Fibre to the Premise (FTTP)

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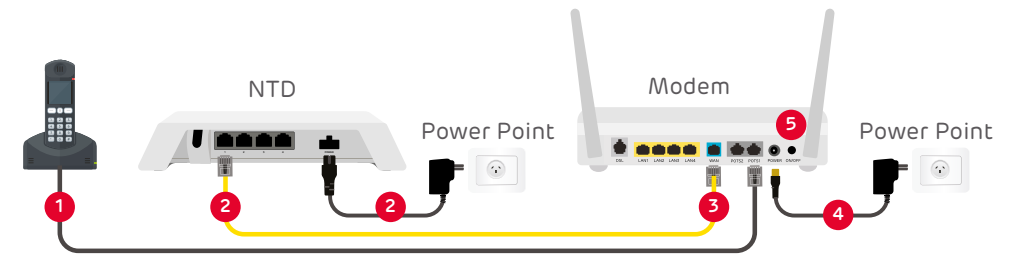
Welcome to the **nbn** network with Southern Phone.
Here's your quick starter guide, with everything you need to know to
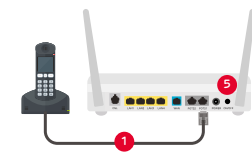set-up your modem and get started on the **nbn** network.

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First, check what's in the box.

First up, check you have each of these ready:

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

Next, find where your Network Termination Device (NTD) is.

Your Network Termination Device (NTD) is where you connect to the **nbn** network from inside your home.

Many houses will already have a NTD installed. It usually looks like a large box fixed on a wall, and is already connected to a power supply unit and sometimes a backup unit, too. Make sure you leave any cables installed by the **nbn** technician connected at all times.

Once you've found your NTD, you're ready to connect your modem to it. If you don't have or can't find your NTD, or you're having issues setting it up, let us know and we'll help sort it out.

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.
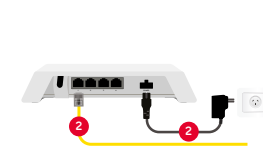

Now it's time to connect your modem.

Step 1
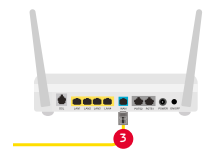Connect your home phone to the port labelled POTS 1 on the back of your modem.

Note: You'll only be able to connect your phone if your plan includes an **nbn** home phone service.
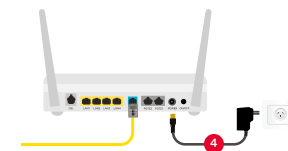
Step 2
Check your NTD is plugged into a power point. Then connect one end of the yellow ethernet cable into the UNI-D 1 port of the NTD.

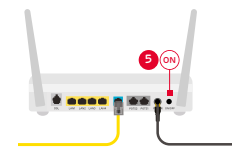Having trouble with the UNI-D 1 port? Try UNI-D 2 3 or 4.

Step 3
Connect the other end of the yellow ethernet cable into the modem's blue WAN port.

Step 4
Connect the modem power cord into the back of the modem and into the power point.

Step 5
Turn the power on at the power point, and 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 6
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.