

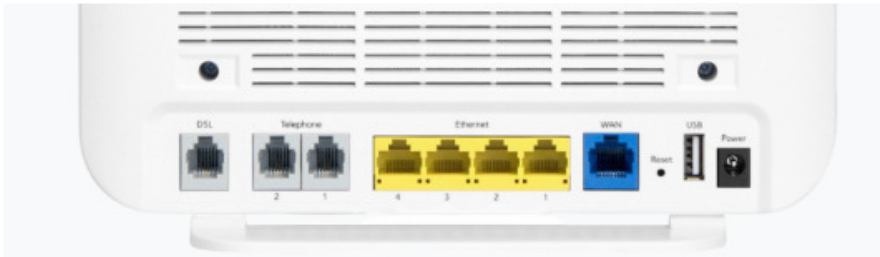
# NetComm NF18ACV - Ethernet

## 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.

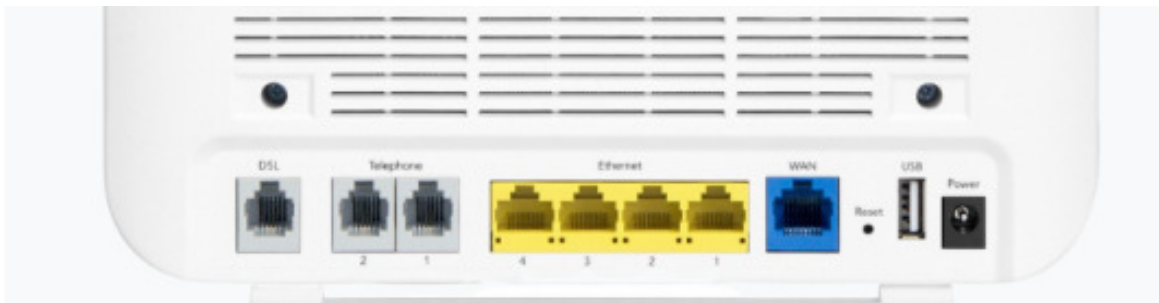


## Step 3

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

← → ↻ 🌐 192.168.20.1

You may see a login page and if the details are not already prefilled, use the below default settings:

**Default username:** admin

**Default password:** admin

## Step 5

Click Basic Setup

The screenshot displays the NetCommWireless NF18ACV web interface. The top header features the NetCommWireless logo and the model name NF18ACV. A left-hand navigation menu includes links for Device Info, Basic Setup, Advanced Setup, Wireless, Voice, Diagnostics, Management, and Logout. The main content area is titled 'Device Info' and contains two tables. The first table lists device specifications such as Manufacturer (NetComm Wireless), Product Class (NF18ACV), Serial Number (021018030210), Build Timestamp (170818\_1107), Software Version (NF18ACV.NC.Vocus-R6B016.EN), Bootloader (CFE) Version (1.0.38-118.3), DSL PHY and Driver Version (A2pv6F039v.d26r), VDSL PROFILE (No profile), Wireless Driver Version (7.35.260.64013), Voice Service Version (Voice), and Uptime (0D 17H 30M 7S). Below this table is a note: 'This information reflects the current status of your WAN connection.' The second table provides WAN connection details, including Line Rate - Upstream (Kbps) at 1120, Line Rate - Downstream (Kbps) at 23216, LAN IPv4 Address at 192.168.20.1, Service connection type as ADSL, Default Gateway at 10.88.158.1, Primary DNS Server at 172.24.10.10, Secondary DNS Server at 172.24.11.10, and empty fields for LAN IPv6 ULA Address and Default IPv6 Gateway.

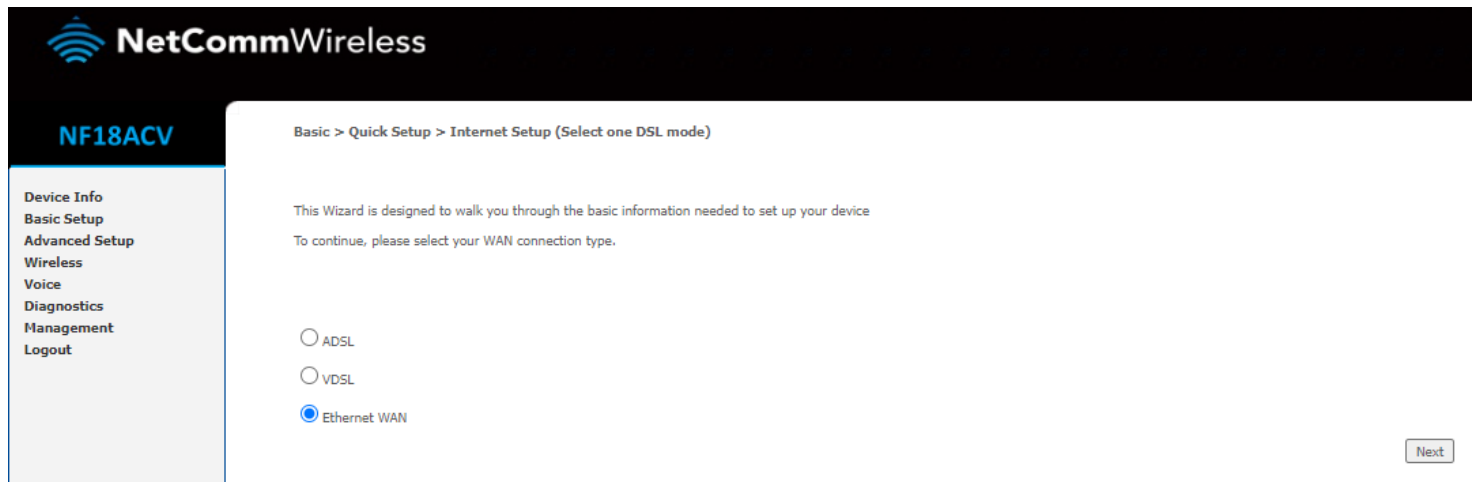
Device Info	
Manufacturer:	NetComm Wireless
Product Class:	NF18ACV
Serial Number:	021018030210
Build Timestamp:	170818_1107
Software Version:	NF18ACV.NC.Vocus-R6B016.EN
Bootloader (CFE) Version:	1.0.38-118.3
DSL PHY and Driver Version:	A2pv6F039v.d26r
VDSL PROFILE:	No profile
Wireless Driver Version:	7.35.260.64013
Voice Service Version:	Voice
Uptime:	0D 17H 30M 7S

This information reflects the current status of your WAN connection.

Line Rate - Upstream (Kbps):	1120
Line Rate - Downstream (Kbps):	23216
LAN IPv4 Address:	192.168.20.1
Service connection type:	ADSL
Default Gateway::	10.88.158.1
Primary DNS Server:	172.24.10.10
Secondary DNS Server:	172.24.11.10
LAN IPv6 ULA Address:	
Default IPv6 Gateway:	

## Step 6

Select *Ethernet WAN* and then click Next.



NetCommWireless

NF18ACV

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

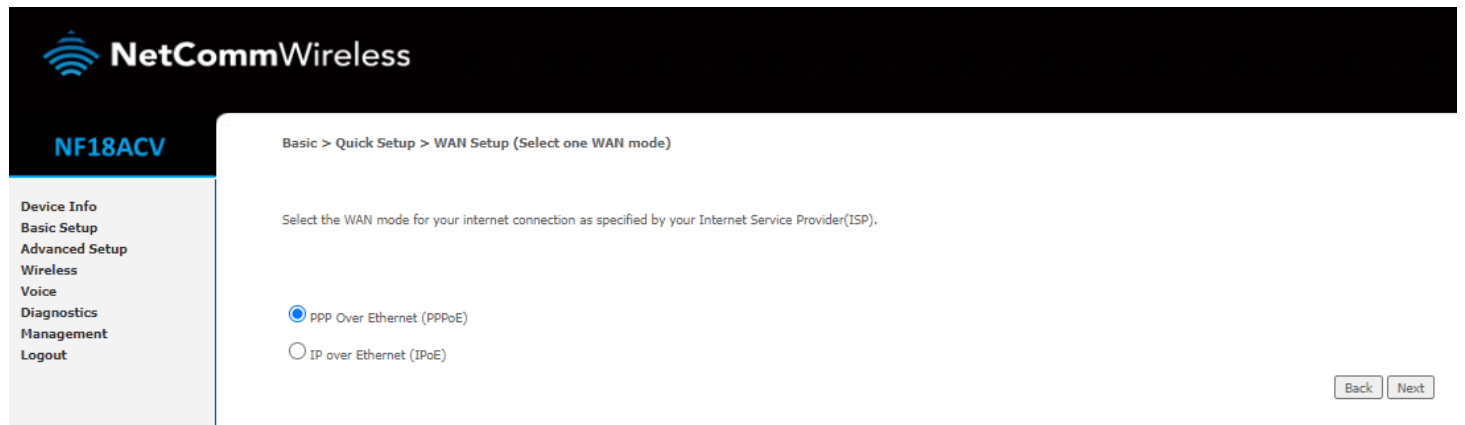
Ethernet WAN

Next

Device Info  
Basic Setup  
Advanced Setup  
Wireless  
Voice  
Diagnostics  
Management  
Logout

## Step 7

Select *PPP Over Ethernet (PPPoE)* and then click Next.



NetCommWireless

NF18ACV

Basic > Quick Setup > WAN Setup (Select one WAN mode)

Select the WAN mode for your internet connection as specified by your Internet Service Provider(ISP).

PPP Over Ethernet (PPPoE)

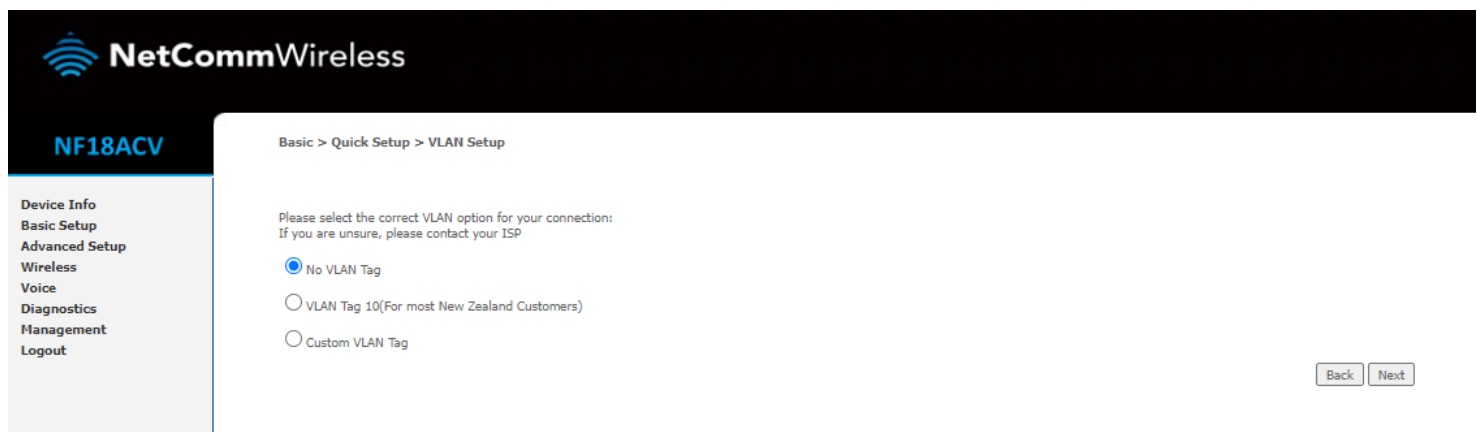
IP over Ethernet (IPoE)

Back Next

Device Info  
Basic Setup  
Advanced Setup  
Wireless  
Voice  
Diagnostics  
Management  
Logout

## Step 8

Select *No VLAN Tag* and then click Next.



NetCommWireless

NF18ACV

Basic > Quick Setup > VLAN Setup

Please select the correct VLAN option for your connection:  
If you are unsure, please contact your ISP

No VLAN Tag

VLAN Tag 10(For most New Zealand Customers)

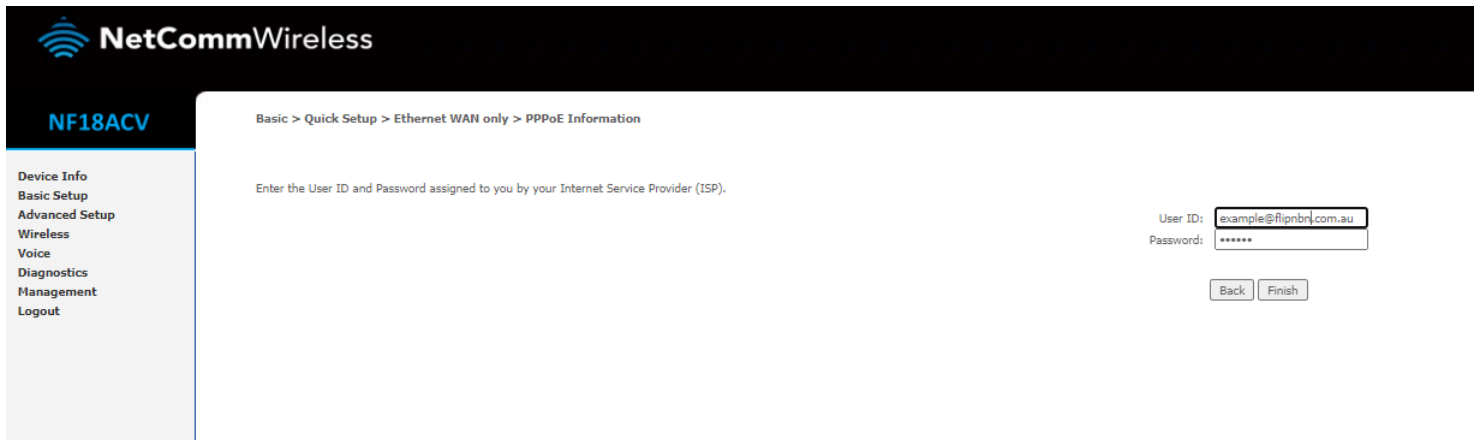
Custom VLAN Tag

Back Next

Device Info  
Basic Setup  
Advanced Setup  
Wireless  
Voice  
Diagnostics  
Management  
Logout

## Step 9

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



The screenshot shows the NetCommWireless web interface. The top navigation bar is black with the NetCommWireless logo on the left. Below the logo, the model number 'NF18ACV' is displayed. A sidebar on the left contains a menu with the following items: Device Info, Basic Setup, Advanced Setup, Wireless, Voice, Diagnostics, Management, and Logout. The main content area has a breadcrumb trail: 'Basic > Quick Setup > Ethernet WAN only > PPPoE Information'. Below the breadcrumb, there is a prompt: 'Enter the User ID and Password assigned to you by your Internet Service Provider (ISP)'. To the right of this prompt are two input fields: 'User ID:' with the value 'example@flipnbn.com.au' and 'Password:' with a masked password '\*\*\*\*\*'. Below the input fields are two buttons: 'Back' and 'Finish'.

## Step 10

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).