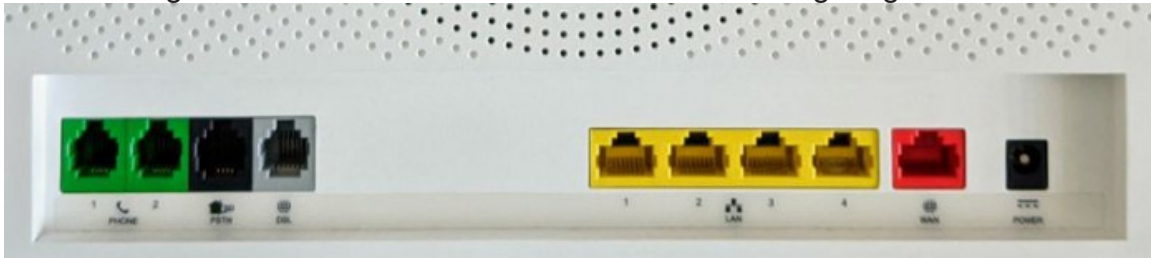# Telstra DJA0230 - VDSL

Step 1

Connect your nbn™ equipment and modem using the setup guide provided for your technology type. If you have not completed this, please refer back to the nbn™set up guides.

Step 2

Ensure the modem is powered on. Using a pin, reset the modem by pressing and holding the reset button on the modem until all the lights go off.


Step 3

Using your own device (computer, laptop, tablet or smartphone), connect to the modem using one of the two options shown below: Ethernet cable directly to the Ethernet port or WiFi.

Ethernet

Connect the Ethernet cable (this is usually yellow, blue, grey or white) as shown below from the Ethernet port (LAN port) on the modem to the Ethernet port on your computer or laptop.
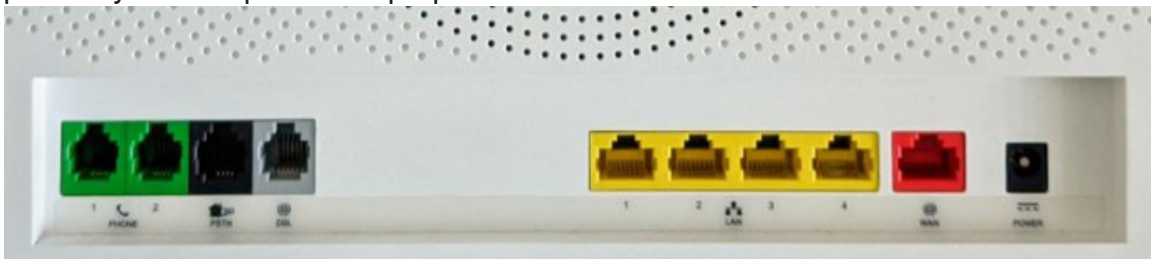
WiFi

Using the wireless security card from your modem, connect to the wireless (WiFi) network using the security code shown.

Step 4

Open a web browser - E.g. Google Chrome, Firefox, Internet Explorer. Enter the following into the URL address bar: 10.0.0.138. If you are unable to access your modem page, please try either 192.168.0.1 or 192.168.1.1.

Step 5

You may see a login page and if the details are not already prefilled, please enter the following:
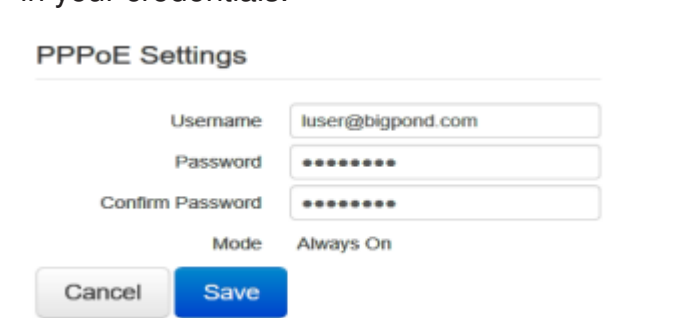Username – admin
Password – Telstra(Case sensitive)

If it advises the information is incorrect, Please check the sticker on the bottom of your Telstra DJA0230. Details listed will be for Admin & Password field.

Step 6

Once back on the main menu, you will notice the heading "PPPoE Settings". Please enter your Flip Username and password sent to you in the Welcome Email. Once entered, click save. Below is a screenshot for a reference to enter in your credentials.

Welcome email example:

Your Flip NBN details are as follows:

Account Number: test@fliptv.com.au
NBN Plan: Unlimited Fast 50 Plan
NBN technology: Fibre To The Premise*

If you chose to use your own modem with our service, you'll need to use the below settings for your modem configuration:

Username: test@fliptv.com.au ← User ID
Password: 21587411

←

Step 7

You can adjust the Wi-Fi as you wish by clicking Wi-Fi at the top then scrolling down to "Wi-Fi network".
Please enter your new Wi-Fi name under Network name and password under Network Key. Click save once completed.

Step 8

If you have a VoIP service, please contact us (contact details are listed below).

Step 9

Congratulations- Your BYO modem set up should now be complete!

Please note you may need to wait a few minutes for the settings to apply and/or may also need to reboot/powercycle your modem (turn off and on again) if it does not occur automatically.

You can test the connection by visiting a website on your connected device. If it works, your Flip nbn™ internet is up and running! If you have issues connecting, please contact our support team for further troubleshooting.

How to Contact Our Support Team:

1. Give us a call on **1300 354 788** during our business hours:

Monday-
Friday: 9am-
7pm
Saturdays:
9am-4pm

2. Email: **enquiries@flipconnect.com.au**

Please include in your email your:

- ➢ Account Number
- ➢ Step number and description of issue/fault
- ➢ Any relevant pictures etc. which may assist our team in resolving this for you
- ➢ Preferred contact method and/or contact time (we'll do our best to reach you at the requested time).