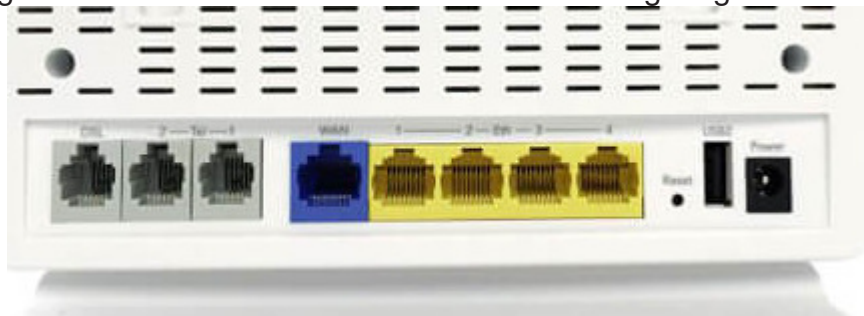# NETCOMM NF10WV - Ethernet

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.
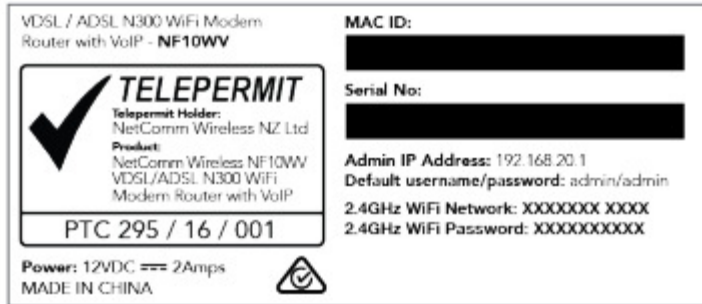
Ethernet

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.
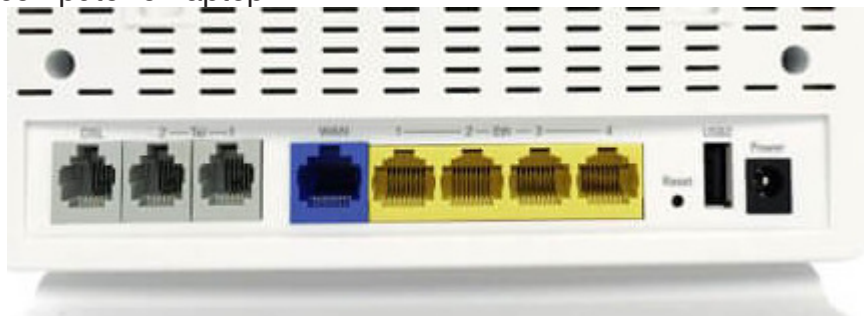
WiFi

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
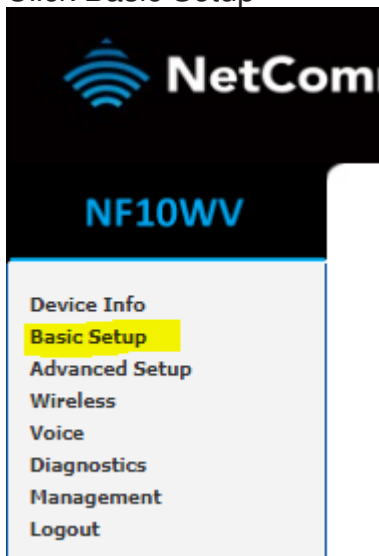

You may see a login page and if the details are not already prefilled, use the below default settings then click OK.

Default username: admin
Default password: admin

Step 5

Click Basic Setup

Step 6

Select *Ethernet WAN* and then click Next.

○ ADSL

○ VDSL

● Ethernet WAN

Step 7

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

● PPP Over Ethernet (PPPoE)

○ IP over Ethernet (IPoE)

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   ← User ID

Password: 21587411   ←

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.

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

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.

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).