Fibre to the Building (FTTB)

Need help? Contact our Technical Support Team
We're here 8am-8pm (AEST), 7 days a week.

Email us: **info@southernphone.net.au**

Online chat by visiting: **southernphone.com.au**

Frequently asked questions: **southernphone.com.au/faq**

Call our Australian Call Centre **13 14 64**

How to connect to your nbn™ service.

Set-up your new modem and get connected.

Welcome to the **nbn** network with Southern Phone.
Here's your quick starter guide, with everything you need to know to set-up your modem and get started on the **nbn** network.
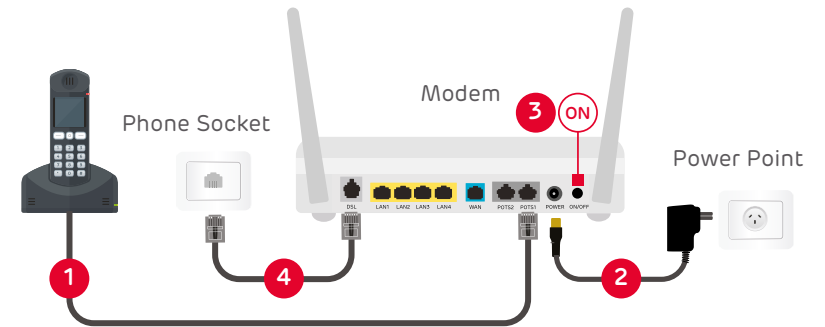
First, check what's in the box.

Check you have each of these ready:

- ☑ Comnect DS244WTV modem
- ☑ Modem power cord
- ☑ Yellow ethernet cable
- ☑ Grey telephone cable

Once your **nbn** connection is confirmed, we'll send you an email

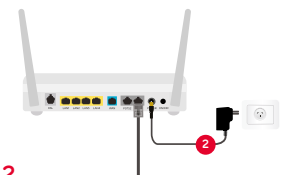letting you know it's time to complete the set-up of your modem.

Phone Socket   Modem   3 ON   Power Point
1   4   2

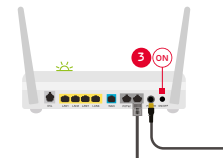## Now it's time to connect your modem.

Step 1
Connect your home phone to the port labelled POTS 1 on the back of your modem.
Note: You'll only be able to connect your phone if your plan has an **nbn** home phone service.
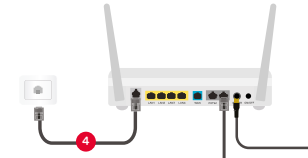
Step 2
Connect the modem power cord into the back of the modem and into your power point. Turn the power on at the power point.

Step 3
Push the on/off button on the back of the modem.

The modem lights will start flashing green as it starts up. When it's finished syncing, it will show three solid green lights and two flickering green lights. You can go on to the next step, even if it's still flickering.

Step 4
Then connect one end of the grey telephone cable to the grey DSL port on the back of your modem. Connect the other end to your phone socket.

Note: **nbn** tends to activate one phone line within a property, so you may need to try several before you find the correct one. You'll know you've found the right one when the DSL light is solid green, this can take 2-3 minutes.

Step 5
Time to get connected.

To connect a Wi-Fi device you'll need your Wi-Fi password which you will find on the base of your modem.