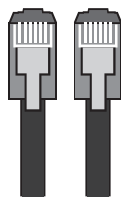


# Setting up your own modem

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

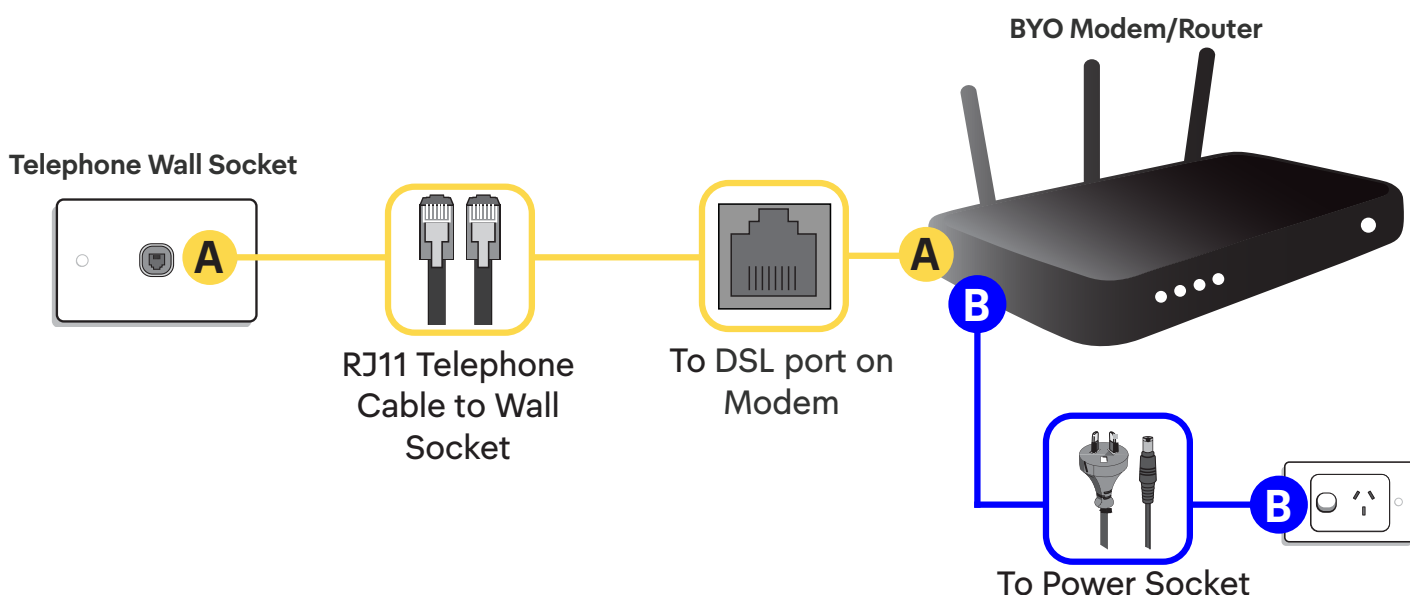


BYO Modem and Power Cord



RJ11 Telephone Cable

- 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:



- 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.

---

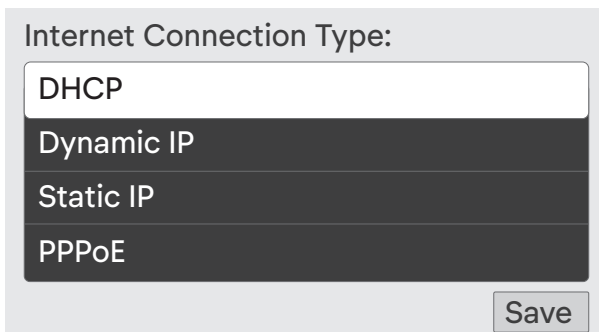
### 4 Update the Network Settings

Once logged into your modem, navigate to:

- Network Settings or Internet Connection Settings
- Select Dynamic IP for your DSL 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 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 you're still experiencing issues, go to the next step.

---

## 6 Check your modem specifications

If you're still unable to connect to the internet your modem may not fully support nbn's VDSL2 requirements. To avoid connectivity issues, ensure your modem supports:

- **Seamless Rate Adaption (SRA)** is a feature which fine tunes the performance of FTTN and FTTB services throughout the day to avoid dropouts and optimise service speed in response to gradual changes in copper network conditions.
- **Save Our Showtime (SOS)** is a feature which rapidly responds to spontaneous changes in copper network conditions which would typically result in a dropout.
- **Robust Overhead Channel (ROC)** is a complementary feature to SOS which enables nbn to maintain connectivity with your modem in the event of spontaneous changes in copper network conditions.

For more info on nbn modem requirements [click here](#).

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](https://foxtel.com.au/about/contact)