

## TANGERINE BYO Router



# TANGERINE BYO Router Instruction Manual

[Home](#) » [TANGERINE](#) » TANGERINE BYO Router Instruction Manual 

### Contents

- [1 TANGERINE BYO Router](#)
- [2 Product Information](#)
- [3 Product Usage Instructions](#)
- [4 BYO Router Setup](#)
- [5 Troubleshooting](#)
- [6 Documents / Resources](#)
  - [6.1 References](#)
- [7 Related Posts](#)



## TANGERINE BYO Router



## Product Information

### Specifications

- **Type:** BYO Router
- **Connection Type:** Hybrid Fibre Coaxial (HFC)

### Product Usage Instructions

- **Step 1: Connect Your Device**  
Connect a computer or laptop to your BYO router via a cable or Wi-Fi.
- **Step 2: Access Router Configuration Page**  
Access the router configuration page. If unsure, consult the router user guide.
- **Step 3: Consult Router User Guide**  
Due to various router brands, consult the router user guide for setup information or contact the manufacturer.
- **Step 4: Configure Your Router**  
Follow the instructions in your router user guide to configure your BYO router
- **Step 5: Wait for Connection**  
Wait a couple of minutes for the router to connect to the network. Look for the authentication light to be lit and steady.
- **Step 6: Identify Authentication Light**  
If unsure, refer to your router user guide to locate the authentication light.

### Troubleshooting

Symptom: Router authentication light does not come on

#### Things to Try:

1. Ensure correct ISP username and password.
2. Connect to WAN port on your router.
3. Try an alternative network cable.
4. Ensure router is in WAN mode.

### Technical Support

If you need help setting up your BYO device, our team is available for assistance.

### FAQ

- **Q: What should I do if I cannot configure my BYO router?**  
A: If you are having trouble configuring your BYO router, reach out to our technical support team for assistance.

### BYO Router Setup

Hybrid Fibre Coaxial (HFC) Connections

- **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 this the nbn® Connection Box is connected using the white HFC cable to the cable wall socket. This should have been completed during the nbn® activation appointment.



- **Step 3**

Ensure that power is connected to the nbn® Connection Box. The POWER, DOWNSTREAM, UPSTREAM and ONLINE lights should be on.



- **Step 4**

Use a network cable to connect your router from the WAN port on the back of the nbn® Connection Box to the WAN port on your router.

- **Step 5**

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 6**

- 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 7**

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
<b>Lights on the nbn® Connection Box are not on</b>	<ol style="list-style-type: none"> <li>1. Turn the power off to the nbn® Connection Box for 10 seconds and turn it back on. Wait 10 minutes and see if the lights restore.</li> <li>2. Contact our support team as we may need to log a fault with NBN.</li> </ol>
<b>Router authentication light does not come on</b>	<ol style="list-style-type: none"> <li>1. Ensure that the router has been correctly configured with the ISP username</li> <li>2. and password. Triple check for any spelling mistakes or typos.</li> <li>3. Ensure that you are connected to the WAN port on your router.</li> <li>4. Try an alternative network cable to connect your router to the NBN box.</li> <li>5. Ensure that the router is configured in WAN mode.</li> </ol>

## Technical Support

- If you require assistance setting up your BYO device our team is available.
- 7AM – 12AM WEEKDAYS
- 8AM – 8PM SAT & SUNDAY AET
- **Phone:** 1800 211 112
- **Live Chat:** [www.tangerinetelecom.com.au/chat](http://www.tangerinetelecom.com.au/chat)
- **Whatsapp:** +61 429637422
- **Overseas:** +61 3 9021 9632
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- BYO Router Setup
- [tangerinetelecom.com.au](http://tangerinetelecom.com.au)

## Documents / Resources

	<p><b><a href="#">TANGERINE BYO Router</a></b> [pdf] Instruction Manual BYO Router, Router</p>
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## References

-  [Loading...](#)
- [User Manual](#)

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