Fibre to the Node (FTTN)

Need help? Contact our Technical Support Team
We're here 8am-8pm (AEST), 7 days a week.

Email us: **info@southernphone.net.au**

Online chat by visiting: **southernphone.com.au**

Frequently asked questions: **southernphone.com.au/help**

Call our Australian Call Centre **13 14 64**

How to connect to your nbn™ service.

Set-up your new modem and get connected.

Welcome to the **nbn** network with Southern Phone.

Here's your quick starter guide, with everything you need to know to set-up your modem and get started on the **nbn** network.
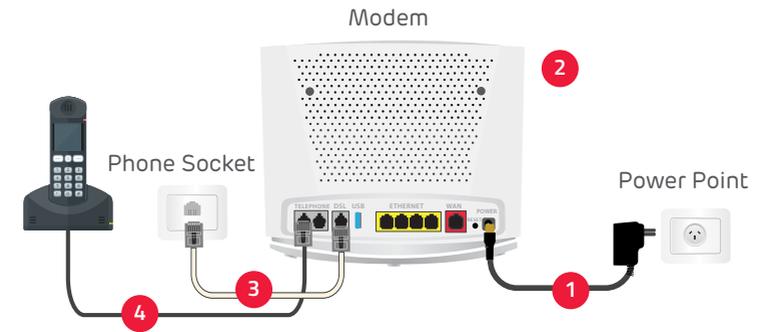
Southern Phone

Southern Phone

First, check what's in the box.

Check you have each of these ready:

- ☑ Modem
- ☑ Modem power cord
- ☑ White ethernet cable with red connectors
- ☑ White telephone cable

Once your **nbn** connection is confirmed, we'll send you an email letting

you know it's time to complete the set-up of your modem.

Modem

Phone Socket

Power Point

Now it's time to connect your modem.

Step 1
Connect the modem power cord into the back of the modem and into your power point. Turn the power on at the power point.

Step 2
Push the on/off button on the side of the modem.

The modem lights will start flashing green as it starts up. When it's finished syncing, it will show two solid green lights and two flickering green lights .When the internet light is green, you can go to the next step.

Step 3
Connect one end of the white telephone cable to the grey DSL port on the back of your modem. Connect the other end to your phone socket.

Note: **nbn** tends to activate one phone line within a property, so you may need to try several before you find the correct one. You'll know you've found the right one when the internet light is green, this can take 2-3 minutes.

Step 4
Connect your home phone to the port labelled Telephone 1 on the back of your modem.

You'll only be able to connect your phone if your plan includes an **nbn** home phone service.

Step 5
Time to get connected.

To connect a WiFi device, you'll need the **WiFi Network Name** and the **WiFi Password** that is on the base of your modem.