BYO WI-FI ROUTER SETUP

HYBRID FIBRE COAXIAL (HFC) CONNECTION

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

SETTING UP YOUR BYO WI-FI ROUTER WITH HFC CONNECTION

Step 1

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



Step 2

Using the white HFC cable, ensure the nbn® Connection Box is connected to the cable wall socket. This should have been completed during the nbn® activation appointment.



Step 3

Ensure power is connected to the nbn® Connection Box. The POWER, DOWNSTREAM, UPSTREAM and ONLINE lights should be on.



Step 4

Use a network cable to connect your Wi-Fi router from the WAN port on the back of the nbn® Connection Box to the WAN port on your Wi-Fi router.

Step 5

Connect a computer or laptop to your BYO Wi-Fi router via a cable or Wi-Fi, and access the configuration page. If you are unsure how to do this, please consult the 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 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*
HFC	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
All or some lights on the nbn® Connection Box are not on	1. Unplug your nbn® Connection Box's power cable for 10 seconds, then turn it back on. Wait up to 30 minutes and see if the lights restore. 2. Contact our support team as we may need to log a fault with NBN Co.
Wi-Fi router authentication light does not come on	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. 2. Ensure that you are connected to the WAN port on your Wi-Fi router. 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.

NEED SUPPORT?

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