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NetComm NF20

Wi-Fi 6

Quick Start Guide



This guide provides instructions for setting up, connecting, and configuring your NetComm NF20 Wi-Fi 6.

contents:

Get to Know Your NetComm NF20 Wi-Fi 6	3
Setting Up Your NetComm NF20 Wi-Fi 6	6
Configuring Your NetComm NF20 Wi-Fi 6	9
Configuring Your Telephone	10
Need Support?	10

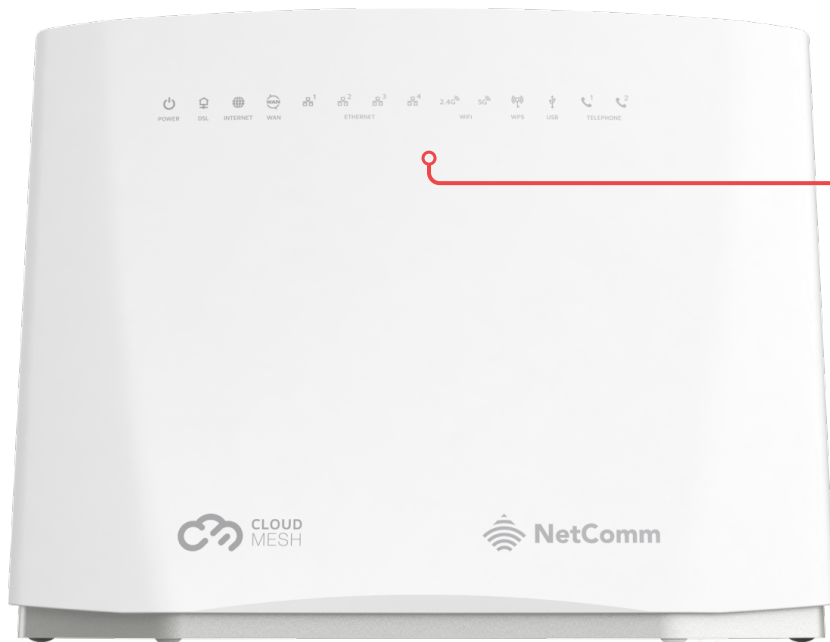


get to know your NetComm NF20 Wi-Fi 6

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The NetComm NF20 Wi-Fi 6 delivers a new adaptive Wi-Fi experience to your home with improved Wi-Fi speed, performance, and efficiency. NetComm NF20 Wi-Fi 6's key features include:

- Mesh-enabled for seamless connection to CloudMesh Satellites
- Automated Wi-Fi issue resolution with Wi-Fi AutoPilot
- Gigabit connection to high-speed fibre networks
- Support for VDSL2 and Voice
- Wi-Fi visibility and assurance with the Wi-Fi Analytics Platform



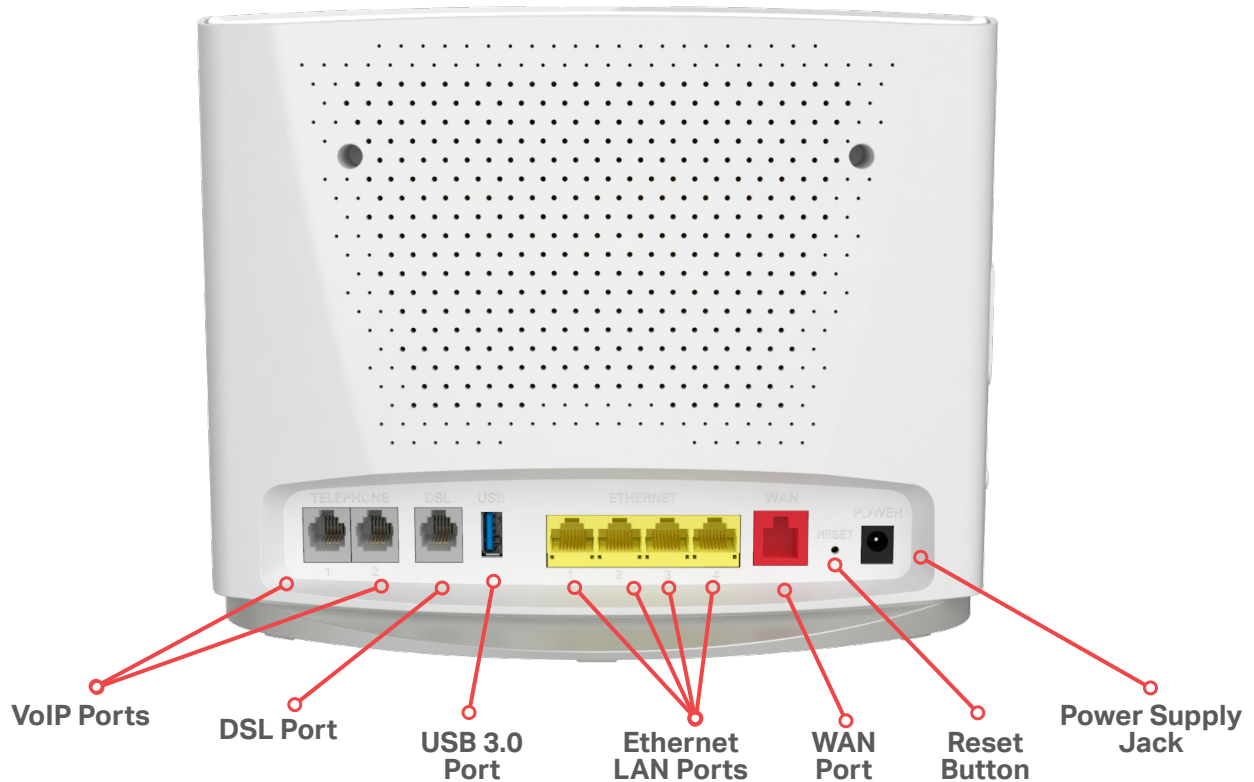
Top View of Device

LED Indicator Lights

These lights represent the working state and connectivity of the NetComm NF20 Wi-Fi 6

- Green = connected
- Red = disconnected

Back View of Device



Button/Connection Port

Description

VoIP Ports

Connect a telephone handset for phone calls over the internet.

DSL Port

Connect the telephone line operating your VDSL service. Fibre to the Node (FTTN) and Fibre to the Building (FTTB) services use the DSL port.

USB 3.0 Port

Connect an external USB storage device here to use the Network Attached Storage (NAS) feature of the CloudMesh Gateway, e.g. stream your digital media.

Ethernet LAN Ports

Connect your ethernet based devices, e.g., desktop computer, laptop and/or router.

WAN Port

Connect network termination device (NTD) for high-speed internet access. Fibre to the Premises (FTTP), Fibre to the Curb (FTTP), Hybrid Fibre Coaxial (HFC) and Fixed Wireless services use the WAN port.

Reset Button

To reset unit to Default (hold down button for 10 seconds when unit is powered on).

Power Supply Jack

Connection point for the included power adapter to connect the power supply.

Side View of Device



setting up your NetComm NF20 Wi-Fi 6

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Step 1: Power on the NetComm NF20 Wi-Fi 6

Wait a few minutes for it to start up.

Step 2: Connect your NetComm NF20 Wi-Fi 6

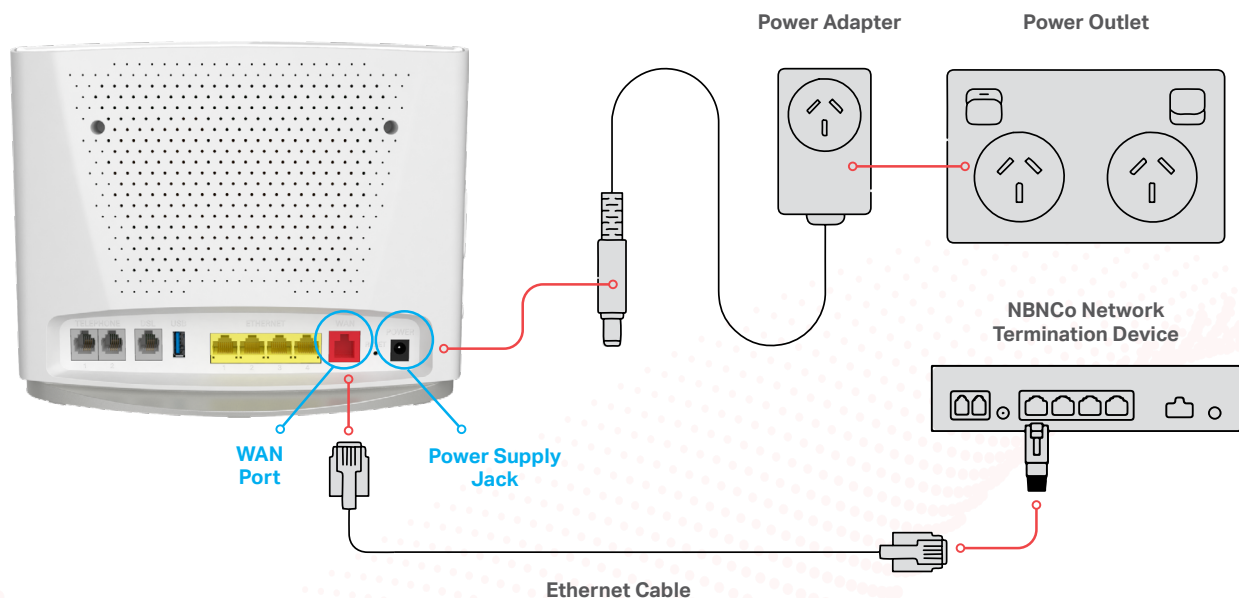
Depending on your NBN technology type, your NetComm NF20 Wi-Fi 6 will connect differently. If you are unsure of your NBN technology type, it is listed in your NBN ordered email.

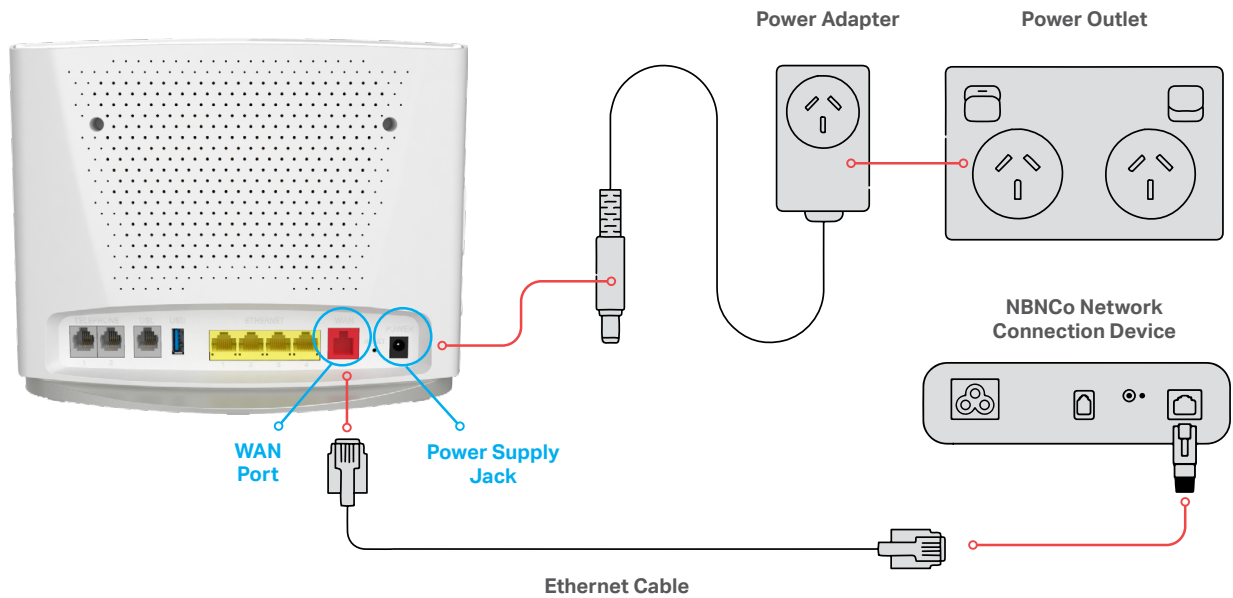
If your NBN connection is:

Instructions:

**Hybrid Fibre Coaxial (HFC)
Fibre to the Premises (FTTP)
Fibre to the Curb (FTTC) or Fixed Wireless**

Connect the ethernet cable from the WAN port on the NetComm NF20 Wi-Fi 6 to the UNI-D port on your nbn™ connection box. Connect the power adaptor from the power supply jack to the power outlet.



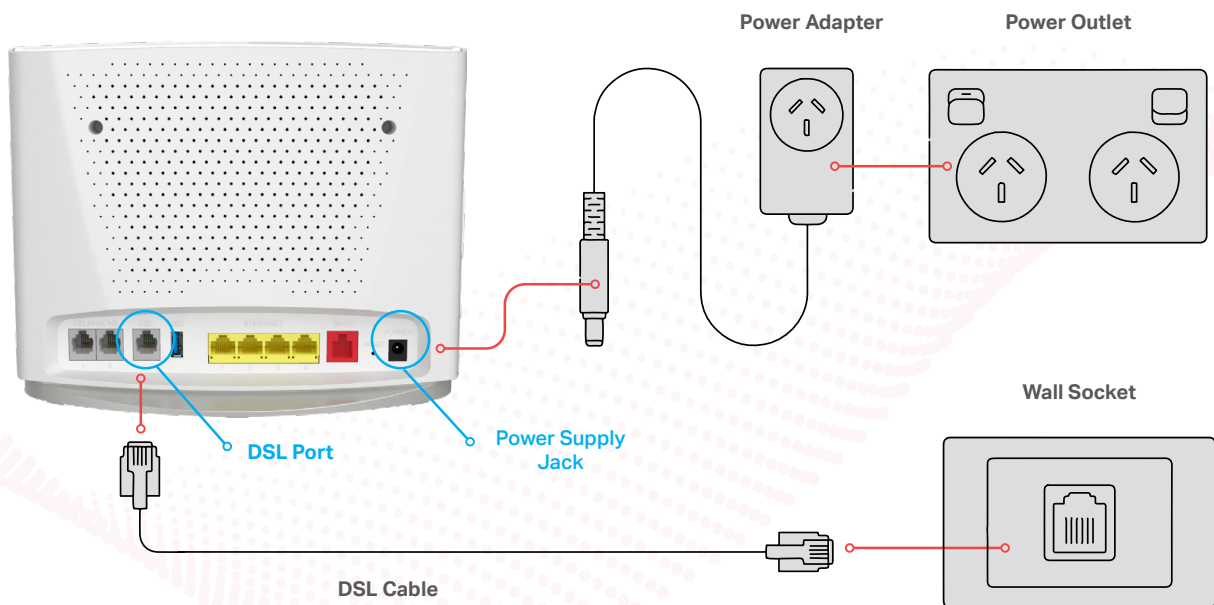


If your NBN connection is:

Instructions:

**Fibre to the Node (FTTN)
Fibre to the Building (FTTB) or
VDSL (over a traditional telephone line)**

Connect the DSL cable from the DSL port on the NetComm NF20 Wi-Fi 6 to the wall socket. Connect the power adaptor from the power supply jack to the power outlet.



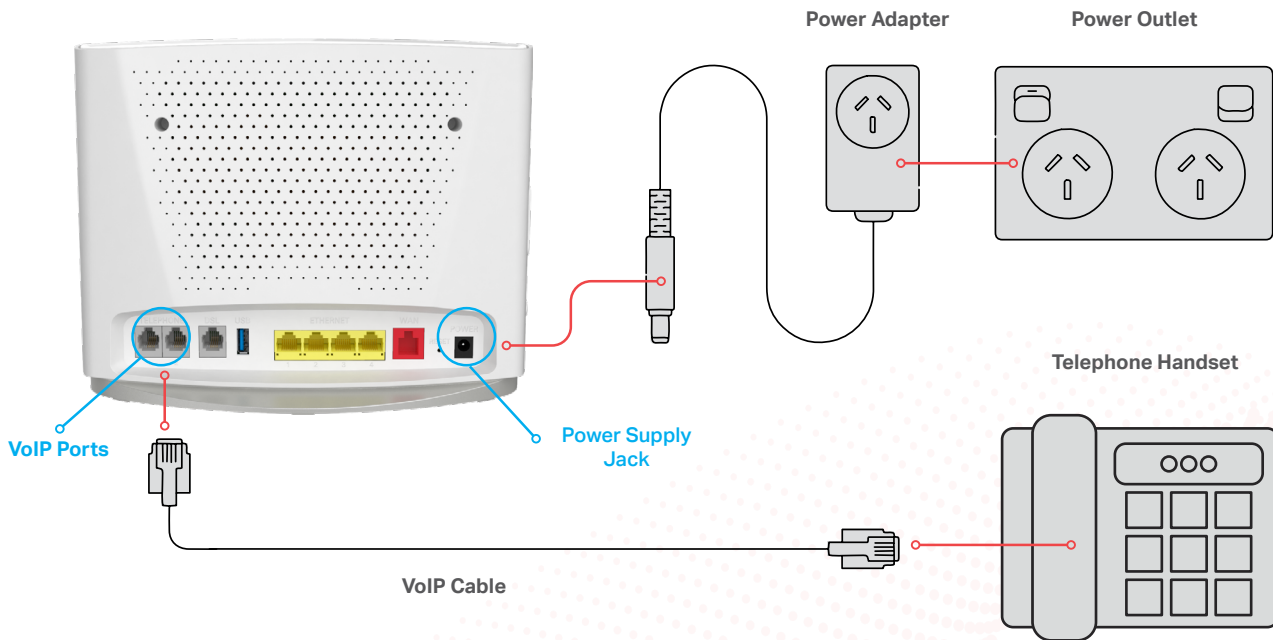
Step 3: Connect your devices to Wi-Fi

Type the network name and password on the Wi-Fi Security Card into your wireless device when connecting, or you can scan the QR code.



Connecting a telephone to a NetComm NF20 Wi-Fi 6

Connect a regular telephone handset to the NetComm NF20 Wi-Fi 6 by connecting the cable from the VoIP port to the telephone handset.



configuring your NetComm NF20 Wi-Fi 6

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Note: If you have purchased your NetComm NF20 Wi-Fi 6 from the More website, it will come pre-configured and all you'll need to do is follow the set-up process outlined above.

If you have factory-reset your device or purchased from an alternative retailer, please follow these easy steps to access the configuration page of your NetComm NF20 Wi-Fi 6.

1. Push the power button on the side of the NetComm NF20 Wi-Fi 6 to turn it on. Wait a few minutes for it to complete start up.
2. Open a web browser and type <https://192.168.20.1/> into the address bar, then press Enter.
3. At the login screen, type in the username and password printed on the label on the bottom of the NetComm NF20 Wi-Fi 6 and login.
4. Select 'Basic Setup' from the menu on the left-hand side of the screen to begin set up.

If your NBN connection is:

Hybrid Fibre Coaxial (HFC), Fibre to the Premises (FTTP), Fibre to the Curb (FTTC) or Fixed Wireless

1. Select 'Ethernet WAN' as your WAN connection type.
2. Select 'PPPoE' as your WAN mode for your internet connection.
3. Select 'No VLAN Tag' as your VLAN option for your connection.
4. Enter your username and password provided to you in your NBN ordered email.
5. Click the 'Apply/Save' button to complete the setup.

If your NBN connection is:

Fibre to the Node (FTTN), Fibre to the Building (FTTB)

1. Select 'VDSL' as your WAN connection type.
2. Select 'PPPoE' as your WAN mode for your internet connection.
3. If applicable, select 'Custom VLAN Tag' as your VLAN option for your connection and enter 100. Otherwise select 'No VLAN Tag'.
4. Enter your username and password provided to you in your NBN ordered email.
5. Click the 'Apply/Save' button to complete the setup.

configuring your Telephone

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To configure your telephone, you will need to contact our Voice Team for your VoIP settings. Once you have received your VoIP settings follow these easy steps listed below.

1. Open a web browser and type <https://192.168.20.1/> into the address bar, then press Enter.
2. At the login screen, type in 'admin' as your username and the password printed on the label on the bottom of the NetComm NF20 Wi-Fi 6 and login.
3. Select 'Voice' from the menu on the left-hand side of the screen and select 'SIP Basic Setting'.
4. Tick the first 3 boxes 'Use SIP Proxy', 'Use SIP Outbound Proxy', 'Use SIP Registrar' and enter the domain/proxy provided by our Voice team.
5. In the table enter the provided username in the 'authentication name', 'Cid Name' and 'Cid Number' boxes.
6. In the table enter the provided password in the password box.
7. Click the 'Apply/Save' button to complete the setup.
8. Select 'VOIP Status' from the menu on the left-hand side of the screen and check underneath 'Registration Status' column it says 'Up' to ensure connection.

need support?

For a more comprehensive user guide, you can view the NetComm User Guide [here](#).

Alternatively, for Customer Service and troubleshooting, contact our team on **1800 733 368**