

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
- Online chat by visiting: southernphone.com.au
- Frequently asked questions: southernphone.com.au/faq
- 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.



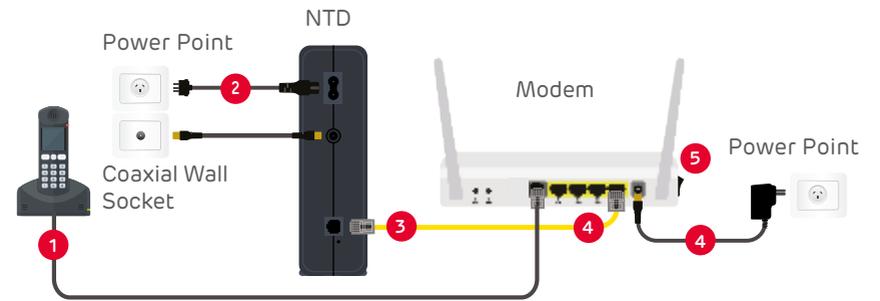
SP HFC- GAOCKE



First, check what's in the box.

First up, check you have each of these ready:

- ✓ Gaoke modem
- ✓ Modem power cord
- ✓ Yellow ethernet cable
- ✓ Grey telephone 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.

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.



Step 1

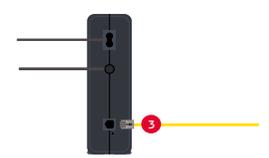
Connect your home phone to the port labelled PHONE 1 on the back of your modem.

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



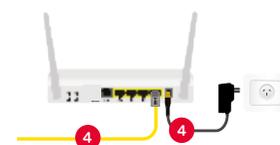
Step 2

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



Step 3

Connect one end of the yellow ethernet cable into the UNI-D 1 port of the NTD.



Step 4

Connect the other end of the yellow ethernet cable into the modem's yellow WAN/LAN port.

Then 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 button on the side of the modem to on.

The modem lights will start flashing green as it starts up.



Step 6

Time to get connected. Wait 5 minutes before turning your devices on. You will then be asked to enter your Wi-Fi password on your devices. The Wi-Fi password is located on the base of your modem.