



BYO ROUTER SETUP

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

This guide provides instructions for setting up, connecting, and configuring your BYO router.

SETTING UP YOUR BYO MODEM WITH FTTB/N CONNECTION

Step 1

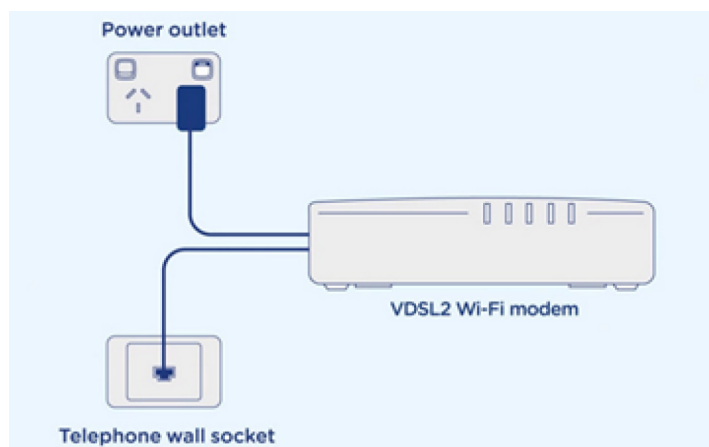
Locate the telephone wall socket in your property that has been activated for nbn®. Please note that there may be multiple telephone wall sockets in your property.

Step 3

Connect your BYO modem to the telephone wall socket using the DSL or VDSL port on the back of the modem 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 modem via a cable or by Wi-Fi and access the modem configuration page. If you are unsure how to do this, please consult the modem 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® signal.

Step 4

After you have connected the modem to the wall socket and powered it up – you should see the DSL light on the modem start to flash. After several minutes this should stop flashing and become steady. This shows you that you have successfully connected the modem to the line that nbn® 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 routers provide a Quick Start Guide or Setup Wizard. Please try to follow these steps.

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

Please note: if your nbn service was activated before 02/06/25, set your encapsulation to PPPoE and configure your BYO router using the ISP username and password we will have sent you via email and SMS."

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

Step 7

After you have successfully configured your BYO modem please wait a couple of minutes for it to connect to the network. After a couple of minutes you should see the authentication light on the modem become lit and steady (not flashing). The authentication light is often labelled 'Internet' or 'www' or 'Web'. Please consult your modem user guide if you are unsure which light is the authentication light.

Tangerine supports a BYO modem/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 modem/router is suitable for this technology type.

nbn® Type	Router/Modem Connection Type	Authentication*
FTTN/B	VDSL Modem required	IPoE

* If your Tangerine nbn® service was connected before 02/06/2025, your authentication will be 'PPPoE'.

Our technical team can help as much as possible with the configuration of your BYO device. Due to the vast range of devices that are on the market, we may not be able to support every make and model. Due to this, we recommend that you have a good understanding of how to configure your own device.

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

If you're unsure or would prefer us to ship a pre-configured nbn® modem that's ready to go, you can order one right [here](#).

TROUBLESHOOTING

Symptom	Things to try
DSL light does not come on or does not stop flashing	<ol style="list-style-type: none">1. Try connecting the modem to an alternative telephone wall socket in the property.2. Try an alternative telephone cord to connect the modem to the wall socket.3. Ensure that you are connecting the modem 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 modem user guide to ensure it supports VDSL connections.4. Ensure that the modem is configured in VDSL mode.
www or internet light does not come on on your router	<ol style="list-style-type: none">1. If your internet service was activated before 02/06/25: Ensure that the modem has been correctly configured with the ISP username and password. Triple check for any spelling mistakes or typos.2. Ensure that the modem is configured in VDSL mode.
Internet dropouts	<ol style="list-style-type: none">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 modem is connected directly to the first (main) telephone wall socket in the property.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.

NEED SUPPORT?

For further information on the eero 6+ please refer to our [website](#).

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