



How to connect your new Netcomm NF18ACV NBN modem to your new FTTC connection.

IMPORTANT: After you connect your FTTC equipment any existing telephone service will disconnect. This means any voice services will CEASE TO WORK after connection and activation of your FTTC equipment. If you are transferring a voice service to NBN it is important to NOT connect the FTTC equipment until the voice transfer date.

1. Locate the main telephone socket for the telephone number that was activated for NBN. This would usually be your home telephone socket on the wall.
2. Locate your NBN NCD (Network Connection Device) - shown below. If you have had an NBN technician attend the property to complete your connection they should have delivered it during this appointment. If your connection is being activated remotely you will have been sent this. If your property has been connected to NBN in the past this should already be inside your property.

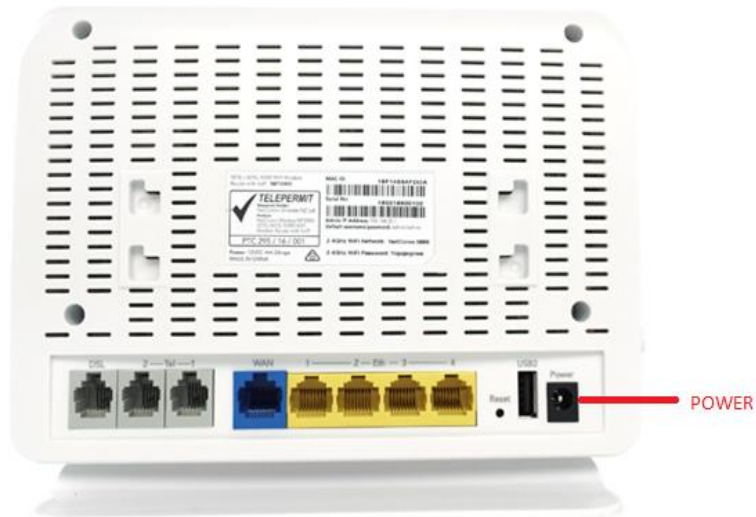


3. Connect the NCD to the mains power and your telephone wall using the power and



4. Wait for the DSL light on the front of the NCD to turn solid blue. Please wait for up to 15 minutes for it to turn solid blue. If it does not turn solid blue you may need to try alternative sockets inside your property.

5. After the NCD DSL light is solid blue, please un-box your new NBN NF18ACV modem and connect it to mains power.



6. Use the yellow Ethernet cable (included with the mode) to connect the modem to the NCD. Use the blue WAN port on the back of the modem and connect this to the yellow GATEWAY port on the back of the NCD.



7. The set up should look like this:



- 8. After the NCD and modem are connected and data flow is detected by NBN – the activation process still needs to take place. Note that this can take up to 24 hours – but should take just 30 – 60 minutes.**
- 9. Please be patient during this time, and wait for the Netcomm Internet light to become solid.**
- 10. You can connect computers or other devices to the yellow LAN ports on the back of the device.**
- 11. You will find the Wifi network name and passcode on a card in the Netcomm box.**
- 12. 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. If the DSL light on the NCD does not stop flashing after 15 minutes you should try the following
 - i) Try alternative wall sockets in the property.
 - ii) Try an alternative cable to connect the NCD to the wall socket.
 - iii) Remove any splitters, filters or extension cords from the line.
 - iv) Remove any telephone equipment connected to other sockets in the property.
2. If after the DSL light on the NCD turns solid blue 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.

If you are attempting to login to your device the default username and password will be applicable (admin/admin) up to the time it connects to the internet. After the device connects to the internet it will secure the password for security reasons. It will change the password to admin + the last 6 digits of the MAC address. ie. adminER43FD