

# How to Connect a Sagemcom Modem Using PPPoE Connection

This guide will help you set up your Sagemcom modem with a PPPoE (Point-to-Point Protocol over Ethernet) connection for your SpinTel service.

## Step 1: Gather Your PPPoE Credentials

To connect your modem, you'll need your PPPoE username and password. You can find these details in your order completion email. If you can't locate them, please contact [SpinTel support](#) for assistance.

## Step 2: Connect Your Modem

1. Plug in the modem – Connect the power adapter to your modem and plug it into a power source.

2. Connect your modem based on your NBN connection

- If you have an nbn [Fibre to the Node \(FTTN\)](#) or nbn [Fibre to the Building \(FTTB\)](#) connection, connect the telephone cable from your modem (DSL Port) directly to your telephone wall socket using an RJ11 (Telephone) cable.
- If you have an nbn [Fibre to the Premises \(FTTP\)](#) connection, connect the ethernet cable from the active UNI-D port on your nbn NTD to your modem-router/Wi-Fi gateway via the WAN port. If you're not sure which UNI-D port you need to plug the ethernet cable into on your nbn NTD, check your order confirmation email. If you can't locate them, please contact [SpinTel support](#) for assistance.
- If you have an nbn [Fixed Wireless \(FW\)](#) connection, connect the ethernet cable from the active UNI-D port on your nbn WNTD to your modem-router/Wi-Fi gateway via the WAN port. If you're not sure

which UNI-D port you need to plug the ethernet cable into on your nbn NTD, please contact [SpinTel support](#) for assistance.

- If you have an nbn Hybrid Fibre Coaxial (HFC) connection and have been provided with an nbn network device (NTD), connect the coaxial cable from the nbn network device to your coaxial wall socket. Four solid green lights on your nbn network device will indicate that you've successfully connected your box to the nbn network. Connect the ethernet cable from the nbn network device to your modem-router/Wi-Fi gateway via the WAN port.
- If you have an NBN Fibre to the Curb (FTTC) connection and have been provided with an nbn Connection Device (NCD), connect the nbn telephone cable from the nbn connection box to your telephone wall socket. Three solid blue lights on your nbn connection box will indicate that you've successfully connected your box to the nbn network. Connect the ethernet cable from the nbn connection box to your modem-router/Wi-Fi gateway via the WAN port.

### **Step 3: Access the Modem's Settings**

1. Connect your computer or mobile device to the modem using Wi-Fi or an Ethernet cable.
2. Open a web browser and enter 192.168.1.1 or 192.168.0.1 in the address bar.
3. Log in using:  
Username: admin  
Password: (found on the sticker at the back of the modem)

### **Step 4: Configure PPPoE Settings**

1. Navigate to Internet Settings or WAN Setup.
2. Select PPPoE as the connection type.

3. Enter your PPPoE Username and Password (from your order completion email).
4. Ensure VLAN ID is disabled.
5. Click Save or Apply Changes.

#### **Step 5: Restart Your Modem**

1. Once the settings are saved, restart the modem.
2. Wait for the Internet light on the modem to turn solid green.

#### **Step 6: Test Your Connection**

Open a web browser and try accessing a website to confirm your internet is working.

If you experience any issues, contact [SpinTel support](#) for assistance.

Online URL:

<https://articles.spintel.net.au/article/how-to-connect-a-sagemcom-modem-using-pppoe-connection.html>