

HYBRID FIBRE COAXIAL (HFC)

Things You'll Need:

1. nbn™ HFC connection box (black colour like picture below)
2. 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.

3. 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

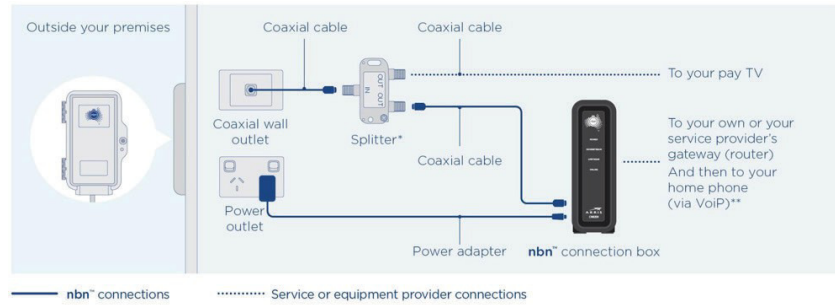
Locate the nbn™ HFC connection box

Find the black coloured nbn™ HFC Connection Box as seen in the picture below. It will be located inside the house (not outside).



As HFC connections use the same wall outlet as pay TV or cable providers, there are several different setups that may be used, however there are two main set ups as shown below for connection- installation without a pay TV service (no splitter) and with a pay TV service (with a splitter).

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*If you have a pay TV or cable internet service connected to the same wall outlet as your nbn™ connection box, you will need a splitter.
**Your service provider will supply a gateway (router) and Ethernet cable to connect your internet and phone devices as required.

Step 2

Plug in the nbn™ HFC connection box

If you have a Pay TV or cable service- Plug the coaxial cable from the wall outlet to the splitter (device) and then connect the included white cable from the splitter to the back of the HFC connection box

If you do not have Pay TV or cable- connect one end of the white coaxial cable directly into the wall socket and the other into the back of the HFC connection box

Then connect one end of the included black power cable to the back of the HFC connection box and the other into a powerpoint and switch on. Please now wait (up to 10 minutes) for all four lights (POWER, DOWNSTREAM, UPSTREAM, ON- LINE) located on the front of the device to turn solid green. **PLEASE DO NOT UNPLUG THE DEVICE DURING THIS TIME.**



If all four lights on the front of the HFC Connection Box do not turn solid green within 10 minutes, please contact our support team (see end of document for details) for further troubleshooting.

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Step 3

Plug in your modem/router

Connect one end of your modem/router's power supply cable to the power port at the back of the modem/router and the other end to a powerpoint and switch on.

Plug one end of your Ethernet cable (this is typically blue, yellow, grey or white) into the yellow port marked UNI-D1 on the back of the nbn™ HFC Connection Box. Connect the other end into the WAN port on your modem/router. This may also be labelled as INTERNET, WAN/LAN or FIBRE.

The Ethernet cable is larger than a telephone cable. DO NOT use the telephone cable to plug in your modem/router to the HFC Connection Box.

Step 4

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:



HYBRID FIBRE COAXIAL (HFC)

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).