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More BYO Router Fixed Wireless Connection Owner's Manual

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More BYO Router Fixed Wireless Connection

Product Information

The product is a Fixed Wireless Connection setup for a BYO (Bring Your Own) router. It allows users to connect their own router to the network and configure it for internet access. The setup requires a power cable and the presence of POWER, STATUS, and ODU lights on the router. The product also provides troubleshooting support and technical assistance.

Product Usage Instructions

1. Step 1: Ensure that the power cable is securely connected and that the POWER, STATUS, and ODU lights are on and solid green. At least one signal strength light should be on (may be flashing).
2. Step 2: If the STATUS or ODU lights are off or showing red, please contact our support team.
3. Step 3: Connect a computer or laptop to your BYO router using a cable or via Wi-Fi. Access the router configuration page. If unsure, consult the router user guide.

4. Step 4: Visit **www.more.com.au**.
5. Step 5: Due to the variety of router brands available, consult your router user guide or contact the manufacturer for precise setup instructions.
6. Step 6: After successfully configuring your BYO router, wait a couple of minutes for it to connect to the network. The authentication light on the router should become lit and steady (not flashing). Refer to your router user guide to identify the authentication light.

Troubleshooting

Symptom	Things to try
Signal strength is zero or not on	1. Contact our team and we may need to log a fault with NBN Co. 2. Check that nothing is obstructing the Outdoor Unit from receiving the wireless signal. 3. Contact our team and we may need to log a fault with NBN Co.
www or internet light does not come on on your router	1. Ensure that the router has been correctly configured with the ISP username and password. Check for any spelling mistakes or typos. 2. Ensure that the router is configured in WAN mode.

Technical Support

If you need assistance setting up your BYO device, our team is available for support:

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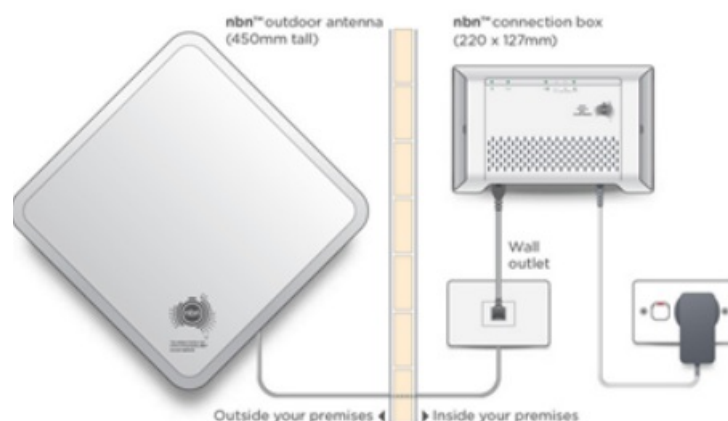
WhatsApp: +61480096696

Overseas: +61390219630

BYO Router Setup

Fixed Wireless Connection

- **Step 1**
  Locate the nbn® Network Termination Device (also known as nbn® Connection box) that has been installed
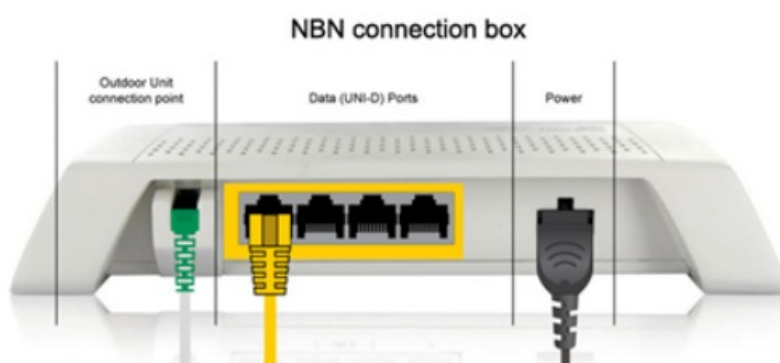
inside your property.

- **Step 2**

  Ensure that the power cable is securely in place and that the POWER, STATUS and ODU lights are on and solid green. You should see at least one signal strength light on (this may be flashing).

- **Step 3**

  Now look on the under side of the nbn® Connection box where you can see the Uni-D ports surrounded by yellow.

  Using an ethernet network cable connect your router from its WAN port to the relevant Uni-D port on the nbn® Connection box. We generally activate the next available Uni-D port – starting with Uni-D 1. We will detail your Uni-D port number in our emails to you.

- **Step 4**

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

- **Step 5**

  Most routers will provide a Quick Start Guide or Setup Wizard – please try and follow these steps. Ensure that your router is configured in WAN mode and encapsulation is set to PPPoE. On most devices you should leave all other settings as default. Then configure your BYO router using the ISP username and password that we will have emailed and SMS'd to you.

Due to the number of router brands available it is hard to give precise setup information here. We recommend consulting your router user guide or speaking to the manufacturer of your device.

- **Step 6**

  After you have successfully configured your BYO router 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 router become lit and steady (not flashing). The authentication light is often labelled 'Internet' or 'www' or 'Web'. Please consult your router user guide if you are unsure which light is the authentication light.

Troubleshooting

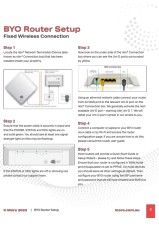| Symptom	Things to try
Status or ODU lights are red on the nbn® Connection box	You will need to contact our team in this instance, and we may need to log a fault with NBN Co
Signal strength is zero or not on	1. Check that the nbn® Connection box is still connected to your Outdoor Unit via the Outdoor Unit Conenction Point on the nbn® Connection box. 2. Check that nothing is obstructing the Outdoor Unit from receiving the wireless signal. 3. You may need to contact our team in this instance, and we may need to log a fault with NBN Co.
www or internet light does not come on on your router	1. Ensure that the router has been correctly configured with the ISP username and password. Triple check for any spelling mistakes or typos. 2. Ensure that you are connected to the correct Uni-D port on the nbn® Connection box 3. Try an alternative network cable to connect your router to the nbn® Connection box. 4. Ensure that the router is configured in WAN mode.

Technical Support
If you require assistance setting up your BYO device our team is available.

7am – Midnight (Weekdays) AET 8am – 8pm (Weekends) AET Phone: 1800 733 368

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

more.com.au

Documents / Resources

More BYO Router Fixed Wireless Connection [pdf] Owner's Manual
BYO Router Fixed Wireless Connection, BYO, Router Fixed Wireless Connection, Fixed Wireless Connection, Wireless Connection, Connection

References

- **nbn® Plans, Mobile Plans, Business Phone Systems & Business Data | More ™**
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