

GET YOUR HOME UP TO SPEED

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A great connection gives you the freedom to work, stream, and stay connected with ease. And with the right internet setup, you’ll have the power to do more.

Remember: Your home internet setup is just one part of your overall internet experience. Your experience on the nbn® network can also depend on other factors, such as your nbn technology and whether you are using the internet during the busy period. Satellite customers may experience latency.

If you’ve tried the hints and tips in this guide and are still unsatisfied with your nbn experience, we recommend speaking with your internet provider to discuss what in-home setup equipment may suit your usage and help troubleshoot the issue.

Setting up your nbn connection

- 1 Locate the nbn connection box*:** First, check if your home has an nbn connection box. Look for a box with “**property of nbn®**” on it.
- 2 Pick a spot for your Wi-Fi router:** Place your router in an elevated and uncluttered area. Keep it away from electronic devices that might interfere with Wi-Fi signal (e.g. microwaves).
- 3 Create a strong Wi-Fi password:** To strengthen your Wi-Fi security and prevent unauthorised access. Use a mix of upper/lowercase letters, numbers, and special characters and ensure its at least 12 characters long. Avoid using personal details like names, birth dates, pet names or easy to guess options like ‘**password1234**’.
- 4 Plug in and connect:** Plug your Wi-Fi router into a power point, then use an Ethernet cable to link it to the nbn connection box* via the WAN port on your router.
- 5 Secure and connect your devices:** Follow your router’s setup instructions, create a strong Wi-Fi password, and connect your devices.

Troubleshooting tips

Having connection issues? Here are our top tips that may help improve speed, stability, and performance.

Wi-Fi keep cutting out?

- 1 Ensure** your router is positioned away from microwaves, baby monitors, or other electronic devices that may interfere with your Wi-Fi signal.
- 2 Ensure** your connected device’s software and applications are up to date and consider whether your device’s age is affecting performance.
- 3 Inspect** all cables and equipment for wear and tear, replacing any components that show damage.
- 4 Reboot:** Let’s start with a reboot, follow these easy steps:
 - Power down:** Turn off your nbn connection box and Wi-Fi router at the power point.
 - Wait:** Leave both off for about 30 seconds.
 - Power up:** Turn the nbn connection box back on. Wait until all the lights on the box stop flashing and stabilise. Then turn on your Wi-Fi router.
 - Check connection:** Once both devices are fully powered up, test your internet connection.

Internet feeling sluggish?

- Distance to router:** Move closer to the router or consider using a mesh network for better coverage.
- Background apps:** Close any apps that are running in the background that may be using bandwidth.
- Contention:** Check how many devices are connected to the internet. Multiple devices in use at the same time can reduce speed. Check the age of your Wi-Fi router and ensure your current internet plan meets your household’s internet needs.

Do’s and don’ts for your Wi-Fi router

Great Wi-Fi starts with great Wi-Fi router placement. Follow these tips to help improve your connection wherever you are in your home.

Do these things	Don’t do these
Consider using a mesh network to strengthen your Wi-Fi signal as you move around the home, especially if you live in larger or multi-storey home.	Rely on older technology like Wi-Fi extenders or powerline adapters, as they may no longer deliver the best performance.
Position your Wi-Fi router (or the mesh node) in an open, uncluttered area and as close as possible to where you use the internet most to ensure even signal distribution.	Place it near objects that can interfere with your Wi-Fi signal, like soundbars, microwaves, cordless phones, baby monitors, large mirrors, fish tanks or thick masonry walls.
Restart your Wi-Fi router regularly, as doing so helps keep it running smoothly and performing at its best.	Think your Wi-Fi router and connected devices don’t age and will keep working as they always have.
For better coverage, keep the router at least one metre above the floor in an open space, and ensure it’s not blocked by thick walls or furniture.	Hide your router inside confined spaces like cabinets, closed cupboards, behind furniture, or under beds, as this can weaken the Wi-Fi signal.

Is an old Wi-Fi router slowing you down?

If your Wi-Fi router is more than five years old, you may want to consider your in-home setup and whether it’s still suitable for your needs. The Wi-Fi generation of your router could influence the speeds you experience on your nbn plan. Contact your internet provider to find out more.

Remember: This table is intended to be a guide only. Device capabilities may vary by internet provider or manufacturer. We recommend speaking with your internet provider about the performance of your Wi-Fi router and your nbn plan.

Wi-Fi Generation	Typical maximum Wi-Fi speeds	Approximate year of release
Wi-Fi 7 (802.11be)	Over 1Gbps	2024
Wi-Fi 6 (802.11ax)	Up to 1Gbps	2019
Wi-Fi 5 (802.11ac)	Up to 500Mbps	2013
Wi-Fi 4 (802.11n)	Up to 100Mbps	2009

Helpful terms

- nbn connection box:** Acts as a modem, connects your home network to the internet via your internet provider.
- Bandwidth:** The amount of data that can be sent over your network, measured in Mbps.
- Wi-Fi router:** Sends and receives data from the nbn network and shares it amongst your connected devices.
- Ethernet cable:** Connects devices via the router with a wired connection to the internet.
- Ports:** Slots to plug-in the Ethernet cable.
- SSID:** (Service Set Identifier) Name of your Wi-Fi network that shows up when you search for networks.
- Wi-Fi password:** A way to protect your Wi-Fi network from unauthorised access.
- Mesh network:** A more advanced Wi-Fi setup, typically beneficial for larger homes. Uses a main mesh router and one or more mesh nodes to improve Wi-Fi across your house. These devices work in unison to provide better Wi-Fi coverage around the home.
- Phone & internet provider:** A company that provides you with Phone and Internet access. Remember, nbn is a wholesaler so does not sell directly to the public.

*If you’re connected to the nbn network via a Fibre to the Node (FTTN) or Fibre to the Basement (FTTB), your home will not have an nbn connection box.