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 <u>CEASE TO WORK</u> 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 wait for the DSL light on the front of the NCD to turn solid blue. If it does not turn solid blue you may need to try alternative sockets inside your property.

4. After the NCD DSL light is solid blue, please un-box your new NBN NF18AC modem and connect it to main power.
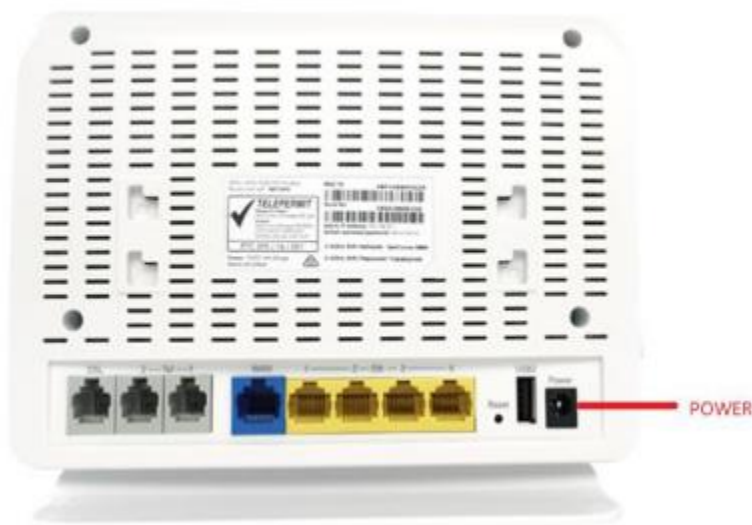
5. Use the yellow Ethernet cable (included with the modem) to connect the modem to the NCD. Use the blue WAN port on the back of the modem and connect this to the yellow GATEWAY port on the back of the NCD

6. The set up should look like this:

7. 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.

8. Please be patient during this time and wait for the Netcomm Internet light to become solid.

9. You can connect computers or other devices to the yellow LAN ports on the back of the device.

10. The modem should be pre-configured and ready to use. If you have difficulties following the troubleshooting tips later in this document, please call 1800 733 368 and our team will assist you.

Troubleshooting Tips

1. If the DSL light does not stop flashing after 15 minutes after plugging the Netcomm device you should try the following:
    I. Try plugging the telephone cable into another socket in your 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 rare instance that it does, please call 1800 733 368 and our team can assist in checking these details.

If you are attempting to login to the modem the default username and password should be admin/admin. IF you modem has already connected to the internet - for security reasons the password will likely secure itself and become admin + the last 6 digits of the device MAC addresses. For example: adminER43FD