Configuring your Voip Service to work with Aussie Broadband.

Things to Consider:

- Before starting this guide we recommend that you log into your router/modem.

- If you have recently received your modem/router it should already be configured by our auto provisioning system.

- Your VoIP username and password details will be required for this guide.

- You can find your VoIP details, including the username and password, in the MyAussie app/web portal.

- Not all devices are compatible with Aussie Broadband's voice services, this guide uses a Netcomm modem router and compatible VoIP handset.

Step 1: Select "Phone" from the options on the left-hand side of your screen within your modem/router settings.

Step 2: Click on "More Settings"

Step 3:

1. Use SIP Proxy

2. Use SIP Registrar

Step 4: Enter the following details into their respective locations as above.
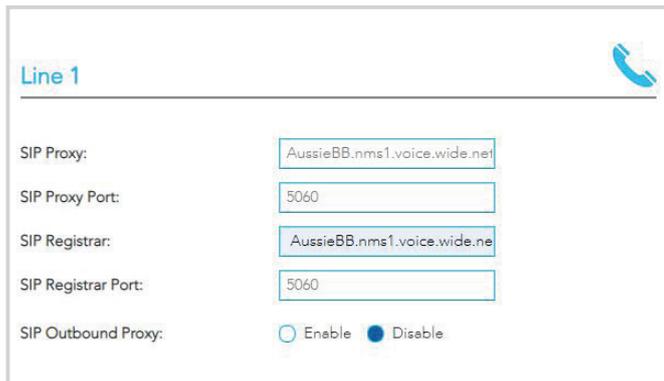
SIP Proxy: AussieBB.nms1.voice.wide.net.au

SIP Registrar: AussieBB.nms1.voice.wide.net.au

PORT: 5060

SIP Outbound Proxy: DISABLED
(Leave disabled for NF18, NF18MESH, and NL19)

Please ensure you have your VoIP Username and password before proceeding.

Step 5: Complete the following fields:

1. SIP Username

2. SIP Password

Step 6: It is suggested you now check if your new VoIP service is Authenticated with the Aussie Broadband server.

To do this please click on "Summary", click on the phone symbol and check your registration status. If the number you are registering says "Up", then you should now be able to place and receive calls. If you wish to confirm, please place a test call to a home phone number and a mobile phone number.

It is also recommended that you call your home phone number from another phone to ensure it is also working from there.
If not proceed to step 7.

Step 7: Go to "Internet".

Step 8: Click on your Aussie Broadband service, under Description.

Step 9: Click "More Options" and you'll find Primary and Secondary DNS server.

Step 10: Enter the following DNS details:

Primary DNS: 202.142.142.142

Secondary DNS: 202.142.142.242

Primary DNS server:	202.142.142.142
Secondary DNS server:	202.142.142.242

Step 11: Apply your changes by clicking "Update".

Step 12: Power cycle your modem/router by unplugging it from the power for 30 seconds. Then proceed to check your registration status and VoIP functionality as in Step 6. If your VoIP is still not working, please call Aussie Broadband tech support on 1300 880 905.

Phone Details

Phone 1 Provider:	Aussie Broadband
Number:	03 9876 5432
Registration Status:	Up
Phone 2 Provider:	Aussie Broadband
Number:	03 5678 4321
Registration Status:	Disabled

Call History

From	To	Duration	Direction	Date - Time
03 9876 5432	0456 789 123	00:22:22	Outbound	29/10/20 - 09:45:02
03 9876 5432	0456 789 123	00:05:43	Outbound	30/10/20 - 15:22:54
03 9876 5432	0456 789 123	00:01:10	Outbound	02/11/20 - 13:48:18

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