DLINK DSL 3900 - Ethernet

Step 1

Connect your nbn™ equipment and modem using the setup guide provided for your technology type. If you have not completed this, please refer back to the nbn™set up guides.

Step 2

Ensure the modem is powered on. Using a pin, reset the modem by pressing and holding the reset button on the modem until all the lights go off.

Step 3

Using your own device (computer, laptop, tablet or smartphone), connect to the modem using one of the two options shown below: Ethernet cable directly to the Ethernet port or WiFi.

Ethernet

Connect the Ethernet cable (this is usually yellow, blue, grey or white) as shown below from the Ethernet port (LAN port) on the modem to the Ethernet port on your computer or laptop.
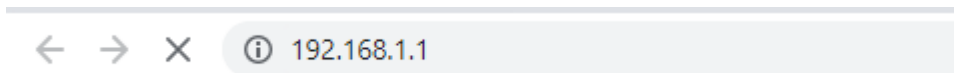
WiFi

Using the wireless security card from your modem, connect to the wireless (WiFi) network using the security code shown.

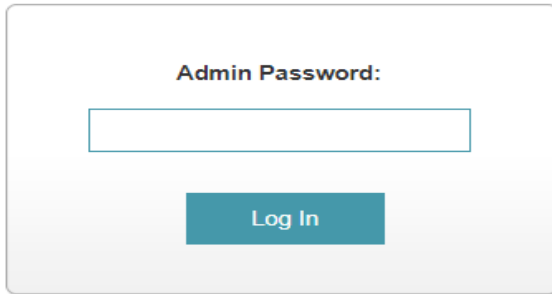**Example of wireless security card**

Step 4

Open a web browser - E.g. Google Chrome, Firefox, Internet Explorer. Enter the following into the URL address bar: 192.168.1.1

You may see a login page and if the details are not already prefilled, use the below default settings:

Default username: admin
Default password: Enter your D-link password (by default the password should be left blank). Otherwise, log in with the password you have set for the modem.

Admin Password:

Log In

Step 5
Once logged in, a setup wizard should automatically appear. Click Next to continue.

Step 6
Replicate the below settings:
1. WAN Access Type – Ethernet
2. Country – Australia
3. ISP - Other

Step 7

If your modem does not detect the correct settings, a field showing connection types will be listed on your screen.

Step 8

Select Username/Password connection (PPPoE) and put in Flip Username and password sent to you in the Welcome Email. Click next once entered.

Welcome email example

Your Flip NBN details are as follows:

Account Number: test@fliptv.com.au
NBN Plan: Unlimited Fast 50 Plan
NBN technology: Fibre To The Premise*

If you chose to use your own modem with our service, you'll need to use the below settings for your modem configuration:

Username: test@fliptv.com.au   ← User ID
Password: 21587411
                                      ←

Step 9
You can adjust the Wi-Fi settings as you wish on this page. Once personalised, click Next and you have successfully completed the set up wizard.

Step 10

If you have a VoIP service, please contact us (contact details are below).

Step 11

We recommend changing your default password to avoid any potential security breaches.
Click Management(at the top of the page) → System → Admin. Under admin, input details and click Save.

Step 12

Congratulations- Your BYO modem set up should now be complete!

Please note you may need to wait a few minutes for the settings to apply and/or may also need to reboot/powercycle your modem (turn off and on again) if it does not occur automatically.

You can test the connection by visiting a website on your connected device. If it works, your Flip nbn™ internet is up and running! If you have issues connecting, please contact our support team for further troubleshooting.

How to Contact Our Support Team:

1. Give us a call on **1300 354 788** during our business hours:

Monday-
Friday: 9am-
7pm
Saturdays:
9am-4pm

2. Email: **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).