

# Configuring Sagemcomm Modem for SpinTel NBN

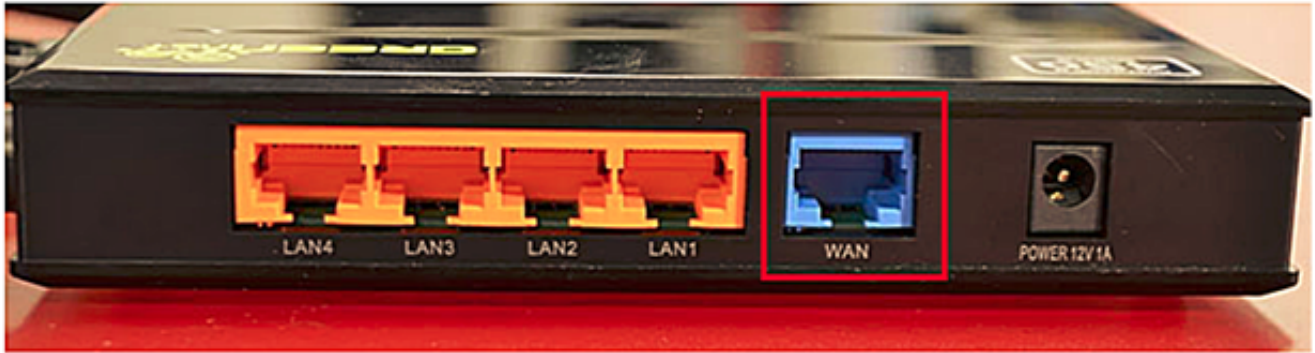
## How do you know if your Sagemcomm modem is compatible with nbn?

There are 2 different types of ports you need to check whether your modem is compatible with the type of nbn service that you have on your premise.

**1. DSL port** - often grey in colour, uses RJ11 cable. This is the same as the old telephone cable you would use to plug your home phone into the wall socket.



**2. WAN port** - Also known as the internet port that uses RJ-45 Ethernet cable to connect your Sagemcomm modem to the nbn connection device.



Some modems have both of these ports, and some only have one. To identify which port is required for your nbn type of service, check the table below.

NBN type	Modem connection type	Authentication
Fibre to the Premise	Router/WAN connection	IPOE/Dynamic/DHCP/Auto
Fixed Wireless	Router/WAN connection	IPOE/Dynamic/DHCP/Auto
Hybrid Fibre Coaxial	Router/WAN connection	IPOE/Dynamic/DHCP/Auto
Fibre to the Curb	Router/WAN connection	IPOE/Dynamic/DHCP/Auto
Fibre to the Node	VDSL Modem required	IPOE/Dynamic/DHCP/Auto
Fibre to the Basement	VDSL Modem required	IPOE/Dynamic/DHCP/Auto

## How Do You Set up Your Sagemcomm Modem?

1. If there is **no NBN Connection Box** installed, connect the DSL port on the back of your Sagemcomm modem to your phone wall socket using a phone cable.
2. If **there is an NBN Connection Box** installed, connect to the WAN/Internet port on the back of your modem to your NBN Connection Box.
3. Connect any of the LAN ports on the back of your modem to your PC (optional)
4. Plug the NBN connection box, if there's any, to the power socket
5. Connect the power port on the back of your modem to your power socket.
6. Ensure the modem is not locked to a specific provider. If it is, contact your provider to unlock it or use an unlocked modem.
7. Perform a factory reset on the modem if needed. Reconnect your devices using the default login credentials, which are typically found

on the modem label.

8. Open a web browser and enter the modem's default IP address to configure the modem for IPoE set-up.

## How Do You Log Into Your Sagemcomm Modem?

To access the modem interface, please make sure your device is connected to your Sagemcomm modem through a wired or wireless connection.

1. Enter **10.0.0.138** in the address bar of a web browser.

If the IP address does not work, please check the label attached to the back of the modem/router. Else, check your router's IP address. For instructions, click [here](#).



2. Enter **admin** for both the username and password and click Login. If you have changed the login credentials, please enter the current username and password for your modem interface.

## How Do You Configure Your Sagemcomm Modem?

1. From the navigation panel, click **the Broadband** tab
2. **Disable PPP** and make sure the Connection Settings Type is set to **IPoE**
3. Click **Apply** to update the settings.

**Broadband** Internet: Connected

Connection Information		Connection Settings	
Status	IPv4 enabled IPv6 enabled	Type	IPoE
Uptime	00h39m12s	PPP Settings	
Data Transferred	1,23 MB (Sent) 4,92 MB (Received)	PPP Enable	<input type="checkbox"/> Off
IPv4 Address			
Primary DNS			
Secondary DNS			
IPv6 Address			

Cancel Apply

Wait **3-5 minutes** for the modem to go online, then test the service.

If your modem has any existing profiles configured, make sure to remove them to avoid double authentication or connection issues. You can usually find these profiles in your modem's settings under sections like 'Internet Settings,' 'WAN Setup,' or 'PPP Connections.'

Alternatively, you can configure the internet through the Advanced tab

1 Go to the **Advanced** tab

2 Select **Internet Settings**

3 Click **Basic**

4 Choose **IPoE/ Dynamic/ Automatic / DHCP** on Connection Type

Click **Apply** to update the settings

The screenshot shows the 'Internet Settings' window. At the top, there is a 'Basic' tab (highlighted with a red box) and a '3G/LTE Backup' tab. Below these are 'IPv4' and 'IPv6' sub-tabs, with 'IPv4' selected. The 'IPv4' section contains several fields: 'Connection type' (set to DHCP, highlighted with a red box), 'Addressing Type' (set to DHCP, highlighted with a red box), 'IP' (empty), 'Mask' (255.255.192.0), 'Gateway' (empty), 'DNS 1' (empty), and 'DNS 2' (empty). In the top right corner, there is a home icon and a status bar showing 'Internet: Connected'.

Wait **3-5 minutes** for the modem to go online, then test the service.

## Setting up your Home Phone

If your order includes a Home Phone service, it's time to get it up and running. This detailed [guide](https://articles.spintel.net.au/article/configuring-sagemcomm-modem-for-spintel-nbn.html) will walk you through every step needed to set up your home phone using your own modem.

Online URL:

<https://articles.spintel.net.au/article/configuring-sagemcomm-modem-for-spintel-nbn.html>