Router Set-up Guide
FttP 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.
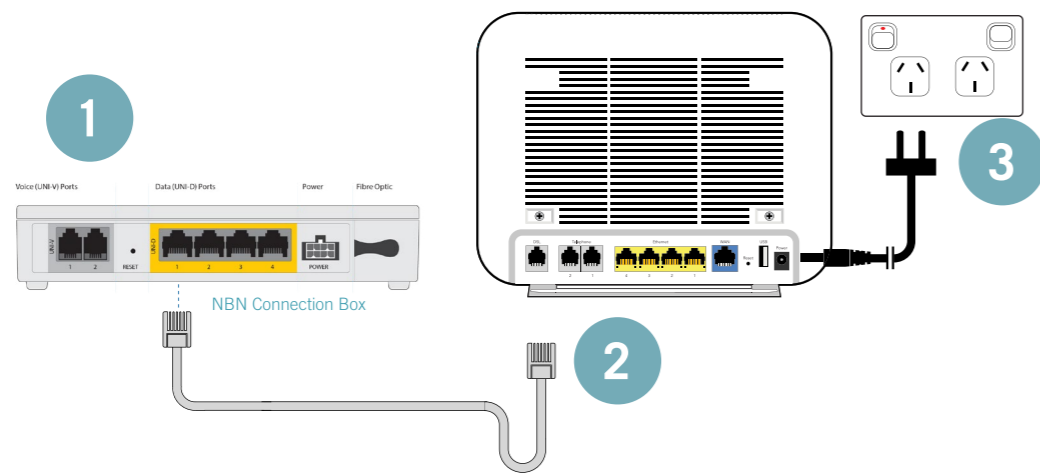
You will know your connection isn't yet active if the **power** and **optical** lights aren't on and displaying as green.

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

NBN Connection Box

STEP 1
Before you connect your new equipment, you'll need access to the NBN Connection Box located on your premises. If your connection box is covered, you'll need to remove the cover.

STEP 2
To connect your router to your NBN Connection Box, use the Ethernet cable supplied. Plug one end into the "WAN" port on the router and the other into the designated UNI-D port on your NBN Connection Box.

STEP 3
Plug the power adapter into a power point and the other end into your router - switch both on to power up!

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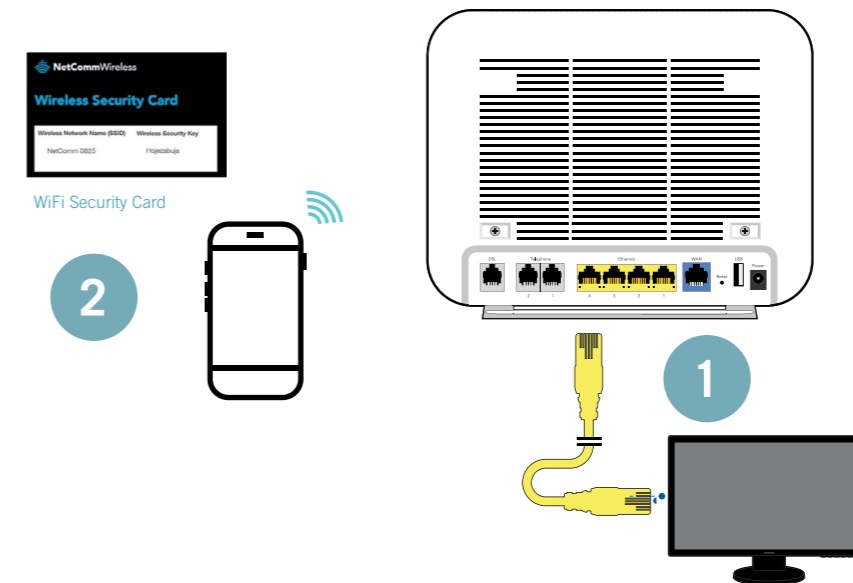
1. DIRECT CONNECTION / ETHERNET
Connecting directly with a cable - use the yellow Ethernet cable provided in your box. Plug one end into an Ethernet port on your router and the other end into the device you're wanting to connect.

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
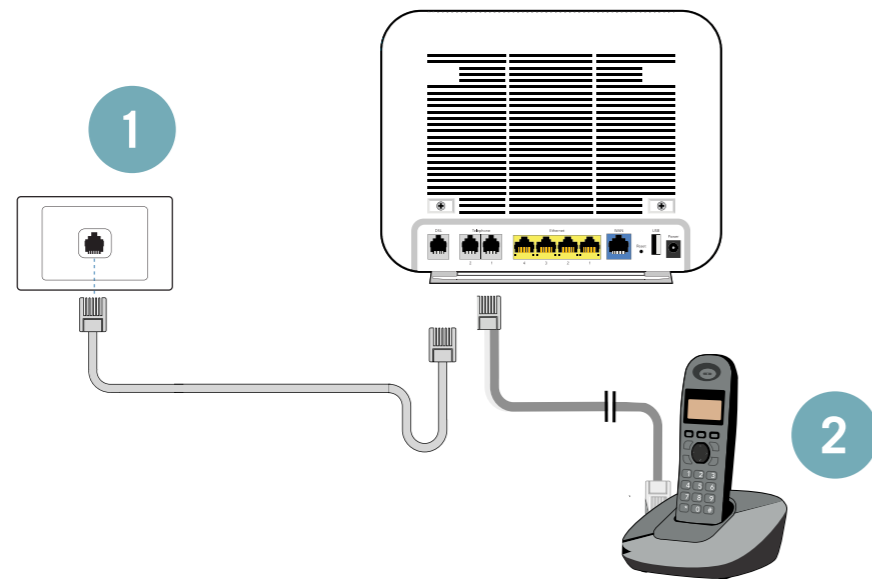
IF YOU PORTED YOUR NUMBER TO A VOIP SERVICE

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
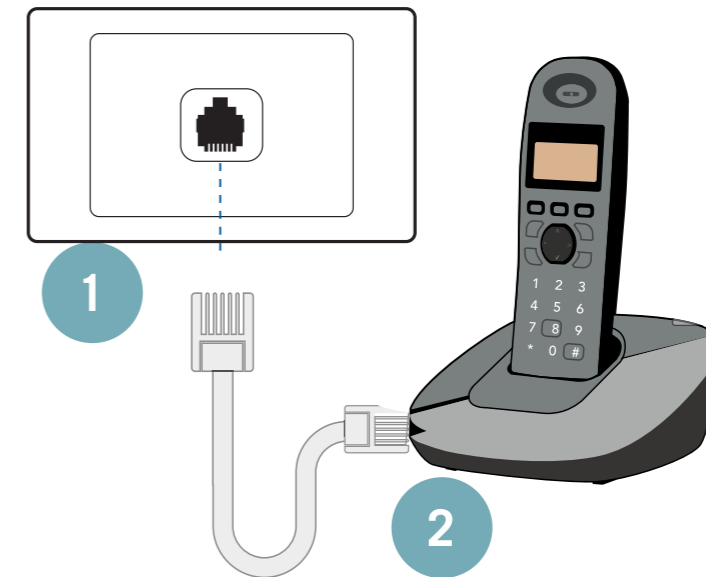
IF YOU HAVENT PORTED YOUR NUMBER YET

No worries - you can still use your phone for a little longer.

Leave your home phone set up via the telephone wall socket - it will still work as long as your area remains active on the existing copper network.

Note - the copper network in your area will be disconnected approximately 18 months after the local rollout of the nbn network. To avoid any downtime, port your number over to a VoIP service and follow the above instructions.

HAVING TROUBLE? WE'RE HERE TO HELP

- Visit our website for online support - **bendigotelco.com.au/support**
- Call our friendly Customer Help Team on **1300 228 123**