Manuals+ — User Manuals Simplified.

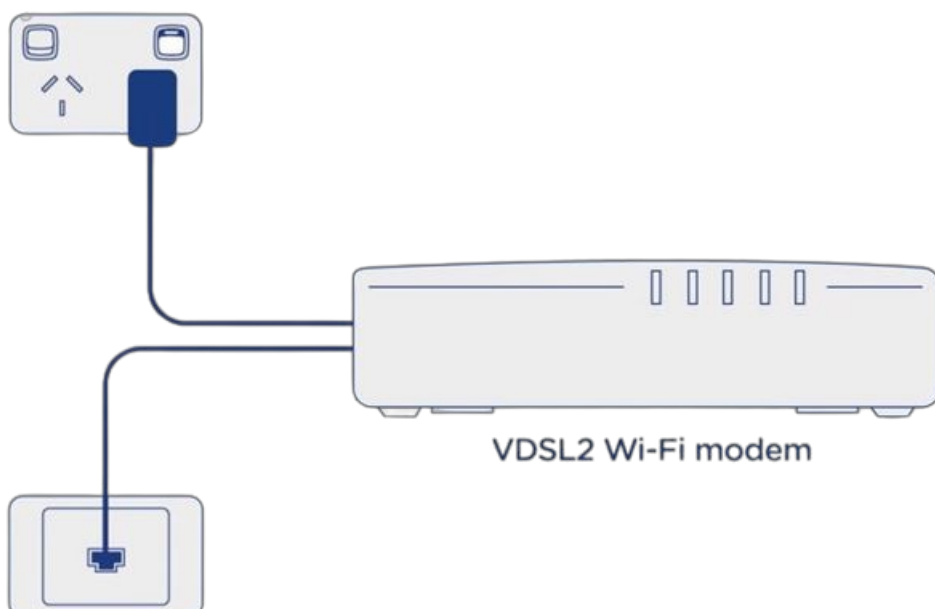# More BYO Modem Fiber To The Building Node (FTTBN) Connection Owner's Manual

Contents

More BYO Modem Fiber To The Building Node (FTTBN) Connection

VDSL2 Wi-Fi modem

Product Information

The product is a BYO modem for Fibre to the Building/Node (FTTB/N) connections. It allows users to connect their modem to the telephone wall socket using the DSL or VDSL port on the back of the modem.

Product Usage Instructions

1. Step 1: Connect your BYO modem to the telephone wall socket using the DSL or VDSL port on the back of the modem and power it on. Use the first (main) socket at your property. If unsure, consult a private phone technician to check your wiring.
2. Step 2: Connect a computer or laptop to your BYO modem via a cable or Wi-Fi.
3. Step 3: Access the modem configuration page. Refer to the modem user guide if unsure how to do this.
4. Step 4: Follow the instructions on the modem configuration page to set up your BYO modem.
5. Step 5: Wait a couple of minutes for the modem to connect to the network. The authentication light on the modem should become lit and steady.

Troubleshooting

Symptom: DSL light does not come on or does not stop flashing

- Try connecting the modem to an alternative telephone wall socket in the property.
- Try an alternative telephone cord to connect the modem to the wall socket.
- Ensure that you are connecting the modem via the DSL or VDSL port on the back of the device.
- Ensure that the modem is configured in VDSL mode.

Symptom: www or internet light does not come on on your router

- Ensure that the modem has been correctly configured with the ISP username and password.
- Ensure that the modem is configured in VDSL mode.

Symptom: Internet dropouts

- Check that all other devices are disconnected from the telephone sockets inside the property.
- If there are auxiliary telephone sockets in the house, consider engaging an ACMA-certified technician to disconnect them and optimize the in-house cabling for VDSL.

Technical Support
If you require assistance setting up your BYO device, contact the technical support team through the following channels:

- Live Chat: **www.more.com.au/chat**
- WhatsApp: +61480096696
- Overseas: +61390219630

BYO Modem Setup

**Fibre to the Building/Node (FTTB/N) Connection**

1. **Step 1**

   Locate the telephone wall socket in your property that has been activated for nbn®. Please note that there may be multiple telephone wall sockets on your property.

2. **Step 2**

   Disconnect all equipment from your telephone sockets. This includes phones and fax machines plugged in around the property. These devices will interfere with the nbn® signal.

3. **Step 3**

   Connect your BYO modem to the telephone wall socket using the DSL or VDSL port on the back of the modem and power it on. It is important to use the first (main) socket at your property. If you are unsure of this, you may require a private phone technician to check your wiring.
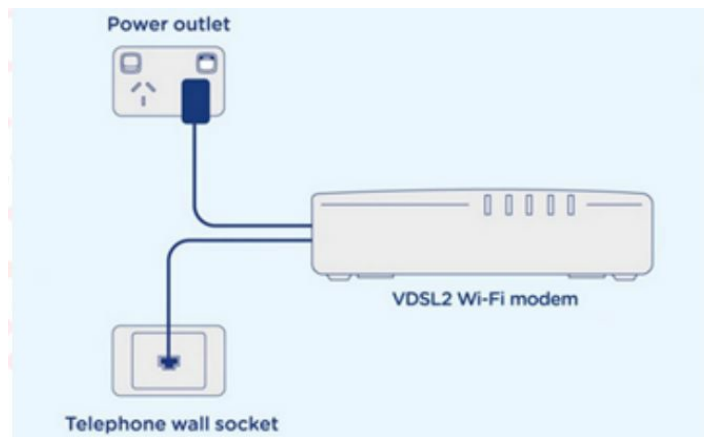
4. **Step 4**

   After you have connected the modem to the wall socket and powered it up – you should see the DSL light on the modem start to flash. After several minutes this should stop flashing and become steady. This shows you that you have successfully connected the modem to the line that nbn® is active on. If this does not stop flashing, you should try alternative telephone wall sockets in the property until it does.

5. **Step 5**

   Connect a computer or laptop to your BYO modem via a cable or by Wi-Fi and access the modem configuration page. If you are unsure how to do this, please consult the modem user guide.

6. **Step 6**

   Most modems will provide a Quick Start Guide or Setup Wizard – please try and follow these steps. Ensure that your modem is configured in VDSL mode and encapsulation is set to PPPoE. On most devices you should leave all other settings as default. Then configure your BYO modem using the ISP username and password that we will have emailed and SMS'd to you. Due to the number of modem brands available it is hard to give precise setup information here. We recommend consulting your modem user guide or speaking to the manufacturer of your device.

7. **Step 7**

   After you have successfully configured your BYO modem please wait a couple of minutes for it to connect to the network. After a couple of minutes, you should see the authentication light on the modem become lit and steady (not flashing). The authentication light is often labelled 'Internet' or 'www' or 'Web'. Please consult your modem user guide if you are unsure which light is the authentication light.

Troubleshooting

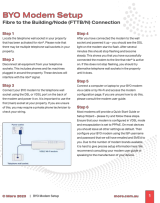| Symptom	Things to try
DSL light does not come on or does not stop flashing	1. Try connecting the modem to an alternative telephone wall socket in the property. 2. Try an alternative telephone cord to connect the modem to the wall socket. 3. Ensure that you are connecting the modem via the DSL or VDSL port on the back of the device. If your device does not have a DSL or VDSL port, please consult your modem user guide to ensure it supports VDSL connections. 4. Ensure that the modem is configured in VDSL mode.
www or internet light does not come on on your router	1. Ensure that the modem has been correctly configured with the ISP user name and password. Triple-check for any spelling mistakes or typos. 2. Ensure that the modem is configured in VDSL mode.
Internet dropouts	1. Check that all other devices are disconnected from the telephone sockets inside the property. This includes phones, fax machines, filters, splitters, and extension cords and ensures the modem is connected directly to the first (main) telephone wall socket in the property. 2. If you have auxiliary telephone sockets in the house, you may wish to engage an ACMA-certified technician to disconnect your auxiliary sockets and optimise your in-house cabling for VDSL.

Technical Support

If you require assistance setting up your BYO device our team is available. 7 am – Midnight (Weekdays) AET 8 am – 8 pm (Weekends) AET

- **Phone**: 1800 733 368
- **Live Chat: www.more.com.au/chat**
- **WhatsApp**: +61480096696
- **Overseas**: +61390219630

more.com.au

Documents / Resources

More BYO Modem Fiber To The Building Node (FTTBN) Connection [pdf] Owner's Manual
BYO Modem Fiber To The Building Node FTTBN Connection, BYO Modem, Fiber To The Building Node FTTBN Connection, To The Building Node FTTBN Connection, Building Node FTTBN Connection, Node FTTBN Connection

References

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- ⬤ **Loading...**

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