BYO MODEM ROUTER SETUP GUIDE

Is your nbn™ activated? If yes, that's great! The next step is setting up your modem. If you've chosen to configure your own, don't worry—it's simpler than you might think. This guide will walk you through the process step by step.

Step 1: Check Compatibility

Before starting, ensure your modem/router is compatible with your nbn™ connection type:

- FTTN/FTTB: Requires a VDSL-compatible modem/router.
- FTTP/FTTC/HFC: Requires a WAN-enabled modem/router.

To check your nbn™ connection type, visit the nbn™ website and enter your address. This will provide details about the type of connection available at your property.
If you're still unsure or have questions about compatibility, feel free to contact our customer support team for assistance.

Step 2: Gather Your Details

You'll need your unique PPPoE username and password, provided in your activation email.

Step 3: Connect Your Modem Router

For FTTN/FTTB (VDSL2):

- Connect the DSL port on the modem/router to your telephone wall socket.
- Plug the power cable into the modem/router and a power outlet.

For FTTP/FTTC/HFC (WAN):

- Connect the UNI-D1 port on the nbn™ Connection Box to the WAN port on your modem/router using an Ethernet cable.
- Plug the power cable into the modem/router and a power outlet.

Step 4: Access the Configuration Page

- Open a web browser (e.g., Chrome, Safari).
- Enter your router's default configuration page address in your browser. Common addresses are:
  - http://192.168.1.1/
  - http://192.168.0.1/
  - http://routerlogin.net/ (for Netgear routers)
  - Check the label on the back of your router if these addresses do not work.
- Log in using the default username and password (usually 'admin/admin' or 'admin/password').
  - If the password is incorrect, try searching online by typing your modem model into Google to find the default username and password for that specific model.
  - If you've forgotten the login details, reset the modem/router by holding the 'Reset' button for 10-15 seconds, then use the default credentials.

Step 5: Enter Your Internet Settings

- **Navigate to the 'Internet Setup' or similar section.**
- **Select 'PPPoE' as the connection type.**
- **Enter your PPPoE username and password (found in your activation email).**
- **Save the settings and restart your modem/router.**

Step 6: Test and Get Started!

Open a web browser on a connected device and visit a website to confirm that the internet connection is working.

Troubleshooting Tips

Issue	Solution Guide
Internet is not working after setup	• Ensure all cables are securely connected. • Double-check your PPPoE username and password. • Restart your modem/router and nbn™ Connection Box (if applicable).
Forgot modem/router login details	• Reset the modem/router by holding the 'Reset' button for 10-15 seconds. • Use the default login credentials (usually 'admin/admin' or 'admin/password').
Compatibility issues with modem/router	• Confirm your modem/router supports your nbn™ connection type: VDSL for FTTN/FTTB or WAN-enabled for FTTP/FTTC/HFC. • Contact customer support for assistance.
Can’t find PPPoE username or password	• Check your activation email for the details. • Contact customer support if the details are missing or unclear.

Still Having Problems?

Contact our support via
Email: support@etel.com.au
Call us: 1300 383 588

E.Tel Broadband