

Fixed Wireless

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

-  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**TM service.

Set-up your new modem and get connected.

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

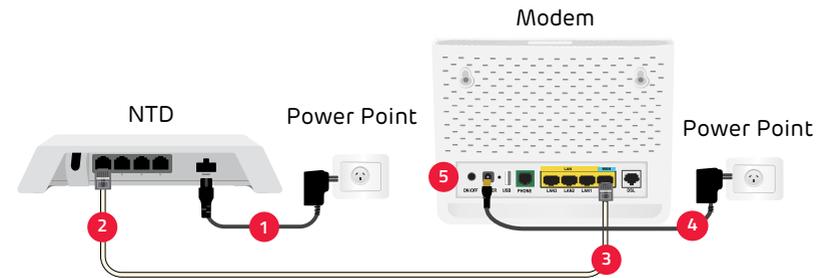
Here's your quick starter guide, with everything you need to know to set-up your modem and get started on the **nbn** network.



First, check what's in the box.

Check you have each of these ready:

- ✓ Modem
- ✓ Modem power cord
- ✓ Ethernet cable



Now it's time to connect your modem.

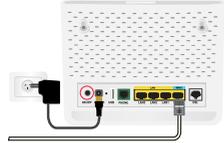
Next, find where your Network Termination Device (NTD) is.

Your Network Termination Device (NTD) is where you connect to the **nbn** network from inside your home.

Many houses will already have a NTD installed. It usually looks like a large box fixed on a wall, and is already connected to a power supply unit and sometimes a backup unit, too. Make sure you leave any cables installed by the **nbn** technician connected at all times.

Once you've found your NTD, you're ready to connect your modem to it. If you don't have or can't find your NTD, or you're having issues setting it up, let us know and we'll help sort it out.

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.

	Step 1 Check your NTD is plugged into a power point.
	Step 2 Connect one end of the ethernet cable into the UNI-D 1 Port of the NTD. <i>Having trouble with the UNI-D 1 port? Try UNI-D 2, 3 or 4.</i>
	Step 3 Connect the other end of the ethernet cable into the modem's yellow WAN port.
	Step 4 Connect the modem power cord into the back of the modem and into the power point.
	Step 5 Turn the power on at the power point, and push the on/off button on the back of the modem. <i>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.</i>
	Step 6 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.