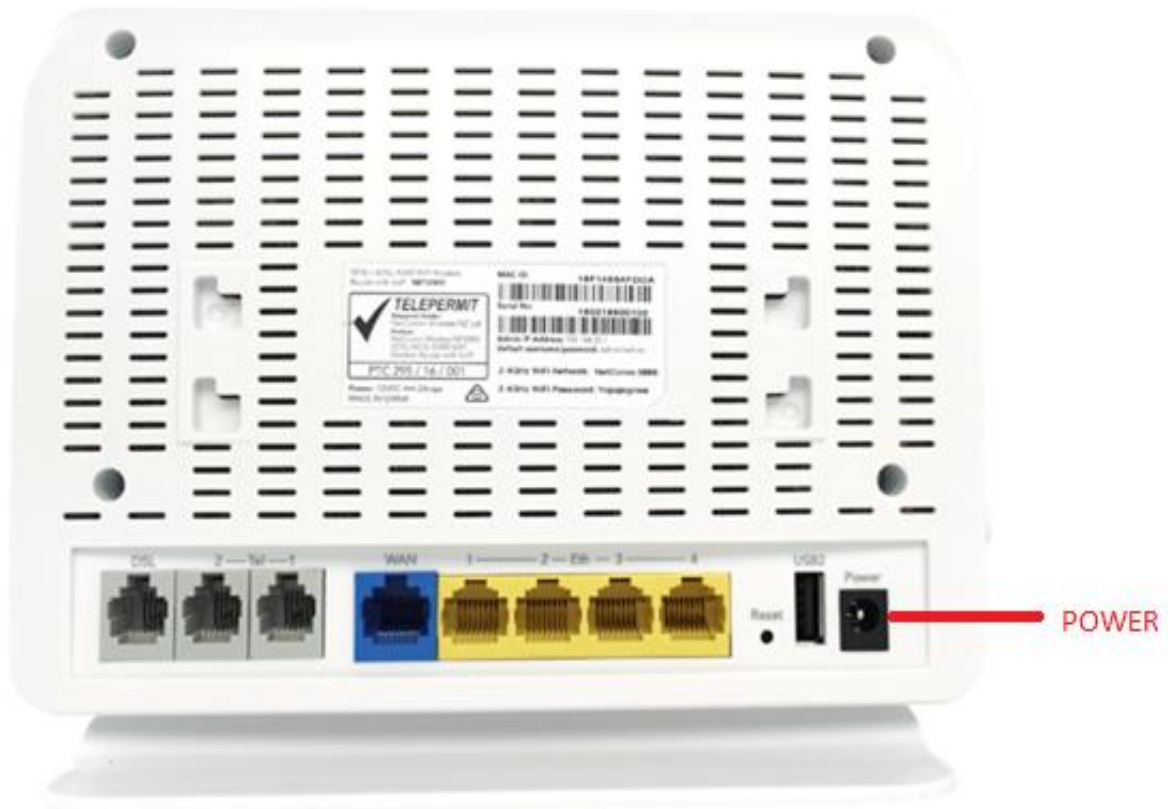




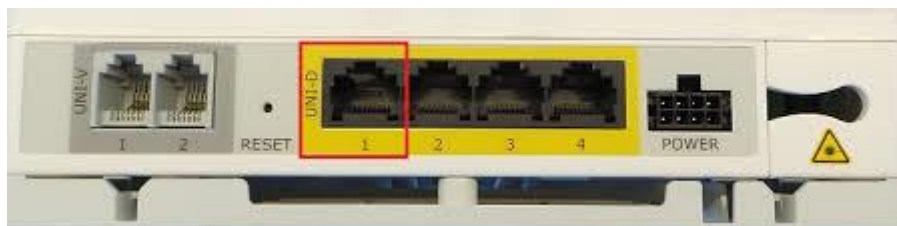
How to connect your new Netcomm NF18ACV NBN modem to your new FTTP, Fixed Wireless or HFC connection.

1. Locate the NBN equipment that has been installed in your premises. If you are in a new apartment complex this is often inside a wardrobe.
2. Un-box your new Netcomm NF18ACV and plug it into the mains power.



3. Locate the next available Uni-D port on your NBN NTU. This is the NBN box installed inside your premises. In most cases you will connect to Uni-D port 1. Your activated port is detailed in your activation emails.

For FTTP connections this will look like this:



Please note that you may need to remove the NBN cover in order to see/access these ports.

For Fixed Wireless connections, this will look like this:



For HFC Connections, this will look like this:



4. Locate the yellow Ethernet cable that was provided with your new modem and connect it from the next available (or active) Uni-D port to the blue WAN port on the back of your new Netcomm modem. Please see image below.



5. You can connect computers or other devices to the yellow LAN ports on the back of the device.
6. You will find the Wifi network name and passcode on a card in the Netcomm box.
7. The modem should be pre-configured and ready to use. If you have difficulties try following the troubleshooting tips later in this document or call 1800 211 112 for assistance.

Troubleshooting Tips

1. The Internet light is flashing on the front of the Netcomm device. This suggests that the NBN authentication details are incorrectly configured in your device. This should not occur, but in the rare instance that it does, please call 1800 211 112 and our team can assist in checking these details.
2. If you need to login to the modem the default username and password should be admin/admin. IF your modem has already connected to the internet – for security reasons the password will likely secure itself and become admin + the last 6 digits of the device MAC address. For example: adminD45FRE
3. Your ISP username and password will have been emailed and SMS'd to you after activation.