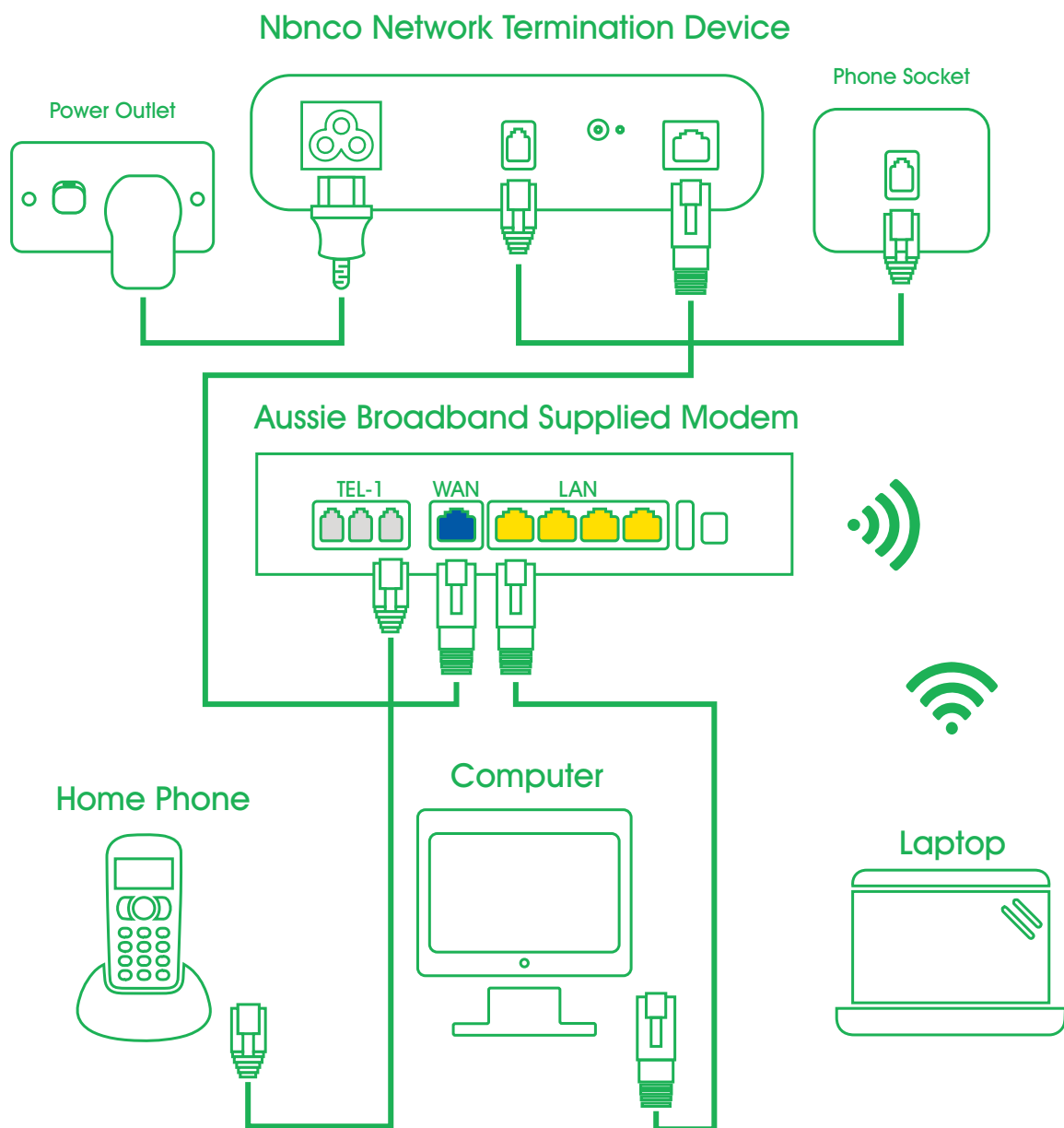
There is a reset button on the bottom of the modem. If you press this the modem will lose all settings and will need to be reconfigured. We strongly recommend NOT pressing this unless you have spoken with us first.

Still not working?

If you are still having issues, please contact our Australian-based tech team on **1300 880 905**.

Aussie Broadband nbn™

FTTC Self Installation Guide



For more information or tech support call 1300 880 905