



Australia's
broadband
network

nbn™ setup guide

Hybrid Fibre Coaxial (HFC)



**Connection without pay TV
or existing cable internet**

Connection without pay TV or existing cable internet



This section applies to installing your new **nbn**[™] equipment where you do not already have pay TV or an existing cable internet service. If you have either of these, turn to the other side of this booklet.

Your **nbn**[™] connection kit

Congratulations on switching to the **nbn**[™] network.



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nbn[™] supplied equipment is the property of **nbn** and shouldn't be removed from your premises. If you move house, your **nbn**[™] supplied equipment must remain – it will not work at any other location. If you need help with your service, cables or wiring, contact your service provider.

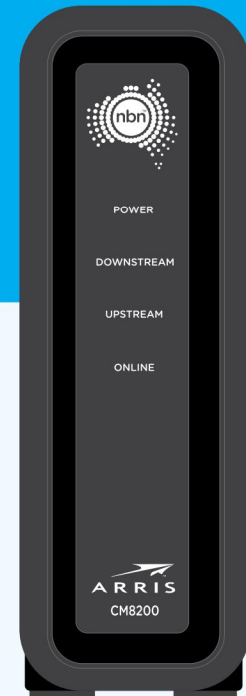
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ABN 86 136 533 741.

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Your **nbn™** connection kit should contain the following equipment. Please check with your service provider for any further instructions.

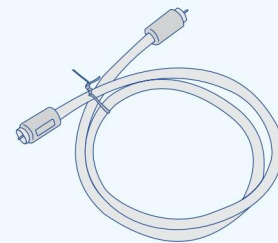


1. **nbn™ connection box (ARRIS Touchstone™ CM8200B)**

This connects to your own or your service provider's supplied gateway (router). Your service provider may request the MAC address (see HFC MAC ID) and serial number (see S/N) on the bottom panel.

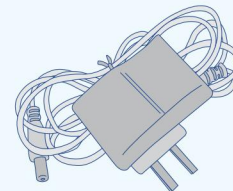
2. **Coaxial cable (RG-6)**

This connects your coaxial wall outlet to your **nbn™** connection box.



3. **Power adaptor**

This powers your **nbn™** connection box by connecting it to your power outlet.



4. **nbn™ coaxial wall outlet sticker**

This sticker will help you identify the coaxial wall outlet that your **nbn™** connection box is attached to.



The service provided to you is the responsibility of your phone or internet service provider. All other cables and equipment are the responsibility and property of you or your phone or internet service provider. This includes the internal wiring required for additional internal phone outlets within your home or business.

Connection without pay TV or existing cable internet

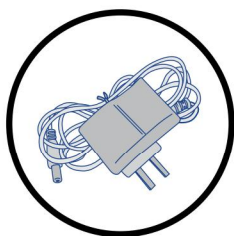
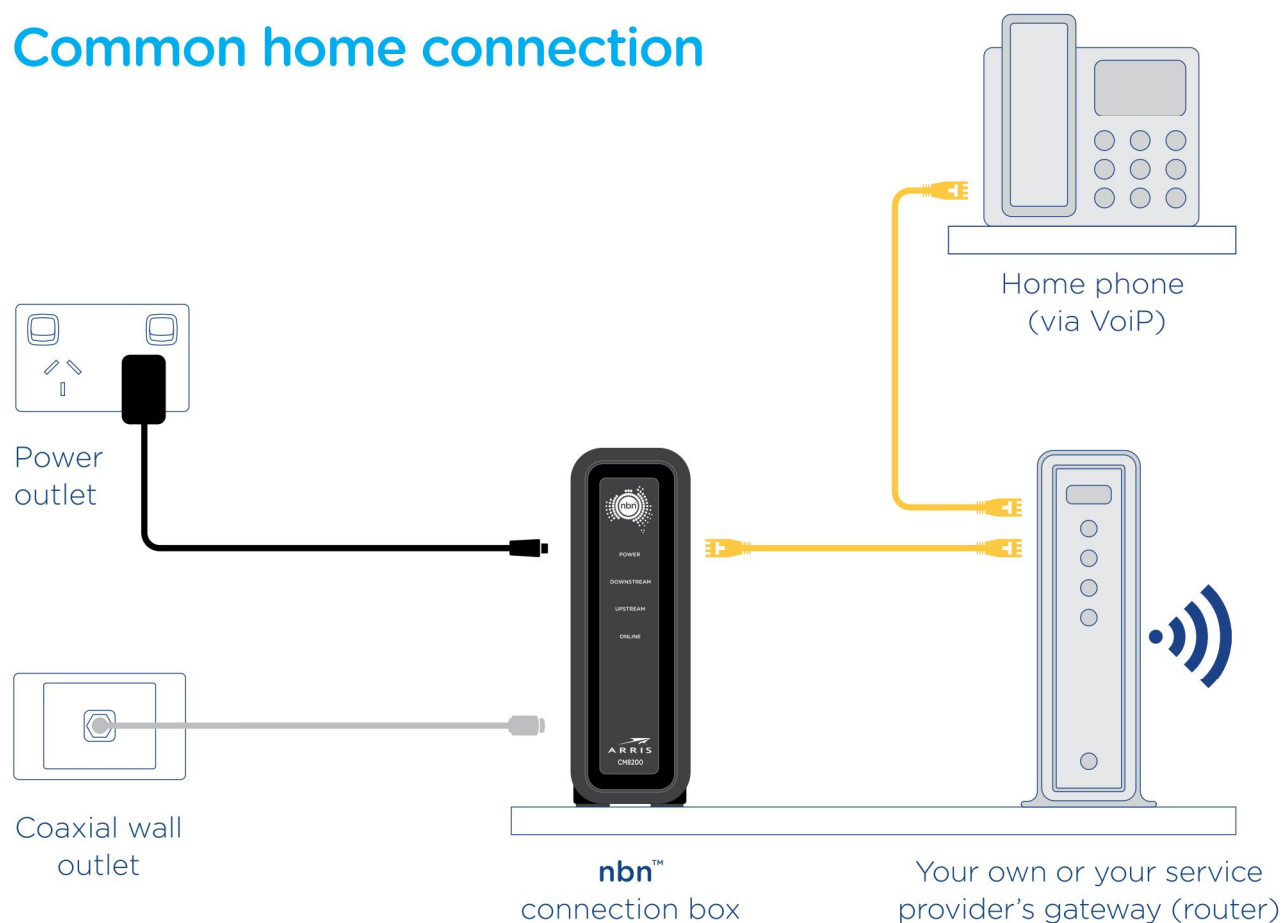
This diagram gives you an overview of how your equipment will be set up.

The following pages will step you through the process of setting up and connecting your equipment to the nbn™ network.

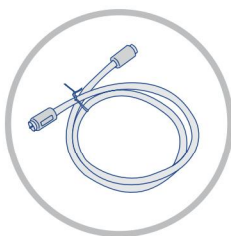
Please note

- As coaxial cables conduct electricity, you should never disconnect, tamper with or alter the coaxial connection without following the steps outlined in this guide or consulting your service provider
- The coaxial cable should not be pinched, kinked, or bent sharply – this can cause a break or short in the cable (which may have to be replaced, and charges may apply)

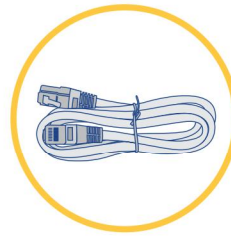
Common home connection



Power adaptor



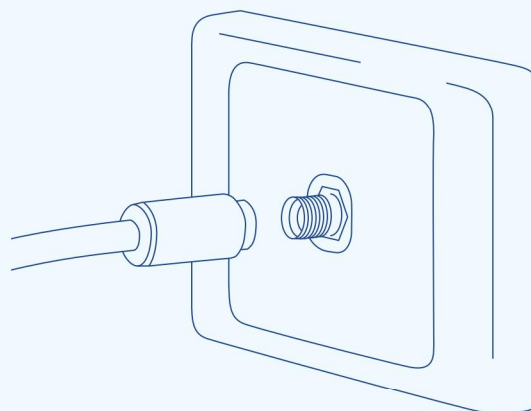
Coaxial cable
(white)



Ethernet cable
(not supplied)

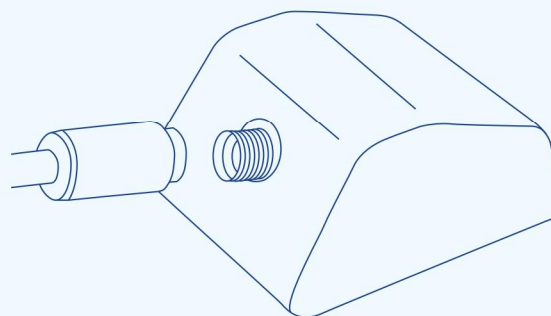
1 Find your coaxial wall outlet

Your coaxial wall outlet has a screw-in connector that attaches to the coaxial cable and connects to your **nbn™** connection box. You'll find it inside your premises and it may have your service provider's logo on it (it's different to your TV aerial sockets).



Handy tip

If you have more than one coaxial wall outlet, you'll know if the correct coaxial wall outlet is connected to the **nbn™** network when all four lights on the front panel of the **nbn™** connection box turn solid green. Refer to pages 9 and 10 for details.



How your coaxial wall outlet may look

2 Connect your nbn™ connection box

To connect your **nbn™** connection box to the coaxial wall outlet:

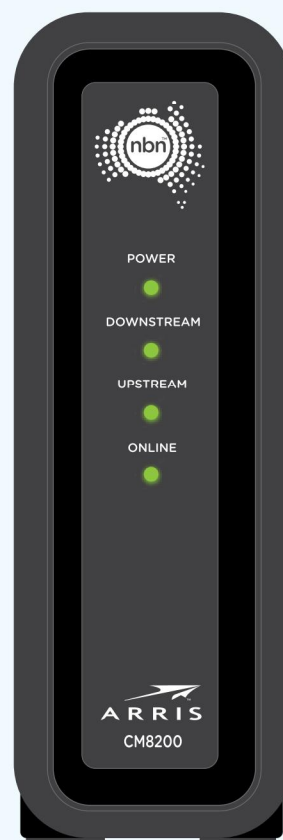
1. Screw one end of the white coaxial cable into your coaxial wall outlet and the other end to the corresponding white panel on the back of the **nbn™** connection box
2. Plug one end of the black power adaptor into the corresponding black socket on the **nbn™** connection box and the other end to a power outlet



3 Power up your nbn™ connection box

You're ready to power up your **nbn™** connection box. To do this:

1. Turn on your **nbn™** connection box by switching on the power at the wall (there is no power switch on the **nbn™** connection box)
2. Allow up to 10 minutes for your **nbn™** connection box to start up – the front panel lights Power, Downstream, Upstream and Online will flash (see Section 5 on pages 9 and 10 for details)
3. When all four lights on the front of the **nbn™** connection panel light up solid green, your **nbn™** connection box is working
4. Stick the **nbn™** coaxial wall outlet sticker onto the coaxial wall outlet connected to your **nbn™** connection box to help you identify it in the future. You're now ready to move on to Section 4



Front panel



No green lights?

Check that the coaxial cable is connected to the coaxial wall outlet securely. If it is, try connecting your **nbn™** connection box to another coaxial wall outlet. If you still don't get solid green lights, contact your service provider.

4 Connect your gateway (router)

It's time to connect your gateway (router).
To do this:

1. Plug one end of the service provider's supplied (or your own) Ethernet cable into the yellow data port (UNI-D1) on the back panel of your **nbn**[™] connection box
2. Plug the other end into your gateway (router)

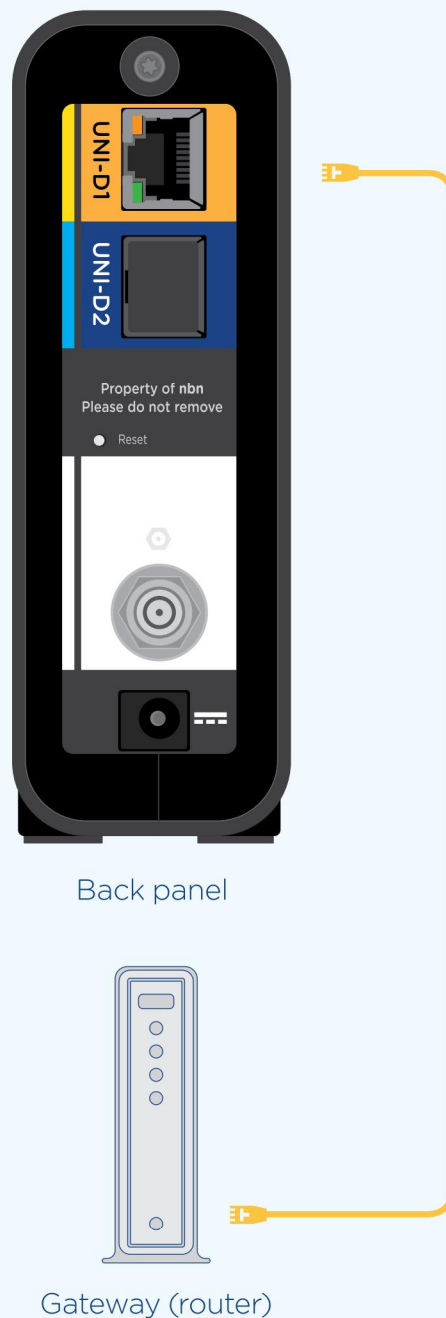
For further instructions

Your service provider's equipment guide will give you detailed instructions on:

- Connecting your **nbn**[™] connection box to your gateway (router)
- Connecting your landline phone and/or other equipment to your gateway (router)
- Making sure all your equipment is connected and working correctly



Make sure only compatible equipment, such as your own or your service provider's supplied gateway (router), is connected to your **nbn**[™] connection box via the data port (UNI-D1) located on the back panel. To check compatibility, please contact your service provider.



Back panel

Gateway (router)

5 What your green lights indicate

Your **nbn**[™] connection box has four indicator lights on the front panel and two on the data port (UNI-D1) on the back. During normal operation, the Power, Downstream, Upstream and Online lights on the front panel should always be solid green.

● On ● Flashing ○ Off

POWER

Indicates power is available to the box

DOWNSTREAM

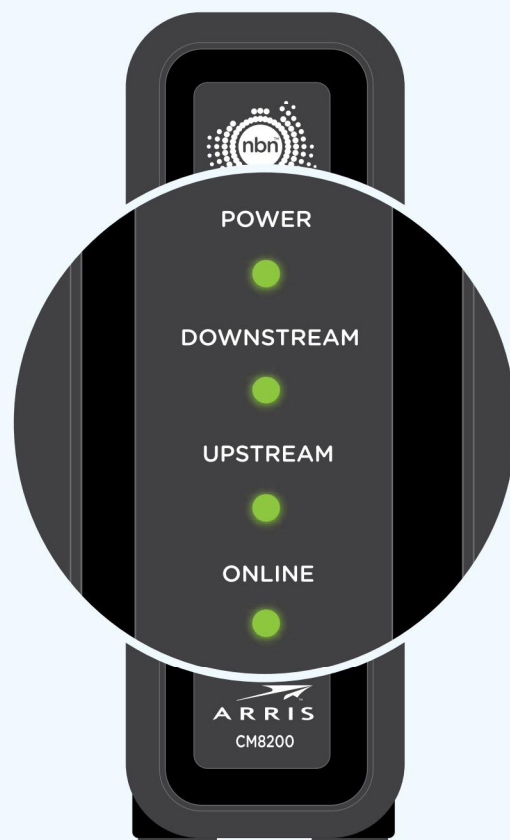
Indicates downstream connectivity

UPSTREAM

Indicates upstream connectivity

























ONLINE

Indicates **nbn**[™] network connection



Front panel

Startup sequence

POWER 	POWER 	POWER 	POWER 	POWER 	POWER 
D/STREAM 	D/STREAM 	D/STREAM 	D/STREAM 	D/STREAM 	D/STREAM 
UPSTREAM 	UPSTREAM 	UPSTREAM 	UPSTREAM 	UPSTREAM 	UPSTREAM 
ONLINE 	ONLINE 	ONLINE 	ONLINE 	ONLINE 	ONLINE 
No power to the nbn ™ connection box	Power-on self test	Downstream search	Downstream found; upstream search	Downstream and upstream found; retrieving setup information from nbn	Ready for service



Your **nbn**™ connection box may update itself occasionally or during the initial start-up sequence. During the upgrade, the Downstream and Upstream indicator lights will flash and the Power and Online indicator lights will be solid green.

6 Troubleshooting and tips

Having trouble with your nbn™ connection? Try this checklist:

- ☐ All your cables and equipment are plugged in securely and turned on (if your equipment is still not working properly, contact your service provider)
- ☐ Your **nbn™** connection box power cord is plugged in firmly at both ends
- ☐ The Power, Online, Downstream and Upstream indicator lights on your **nbn™** connection box are on (if they flash for more than 30 minutes, contact your service provider)
- ☐ The coaxial cable/s are not pinched, kinked or bent (this can cause a break or short in the cable and may have to be replaced, and charges may apply)
- ☐ You have read your service provider's guide for further instructions



For more troubleshooting tips
visit nbn.com.au/installation