NetComm NF20MESH

Quick Start Guide

NetComm

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Get to know your NetComm NF20MESH

The NetComm NF20MESH delivers an adaptive Wi-Fi experience to your home with improved Wi-Fi speed, performance, and efficiency. NetComm NF20MESH's key features include:

- Mesh-enabled for seamless connection to CloudMesh Satellites.

- Automated Wi-Fi issue resolution with Wi-Fi AutoPilot.

- Gigabit connection to high-speed fibre networks.

- Support for VDSL2 and Voice.

- Wi-Fi visibility and assurance with the Wi-Fi Analytics Platform.
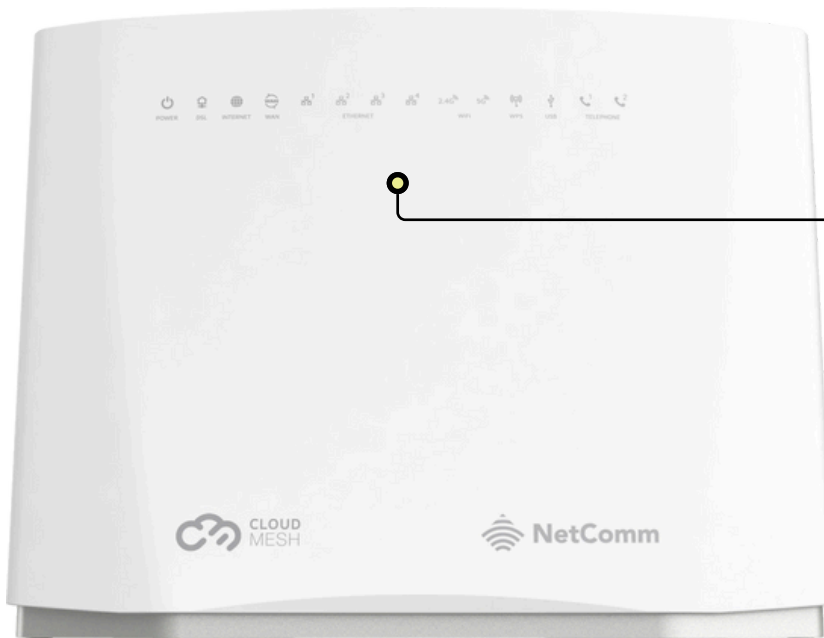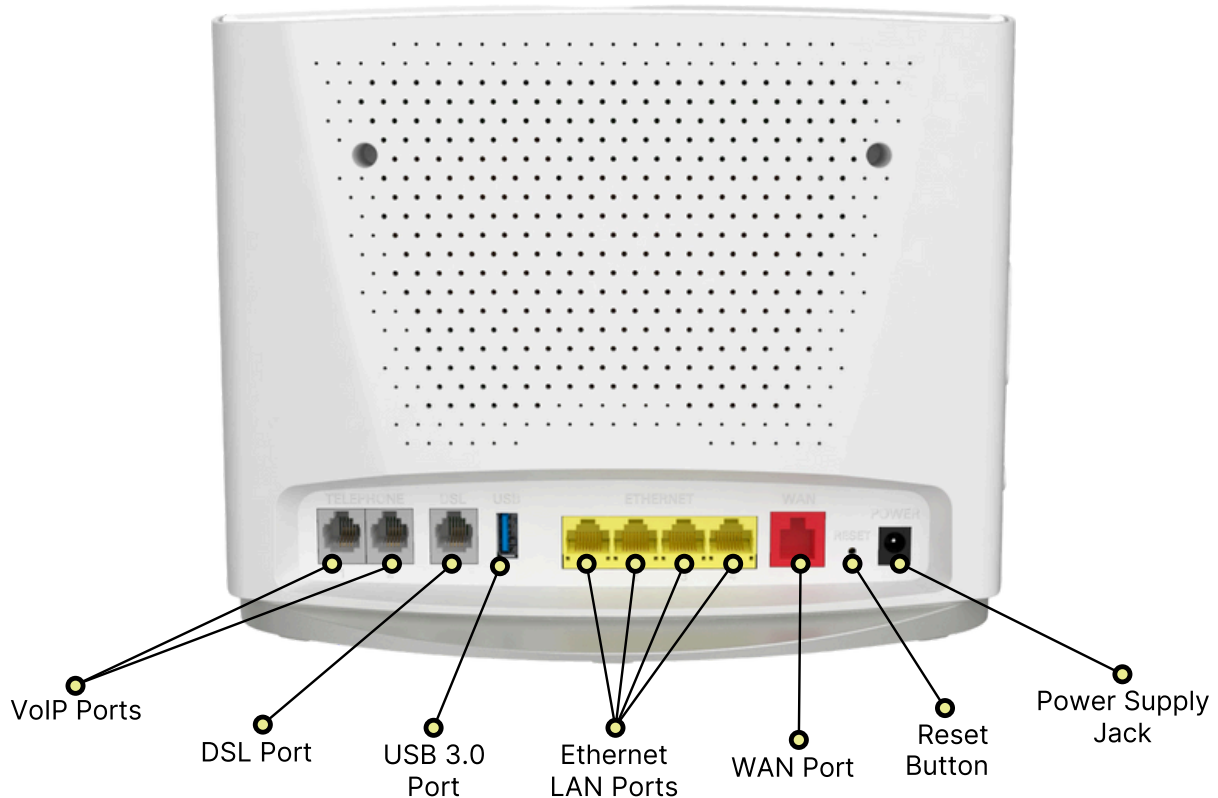
Top view of device

LED Indicator Lights

These lights represent the working state and connectivity of the NetComm NF20MESH
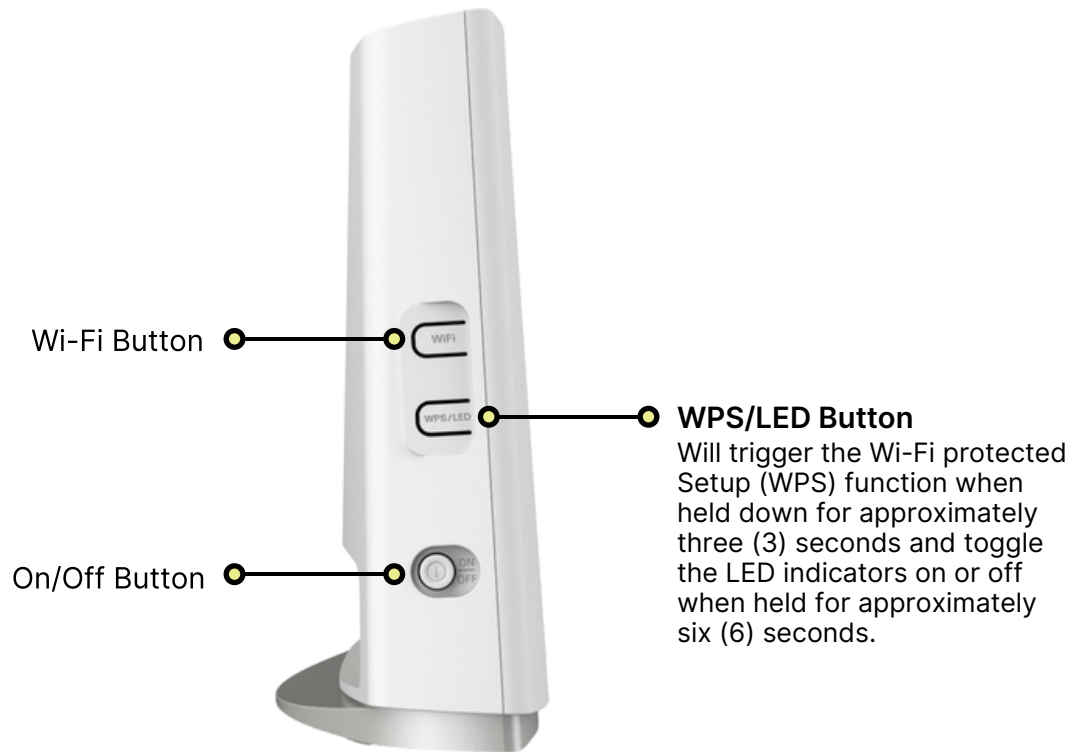
● Green = connected

● Red = disconnected

Back view of device

Button/Port	Description
VoIP Ports DSL	Connect a telephone handset for phone calls over internet
Port	Connect the telephone line operating your VDSL service. Fibre to the Node (FTTN) and Fibre to the building (FTTB) services use the DSL port.
USB 3.0 Port	Connect an external USB storage here to use the Network Attached Storage (NAS) feature of the CloudMesh Gateway.
Ethernet LAN Ports	Connect your ethernet based devices, e.g. computer, laptop or router.
WAN Port	Connect Network Termination Device (NTD) for high-speed internet access. Fibre to the Premesis (FTTP), Fibre to the Curb (FTTC), Hybrid Fibre Coaxial (HFC) and Fixed Wireless services use the WAN Port.
Reset Button	To reset unit to default (hold down button for 10 seconds when powered on).
Power Supply Jack	Connection point for the included power adaptor

Side view of device

Wi-Fi Button

On/Off Button

WPS/LED Button
Will trigger the Wi-Fi protected Setup (WPS) function when held down for approximately three (3) seconds and toggle the LED indicators on or off when held for approximately six (6) seconds.

Setting up your NetComm NF20MESH
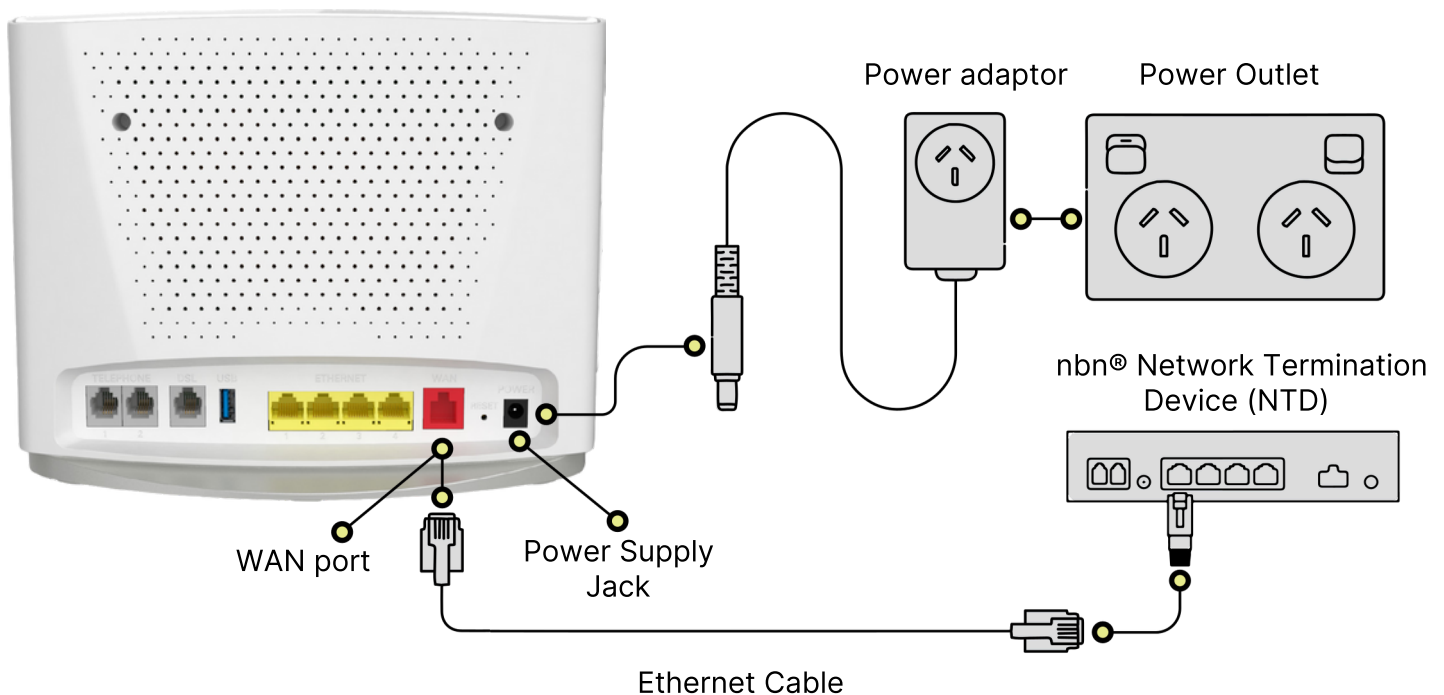
1. **Power on the NetComm NF20MESH**
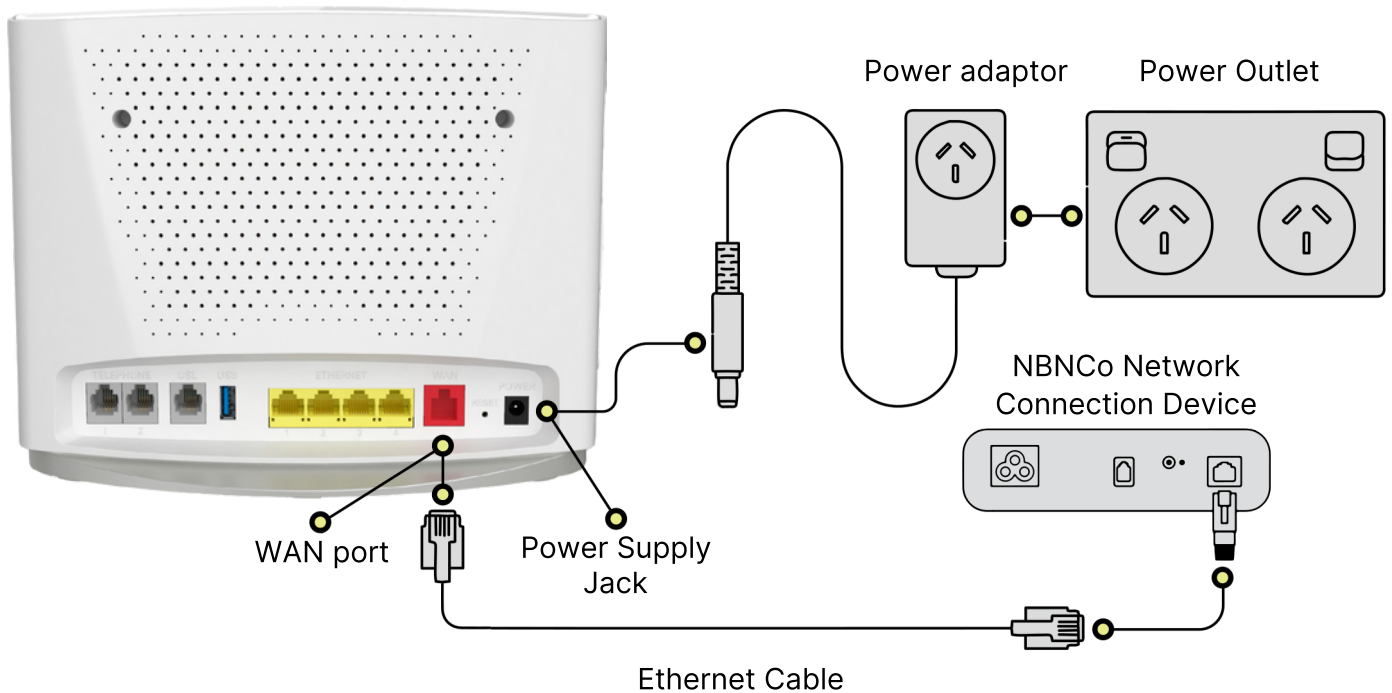Wait for the router to finish starting up.

2. **Connect your NetComm NF20MESH**
Depending on your nbn® technology type, your NetComm NF20MESH will connect differently. Your nbn® technology type will be listed on your nbn® order email.

Hybrid Fibre Coaxial (HFC)
Fibre to the Premises (FTTP)
**Fibre to the Curb (FTTC) or Fixed Wireless**

Connect the ethernet cable from the WAN port on the router to the UNI-D port on your nbn® connection box. Connect the power adaptor from the supply jack to a power outlet.

Power adaptor

Power Outlet

nbn® Network Termination Device (NTD)

WAN port

Power Supply Jack

Ethernet Cable

Power adaptor Power Outlet

NBNCo Network
Connection Device

WAN port Power Supply
Jack

Ethernet Cable

Fibre to the Node (FTTN)
Fibre to the Building (FTTB) or
VDSL (over a traditional telephone line)

Connect the DSL cable from the DSL port on
the NetComm NF20MESH to the wall socket.
Connect the power adaptor from the power
supply jack to the power outlet.

Power Adapter Power Outlet

Wall Socket

DSL Port Power Supply
Jack

DSL Cable
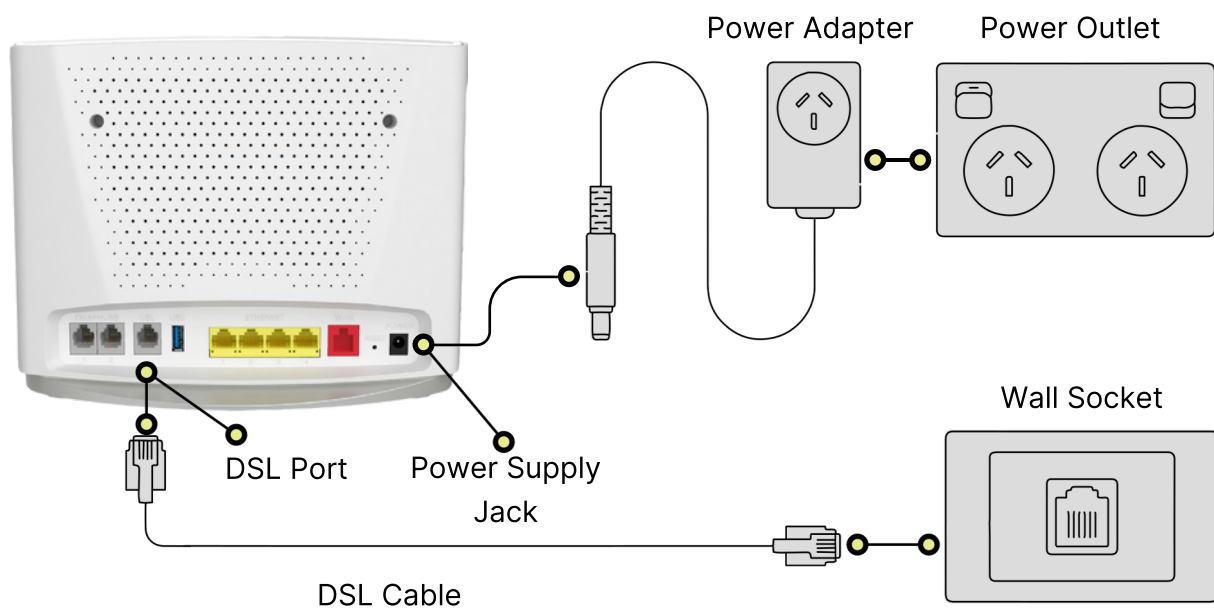
3. Connect your devices to Wi-Fi

Type the network name and password on the Wi-Fi Security Card into your wireless device when connecting, or you can scan the QR code.
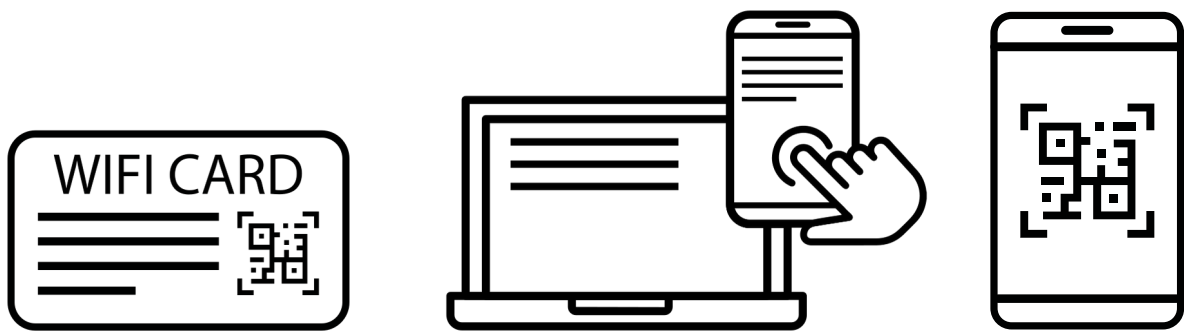
Connecting a telephone to a NetComm NF20MESH

Connect a regular telephone handset to the NetComm NF20MESH by connecting the cable from the VoIP port to the telephone handset.
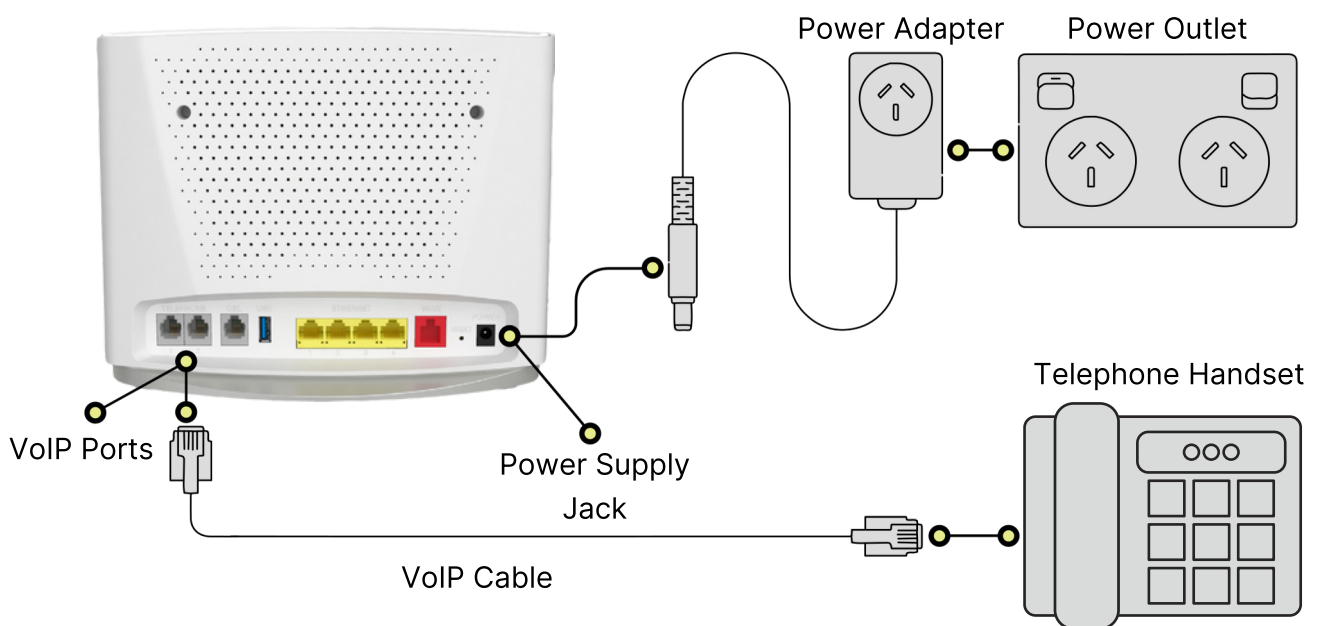
Configuring your NetComm NF20MESH

Note: If you have purchased your NetComm NF20MESH from the More website, it will come pre-configured and all you'll need to do is follow the set-up process outlined above.

However, if you have factory-reset your device or purchased from an alternative retailer, please follow these easy steps to access the configuration page of your NetComm NF20MESH.

1. Push the power button on the side of the NetComm NF20MESH to turn it on. Wait a few minutes for it to complete starting up.

2. Open a web browser and type **https://192.168.20.1** into the address bar, then press Enter.

3. At the login screen, type in the username and password printed on the label on the bottom of the NetComm NF20MESH and login.

4. Select Basic Setup from the menu on the left-hand side of the screen to begin set up

If your nbn® connection is: Hybrid Fibre Coaxial (HFC), Fibre to the Premises (FTTP), Fibre to the Curb (FTTC) or Fixed Wireless Select 'Ethernet WAN' as your WAN connection type.

1. Select Ethernet WAN as your Internet Service

2. Select Dynamic IP as your connection type

3. Leave all other fields as default

4. Optional: Change your Wi-Fi network name and password, Click next until you reach 'Gateway Security'. Change your router login username and password. Then click 'Next'. **NOTE:** if you reset your router in the future, these will go back to the default on the base of the NetComm Select the appropriate time zone for your region, then click Next and Finish"

If your NBN connection is: Fibre to the Node (FTTN), Fibre to the Building (FTTB) or VDSL

1. Select VDSL as your Internet Service

2. Select Dynamic IP as your connection type

3. If appliable, select Custom VLAN Tag as your VLAN option for your connection and enter 100. Otherwise, select No VLAN Tag.

4. Click the Apply/Save button to complete the setup

Setting up your NetComm NF20MESH for VoIP

To configure your telephone, you will need to contact our Voice Team for your VoIP settings. Once you have received your VoIP settings follow these easy steps listed below.

1. Open a web browser and type **https://192.168.20.1** into the address bar, then press Enter.

2. At the login screen, type in 'admin as your username and the password printed on the label on the bottom of the NetComm NF20MESH and login

3. Select Voice from the menu on the left-hand side of the screen and select SIP Basic Setting

4. Tick the first 3 boxes Use SIP Proxy, Use SIP Outbound Proxy, Use SIP Registrar and enter the domain/proxy provided by our Voice team.

5. In the table enter the provided username in the authentication name, Cid Name and Cid Number boxes

6. In the table enter the provided password in the password box

7. Click the Apply/Save button to complete the setup

8. Select VOIP Status from the menu on the left-hand side of the screen and check underneath Registration Status column it says Up to ensure connection

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Need support?

For a more comprehensive user guide, you can view the NetComm User Guide **here**.

Alternatively, for Customer Service and troubleshooting, contact our team on **1800 733 368**