

ZTE H268A - 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

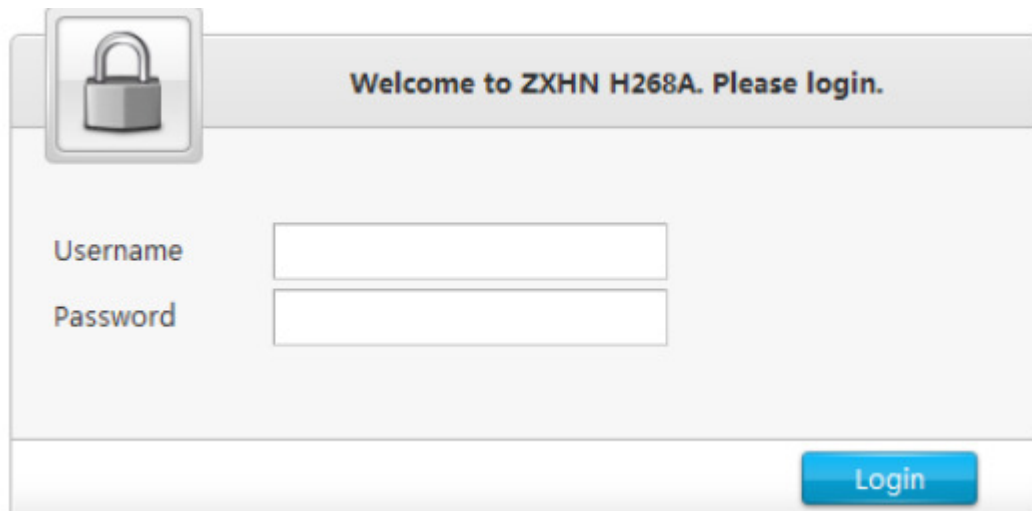
Open a web browser - E.g. Google Chrome, Firefox, Internet Explorer. Enter the following into the URL address bar: 192.168.20.1



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

A screenshot of a login page. At the top left is a padlock icon. The main heading reads "Welcome to ZXHN H268A. Please login." Below this are two input fields: "Username" and "Password". At the bottom right is a blue "Login" button.

Step 5

Once logged in, you will see quite a few options listed at the top with different headings. Click the "Internet" heading. On the left click "WAN" then "ETHERNET".

Step 6

1. First delete any existing accounts via clicking the trash icon. Once completed, Click "Create new item"

2. Select PPPoE under "PPP Transfer type", then put in our Flip Username and password which was sent to you in the Welcome Email. Ignore anything else and click 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

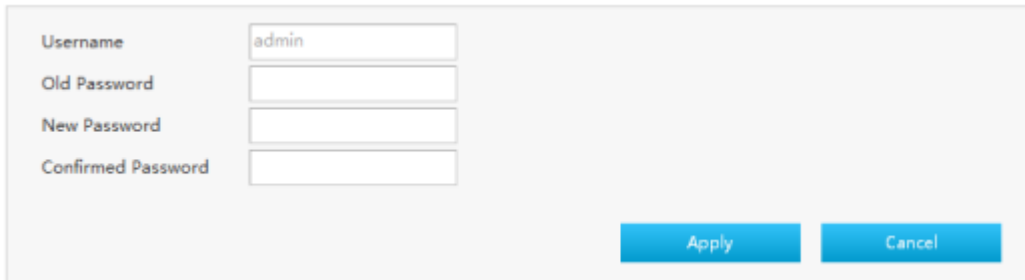
You can adjust the Wi-Fi as you wish by clicking Local network → WLAN → WLAN Basic (Will open WLAN configuration page) → click apply once completed.

Step 8

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

Step 9

We recommend changing your default password to avoid any potential security breaches. Click Management & Diagnosis → Account Management (Will open the required admin account management page)



The screenshot shows a web form for changing the admin password. It has four input fields: Username (pre-filled with 'admin'), Old Password, New Password, and Confirmed Password. At the bottom right, there are two buttons: 'Apply' and 'Cancel'.

Step 10

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).