Connect your nbn<sup>™</sup> equipment and modem using the setup guide provided for your technology type. If you have not completed this, please refer back to the nbn<sup>™</sup>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.



## <u>WiFi</u>

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



Example of wireless security card

# Step 4

Open a web browser - E.g. Google Chrome, Firefox, Internet Explorer. Enter the following into the URL address bar: 192.168.1.1

 $\leftarrow \rightarrow X$  (i) 192.168.1.1

You may see a login page and if the details are not already prefilled, use the below default settings:

Default username: admin Default password: admin

Ptp-link	
	admin
	Porgot password?

Click Advanced → choose Network and Select: EWAN

## Step 6

Select PPPoE and put in Flip Username and password sent to you in the Welcome Email. Ignore other options and click Save.

Ptp-link	Basic Advanced	Log out Reboot
Search  Network  - DSL  - EWAN  - LAN Settings - Interface Grouping - DSL Settings	Internet Setup         VLAN ID:       □ Enable         Internet Connection Type:       PPPoE         Username:       tplinkacs@bditech.com.au         Password:          Confirm Password:          Connection Mode:       ● Auto       On Demand       Manually         Authentication Type:       Internet       ●	0
- Dynamic DNS - Static Routing - IPv6 Tunnel	Connect     Disconnect       IPv4:         IPv6:	
Cuest Network  Control Contro	MAC Clone  Do NOT Clone MAC Address  Clone Current Computer MAC Address Use Custom MAC Address	Save
🖋 USB Sharing		Save

### 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 Password: 21587411

← User ID ←

Step 7 You can adjust the Wi-Fi as you wish by click Wireless  $\rightarrow$  click Wireless Setting  $\rightarrow$  click save

Ptp-link	Basic Advanced	중 카드 Log out Reboot
Q Search		
Wireless	Wireless Settings	2.4GHz   5GHz
- Wireless Settings	Network Name (SSID):	Enable Wireless Radio     TP-Link_636F     Hide SSID
- WPS	Security:	WPA/WPA2 Personal (Recommended)
- Wireless Schedule	Version:	O Auto   WPA2-PSK
- Statistics	Encryption:	O Auto O TKIP   AES
- Advanced Settings	Password: Mode:	59901518 802.11b/g/n mixed
Suest Network	Channel:	Auto
	Channel Width:	Auto
😵 Telephony	Transmit Power:	◯ Low ◯ Middle
NAT Forwarding		Save
	Basic Advanced	<del>کہ جائ</del> Log out Reboot
Q Search		٥
S Wireless	Wireless Settings	2.4GHz   5GHz
- Wireless Settings	Network Name (SSID):	Enable Wireless Radio  TP-Link_636F_5G  Hide SSID
- WPS	Security:	WPA/WPA2 Personal (Recommended)
- Wireless Schedule	Version:	O Auto   WPA2-PSK
- Statistics	Encryption:	O Auto O TKIP I AES
- Advanced Settings	Password:	59901518
	Mode:	802.11a/n/ac mixed 💌
Guest Network	Channel:	Auto
	Channel Width:	Auto
🕲 Telephony	Transmit Power:	◯ Low ◯ Middle
NAT Forwarding		Save

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

## Step 9

We recommend changing your default password to avoid any potential security breaches. Click System Tools  $\rightarrow$  click Administration. Under Account Management, input details and click Save.

Ptp-link	Basic Advanced		도 차 Log out Reboot
Q Search	Account Management		0
😍 Parental Controls	Old User Name:		
<b>1</b> ↓ Bandwidth Control	Old Password:	ø	
Security	New User Name: New Password:	Ø	
S VPN	Confirm New Password:		
O System Tools			Save
- Time Settings	Local Management		
- LED Control	Port for HTTP:	80	
- Diagnostics	Local Management via HTTPS:	Enable	
- Firmware Upgrade	Port for HTTPS:	443	
- Backup & Restore	IP/MAC Address:		Save
- Reboot	Remote Management		
- Administration	Remote Management:	Enable	
- System Log	Remote Management via HTTPS:	Enable	
- SNMP Settings	Port:	80	
- Traffic Monitor	Manage This Router via the Address: Your router is not connected to the	he Internet.	

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<sup>™</sup> 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 02 8666 8258 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).