

FIBRE TO THE NODE or BUILDING (FTTN), (FTTB)

Things You'll Need:

1. An unlocked and nbn compatible modem/router

If you are using your own modem/router, we recommend you locate the manual or search your modem on the internet to get familiar with the Basic Installation or Setup Wizard of your modem.

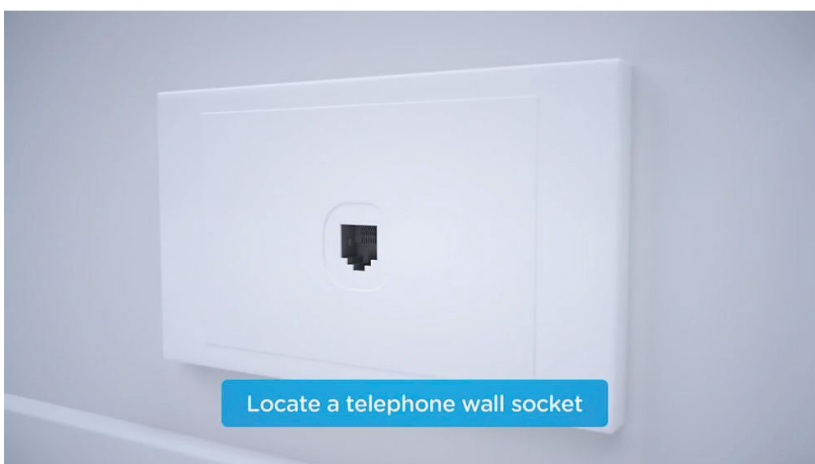
2. Your Flip welcome email with your configuration settings

Please note: If you have not received this, please check that your connection status is ACTIVE and your email address is correct in your account details.

Step 1

Locate the telephone wall socket in your home

Find the telephone wall socket in your home. Usually, they're located in the main living room space or a bedroom, but can sometimes be in the kitchen area (see image below). You may wish to make a note of all the sockets in your home, even ones that may be in non-ideal locations such as bedrooms. Disconnect all devices including telephones, modems, fax machines or anything else that is plugged into a telephone wall socket. It is very important that you have no other devices plugged into sockets in your home.



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If your home has an older style wall socket shown below (typically the plug is a yellow square with 3 prongs), you'll need to purchase a Jackson adapter which will allow you to plug in a modern telephone cable. These adapters can be purchased at most electronics and computer stores.



IMPORTANT: Please be aware if you are porting an existing landline telephone number to your nbn (VoIP) service and you wish to keep using it until the port has completed, you'll need to purchase a VDSL in-line filter/splitter. Porting may take up to 6 weeks.

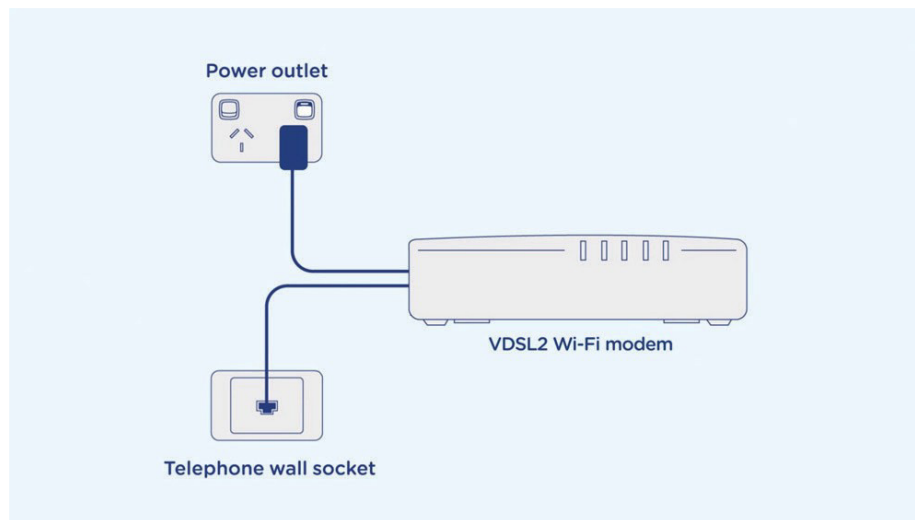
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Step 2

Plug in your VDSL modem to the telephone wall socket

Ensure all devices that are currently plugged into a telephone wall socket are disconnected.

Connect one end of your modems power cable into your modem and the other to a powerpoint and switch the powerpoint on. Also connect one end of your modems' telephone cable (usually grey) into the DSL/VDSL port on the back of your modem and the other into your telephone wall socket. Once completed, the setup should look like the image below.



Wait for the DSL light on your modem to turn a solid colour (usually green but may be another colour). Please note this may take up to 15 minutes. **DO NOT UNPLUG THE DEVICE DURING THIS TIME.**

If after 15 minutes, the DSL light on your modem has not turned solid **AND** you have more than one telephone wall socket in the home, you may need to try the same setup again in the different sockets. Each time, please wait up to 15 minutes for the DSL light to turn solid.

If the DSL light on your modem does not turn solid and you have tried to connect on **ALL** phone wall sockets in your home, please contact our support team (see end of document for details) for further troubleshooting.

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Step 3

If you are connecting with the Flip NBN™ Supplied Modem sent to you please go to step **4A**.

If you are connecting with your own modem (not supplied by Flip) please go to step **4B**.

4A

Your Flip Modem is already pre-configured with the settings for connection. The lights on your modem router should now be green, blue, purple or another “positive” colour.

You can find your WiFi name and password on the insert sent with your modem. For any further support, please contact us (details below). **DO NOT RESET** your modem.

Test the connection- try to visit a website on your connected device. If it works, your Flip NBN™ internet is up and running!

4B

As you have selected to use your own modem, you'll need to set up and re-configure it with our settings to get connected. Please refer to **Common Modem Setup Guides** for assistance

How to Contact Our Support Team:

1. Give us a call on **02 8666 8258** during our business hours:

Monday- Friday: 9am-8pm AEST

Saturdays: 10am-4pm AEST

2. Email: enquiries@flipconnect.com.au

Please include in your email your:

- Account Number
- Step number and description of issue/fault
- Any relevant pictures etc. which may assist our team in resolving this for you
- Preferred contact method and/or contact time (we'll do our best to reach you at the requested time).
- time).