

## Hybrid Fibre Coaxial (HFC)

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

- Email us: [info@southernphone.net.au](mailto:info@southernphone.net.au)
- Online chat by visiting: [southernphone.com.au](https://southernphone.com.au)
- Frequently asked questions: [southernphone.com.au/help](https://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.



## 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

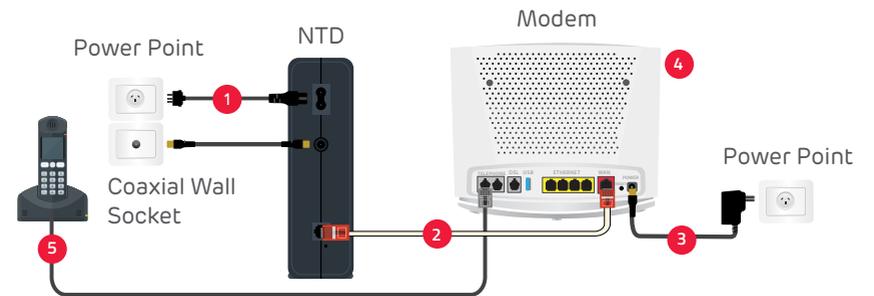
## Next, find where your Network Termination Device (NTD) is.

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

It usually looks like a large box fixed on a wall, and for your Hybrid Fibre Coaxial **nbn** connection it should be connected to your standard coaxial port. 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.



## Now it's time to connect your modem.



### Step 1

Check your NTD is plugged into a power point and connected to the Coaxial port in the wall.



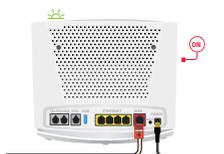
### Step 2

Connect one end of the white ethernet cable into the UNI-D 1 Port of the NTD. Connect the other end of the white ethernet cable into the modem's red WAN port.



### Step 3

Connect the modem power cord into the back of the modem and into the power point.



### Step 4

Turn the power on at the power point, and 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 5

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 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.