

# FIBRE TO THE PREMISES (FTTP)

## Things You'll Need:

1. FTTP Network Termination Device (NTD)
2. An unlocked and nbn compatible modem/router

If you are using your own modem/router, we recommend you locate the manual or search your modem on the internet to get familiar with the Basic Installation or Setup Wizard of your modem.

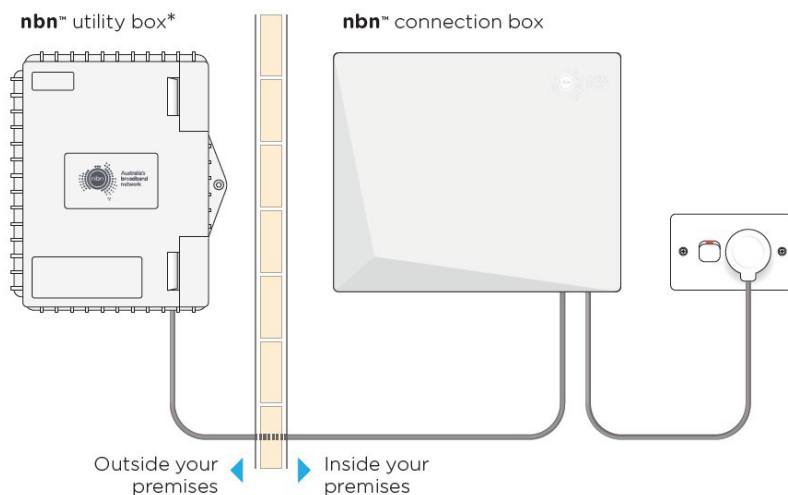
3. Your Flip welcome email with your configuration settings

Please note: If you have not received this, please check that your connection status is ACTIVE and your email address is correct in your account details.

## Step 1

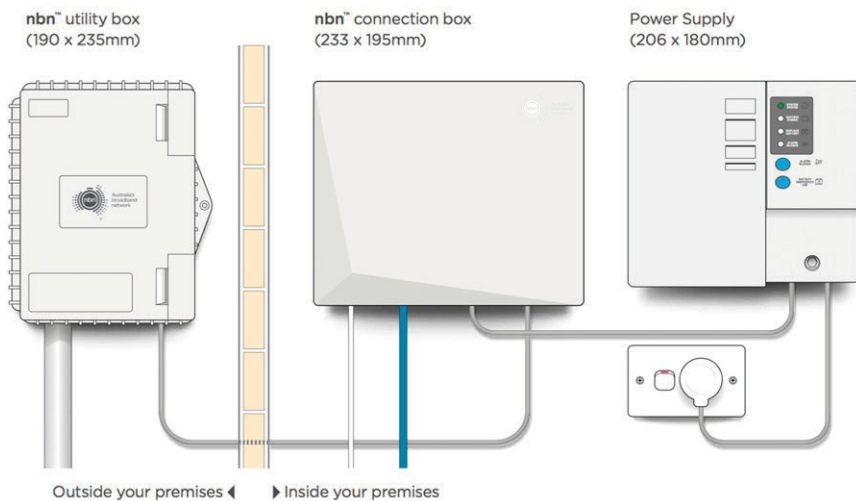
### Locate the nbn™ FTTP Network Termination Device (NTD)

Find the indoor nbn™ FTTP Network Termination Device (NTD) inside your home. Usually, it will be installed in the garage, however it could be located in an odd location such as a wardrobe, cupboard or under a staircase.



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The nbn™ Network Termination Device (NTD) may be installed without a battery backup unit (shown above) or with an optional battery backup unit (shown below). Please note that in the event of a power cut, the battery backup will service the nbn™ NTD unit for a limited time, but your wireless modem/router will not be powered, and any associated services such as a VoIP phone service will also stop working.

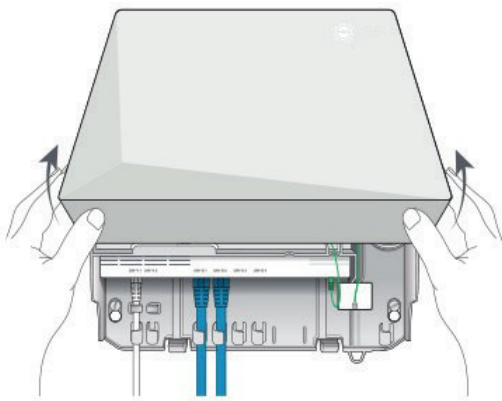


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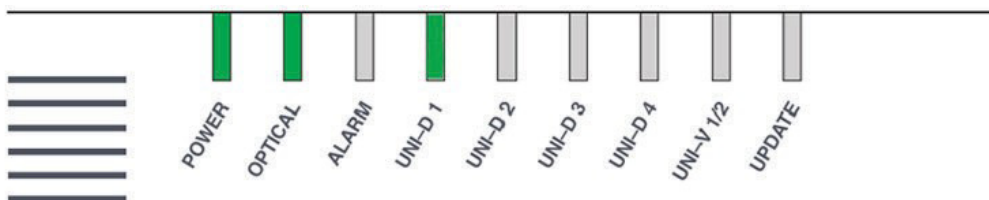
## Step 2

### Plug in your modem/router to the nbn™ FTTP Network Termination Device (NTD)

First, remove the cover on the NTD to access the ports on the bottom. Next, press the two clips on either side and lift the cover at an angle (as shown below) to remove it. Ensure that the power cable on the back of the device is plugged in and secure. Plug the other end of the power cable into a powerpoint outlet in your home and switch the powerpoint on.



After a few minutes, you should notice the POWER and OPTICAL lights on the front of the NTD turn solid green (as shown below). If you have a battery backup unit installed, the ALARM button may also be green. If the optical light on your nbn™ FTTP NTD remains red or is off, please contact our support team (details at end of document).

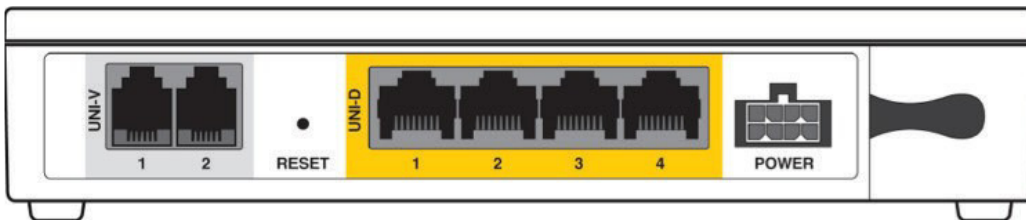


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## Step 3

Plug your modem/router's power supply cable into a powerpoint and switch on.

Take your Ethernet cable (this is typically blue, yellow, grey or white) and plug one end into the required yellow port marked UNI-D on the back of the NTD. The active UNI-D port would have been sent to you in your Flip welcome email– in many cases, this is usually UNI-D 1 but may be another number such as UNI-D 2, UNI-D 3 or UNI-D 4.



Plug the other end of this Ethernet cable into the WAN port on your modem/router. This may also be labelled as INTERNET, WAN/LAN or FIBRE. The Ethernet cable is larger than a telephone cable. **DO NOT** use the telephone cable to plug in your modem/router to the NTD.

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## Step 4

If you are connecting with the Flip NBN™ Supplied Modem sent to you please go to step **4A**.

If you are connecting with your own modem (not supplied by Flip) please go to step **4B**.

## 4A

Your Flip Modem is already pre-configured with the settings for connection. The lights on your modem router should now be green, blue, purple or another “positive” colour.

You can find your WiFi name and password on the insert sent with your modem. For any further support, please contact us (details below). **DO NOT RESET** your modem.

Test the connection- try to visit a website on your connected device. If it works, your Flip NBN™ internet is up and running!

## 4B

As you have selected to use your own modem, you'll need to set up and re-configure it with our settings to get connected. Please refer to **Common Modem Setup Guides** for assistance

## How to Contact Our Support Team:

1. Give us a call on **02 8666 8258** during our business hours:

Monday- Friday: 9am-8pm AEST

Saturdays: 10am-4pm AEST

2. Email: [enquiries@flipconnect.com.au](mailto: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).