



# **BYO WI-FI ROUTER SETUP**

## **FIBRE TO THE PREMISES (FTTP) CONNECTION**

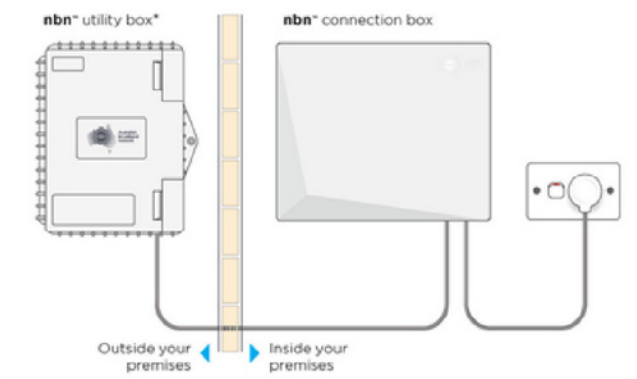
This guide provides instructions for setting up, connecting, and configuring your BYO Wi-Fi router.  
BYO Wi-Fi Router FTTP Quick-Start Guide

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

# SETTING UP YOUR BYO WI-FI ROUTER WITH FTTP CONNECTION

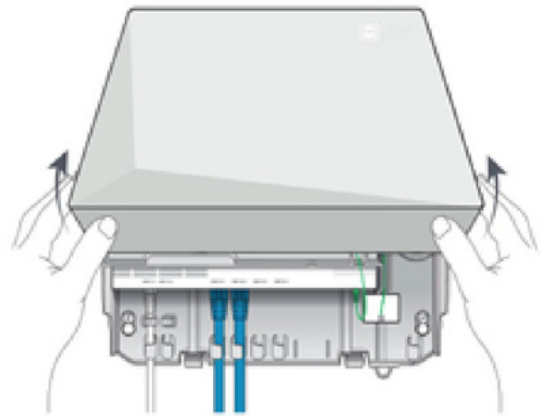
## Step 1

Locate the nbn® Network Termination Device (also known as nbn® Connection Box) that has been installed inside your property.



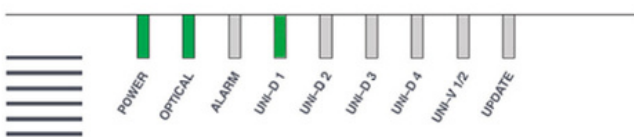
## Step 2

Gently lift the cover of the nbn® Connection Box. To do this press the two clips on either side and lift the cover at an angle.



## Step 3

Ensure that the power cable is securely in place and that the Power and Optical lights are showing as steady green on the nbn® connection Box.

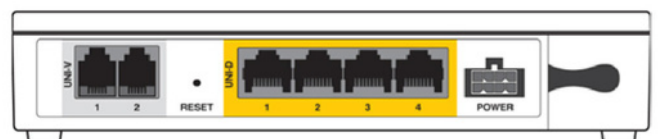


## Step 4

After you have connected the 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 router 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 5

Connect a computer or laptop to your BYO Wi-Fi router via a cable or by 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 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*
FTTP	Router/WAN Connection	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

**Optical light on the nbn® Connection Box is red**

You will need to contact our team in this instance, and we may need to log a fault with NBN Co.

---

**www or internet light does not come on on your Wi-Fi router**

1. If your internet service was activated before 02/06/25: Ensure that the router is in PPPoE mode and has been correctly configured with the ISP username and password. Triple check for any spelling mistakes or typos.
2. Ensure that you are connected to the correct UNI-D port on the nbn® Connection Box.
3. Try an alternative network cable to connect your Wi-Fi router to the nbn® Connection Box.
4. Ensure that the Wi-Fi router is configured in WAN mode.

---

**UNI-D Light is OFF**

1. Ensure that the network cable is properly plugged in from the WAN port of the Wi-Fi router and into the assigned UNI-D port of the nbn® Connection Box.
2. Try an alternative network cable to connect your router to the nbn® Connection Box.
3. Unplug your nbn® Connection Box's power cable for 10 seconds, then turn it back on. Wait for 3 minutes and see if the UNI-D light is on.

## NEED SUPPORT?

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