FIBRE TO THE CURB (FTTC)

Things You'll Need:

1. nbn™ Connection Device (NCD)

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 telephone wall socket in your home
Find the telephone wall socket in your home. Usually, they're located in the main living room space or a bedroom, but can sometimes be in the kitchen area (see image below). You may wish to make a note of all the sockets in your home, even ones that may be in non-ideal locations such as bedrooms. Disconnect all devices including telephones, modems, fax machines or anything else that is plugged into a telephone wall socket. It is very important that you have no other devices plugged into sockets in your home.

Locate a telephone wall socket

flip
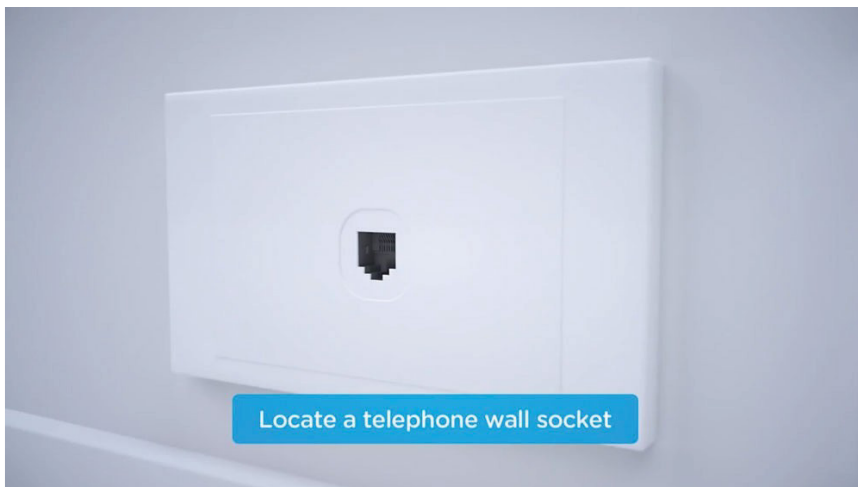
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If your home has an older style wall socket shown below (typically the plug is a yellow square with 3 prongs), you'll need to purchase a Jackson adapter which will allow you to plug in a modern telephone cable. These adapters can be purchased at most electronics and computer stores.

Socket | Adapter | Telephone cable

Older style sockets require an adapter

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Step 2

Plug in your nbn™ Connection Device (NCD) to the telephone wall socket
Plug the included black power cable (A) from plug A (POWER) on the back of the NCD. Plug the other end of the power cable (A) into a powerpoint outlet in your home and switch the power point on.

(A)

Plug the included grey telephone cable (B) into plug B (WALL SOCKET) on the back of the NCD. Plug the other end of the telephone cable (B) into your wall socket. You will now need to wait for the connection light and the DSL light on the top of the NCD to turn solid blue – this may take up to 15 minutes. **DO NOT UNPLUG THE DEVICE DURING THIS TIME.**

(B)

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If the connection light and DSL light on the top of the NCD do not turn solid blue after 15 minutes and you have more than one socket in the home, please plug the NCD into other sockets in your home, and turn the power on and off once plugged in. Leave the NCD plugged into each socket for up to 15 minutes until the lights turn blue.
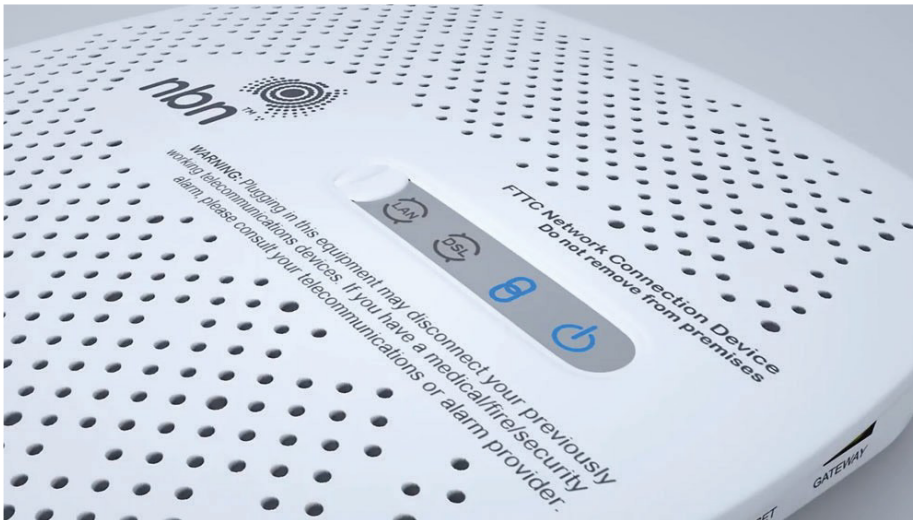
If the connection light and DSL light on the top of the NCD do not turn solid blue after 15 minutes and you have tried to connect this on ALL phone wall sockets in your home, please contact our support team (see end of document for details) for further troubleshooting.

Step 3

Plug in your modem/router to the nbn™ Connection Device (NCD)
Connect one end of your modem/router's power supply cable to the power port at the back of the modem/router and the other end to a powerpoint and switch on.

Take your Ethernet cable (this is typically blue, yellow, grey or white) and plug one end into plug C (GATEWAY) on the back of the nbn™ Connection Device (NCD). Plug the other end 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™ Connection Device (NCD).

The setup should look like the below image once completed.

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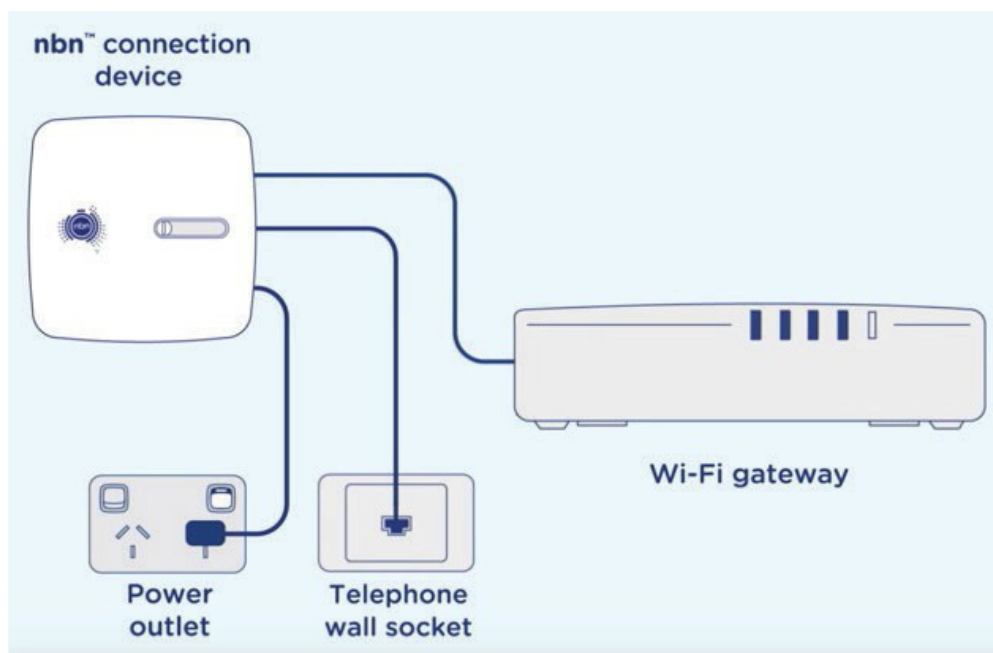
Step 4

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).

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