

nbn™ Connection Guide - Hybrid Fibre Coaxial (HFC)

STEP 1 - Locate the nbn™ HFC Connection Box

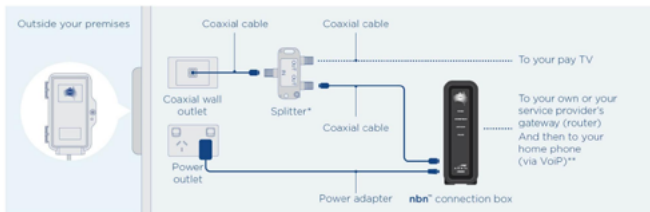
Find the indoor nbn™ HFC Connection Box in your home. This will either be an Arris CM820 or an Arris CM8200 depending on what device was installed by nbn. It should look like the black device in the below image.



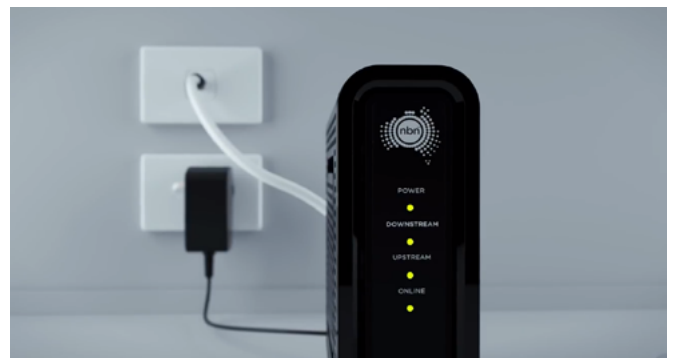
Plug the included black power cable from the power port on the back of the HFC Connection Box. Plug the other end of the power cable into a power wall outlet in your home and switch the power point on.

You will now need to wait for all four lights (POWER, DOWNSTREAM, UPSTREAM, ONLINE) on the front of the HFC Connection Box to turn solid green. This may take up to 10 minutes. **DO NOT UNPLUG THE DEVICE DURING THIS TIME.**

nbn™ supplied equipment may be installed in several different ways depending on your premises. The image below shows the two main combination of nbn™ supplied equipment for a HFC connection, including installation without a pay TV service and installation with a splitter for pay TV.



*If you have a pay TV or cable internet service connected to the same wall outlet as your nbn™ connection box, you will need a splitter.
**Your service provider will supply a gateway (router) and Ethernet cable to connect your internet and phone devices as required.



If the POWER, DOWNSTREAM, UPSTREAM, ONLINE lights on the front of the HFC Connection Box do not turn solid green within 10 minutes, please contact our support team for troubleshooting.

STEP 2 - Plug in your nbn™ HFC Connection Box

You will need to plug in your nbn™ HFC Connection Box. Ensure the coaxial cable connection is plugged in via the included white cable from the back of the HFC Connection Box. The other end of the white coaxial cable should plug into the cable wall outlet or socket in your premises.

STEP 3 - Plug in your modem/router

Take your modem/router's power supply cable and use it to connect your modem/router's power port to an electrical outlet. Switch the power point on. Take your Ethernet cable (this is typically blue, yellow, grey or white) and plug one end into the yellow

port marked UNI-D1 on the back of the nbn™ HFC Connection Box. Plug the other end into the WAN port on your modem/router. This may also be labelled as INTERNET or WAN/LAN. The Ethernet cable is larger than a telephone cable. DO NOT use the telephone cable to plug in your modem/router to the nbn™ HFC Connection Box.

Connecting your modem/router - nbn™ Hybrid Fibre Coaxial (HFC)

OPTION 1: I chose the MATE supplied modem/router

Your MATE Communicate modem comes pre-configured and does not require any setup. Simply ensure the supplied yellow Ethernet cable is plugged from yellow UNI-D1 port on your nbn™ HFC Connection Box, into the blue WAN port on the back of your modem. Ensure the power cable is plugged into a power outlet and switched on.



Your MATE modem/router will begin broadcasting Wi-Fi as soon as it is plugged into power, turned on and has finished booting up. You can then connect your devices such as computers, phones and tablets via Wi-Fi.

The modem's Wi-Fi name and password is printed on a separate card included with the modem. The Wi-Fi name and password is also shown on the bottom of the modem as "WiFi Network Name" and "WiFi Password" for both the 2.4GHz and 5GHz networks.



If you have a computer nearby that you would like to connect via Ethernet, take another Ethernet cable and plug one end into any one of the modem's yellow Ethernet ports (labelled LAN).

If you have issues connecting your MATE supplied modem/router, please contact our support team at support@letsbemates.com.au or 1300 876 283 for further troubleshooting.

OPTION 2: I chose BYO modem/router

Your BYO modem/router will need to be configured with your new MATE Communicate nbn™ details to work.

1. First, ensure the supplied yellow Ethernet cable with your modem/router (this is usually yellow, blue, grey or white) is plugged from yellow UNI-D1 port on your nbn™ HFC Connection Box, into the WAN port on your modem. This WAN port may also be labelled as INTERNET or LAN/WAN depending on the make and model of your modem.
2. You will now need to connect your BYO modem/router to your device. You'll need a computer, laptop, tablet or smartphone that is connected to your BYO modem/router via Ethernet or Wi-Fi.
3. Once you have connected your device to your BYO modem/router, open the web browser on your connected device and type in your modem/router's default gateway/admin IP address in the address bar. This will be printed on the bottom or back of your modem depending on the make and model. Some of the most common addresses are 192.168.1.1, 192.168.20.1, 10.1.1.1 and 10.0.0.138.
4. Once you have accessed the gateway of your modem/router, you may see a login page. If there's a username field, the default username will almost always be admin (it may even already be filled in). The default password is typically admin or password. If you can't log in with these settings, please check the manufacturer's website for your BYO modem/router's default login settings. If your BYO modem router is secondhand or you have used it previously, it may have custom login details set. If you need to, you can factory reset the modem router to return it to the default settings.
5. From here, it gets a little tricky to offer general advice for all BYO modem/routers. The layout of modem/router settings pages can vary greatly for each different modem. If you get stuck or it is not clear where you should change your Internet

settings, you need to check the manufacturer's website for support information. Ideally, your modem will have a Setup Wizard or Quick Setup that will run automatically the first time you log in to the settings, or there'll be a fairly obvious button to launch it.

6. The Setup Wizard should run you through entering the required broadband settings, step by step. The most important settings are the following:

- Encapsulation or Connection Type
- Must be set to **PPPoE**

- Connection Mode/Access Type/Service Type
- Must be set to **ETHERNET WAN/RESIDENTIAL GATEWAY/WIRELESS ROUTER MODE**

This will then allow you to enter your username (sometimes called Login) and password which are supplied in your MATE Welcome Letter email.

7. After completing the Setup Wizard and saving your settings, give the modem some time. Some modem routers reboot automatically after every new configuration, while others simply need a few minutes to apply the settings. Take a look at the lights on your modem router. Most should now be green, blue, purple or another "positive" colour. Many modem routers have lights that flash to indicate connection activity, so you shouldn't be concerned if any lights are flashing unless the manufacturer's support information specifically advises that flashing lights indicate a problem.

8. Hop on one of your computers or Wi-Fi devices and try to visit a website. If it works, your nbn™ Internet is up and running! If you have issues connecting, please contact our support team at support@letsbemates.com.au or 1300 876 283 for further troubleshooting.