

# nbn™ Troubleshooting Guide

Fibre to the Curb (FTTC)





# Welcome to your FTTC help guide

This guide will provide you with useful tips on troubleshooting your **nbn**<sup>™</sup> Fibre to the Curb (FTTC) connection. It will also point you in the direction of additional resources, should you need them.

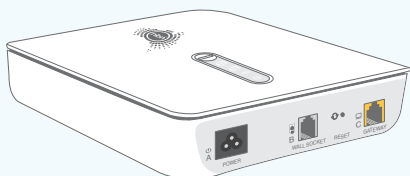
The **nbn**<sup>™</sup> broadband access network is Australia's new internet access network, designed to give you access to fast phone and internet services.

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# Check you have all equipment needed

To set up your FTTC connection, it's essential you have all the equipment outlined over this page and the next:

## An nbn™ connection box



## Choose the right location

The **nbn™** connection box will work best when positioned close to both a power outlet and the telephone wall socket being used for your connection. The chosen location should be a cool, dry, well-ventilated part of your home, where the device won't be knocked over. Remember never to cover the device, as this may cause it to overheat.

## A compatible Wi-Fi gateway (supplied by you or your provider)



## Test existing hardware

Your existing gateway may be compatible if it has a port labelled 'WAN', 'internet' or '**nbn™**'. If unsure, you can either test it works with the **nbn™** connection box, or check its specifications with your phone and internet provider. They'll also be able to supply or recommend a compatible one, if you need it.

## Select an ideal location

Consider the location of your Wi-Fi gateway in your home. The longer the Wi-Fi signal has to travel to reach your internet-enabled devices, the slower the speed will be. You can always purchase a Wi-Fi repeater (available at most electronics stores) to extend the signal.



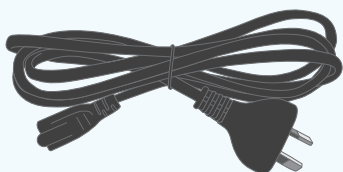
### Missing something?

Contact your phone and internet provider for help.

# Check you have all equipment needed (continued)

## Cables supplied with the nbn™ connection box

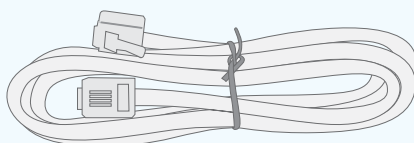
### nbn™ supplied power cord



#### Use tools for extra reach

You can also use a double adaptor, extension cord or power board for extra reach, provided these are safe.

### nbn™ supplied telephone cable

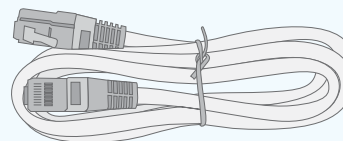


#### Use the supplied telephone cable

It's best to use the telephone cable supplied with the nbn™ connection box, as a longer cable could slow the speed of your connection. Alternatively, try using a power extension cord for extra reach.

## Cables supplied with your Wi-Fi gateway

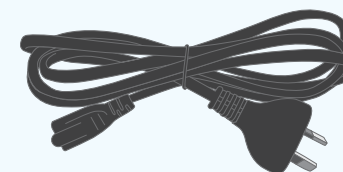
### Ethernet cable



#### Check supplied cables

Ethernet cables come in a variety of colours. If unsure which one to use, check the instructions supplied with your Wi-Fi gateway.

### Power cord



#### Check your power

This will need to be firmly plugged into your Wi-Fi gateway at the wall, and the power outlet should be switched on.



#### Missing something?

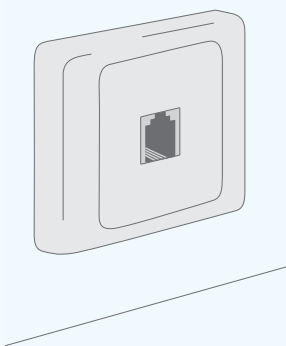
Contact your phone and internet provider for help.

# Find the right telephone wall socket



Your telephone wall socket is the first point where your FTTC connection enters your home – so finding the right one is vital.

It could look like either of the illustrations below, and is most likely the socket that currently connects to your phone or internet service.

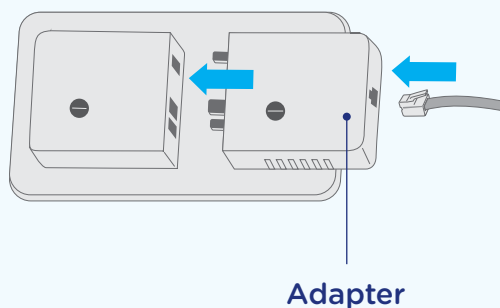
## A new wall socket



### Choose the right socket

If you have multiple telephone wall sockets, you'll know the correct one is connected when the Connection Light  and DSL Light  on the **nbn**<sup>™</sup> connection box turn solid blue. Ideally, the correct socket will be located near to a power outlet.

## An older-style wall socket



### Older-style sockets need an adapter

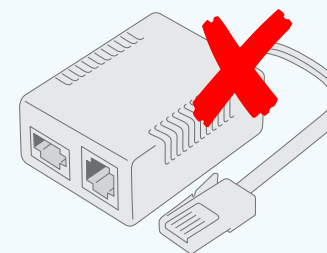
You may need to purchase an adapter (pictured above) from a hardware store to connect your cable to your wall socket. This adapter can be installed by you. But if you need help, contact your provider.



### Can't find one or have a different socket?

Contact your phone and internet provider. They'll be able to arrange an installation (fees may apply).

## An ADSL filter




### Remove all ADSL Filters

If you connect to the **nbn**<sup>™</sup> access network via an ADSL filter (shown above), your connection may not work. For the best performance, ensure there are no devices between your **nbn**<sup>™</sup> connection box and the wall socket.

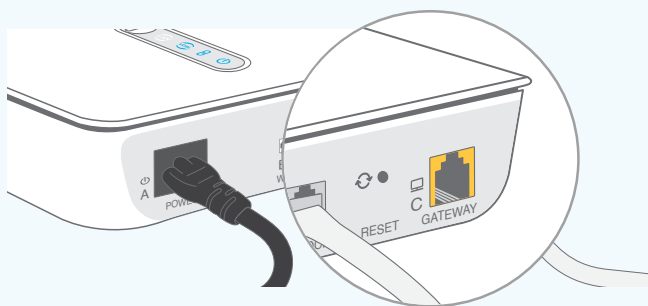
# Check all cables are connected correctly

Sometimes, something as simple as a cable plugged into the wrong port can impact your ability to connect.

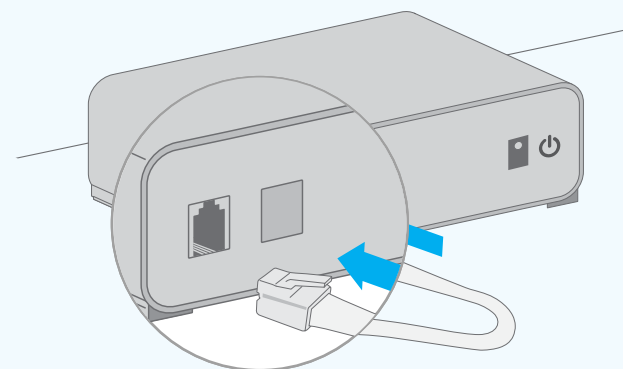
 **Need help setting up your equipment?**  
You can find more detailed instructions at [nbn.com.au/FTTC](https://nbn.com.au/FTTC) or in the manual supplied with your Wi-Fi gateway.

To ensure everything is correctly in place, try this checklist:

- I have plugged one end of the Ethernet cable supplied with my Wi-Fi gateway into the yellow port labelled 'C' on the **nbn™** connection box.



- I have plugged the other end of the Ethernet cable supplied with my Wi-Fi gateway into the correct port on the gateway (usually labelled 'WAN', 'internet' or '**nbn**').



- The telephone cable running from the **nbn™** connection box to the wall is secure and not pinched, kinked or bent (this can cause a break or short in the cable).
- The power cord running to the **nbn™** connection box is firmly plugged into the device at the wall, and the power outlet is switched on.





## Look for a blue or amber light

You'll know the **nbn™** connection box and your Wi-Fi gateway are connected correctly when the LAN Light on the device turns blue or amber.



# Check the lights on the nbn™ connection box

The four lights on the top of the nbn™ connection box can tell you a lot about your connection.

| Light  | Colour                         | What's happening?  | What should I do?  |
|--|--------------------------------|--|--|
|  Power Light                      | 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 Light                 | 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 20 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 box.            | Turn off power to the nbn™ connection box 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. |
|  DSL Light                      | None                           | The device's broadband link is down.   | If the Power and Connection Lights are solid blue, but the DSL 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) Light | 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 box and your Wi-Fi gateway.            | Nothing - this is normal.  |

# Check your phone setup

Unlike copper phone networks, the **nbn™** access network uses VoIP (Voice over Internet Protocol) technology to provide access to your phone services.

This means audio signals are converted into digital data before being sent over the internet to landline and mobile handsets. Depending on your phone, here's what you'll need to do:

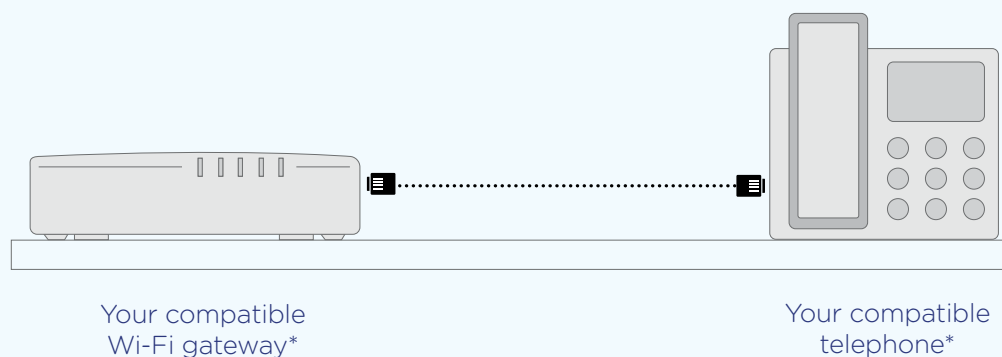
## New VoIP-compatible phones

If you ordered a new phone service with your **nbn™** powered plan from a phone and internet provider, it's likely that your provider may have supplied you with a phone that's compatible with VoIP. Follow the instructions provided with the phone to connect it to your Wi-Fi gateway.

## Traditional non-VoIP phones

Most traditional non-VoIP phones will not be compatible with the **nbn™** access network. To test your existing phone, try plugging it into the 'phone' port on your Wi-Fi gateway.

If your existing phone is not working, you'll need to contact your phone and internet provider to find out what is needed to enable your telephone service, which may include ordering a new VoIP-compatible phone.



\* Check compatibility with your provider.

..... Other cables (not supplied by **nbn**)



### Need more help setting up your VoIP phone?

Refer to your phone's instruction manual, or contact your provider for more information on compatibility and setup.



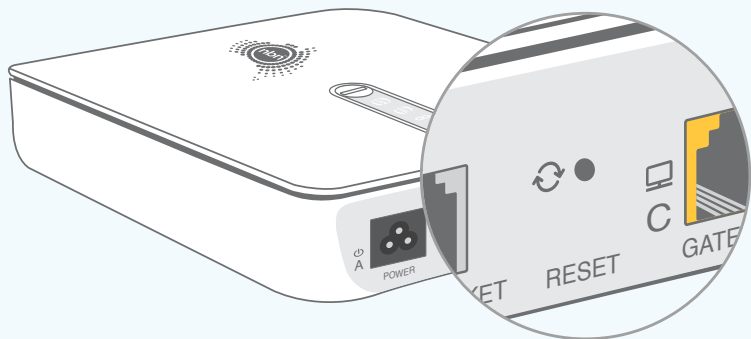
# Try these post-setup troubleshooting tips

If you've completed your setup but are still struggling to connect, you may want to:

## Reset the nbn™ connection box

To do this, simply press and hold the 'RESET' button on the side of the device for 1-2 seconds. This will cause indicator lights to blink for several minutes.

**Note:** Your internet connection may take up to 20 minutes to re-establish – although in most cases, it will be quicker.



## Test your connection

You can do this by plugging an Ethernet cable from your Wi-Fi gateway directly into an internet-enabled device, such as a computer. If your connection is set up correctly, you should be able to browse the internet without trouble.

## Set up a new Wi-Fi network

If a new Wi-Fi network hasn't been set up by your provider, you may need to create one for your gateway. Once you've confirmed your connection is working, you can do this using the instructions provided with your gateway. Alternatively, contact your phone and internet provider for help.



**Still experiencing prolonged outages or not receiving the speed you expected?**

Contact your phone and internet provider or learn how to help make the most of your connection at [nbn.com.au/experience](https://nbn.com.au/experience)

