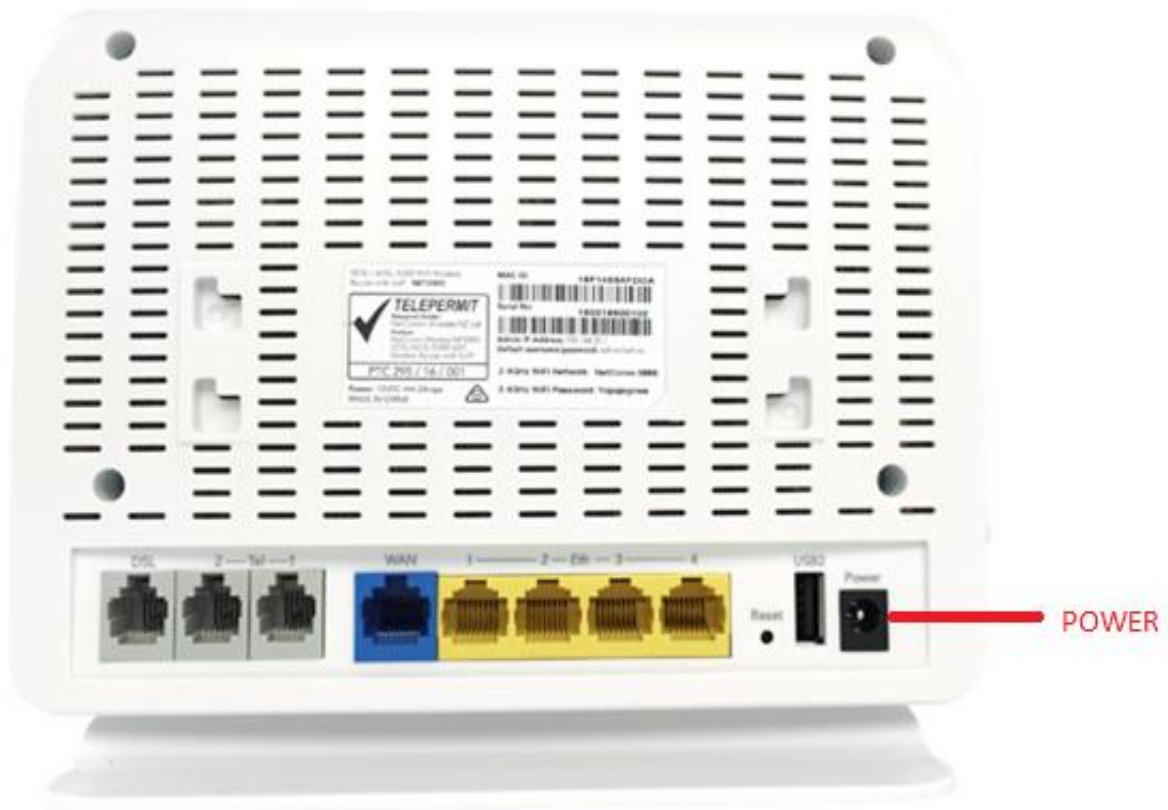


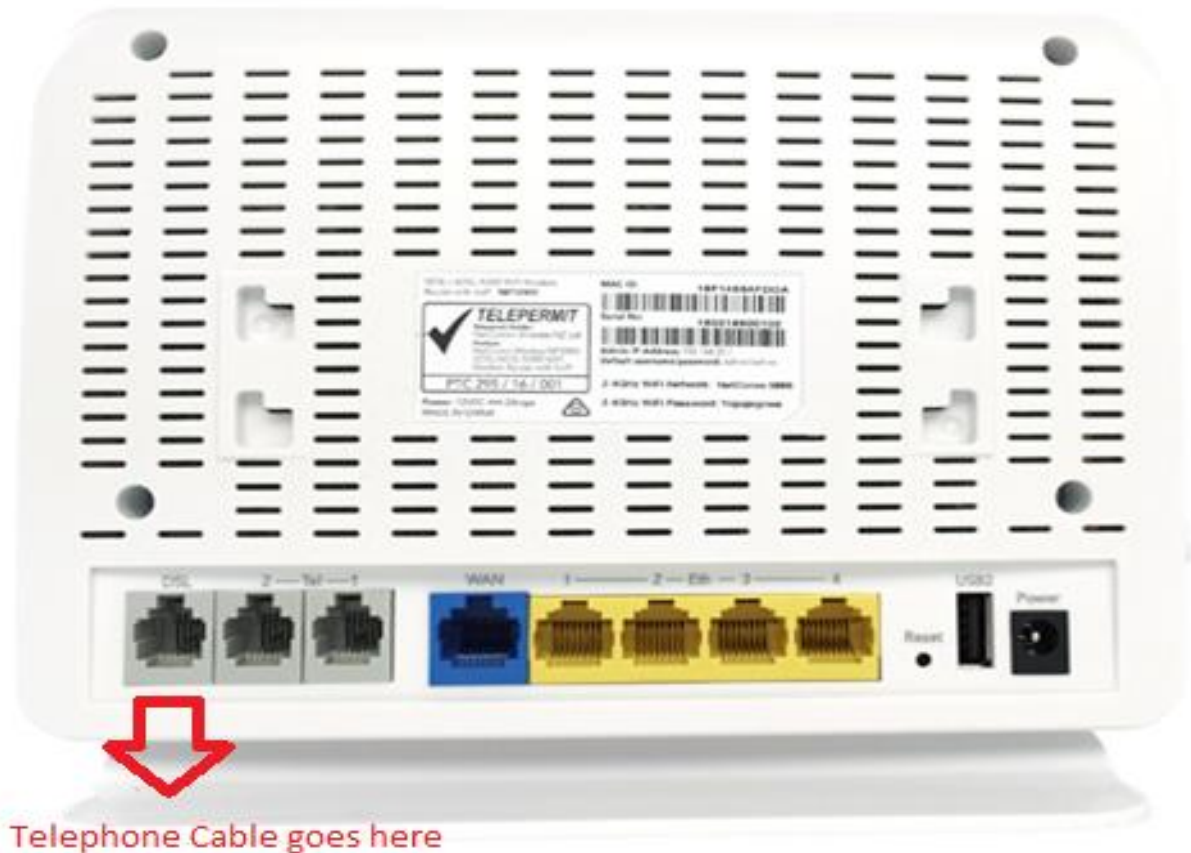


How to connect your new Netcomm NF18ACV NBN modem to your new FTTN/B NBN connection.

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. Un-box your new Netcomm NF18ACV and plug it into the mains power.



3. Locate the white telephone cable that is included with the Netcomm modem. Plug this from the main telephone socket to the DSL port on the back of your new modem.



4. You can connect computers or other devices to the yellow LAN ports on the back of the device.
5. You will find the Wifi network name and passcode on a card in the Netcomm box.
6. 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 does not stop flashing after 1-2 minutes after plugging the Netcomm device in, this suggests that:
 - i) The telephone socket that you have plugged the phone cable in to is not active for NBN.
 - ii) The cable used to connect the modem to the telephone socket is faulty.
 - iii) NBN have not completed the activation of NBN to your property.
 - iv) Internal cabling in your property may be faulty

Possible resolutions:

- a) Try a different or new cable to connect your modem to the wall socket.
 - b) Ensure that the NBN appointment date and time have passed.
 - c) Try plugging the telephone cable into another socket in your property.
2. 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. I.e. adminER43FD