

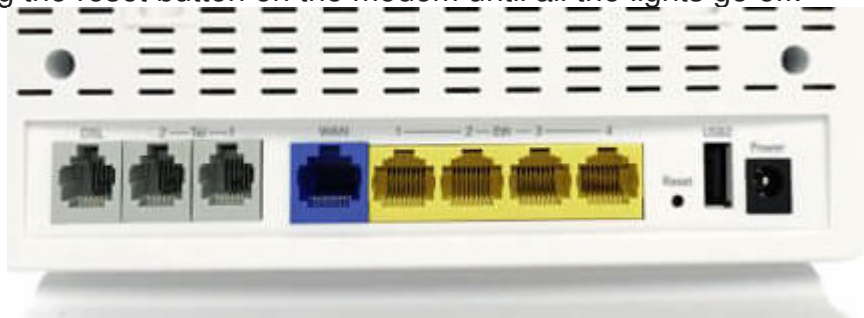
NETCOMM NF10WV - VDSL

Step 1

Connect your nbn™ equipment and modem using the setup guide provided for your technology type. If you have not completed this, please refer back to the nbn™ set up guides.

Step 2

Ensure the modem is powered on. Using a pin, reset the modem by pressing and holding the reset button on the modem until all the lights go off.

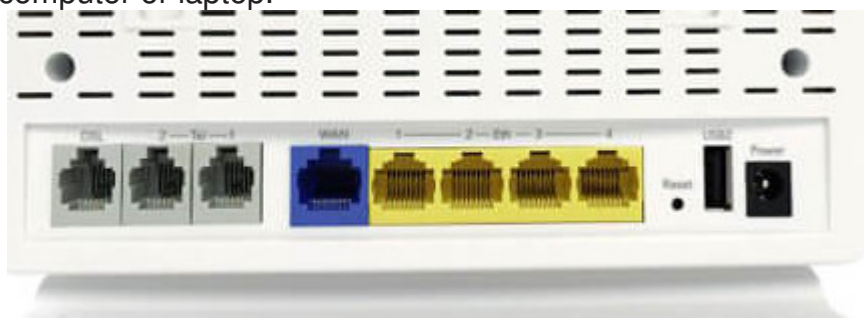


Step 3

Using your own device (computer, laptop, tablet or smartphone), connect to the modem using one of the two options shown below: Ethernet cable directly to the Ethernet port or WiFi.

Ethernet

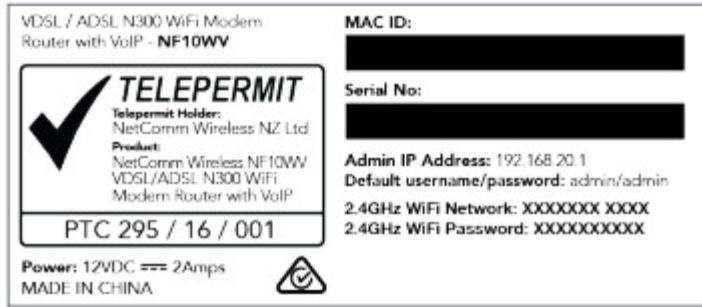
Connect the Ethernet cable (this is usually yellow, blue, grey or white) as shown below from the Ethernet port (LAN port) on the modem to the Ethernet port on your computer or laptop.



WiFi

Using the wireless security card from your modem (usually located on the bottom of the modem), connect to the wireless (WiFi) network using

the security code shown.



Step 4

Open a web browser - E.g. Google Chrome, Firefox, Internet Explorer. Enter the following into the URL address bar: 192.168.20.1



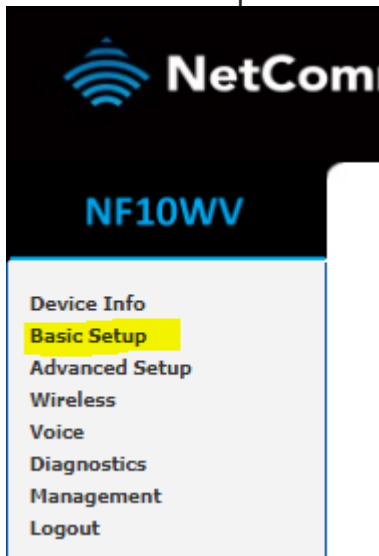
You may see a login page and if the details are not already prefilled, use the below default settings then click OK.

Default username: admin

Default password: admin

Step 5

Click Basic Setup



Step 6

Select VDSL and then click next.

Basic > Quick Setup > Internet Setup (Select one DSL mode)

This Wizard is designed to walk you through the basic information needed to set up your device
To continue, please select your WAN connection type.

- ADSL
- VDSL
- Ethernet WAN

Step 7

Select *PPPoE With no VLAN tag* and then click Next.

- PPP Over Ethernet (PPPoE) with VLAN Tag 10
- PPP Over Ethernet (PPPoE) with no VLAN Tag
- IP over Ethernet (IPoE)
- Bridging

Note: New Zealand Customers please select the "PPPoE with VLAN tag 10" Option

Step 8

Enter your NBN Username and Password which was provided by Flip in the welcome email. Click Finish

Basic > Quick Setup > Ethernet WAN only > PPPoE Information

Enter the User ID and Password assigned to you by your Internet Service Provider (ISP).

User ID: test@flip.com.au
Password: *****

Back Finish

Welcome email example

Your Flip NBN details are as follows:

Account Number: test@fliptv.com.au

NBN Plan: Unlimited Fast 50 Plan

NBN technology: Fibre To The Premise*

If you chose to use your own modem with our service, you'll need to use the below settings for your modem configuration:

Username: test@fliptv.com.au
Password: 21587411

← User ID

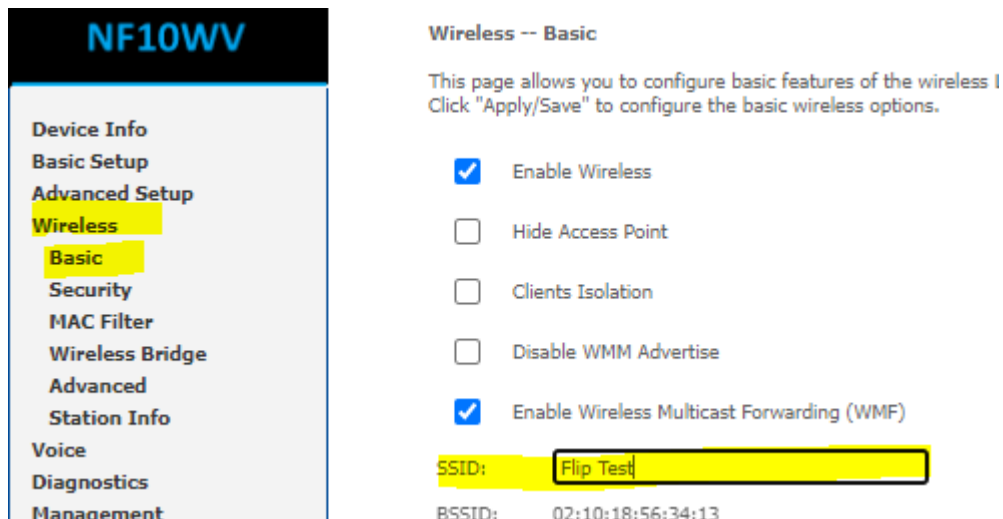
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Step 9

Once the summary page is visible, setup has now been completed.

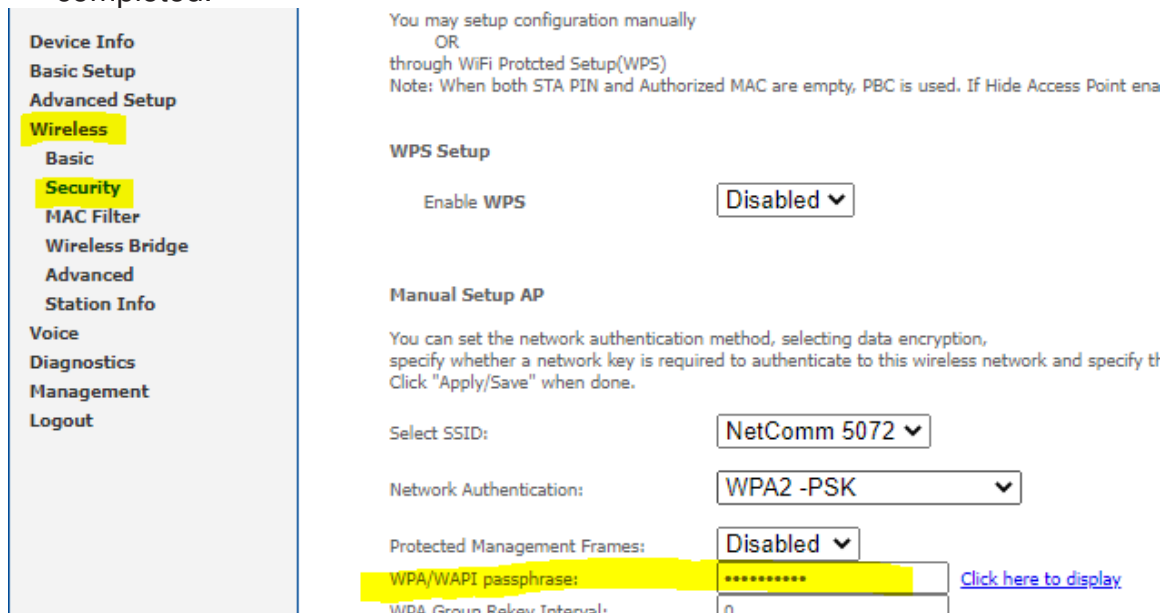
Step 10

1. You can adjust the Wi-Fi as you wish by clicking Wireless → Security.
2. To change your SSID (broadcasting name) please click Wireless → Basic then editing the SSID tab as shown below. Click Save/Apply once completed.



The screenshot shows the configuration page for the device NF10WV. On the left is a navigation menu with options: Device Info, Basic Setup, Advanced Setup, Wireless (highlighted), Basic (highlighted), Security, MAC Filter, Wireless Bridge, Advanced, Station Info, Voice, Diagnostics, and Management. The main content area is titled "Wireless -- Basic" and includes a description: "This page allows you to configure basic features of the wireless. Click 'Apply/Save' to configure the basic wireless options." Below this are several checkboxes: "Enable Wireless" (checked), "Hide Access Point" (unchecked), "Clients Isolation" (unchecked), "Disable WMM Advertise" (unchecked), and "Enable Wireless Multicast Forwarding (WMM)" (checked). At the bottom, the SSID is set to "Flip Test" and the BSSID is "02:10:18:56:34:13".

3. Changing your Wi-Fi password, you would need to click Wireless → Security and then edit "WPA/WAPI Passphrase". Click Save/apply once completed.

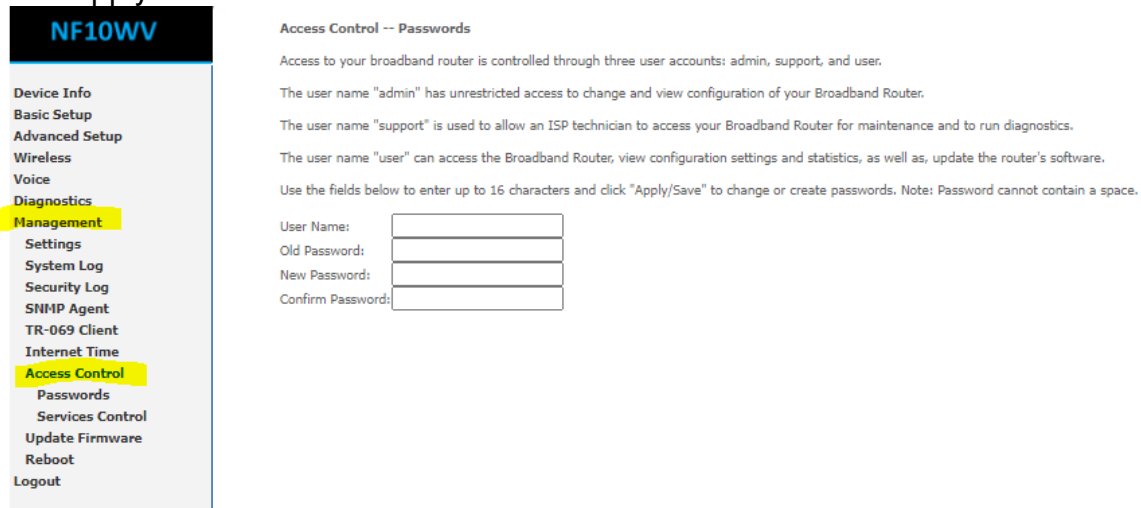


The screenshot shows the "Wireless -- Security" configuration page. The left navigation menu is the same as in the previous screenshot, with "Security" highlighted. The main content area is titled "WPS Setup" and includes a note: "You may setup configuration manually OR through WiFi Protected Setup(WPS). Note: When both STA PIN and Authorized MAC are empty, PBC is used. If Hide Access Point is enabled, PBC is not available." Below this is a dropdown menu for "Enable WPS" set to "Disabled". The "Manual Setup AP" section includes: "Select SSID:" set to "NetComm 5072", "Network Authentication:" set to "WPA2 -PSK", "Protected Management Frames:" set to "Disabled", "WPA/WAPI passphrase:" set to "*****" with a "Click here to display" link, and "WPA Group Rekey Interval:" set to "0".

Step 11

We recommend changing your default password to avoid any potential security breaches.

Click Management → Access controls. Under Access controls, input details and click Apply/Save.



The screenshot shows the NF10WV router management interface. On the left is a navigation menu with the following items: Device Info, Basic Setup, Advanced Setup, Wireless, Voice, Diagnostics, Management (highlighted in yellow), Settings, System Log, Security Log, SNMP Agent, TR-069 Client, Internet Time, Access Control (highlighted in yellow), Passwords, Services Control, Update Firmware, Reboot, and Logout. The main content area is titled 'Access Control -- Passwords' and contains the following text: 'Access to your broadband router is controlled through three user accounts: admin, support, and user.' 'The user name "admin" has unrestricted access to change and view configuration of your Broadband Router.' 'The user name "support" is used to allow an ISP technician to access your Broadband Router for maintenance and to run diagnostics.' 'The user name "user" can access the Broadband Router, view configuration settings and statistics, as well as, update the router's software.' 'Use the fields below to enter up to 16 characters and click "Apply/Save" to change or create passwords. Note: Password cannot contain a space.' Below the text are four input fields: 'User Name:', 'Old Password:', 'New Password:', and 'Confirm Password:'.

Step 12

If you have a VoIP service, please contact us (contact details are below).

Step 13

Congratulations- Your BYO modem set up should now be complete!

Please note you may need to wait a few minutes for the settings to apply and/or may also need to reboot/powercycle your modem (turn off and on again) if it does not occur automatically.

You can test the connection by visiting a website on your connected device. If it works, your Flip nbn™ internet is up and running! If you have issues connecting, please contact our support team for further troubleshooting.

How to Contact Our Support Team:

1. Give us a call on **1300 354 788** during our business hours:

Monday-
Friday: 9am-
7pm
Saturdays:
9am-4pm

2. Email: **enquiries@flipconnect.com.au**

Please include in your email your:

- Account Number
- Step number and description of issue/fault
- Any relevant pictures etc. which may assist our team in resolving this for you
- Preferred contact method and/or contact time (we'll do our best to reach you at the requested time).