TANGERINE

BYO WI-FI ROUTER SETUP

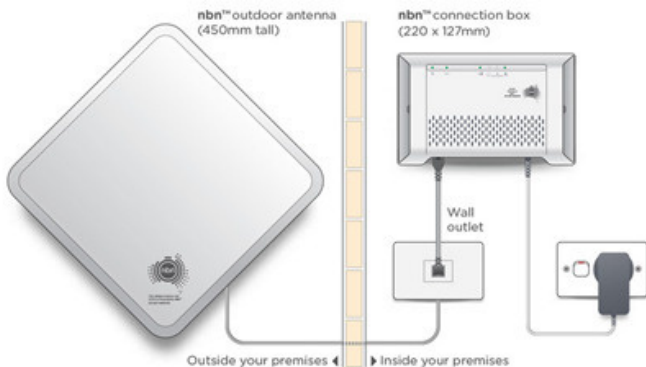## FIXED WIRELESS CONNECTION

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

Step 1

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


Step 2

Ensure that the power cable is securely in place and that the POWER, STATUS and ODU lights are on and solid green. You should see at least one signal strength light on (this may be flashing).

If the STATUS or ODU lights are off or showing red, please contact our support team.

Step 3

Now look on the under side of the nbn® Connection box where you can see the Uni-D ports surrounded by yellow.
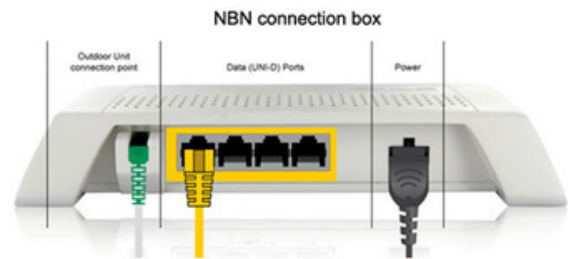
Using an Ethernet network cable, connect your Wi-Fi router from its WAN port to the relevant Uni-D port on the nbn® Connection box. We generally activate the next available Uni-D port – starting with Uni-D 1. We detail your Uni-D port number in our emails to you.

Step 4

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 5

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 6

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 to **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*
Fixed Wireless	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
Status or ODU lights are red on the nbn® Connection box	You will need to contact our team in this instance, and we may need to log a fault with NBN Co.
Signal strength is zero or not on	1. Check that the nbn® Connection box is still connected to your Outdoor Unit via the Outdoor Unit Conenction Point on the nbn® Connection box. 2. Check that nothing is obstructing the Outdoor Unit from receiving the wireless signal. 3. You may 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	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 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.

NEED SUPPORT?

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