



# **BYO WI-FI ROUTER SETUP**

## **FIBRE TO THE BUILDING/NODE (FTTB/N) CONNECTION**

This guide provides instructions for setting up, connecting, and configuring your BYO Wi-Fi router.  
BYO Wi-Fi Router FTTB/N Quick-Start Guide

[tangerine.com.au](https://tangerine.com.au)

# SETTING UP YOUR BYO WI-FI ROUTER WITH FTTB/N CONNECTION

## Step 1

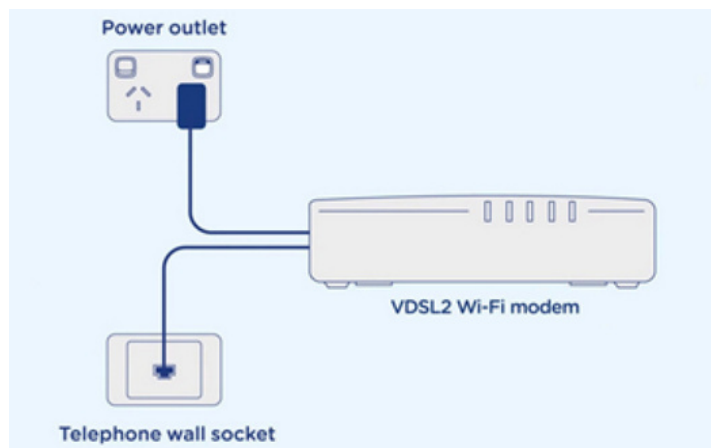
Locate the telephone wall socket in your property that has been activated for nbn<sup>®</sup>. Please note that there may be multiple telephone wall sockets in your property.

## Step 3

Connect your BYO Wi-Fi router to the telephone wall socket using the DSL or VDSL port on the back of the Wi-Fi router and power it on. It is important to use the first (main) socket at your property. If you are unsure of this, you may require a private phone technician to check your wiring.

## Step 5

Connect a computer or laptop to your BYO Wi-Fi router via a cable or Wi-Fi and access the Wi-Fi router configuration page. If you are unsure how to do this, please consult your specific Wi-Fi router user guide.



## Step 2

Disconnect all equipment from your telephone sockets. This includes phones and fax machines plugged in around the property. These devices will interfere with the nbn<sup>®</sup> signal.

## Step 4

After you have connected the Wi-Fi router to the wall socket and powered it up, you should see the DSL light on the Wi-Fi router start to flash. After several minutes this should stop flashing and become steady. This shows you that you have successfully connected the Wi-Fi router to the line that nbn<sup>®</sup> is active on. If this does not stop flashing, you should try alternative telephone wall sockets in the property until it does.

## Step 6

Most Wi-Fi routers provide a Quick Start Guide or Setup Wizard. Please try to follow these steps.

Ensure your Wi-Fi router is configured in WAN mode, and encapsulation is set to IPoE.

Due to the number of Wi-Fi routers available, it is hard to provide precise setup information here. Please consult your specific Wi-Fi router user guide or contact the manufacturer of your device.

## Step 7

After you have successfully configured your BYO Wi-Fi router, please wait a couple of minutes for it to connect to the network. After a couple of minutes, the authentication light should stop flashing and become steady. The authentication light is often labelled 'Internet' or 'www' or 'Web'. Please consult your specific Wi-Fi router user guide if you are unsure which light is the authentication light.

Tangerine supports a BYO Wi-Fi router option when connecting for nbn® or Home Wireless Broadband. It is important that you are aware of your connection technology and that the BYO Wi-Fi router is suitable for this technology type.

nbn® Type	Wi-Fi Router Connection Type	Authentication*
FTTN/B	VDSL Wi-Fi router required	IPoE

If you wish to use a Tangerine nbn® phone plan with your own BYO device, the device must support VOIP services.

There's a vast range of devices that are on the market, and we may not be able to support every make and model. Due to this, **we recommend ordering a pre-configured Wi-Fi router via the [Self-Care Portal](#).**

# TROUBLESHOOTING

Symptom	Things to try
DSL light does not come on or does not stop flashing	<ol style="list-style-type: none"><li>1. Try connecting the Wi-Fi router to an alternative telephone wall socket in the property.</li><li>2. Try an alternative telephone cord to connect the Wi-Fi router to the wall socket.</li><li>3. Ensure that you are connecting the Wi-Fi router via the DSL or VDSL port on the back of the device. If your device does not have a DSL or VDSL port, please consult your specific Wi-Fi router user guide to ensure it supports VDSL connections.</li><li>4. Ensure that the Wi-Fi router is configured in VDSL mode.</li></ol>
www or internet light does not come on on your router	<ol style="list-style-type: none"><li>1. If your internet service was activated before 02/06/25: Ensure that the Wi-Fi router has been correctly configured with the ISP username and password. Triple check for any spelling mistakes or typos.</li><li>2. Ensure that the Wi-Fi router is configured in VDSL mode.</li></ol>
Internet dropouts	<ol style="list-style-type: none"><li>1. Check that all other devices are disconnected from the telephone sockets inside the property. This includes phones, fax machines, filters, splitters, extension cords and ensure the Wi-Fi router is connected directly to the first (main) telephone wall socket in the property.</li><li>2. If you have auxiliary telephone sockets in the house, you may wish to engage a ACMA certified technician to disconnect your auxiliary sockets and optimise your in house cabling for VDSL.</li></ol>

## NEED SUPPORT?

For Customer Service and troubleshooting, contact our team on **1800 211 112**.