Router Set-up Guide
FttB / FttN Connections

BendigoTelco

Congratulations! You've just signed up to a Bendigo Telco nbn™ service. Before you're able to get online, there's a few things that are worth checking first

YOUR ROUTER AND EQUIPMENT ARRIVED SAFELY

Make sure that your pre-configured router and equipment all arrived in one piece. In your pack you should have received the following items:

Netcomm Wireless Gateway Router

Power Supply (12V/2A)

Ethernet Cable

Telephone Cable

WiFi Security Card

MAKE SURE YOU'RE USING THE RIGHT EQUIPMENT

It's important that you only use the equipment provided when connecting your nbn service.

YOUR NEW NBN CONNECTION HAS BEEN ACTIVATED

In most cases, your nbn™ connection should be made active at the time of installation, however the process can sometimes take a little longer.
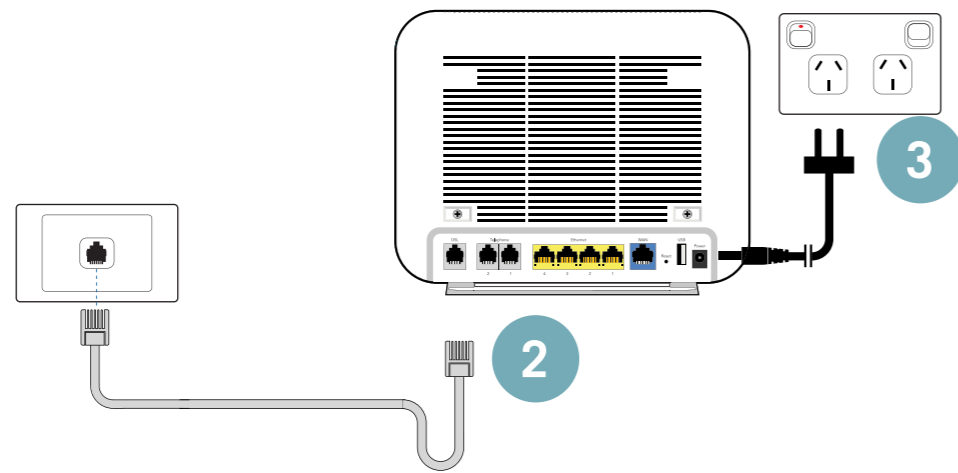
You will know your connection isn't yet active if the lights on your router don't flash following router installation—if this is the case, simply leave you router connected and it will automatically activate when the service becomes active.

If your connection isn't active after 48 hours, call our Customer Help Team on 1300 228 123 to check your connection status.

You're ready to connect!

Follow the set up guide instructions over the page to get your service up and running.

More information & customer support can be found at bendigotelco.com.au/support or by calling 1300 228 123

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Connecting your router to the NBN

STEP 1
Before you connect your new equipment, ensure you have disconnected all your old ADSL equipment.

STEP 2
Connect one end of your phone cable to the wall phone socket and the other to the "DSL" Port on your router.

STEP 3
Plug the power adapter into a power point and the other end into your modem - you can now switch both on!

YOUR ROUTER SHOULD NOW BE CONNECTED!

Note: all lights on the router will continually flash until the router synchronizes with your connection. This can take around 15 seconds but will not interrupt you continuing with the setup process.

Connecting your devices to the router

WiFi Security Card
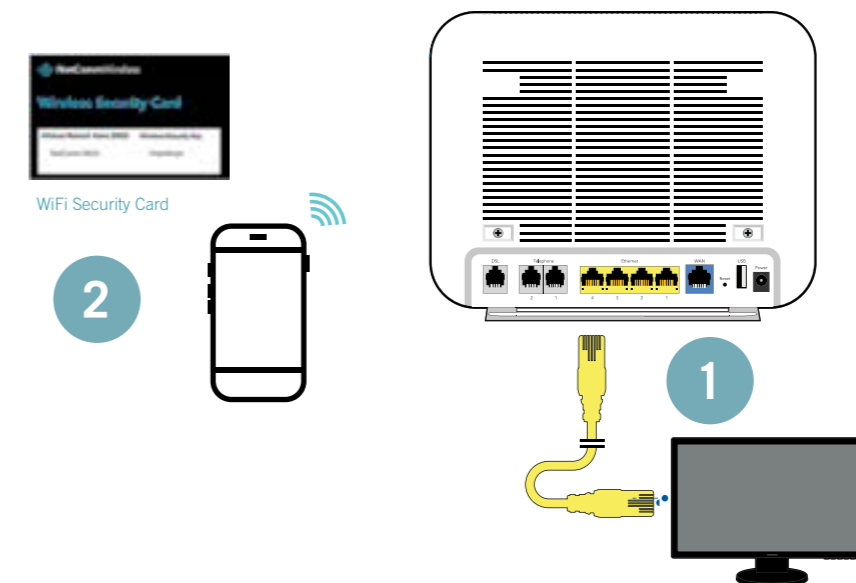
### 1. DIRECT CONNECTION / ETHERNET
Connecting directly with a cable - use the yellow Ethernet cable provided in your box. Plug one end into an Ethernet port on your router and the other end into the device you're wanting to connect.

2. WIFI
Connecting via WIFI - enter the WIFI details into each device you wish to connect. You can find the WIFI username & password on the WIFI card provided in the box.

YOUR DEVICES SHOULD NOW BE CONNECTED!

Connecting your home phone
for VoIP phone services
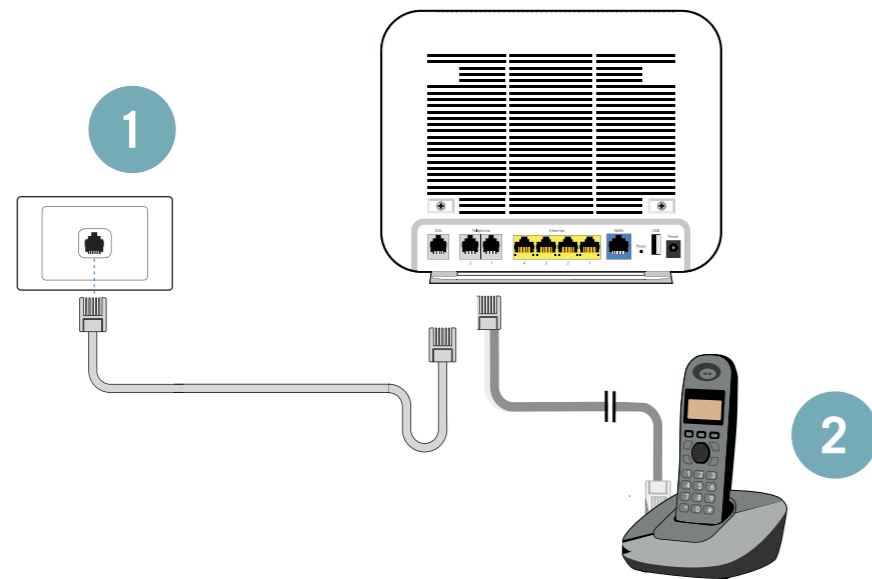
IF YOU PORTED YOUR NUMBER TO A VOIP SERVICE

STEP 1
Unplug your home phone from the existing wall socket and simply plug it into one of the telephone ports on the back of your router.
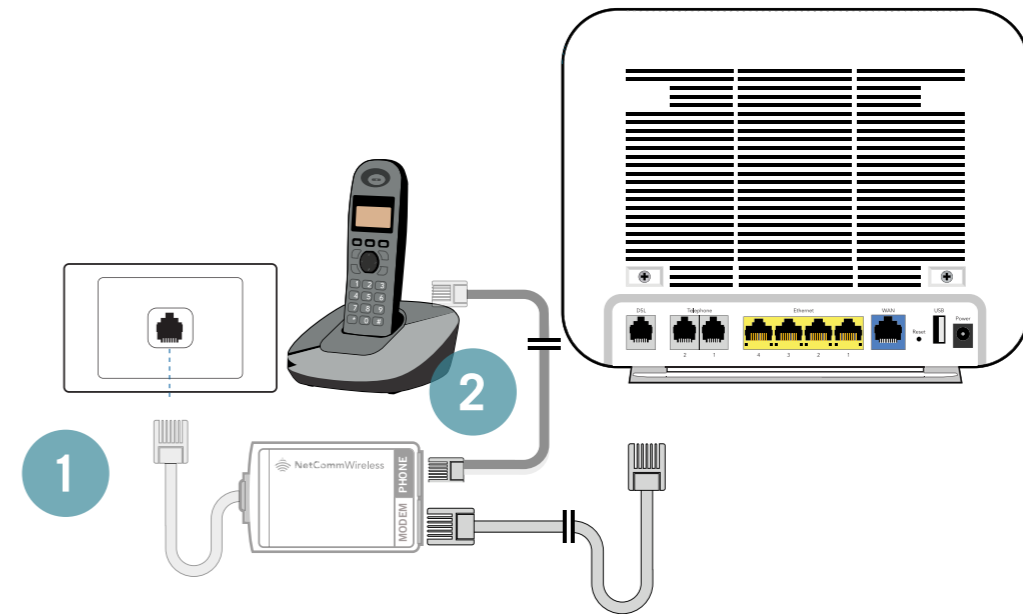
STEP 2
If your phone is cordless, plug it into a power point and turn it on.

STEP 3
Pick up the phone - if you have a dial tone, you're connection is set up and ready to go!

Don't have a dial tone? Your service may not have been ported yet. Our porting team will be in contact with you to advise of your porting date, however you can use your internet service as normal until the phone porting has completed (follow the instructions on the next page).

Connecting your home phone
for fixed-line phone services

IF YOU HAVENT PORTED YOUR NUMBER YET

You'll need to use a line filter to continue using your home phone

STEP 1
Connect a compatible VDSL line-filter to the existing phone wall socket.
Then connect your router to the line filter by plugging it into the port marked "MODEM".

STEP 2
Connect your home phone to the line filter "PHONE" port. Power up your home phone

STEP 3
Pick up the phone - if you have a dial tone, you're connection is set up and ready to go!