



# nbn<sup>®</sup> setup guide

Hybrid Fibre Coaxial (HFC)

How to set up your  
nbn connection



# Important: before you start, complete this checklist

To watch the setup video, visit [nbn.com.au/HFC](https://nbn.com.au/HFC)

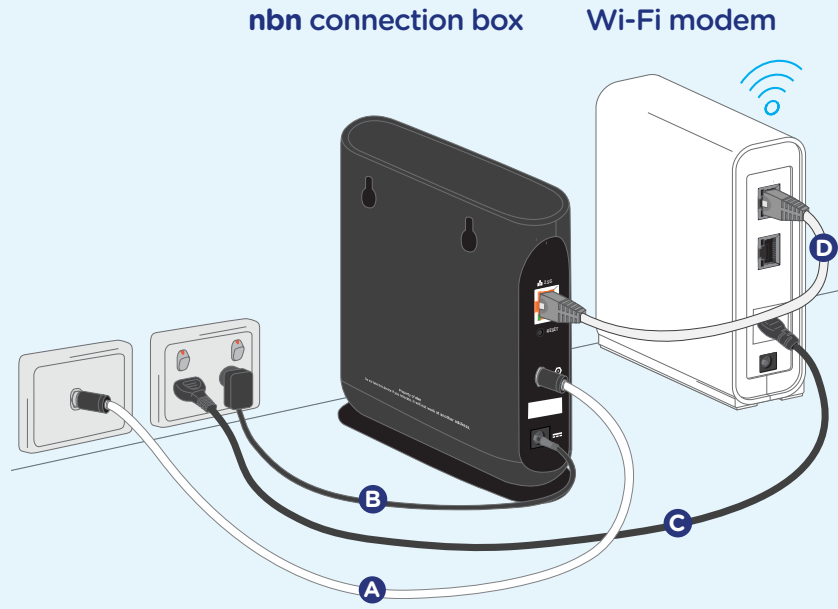
You've confirmed with your equipment providers that any services you rely on, such as security, medical and fire alarms, will work on your **nbn** powered plan.

You're aware that the **nbn** connection box needs to be placed out of direct sunlight and in a cool, dry, ventilated area.

You understand that your existing services, including any medical alarms (depending on the type you have), may not work while you complete this installation. You have a charged mobile phone on hand in case of an emergency.

You're aware that your **nbn** supplied equipment is the property of **nbn** and should not be removed from the premises in which it is installed.

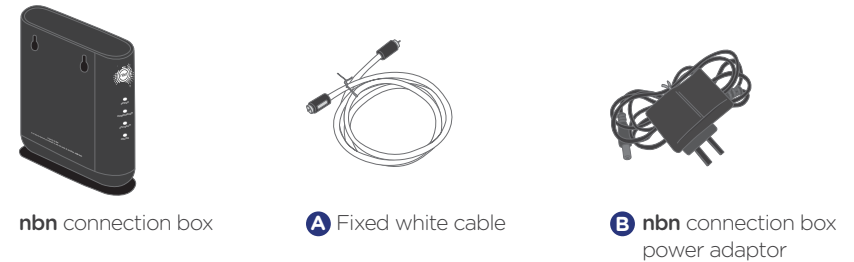
# When you're finished, your setup will look like this



- A** Fixed white cable
- B** nbn connection box power adaptor
- C** Wi-Fi modem power cord
- D** Ethernet cable

# What you'll need for your setup

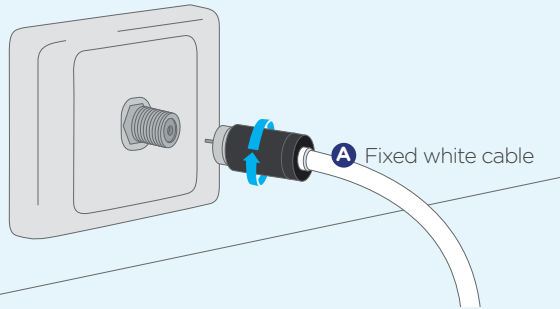
## In this box (supplied by nbn)



## Supplied by you or your phone and internet provider



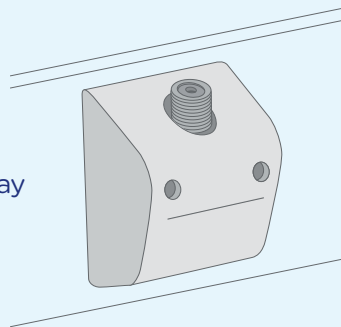
# 1 Connect the fixed white cable to your wall outlet



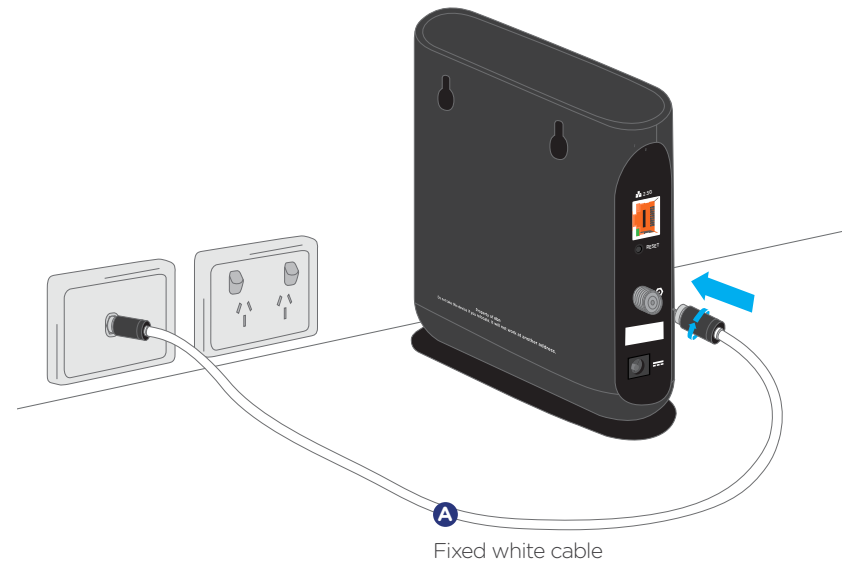
## Which wall outlet do I use?

You'll know you're using the correct outlet if all four lights on the front of the **nbn** connection box turn solid green during **Step 4**.

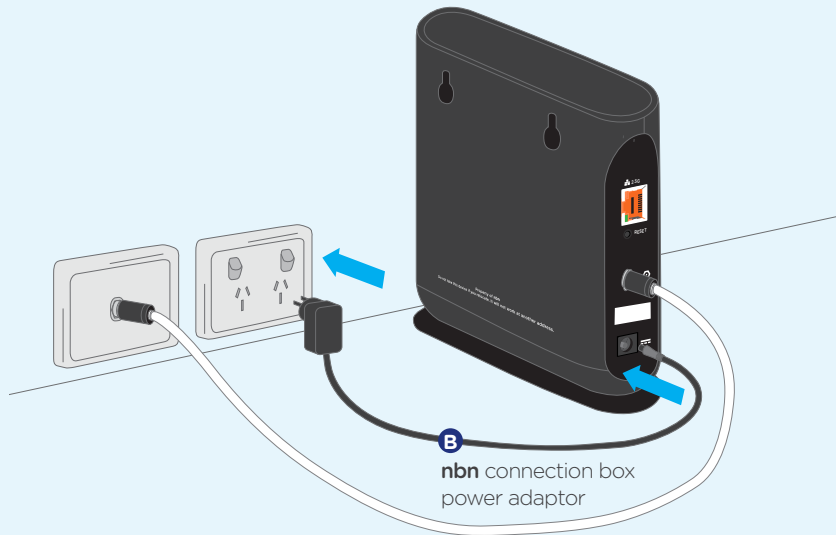
Your wall outlet may also look like this.



# 2 Connect the fixed white cable to the **nbn** connection box



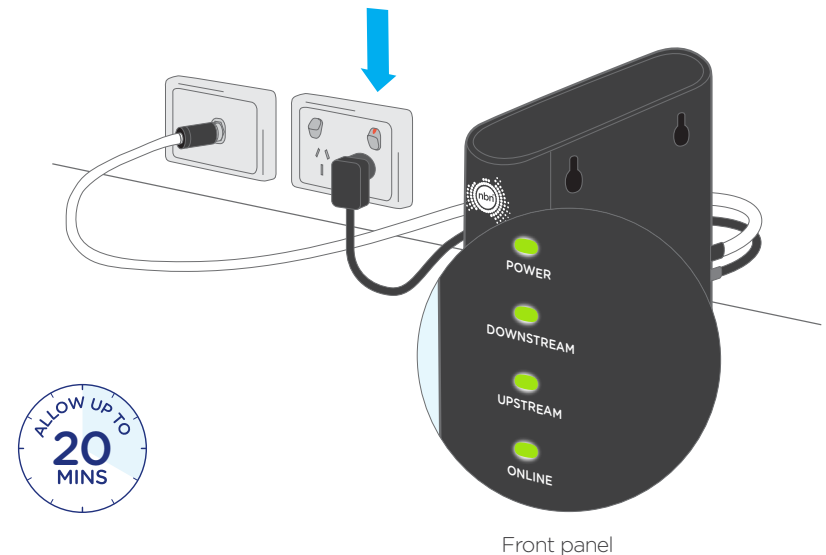
**3** Plug the **nbn** connection box into a power outlet using the power adaptor that came with it



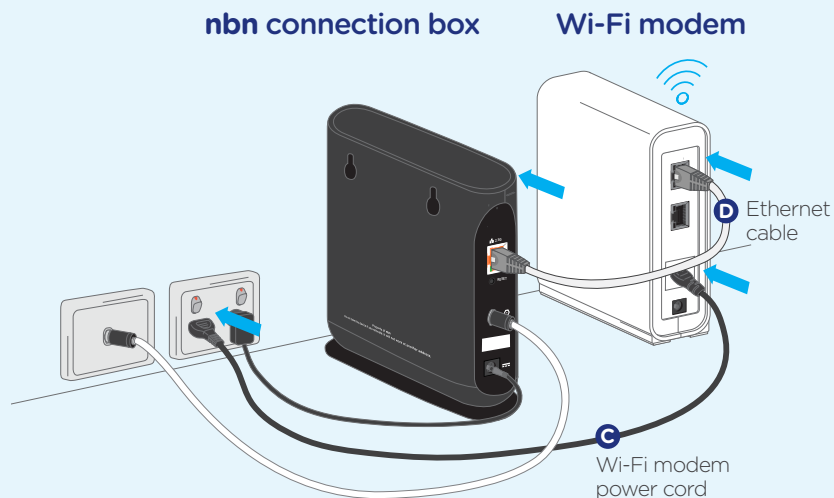
**4** Switch on the power outlet to activate the **nbn** connection box and wait for all four lights to turn solid green

**i**

**No solid green lights?**  
Check all your cables are securely connected or refer to [page 7](#) for help.



## 5 Connect your Wi-Fi modem (supplied by you or your provider)



### Which Wi-Fi modem port do I use?

It should be labelled 'WAN', 'nbn' or 'Internet'. If you're having trouble, check your Wi-Fi modem instruction manual or contact your phone and internet provider for help.

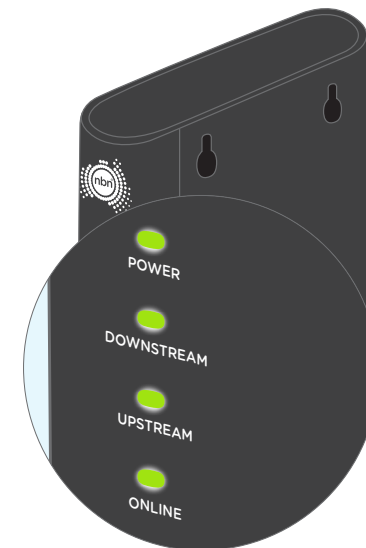
### Your setup is complete!

You can connect your other devices.

## What do the lights on the nbn connection box mean?

Your **nbn** connection box has four indicator lights on the front panel. During the setup sequence, these lights will flash. Once they become solid green, your service is ready.

- **Power** - Indicates that power is available to the **nbn** connection box.
- **Downstream** - Indicates that you're able to receive incoming data.
- **Upstream** - Indicates that you're able to send outgoing data.
- **Online** - Indicates an active **nbn** network connection.



Front panel

### System updates

The **nbn** connection box may occasionally update itself, during which the Downstream/Upstream lights will flash. Allow up to 10 minutes for the update to finish. Existing services, including some types of medical alarms, may briefly stop working during these periodic network/firmware updates. Please keep a charged mobile phone on hand in case of an emergency.

## Connection not working?

### Try this checklist:

You're using the correct wall outlet (see [Step 1](#)).

The **nbn** connection box power adaptor is plugged in firmly at both ends and switched on at the wall.

The fixed white cable is connected securely between your **nbn** connection box and the wall outlet.

The fixed white cable is not pinched, kinked or bent, as this can cause a break or short in the cable.

The four indicator lights on your **nbn** connection box are solid green. If they're not, contact your phone and internet provider.

You've read your phone and internet provider's guide for further instructions.

**Need help?**  
**Contact your phone and internet provider.**

## Common questions

### Who do I contact if I need help?

If you have any questions or want to report a fault, please call your phone and internet provider in the first instance, or visit [nbn.com.au](http://nbn.com.au)

### What will happen to my services in a power blackout?

Equipment connected over the **nbn** network will not work during a power blackout. Consider having an alternative form of communication handy (such as a charged mobile phone). If you have safety-critical equipment (e.g. a medical alarm, monitored fire alarm or lift emergency phone), speak to your equipment provider about alternative solutions.\*

### Will my medical, security or fire alarm work over the nbn network?

You will need to call your equipment provider/manufacturer to check that your equipment will work over the **nbn** network, or whether you'll need to find an alternative solution. You should also register your safety-critical

equipment with **nbn** by calling **1800 227 300** or visiting [nbn.com.au/compatibility](http://nbn.com.au/compatibility)

### What happens to my nbn connection box and other equipment if I move?

Your **nbn** supplied equipment is the property of **nbn** and should not be removed from the premises in which it was installed. Contact your phone and internet provider for advice on connecting services at your new premises.

### Do I need to get a separate supplier for internal wiring or cabling?

Beyond your **nbn** connection box, your **nbn** approved technician won't carry out any internal wiring or permanent cabling through your wall, floor or ceiling cavities. This must be done by a registered cabler. Your phone and internet provider may be able to recommend a registered cabler in your area, or you can search for 'telephones & systems - installation & maintenance'.

\*The rollout of the **nbn** network will involve new technologies, and some existing devices, including many medical alarms, may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment will work when connected to the **nbn** network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](http://nbn.com.au/compatibility)

### Can I connect my phone to a modem provided by my phone company?

Yes. Ask your phone provider how your phone can connect to a modem that is not an **nbn** connection box.

### Do I need to install any cables and outlets?

If you are switching from an existing broadband service, you are unlikely to need any additional cabling. However, you may find you prefer to have wired connections for things like your smart TV or desktop computer. If so, you can arrange for a registered cabler to install additional network points (charges may apply).

### Where can I safely keep my **nbn** connection box?

Keep your **nbn** connection box out of direct sunlight, in a cool, dry, ventilated area. Avoid damp areas, such as a kitchen, laundry or beneath a window. Do not cover your **nbn** connection box or bend and tamper with the cables.

### I have moved to a different premises that has an **nbn** connection box, how do I get it working?

Contact your phone and internet provider to arrange for a new service to be activated on the **nbn** network.

### Can I plug my **nbn** connection box into a power board?

It is preferable that your **nbn** connection box is connected to a fixed power point. However, if this is not possible, it can be plugged into a double adaptor, extension cord or power board, as long as they are safe.

### Will my medical alarm be affected during the installation?

Your existing services may not work while you complete this installation, and this may also affect your medical alarm depending on the type of alarm you have. Please keep a charged mobile phone on hand in case of emergency. After completing the installation, check to make sure all of your existing services are still working and, if not, contact your phone and internet provider immediately for advice.

### What if I accidentally damage my **nbn** supplied equipment?

Please contact your phone and internet provider to have it repaired (charges may apply).

### Why is there a lock on the fixed white cable attached to the **nbn** connection box and wall outlet?

The **nbn** connection box is the property of **nbn**. It should not be moved from its location at the time of installation without permission from **nbn** and support of an **nbn** technician.

### What if I need to temporarily disable the lock on the cable to remove my **nbn** connection box, e.g. when painting or decorating the room.

It is preferable that you do not try to remove the fixed white cable from the device to minimise risk of damaging your **nbn** supplied equipment. However, if you must temporarily do so, the lock connectors can be removed from the port with any small object that will fit into the hole in the connector.

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