

Understanding What your NBN lights mean

What does the lights in my NBN Box means?

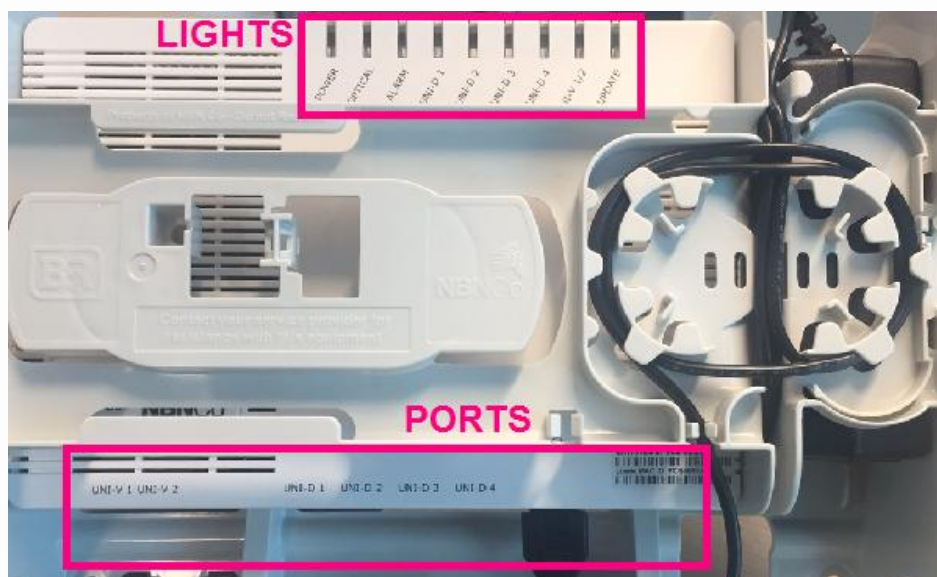
If you are experiencing problems with your nbn service, checking the indicator lights on your Network Termination Device (NTD) can help identify where the issue may be coming from. When the lights display the expected pattern, it usually means the nbn connection is working correctly and the problem is more likely related to your modem. If the lights are not showing the correct pattern, this may indicate a fault with the nbn connection itself. Letting us know the status of these lights when you contact support will help our team diagnose and resolve the issue more quickly.

All nbn connection types, except FTTN, include an nbn supplied device known as an NTD in addition to your regular modem/router.

The lights on your nbn device act as status indicators. They show whether your NTD is powered on and successfully communicating with the nbn network. The meaning of each light can differ depending on the type of nbn connection you have.

For FTTP (Fibre to the Premises):

FTTP NTD v1:



Light	State	Meaning
POWER	Off	No power supply. Please note that all other lights will be off if the Connection Box has no power.
	Red	Connection Box is operating on backup battery power from the Power Supply unit. If there's no power outage, try troubleshooting.
	Green	Connection Box has power. Sometimes the light may look more orange/yellow than green - this is expected.
OPTICAL	Off	Connection Box is disabled. Please call us on 08 8490 7100 (8:00AM-5:00PM Mon - Fri) as we'll need to lodge a ticket with nbn®.
	Red	No connection to the network. Try troubleshooting.
	Green	Connected successfully to the network. This light will flash during normal use.
ALARM	Off	Connection Box is working, but no devices are connected.
	Red	Issue detected. Try troubleshooting.
	Green	Connection Box is working with no issues detected.

UNI-D 1/2/3/4	Off	Nothing is plugged into this port. Only one UNI-D port is active for a single nbn service - typically port UNI-D1. If this port doesn't work and you don't know which port was activated for your service, please call us on 08 8490 7100 for assistance.
	Orange	A device capable of up to 1000Mbps is plugged in. This light will flash during data transfer.
	Green	A device capable of up to 10~100Mbps is plugged in. This light will flash during data transfer.
UNI-V1/2	Off	There is no nbn Fibre Phone service, or it's not currently being used. Note: Fibre Phone is not offered.
	Green	One or more nbn Fibre phones are off the hook (typically because they are being used).
	Flashing	One or more nbn Fibre phones have been off the hook for more than an hour. If no one is on a long phone call, check that your handsets are not engaged and have been returned to the hook or cradle.
UPDATE	Off	Normal, no action required.
	Red	Connection Box has failed to download an update. Please call us on 08 8490 7100 (8:00AM-5:00PM Mon-Fri) as we'll need to lodge a ticket with nbn®.
	Green	Connection Box is currently downloading an update with no issues.

Singel Port FTTP NTD v3:



Light	Colour	Behaviour	Meaning
POWER	Green	Solid	NTD is powered
	Green	Flashing – Slow	NTD is powering-up
	Green	Flashing – Fast	NTD software is downloading
	Off		No power to NTD
OPTICAL	Green	Solid	Optical network is connected
	Green	Flashing	Network activity detected
	Red	Solid	No network connection – optical link loss
	Off		NTD Disabled by NBN
ALARM	Red	Solid	NTD in fault
	Off		NTD operational
PORT	Green	Solid	Service connected
	Green	Flashing	Service connected with active data transfer
	Off		No device connected to UNI-D Port

Multi-Port FTTP NTD v4:



Light	Colour	Behaviour	Meaning
POWER	Green	Solid	NTD is powered
	Green	Flashing – Slow	NTD is powering-up
	Green	Flashing – Fast	NTD software is downloading
	Off		No power to NTD
OPTICAL	Green	Solid	Optical network is connected – GPON Mode
	Green	Flashing	Network activity detected – GPON Mode
	Blue	Solid	Optical network is active – XGS-PON mode
	Blue	Flashing	Activity on network link – XGS-PON mode
	Red	Solid	No network connection – optical loss
	Red/Green/Blue	Flashing	NTD activation pending – GPON or XGS-PON Mode
ALARM	Off		NTD disabled by NBN
	Red	Solid	NTD in fault
PORT (1-4)	Off		NTD operational
	Green	Solid	Service connected
	Green	Flashing	Service connected with active data transfer
	Off		No device connected to UNI-D Port

For HFC

HFC NTD V1:



Light	State	Meaning
Power	Off	NTD has no power
	Green	NTD has power
DOWNSTREAM	Off	NTD has no power or still searching for downstream
	Green	Successful downstream connection
	Flashing	Searching for downstream connection
UPSTREAM	Off	NTD has no power or still searching for upstream connection
	Green	Successful upstream connection
	Flashing	Searching for upstream connection
ONLINE	Off	NTD has no power or no online connection
	Green	NTD is online and active
	Flashing	Connection Found – Obtaining configuration from NBN
UNI-D 1	Yellow	Old CAT5 LAN Cable is connected. Speed may not be maximized with this cable. Try CAT5e or CAT6.
	Green	Cable connection detected. If no light on the port, try another LAN Cable.

HFC NTD v2:



Light	State	Meaning
POWER	Off	NTD has no power
	Green	NTD has power
DOWNSTREAM	Off	NTD has no power or is still searching for a connection
	Green	Successful downstream connection
	Flashing	Firmware upgrade in progress – Please wait 10 minutes or less
UPSTREAM	Off	Still searching for downstream connection or NTD has no power
	Green	Successful upstream connection
	Flashing	Firmware upgrade in progress – Please wait 10 minutes or less
ONLINE	Off	NTD has no connection to NBN network
	Green	NTD is working as expected
2.5G LINK	Off	No cable connection to the port
	Yellow	A device is plugged in with an older CAT5 LAN Cable which will not be able to support the full speed of NBN HFC Plan. It is highly recommended to use CAT5e LAN Cable for plan speed up to 1000Mbps and CAT6 LAN Cable for plan speed up to 2Gbps.
	Green	A device is plugged in with a CAT5e or CAT6 LAN Cable.

For FTTC:



Note: Lights on the FTTC Network Connection Device is read or interpreted from the left most icon going to the right.

Light	State	Meaning
LAN	Off	NCD has no power or is not connected to a router
	Blue	Successful connection between the NBN Box and the modem router. Flashing indicates local network activity
	Amber	Successful connection between NBN Box and modem router. Flashing indicates local network activity
DSL	Off	NCD has no power or is not communicating with the NBN network
	Blue	NCD is successfully communicating with the NBN network
CONNECTION	Off	NCD has no power
	Blue	Successful reverse power to NBN equipment outside the premises.
	Red	Issue with reverse power. Please call us on 08 8490 7100 (8:0AM-5:00PM Mon to Fri) for assistance.
POWER	Off	NCD has no power
	Blue	NCD has power

For Fixed Wireless:



Note: Lights on the NTD are read from the left most icon going to the right.

Light	State	Meaning
POWER	Off	No power supply. All other lights will be off if the NTD has no power.
	Red	NTD is operating on backup battery power and power is low (if a battery has been fitted)
	Green	NTD has power
	Flashing Green	NTD is operating on backup battery power (if a battery has been fitted)
STATUS	Off	NTD has no power or is in an unexpected state
	Red	A system fault is detected
	Flashing Amber	NTD is booting up/initialising
	Green	NTD is in test mode
OUTDOOR UNIT (ODU)	Off	NTD has no power or is in an unexpected state
	Red	NTD is offline
	Flashing Red	A error is detected
	Green	NTD is online
SIGNAL STRENGTH	Off	NTD is offline or has now power
	Red	Low signal strength (this is not necessarily a service fault as factors such as local weather can impact signal strength)
	Amber	Medium signal strength
	Green	High signal strength