

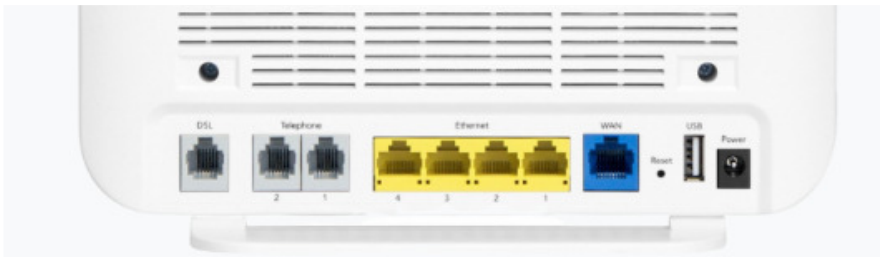
NetComm NF18ACV - VDSL

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.

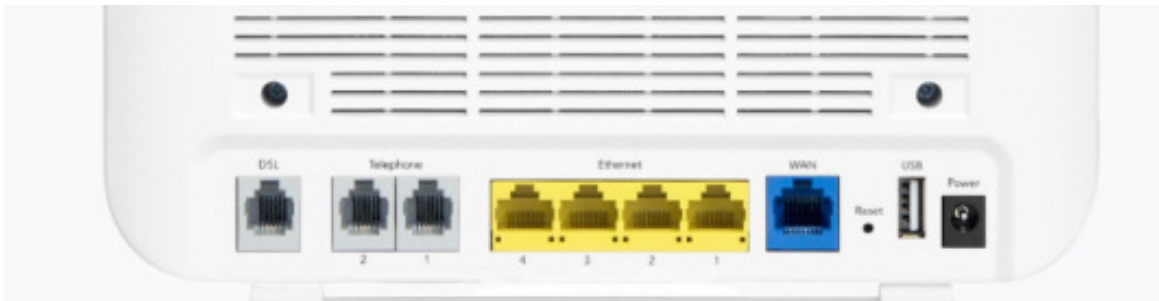


Step 3

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

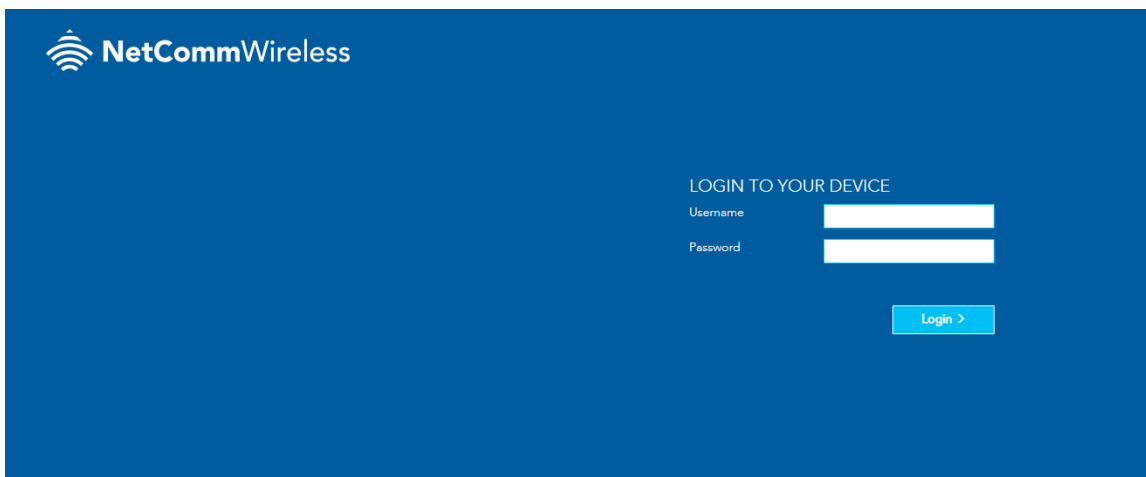
Open a web browser - E.g. Google Chrome, Firefox, Internet Explorer. Enter the following into the URL address bar: 192.168.20.1



You may see a login page and if the details are not already prefilled, use the below default settings:

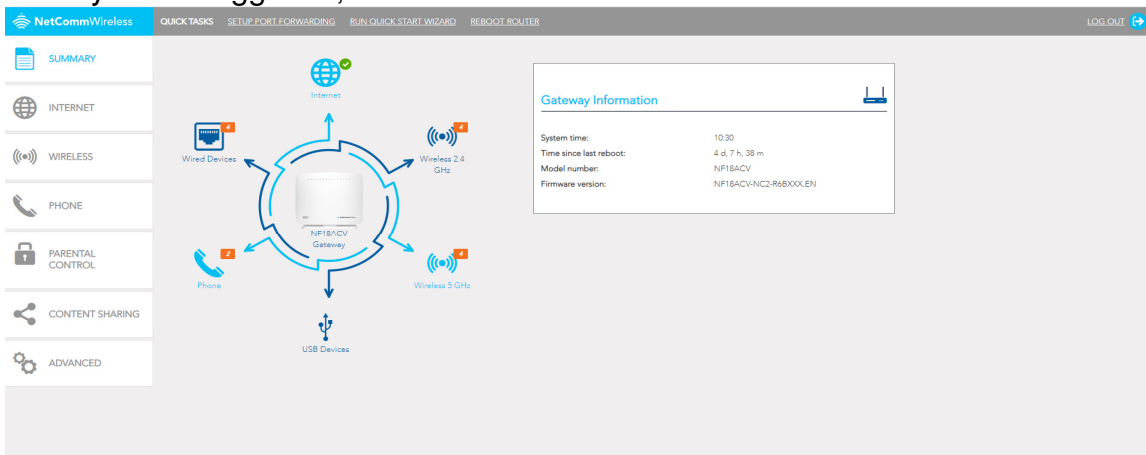
Default username: admin

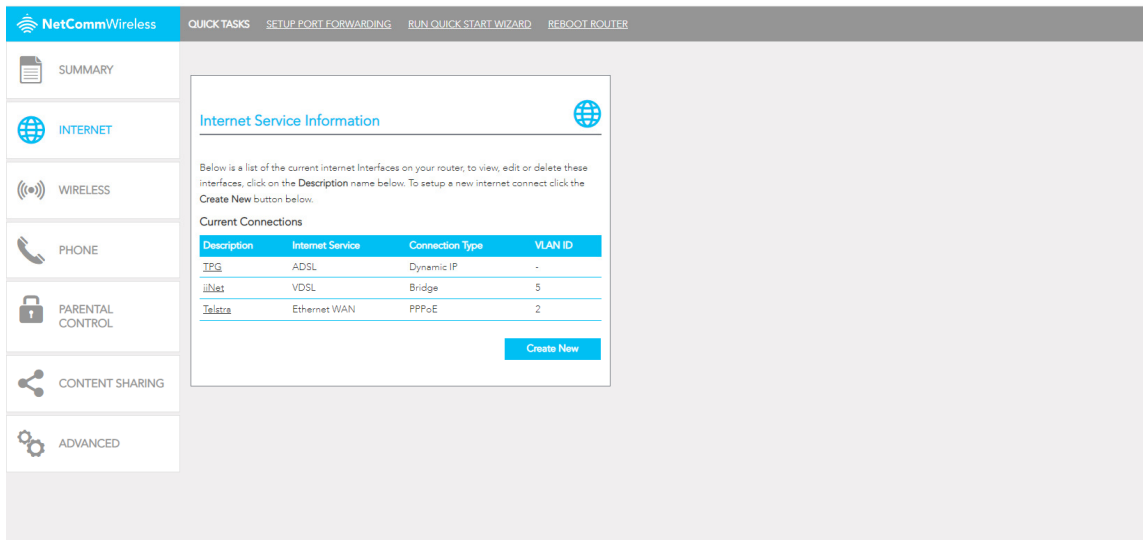
Default password: admin



Step 5

Once you are logged in, click on Internet on the left side of the screen.





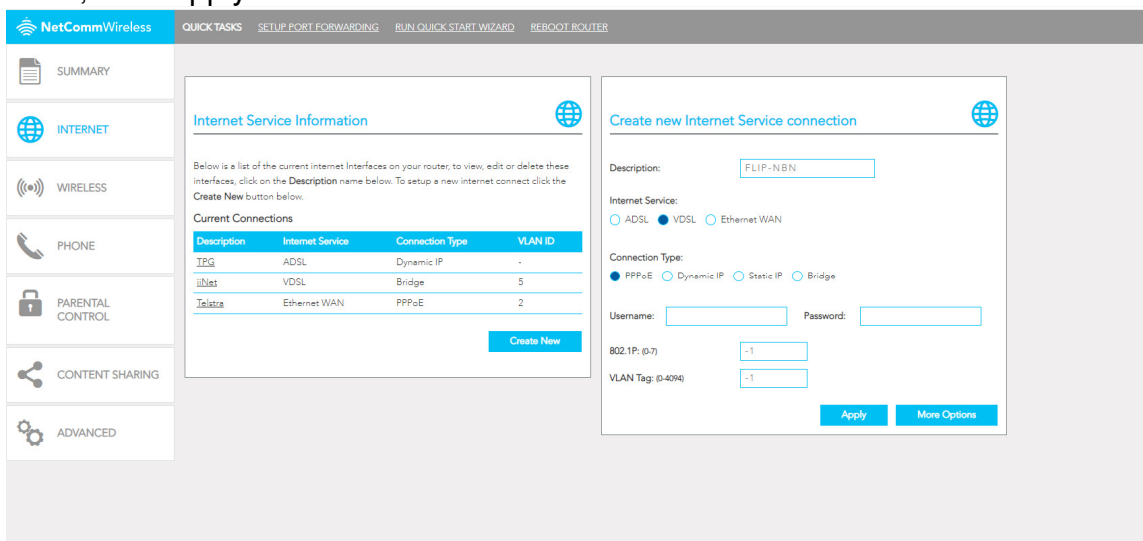
Step 6

Select **Create New**

Write FLIP-NBN in the Description.
 Select Internet Service as VDSL.
 Select Connection Type as PPPoE.
 Enter the Username and Password that is provided by Flip.

802.1P and VLAN is by default (-1), please keep them unchanged.

Then, click **Apply**.



Step 7

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).