Can't connect to the internet – FTTN Service

NOTE: If this is the first time you are trying to use the connection, please contact us by clicking the chat icon below or call us on 1300 303 375 to verify that your NBN service has been activated.

Here are the few things we have to check before troubleshooting:

1. Check on our network status page for any outage in your area. You can click on the links below to check your area for outages.

- SpinTel Network Status
- NBN Network Outages
- 2. Power off the modem for at least 2-3 minutes before you turn it back on.

If you are still unable to connect to the Internet, please proceed with the troubleshooting below.

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	Power	DSL	Internet	2.4G	5G	WPS	Phone 1	1 Phone 2	WAN	LAN 1	LAN 2	LAN 3	LAN 4	USB		
Light		State	Meaning					Light		State	Meanir	g				
Power		On	Modem has power. Flashes while booting up.					Phone	Phone 1-2		VoIP phone is connected.					
		Off								Off	VoIP ph	one is of	fline.			
DSL			Modem has no power.					WAN		On	Device plugged into modem's WAN port.					
		On Off	Modem has established a connection. Modem has no connection.							Off	No device plugged into modem's WAN					
		UII I									port.					
Internet		On	Modem is online.					LAN 1	LAN 1-4		Device(s) plugged into modem's LAN					
		Off	Modem i	s offline.							ports.					
2.4G/5G		On	2.4GHz/5GHz WiFi is enabled.						Off			No device(s) plugged into modem's LAN ports.				
		Off	2.4GHz/5GHz WiFi is disabled.					USB	USB		USB device is ready to use. Flashes while					
WPS		On	Flashes during a WPS connection								a new USB device is booting up.					
			attempt (may take up to 2 minutes). Remains on for -5 minutes after successful connection.							Off	No USB device plugged into the USB port.					
		Off	WPS mo	de not in	use.											

Get to know your modem

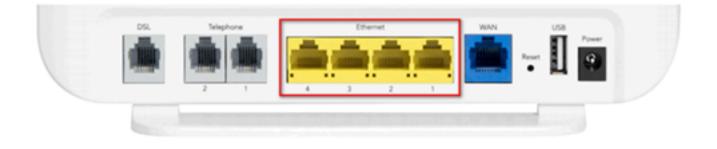
1. Check if the **DSL** light is solid Green. If it is Flashing or Off, check the telephone cable for any issues. You might want to check for other telephone wall socket on your premise.



2. Next, check the **Internet** light. If the router is properly configured, the indicator is colored Green. If it is Off or Red, the configuration for the router might be incorrect. You can check this <u>guide</u> in configuring your modem.

3. If you are still having issues, make sure that your device is properly connected to the router. If you are using WiFi, check if you are on the correct WiFI network. You can check this <u>guide</u> in troubleshooting your WiFi connection.

4. If you are connected directly using an Ethernet cable, make sure that you are properly connected to the LAN ports on the modem. Try using different ports in case the current port is faulty.



Online URL: <u>https://articles.spintel.net.au/article/can-t-connect-to-the-internet-fttn-service.html</u>