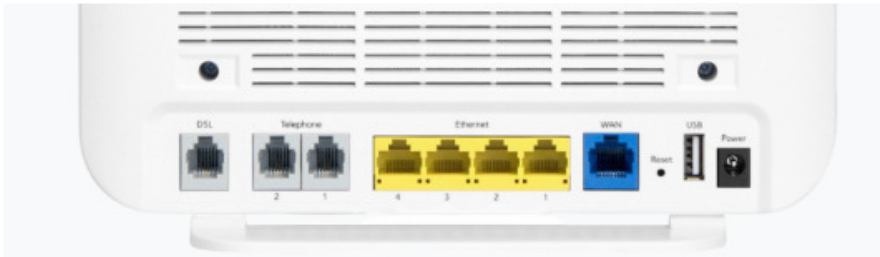# NetComm NF18ACV - Ethernet

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.
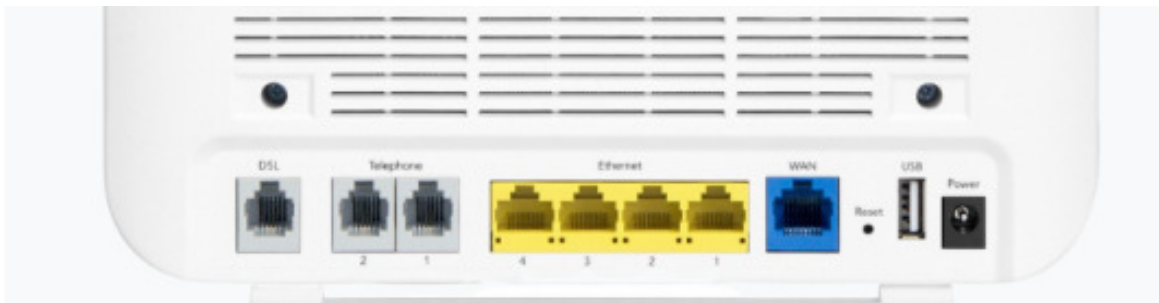
WiFi

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

← → C ⊙ 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

NetCommWireless

NF18ACV
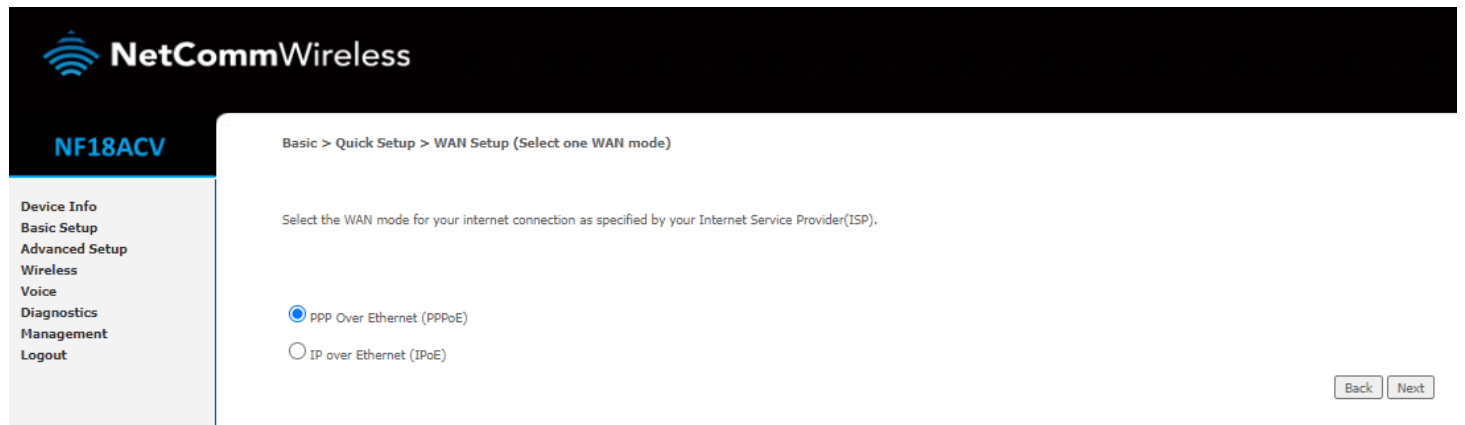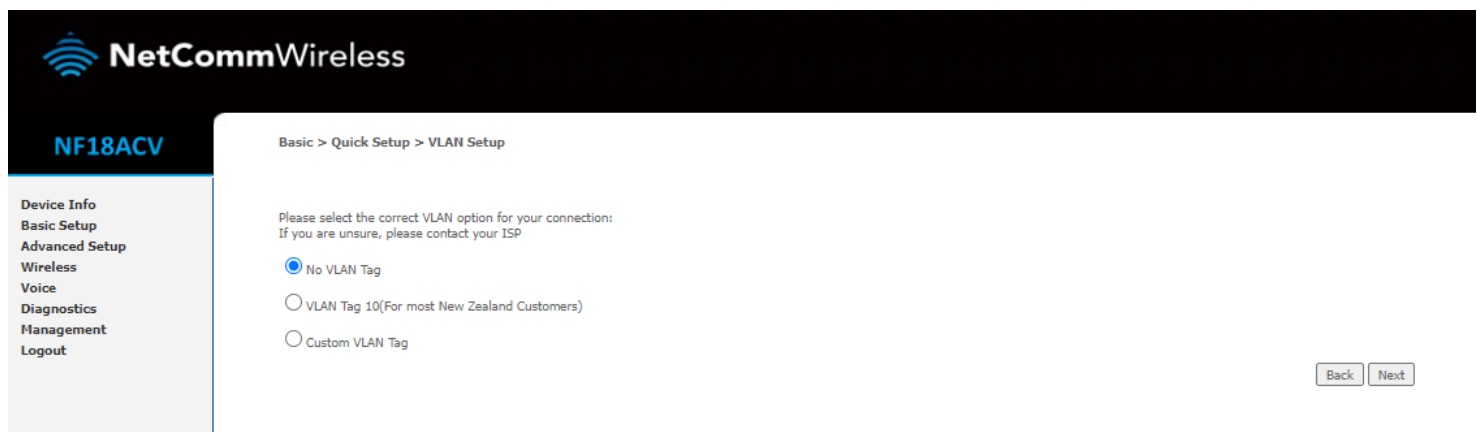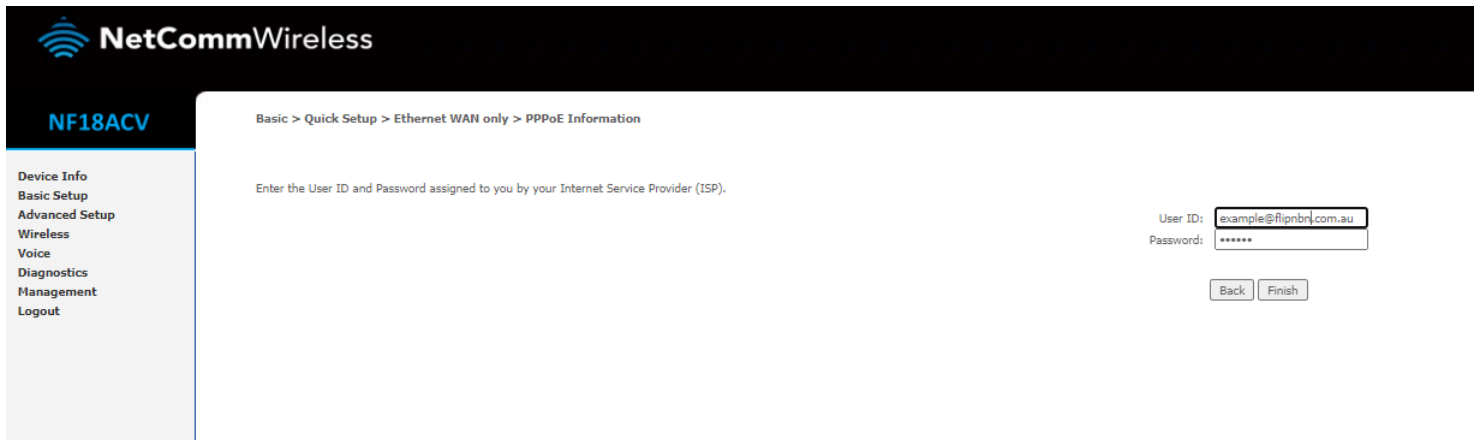
Device Info
Basic Setup
Advanced Setup
Wireless
Voice
Diagnostics
Management
Logout

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.

Step 7

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

Step 8

Select *No VLAN Tag* and then click Next.

Step 9
Enter your NBN Username and Password which was provided by Flip in the welcome email. Click 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).