

FIXED WIRELESS

Things You'll Need:

1. nbn™ Fixed Wireless Network Termination Device (WNTD)
2. An unlocked and nbn compatible modem/router

If you are using your own modem/router, we recommend you locate the manual or search your modem on the internet to get familiar with the Basic Installation or Setup Wizard of your modem.

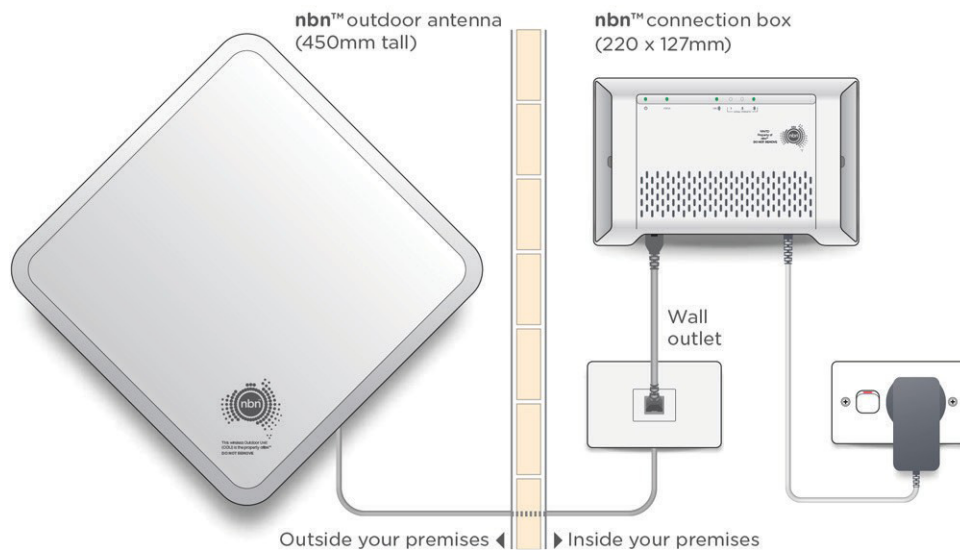
3. Your Flip welcome email with your configuration settings

Please note: If you have not received this, please check that your connection status is ACTIVE and your email address is correct in your account details.

Step 1

Locate the nbn™ Fixed Wireless Network Termination Device (WNTD)

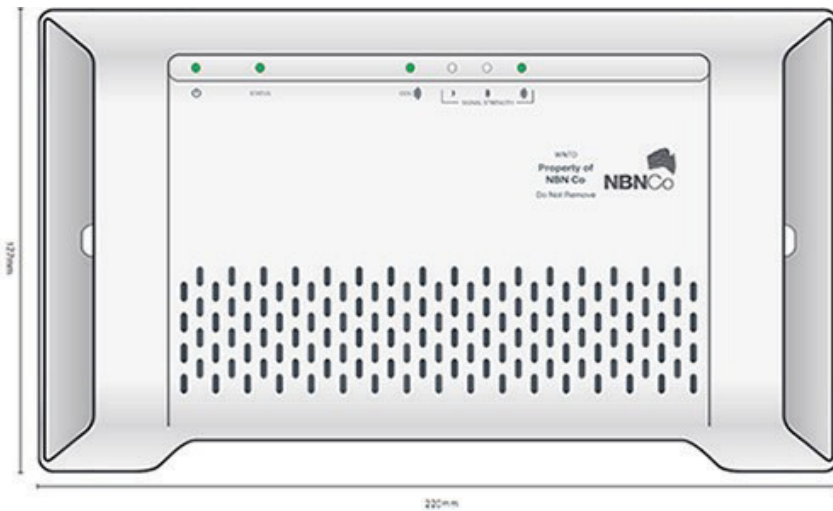
Find the indoor nbn™ Fixed Wireless Network Termination Device (WNTD) inside your home. Usually, it will be installed in the garage, however it could be located in an odd location such as a wardrobe, cupboard or under a staircase.



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Step 2

Check your nbn™ Fixed Wireless Network Termination Device (WNTD)



First, check the included power cable is connected from the back of the nbn™ Fixed Wireless Device to a powerpoint and it is switched on. Please wait a few minutes. The lights on the front of the device (POWER, STATUS and ODU) should turn solid green.

If the STATUS or ODU lights remain red or off, please contact our support team (details at end of document).

At least one SIGNAL STRENGTH light should also be on. It will usually be flashing.



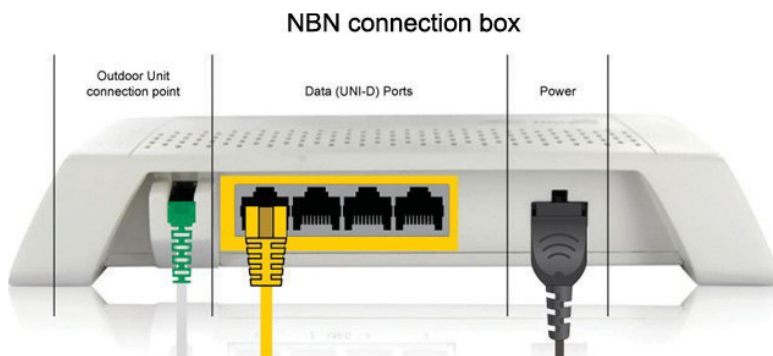
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Step 3

Connect your modem/router to your nbn™ Fixed Wireless Network Termination Device (WNTD)

Ensure one end of your modem/router's power supply cable is connected to your modem and the other is connected to a powerpoint. Switch the power point on.

Take your Ethernet cable (this is typically blue, yellow, grey or white) and plug one end into the required yellow port marked UNI-D on the back of the device. The active UNI-D port would have been sent to you in your Flip welcome email– in many cases, this is usually UNI-D 1 but may be another number such as UNI-D 2, UNI-D 3 or UNI-D 4



Connect the other end of this Ethernet cable into the WAN port on your modem/router. This may also be labelled as INTERNET, or WAN/LAN. The Ethernet cable is larger than a telephone cable. DO NOT use the telephone cable to plug in your modem/router to the nbn™ Fixed Wireless Device.

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Step 4

If you are connecting with the Flip NBN™ Supplied Modem sent to you please go to step **4A**.

If you are connecting with your own modem (not supplied by Flip) please go to step **4B**.

4A

Your Flip Modem is already pre-configured with the settings for connection. The lights on your modem router should now be green, blue, purple or another “positive” colour.

You can find your WiFi name and password on the insert sent with your modem. For any further support, please contact us (details below). **DO NOT RESET** your modem.

Test the connection- try to visit a website on your connected device. If it works, your Flip NBN™ internet is up and running!

4B

As you have selected to use your own modem, you'll need to set up and re-configure it with our settings to get connected. Please refer to **Common Modem Setup Guides** for assistance

How to Contact Our Support Team:

1. Give us a call on **02 8666 8258** during our business hours:

Monday- Friday: 9am-8pm AEST

Saturdays: 10am-4pm AEST

2. Email: enquiries@flipconnect.com.au

Please include in your email your:

- Account Number
- Step number and description of issue/fault
- Any relevant pictures etc. which may assist our team in resolving this for you
- Preferred contact method and/or contact time (we'll do our best to reach you at the requested time).