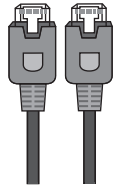


Setting up your own modem

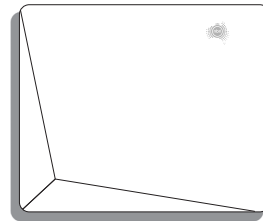
Before you begin, make sure you have the following equipment and that your nbn equipment has been installed and is powered on:



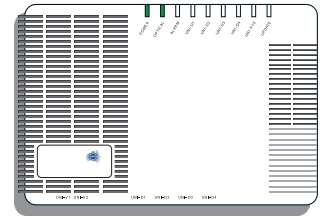
BYO Modem and Power Cord



Ethernet Cable

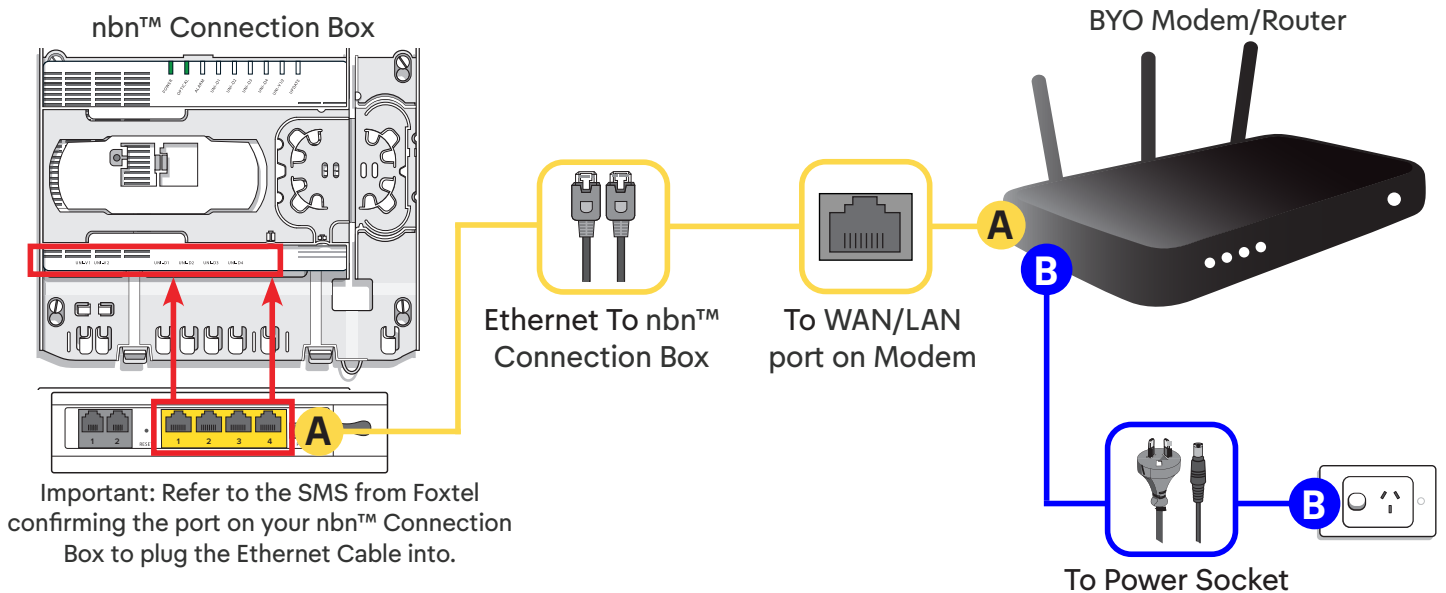


nbn™ Connection Box (with cover)



nbn™ Connection Box (without cover)

- 1 If your modem is already connected and has been used with another provider, skip this step. Otherwise, connect the cables to your modem before powering it on:



- Refer to the SMS from Foxtel confirming the number of the port on your nbn™ Connection Box to plug the Ethernet Cable into.

- 2 Power on your modem

- Power on your modem and give it a few minutes to auto detect the network.
- Connect your device to your modem using an Ethernet Cable or Wifi. For info on how to setup wifi, refer to your modem manufacturer's website for support.

Note: We recommend using an Ethernet Cable from your device to your modem.

- Open a browser and confirm your internet is working.

Note: You don't need to enter a username or password to connect to Foxtel nbn Broadband.

If you're unable to connect to the internet, go to Step 3.

3 Log into your modem

Foxtel nbn Broadband uses IPoE as its internet connection type. If you've connected your modem correctly but still cannot connect, you might need to update the Internet Connection Type settings in your modem.

To access your modem's settings:

- Open a browser and enter your modems IP address.
- Enter your modem's username and password

Note: Foxtel will not know your modems IP address, username or password. If you're unsure of your modem's IP address or login details, check the bottom of your modem. There should be a sticker listing the IP address, username and password. If you've previously set a password that you cannot remember, try a factory reset. To perform a factory reset, refer to your modem manufacturer's website for support.

If you're able to log into your modems settings, go to Step 4.

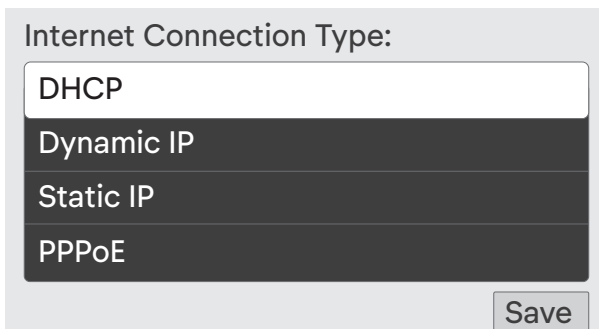
4 Update the Network Settings

Once logged into your modem, navigate to:

- Network Settings or Internet Connection Settings
- Select Dynamic IP for your WAN connection type
- Click Save or Apply.

Note: Depending on the manufacturer of your modem, Dynamic IP may also be called Automatic IP, IPoE or DHCP.

This is an example of what the internet connection type settings may look like:



Internet Connection Type:

- DHCP
- Dynamic IP
- Static IP
- PPPoE

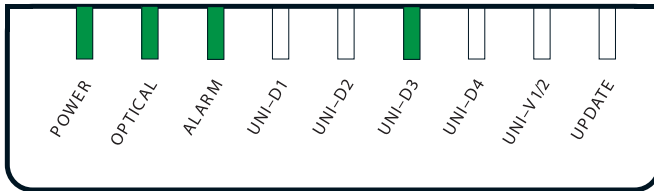
Save

Note: Depending on the manufacturer of your modem, the settings for Internet Connection Type may be listed differently.

If you're having trouble, check your modem manufacturer's website for instructions on how to update the network settings.

If you're still experiencing issues, go to Step 5.

5 Check the lights on the nbn connection box



Power: Solid green light indicates the nbn connection box is powered on. If there's no light the device is powered off.

Optical: Solid or flashing green light indicates the nbn connection box is connected and working properly. If there's no light or a red light it indicates the nbn connection box has lost connection with the fibre network. If it doesn't turn green contact Foxtel.

Alarm: Solid green light indicates the nbn connection box is connected and working properly. No light indicates the nbn connection box is working but you have no devices connected. Red light indicates a fault. If it doesn't turn green contact Foxtel.

UNI-D1 to D4: Solid or flashing green light indicates your modem is connected to the UNI-D port and is capable of speeds up to 100Mbps. A solid or flashing orange light indicates your modem is connected to the UNI-D port and is capable of speeds up to 1Gbps. If there's no light it indicates it's not connected to your modem or your modem is not active.

UNI-V1/2: No light indicates an inactive phone service. Note: Phone services are not available for BYO modems.

Update: No light indicates the nbn connection box is working properly. Solid green light indicates the nbn connection box is successfully downloading software. If there's a red light the software download has failed.

If you're still experiencing issues, go to the next step.

6 Reboot your devices

- Check all your cables are plugged in correctly and securely.
- Press the power button on your Modem and nbn equipment to turn them off.
- Wait 60 seconds, and then turn both units back on.
- The modem and nbn connection box may take up to 5 minutes to reboot and reconfigure.

If this troubleshooting hasn't resolved the issue and if you need support relating to the setup or operation of your BYO modem, contact your device manufacturer or refer to the operating instructions that came with your modem.

See the below list of online support pages for common modem manufacturers:

- [Asus](#)
- [D-Link](#)
- [Fritz!Box](#)
- [Netcomm](#)
- [Netgear](#)
- [Sagemcom Fast](#)
- [TP-Link](#)
- [Ubiquiti](#)

If you're still experiencing issues, get in touch with us at: foxtel.com.au/about/contact