

Power cycling the NTD (FTTP)

Locate Your NBN Box:

The NBN box is typically a small, rectangular device connected to your Fibre to the Premises service. It may be positioned near your router or modem and somewhere in the garage.

To Power Down the NBN Box:

Identify the power cord connected to the NBN box. This cord is usually plugged underneath of the NTD port. Gently disconnect the power cord from the NBN box coming from the Battery box. Ensure you pull the plug, not the cord, to avoid damaging the cable.

Wait for 2-3 Minutes:

Leave the NBN box disconnected from the power source for approximately 2-3 minutes. This waiting period allows the device to fully power down and reset any internal components.

Reconnect the Power Cord:

After the waiting period, reconnect the power cord to the NBN box. Ensure that the cord is securely plugged back into the device.

Power Up the NBN Box:

Wait for the NBN box to fully restart. This may take a few minutes as the device goes through its startup sequence. The lights on the NBN box will begin to illuminate as it establishes a connection.

Check Your Connection:

Once the NBN box has fully restarted, check your internet connection to ensure it is working properly. If issues persist, you may need to restart your router or contact Flip Technical support for further assistance.