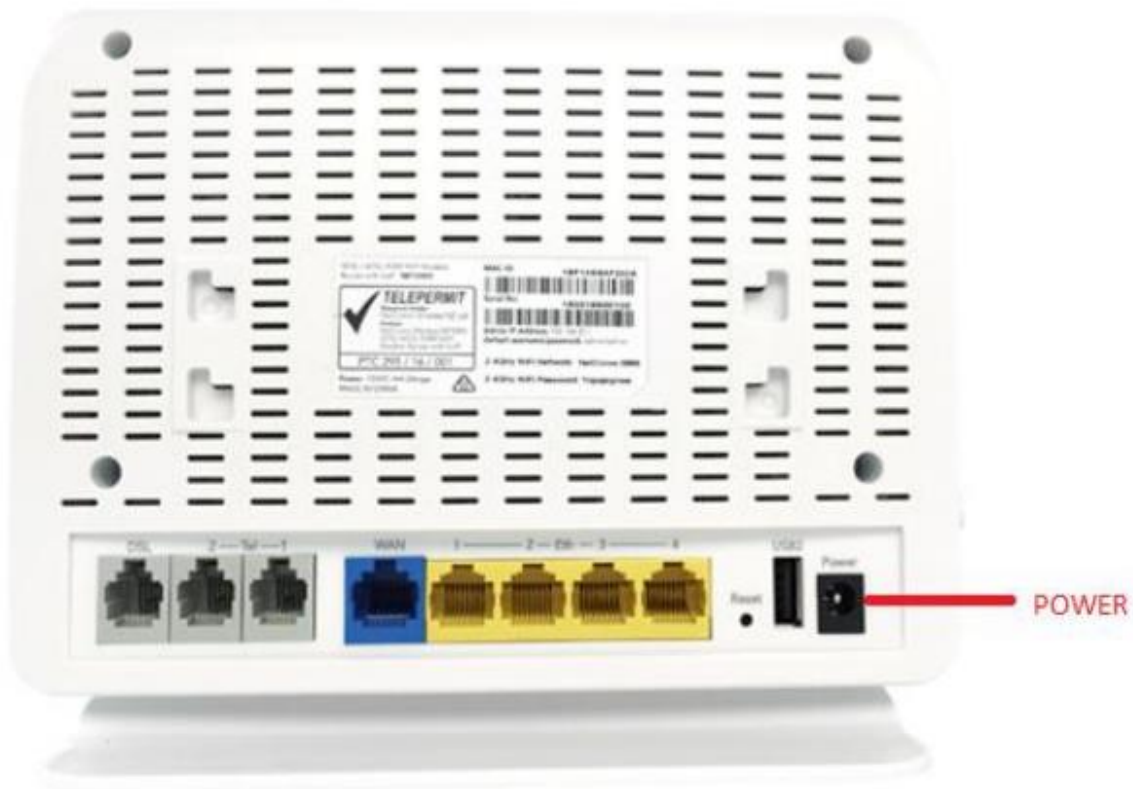# How to connect your new Netcomm NF18ACV nbn™ modem to your new FTTN/B nbn™ connection

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.

Telephone Cable goes here

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 733 368 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 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 rare instance that it does, please call 1800 733 368 and our team can assist in checking these details.

3. If you need 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