NetComm NL20MESH

Quick Start Guide

POWER   INTERNET   WiFi   WAN   4G   DSL   TELEPHONE

NetComm

Contents

get to know your NetComm NL20MESH

The NetComm NL20MESH delivers a new adaptive Wi-Fi experience to your home with improved Wi-Fi speed, performance, and efficiency, as well as 4G backup. The NetComm NL20MESH's key features include:

- 4G backup provides backup internet connectivity by automatically switching to 4G if the primary broadband connection fails.^
- 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

^4G Backup is available for use with eligible business nbn® plans when you purchase a compatible modem from More. Subject to data usage caps. If you go over your included monthly data allowance, 4G Backup will not work. 4G Backup only available in areas with Optus 4G coverage.
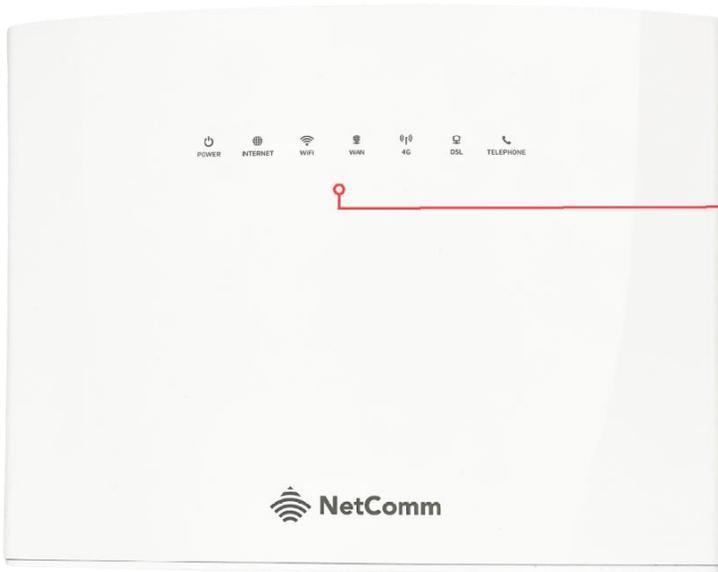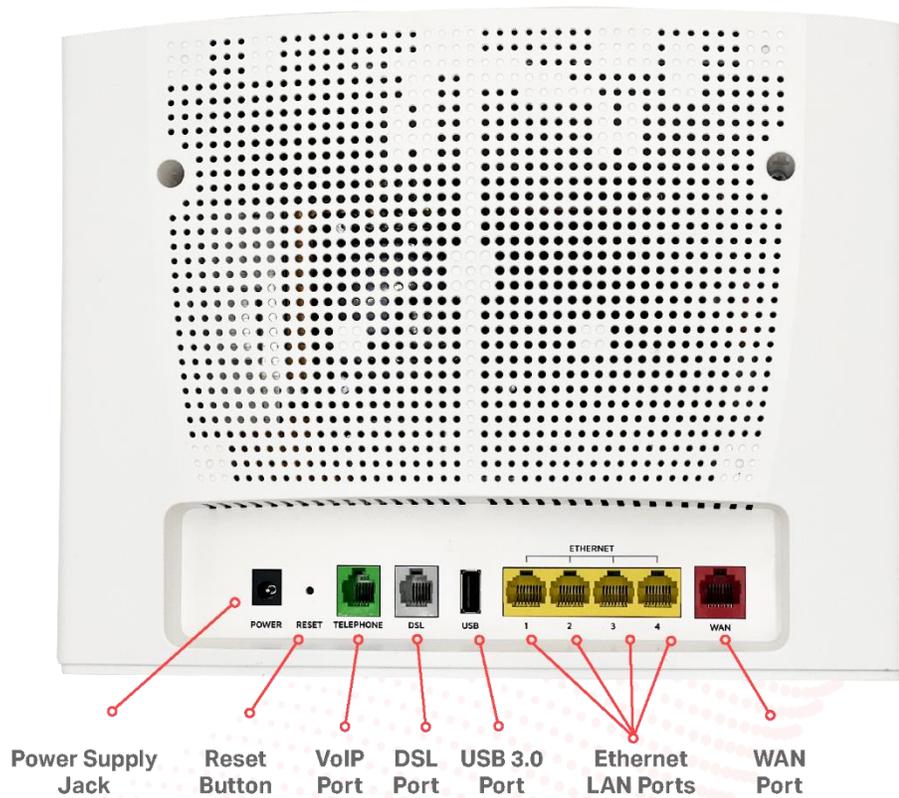
Top View of Device

LED Indicator Lights

These lights represent the working state and and connectivity of the NetComm NL20MESH

- Solid Green = Connected
- Blinking Green = Initiating Connection
- Red = Disconnected
- Yellow/Amber = Connected but weak/moderate signal strength (enabled but inactive)

Back View of Device

| Power Supply Jack | Reset Button | VoIP Port | DSL Port | USB 3.0 Port | Ethernet LAN Ports | WAN Port |

Button/Connection Port	Description
Power Supply Jack	Connection point for the included power adapter to connect the power supply.
Reset Button	To reset unit to Default (hold down button for 10 seconds when unit is powered on).
VoIP Port	Connect a telephone handset for phone calls over the internet.
DSL 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 device here to use the Network Attached Storage (NAS) feature of the CloudMesh Gateway (e.g., stream your digital media).
Ethernet LAN Ports	Connect your ethernet based devices (e.g., desktop, computer, laptop, and/or router).
WAN Port	Connect network termination device (NTD) for highspeed internet access. Fibre to the Premises (FTTP), Fibre to the Curb (FTTC), Hybrid Fibre Coaxial (HFC).

Side View of Device

Wi-Fi Button

On/Off Button

(3) seconds and toggle the LED
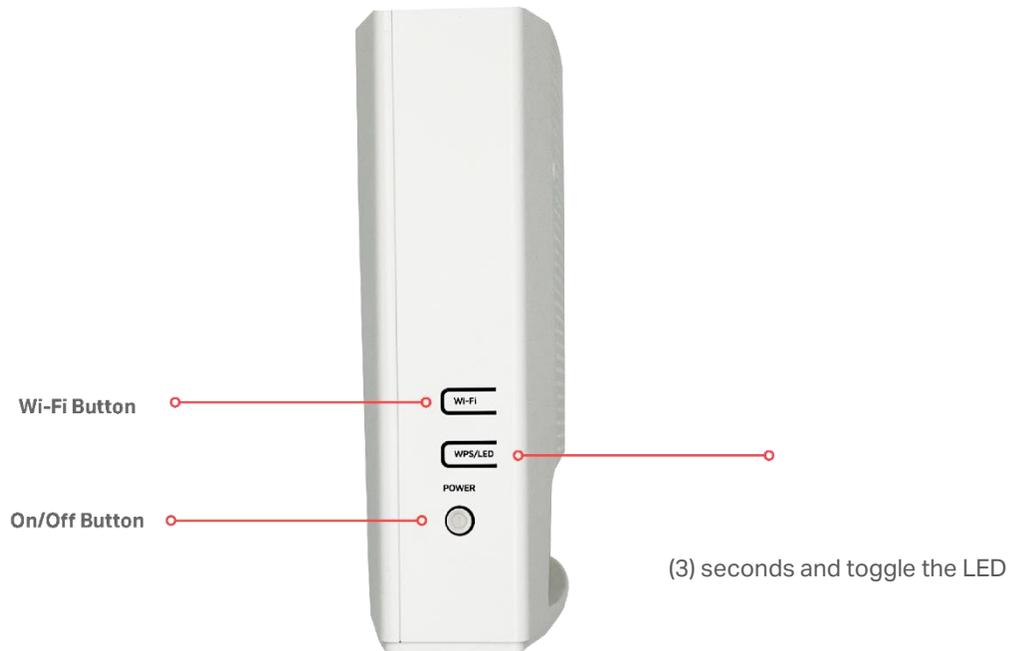
WPS/LED Button

Will trigger the Wi-Fi Protected Setup (WPS) function when held down for approximately three indicators on or off when held for approximately six (6) seconds.

setting up your NetComm NL20MESH

Step 1: Power on the NetComm NL20MESH

Wait a few minutes for it to start up.
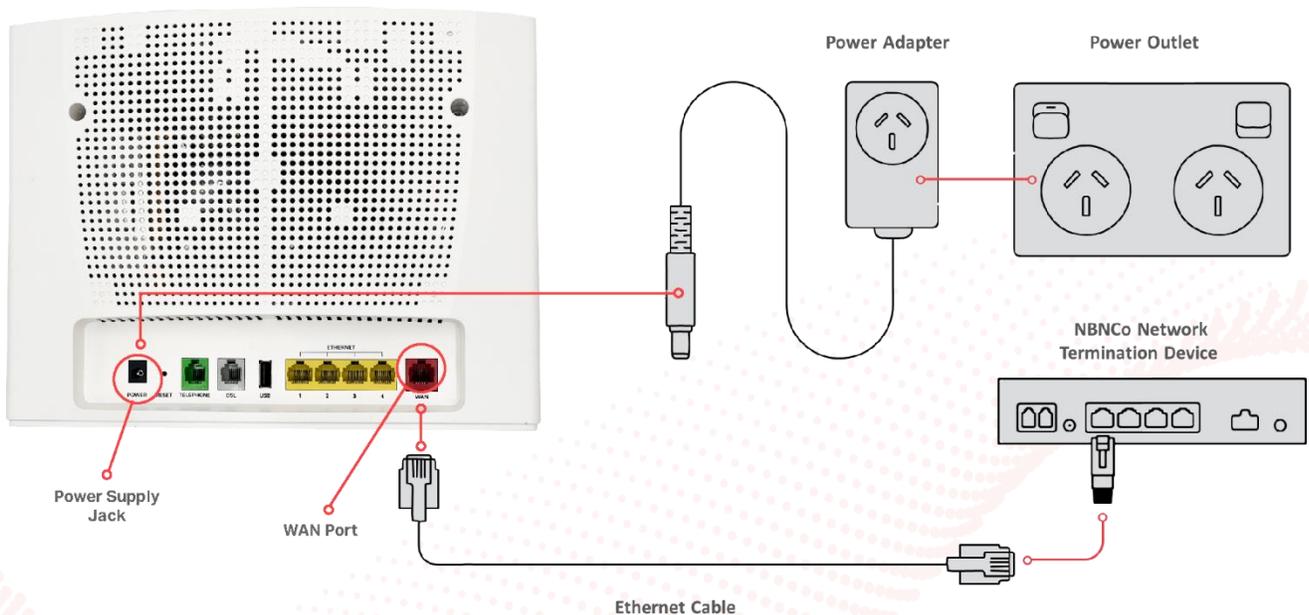
Step 2: Connect your NetComm NL20MESH

Depending on your NBN technology type, your NetComm NL20MESH will connect differently. If you are unsure of your NBN technology type, it is listed in your NBN ordered email.
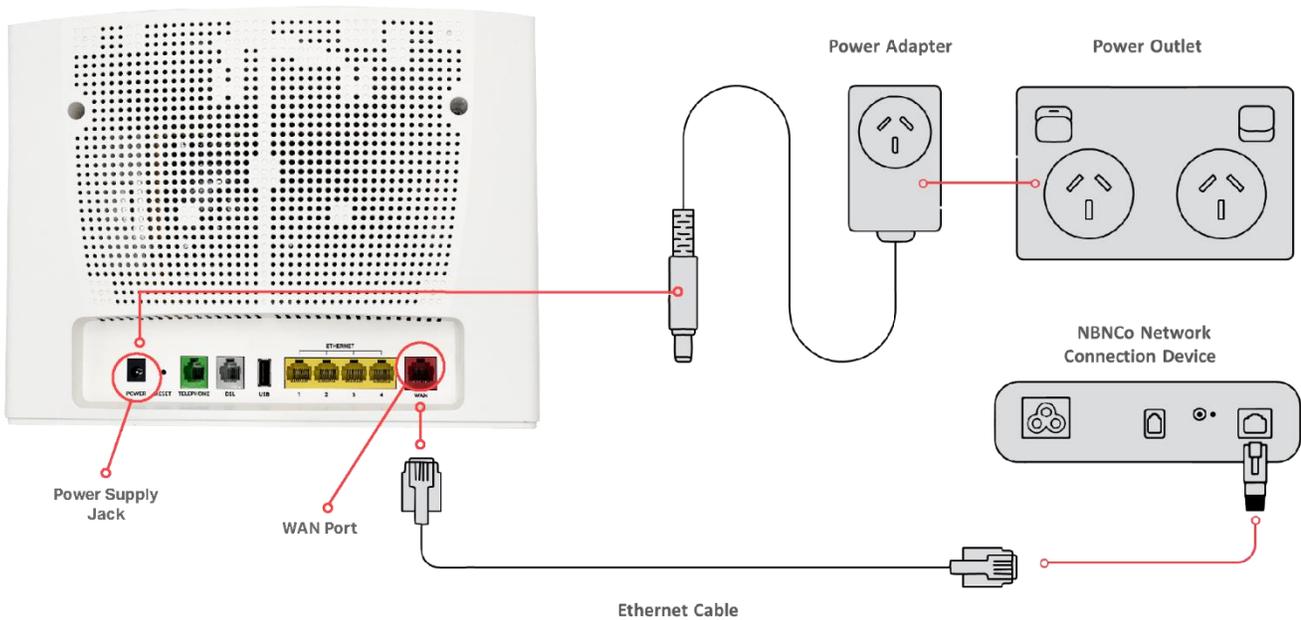
If your NBN connection is:

Instructions:

Hybrid Fibre Coaxial (HFC)
Fibre to the Premises (FTTP
Fibre to the Curb (FTTC)

Connect the ethernet cable from the WAN port on the NetComm NL20MESH to the UNI-D port on your nbn® connection box. Connect the power adaptor from the power supply jack to the power outlet.


Power Adapter

Power Outlet

NBNCo Network Termination Device

Power Supply Jack

WAN Port

Ethernet Cable

Power Adapter

Power Outlet

Power Supply Jack

WAN Port

NBNCo Network Connection Device

Ethernet Cable

If your NBN connection is:	Instructions:
Fibre to the Node (FTTN) **Fibre to the Building (FTTB) or** **VDSL (over a traditional telephone line)** **VDSL (over a traditional telephone line)**	Connect the DSL cable from the DSL port on the NetComm NL20MESH to the wall socket. Connect the power adaptor from the power supply jack to the power outlet.

Power Adapter   Power Outlet

Power Supply Jack

DSL Port

Wall Socket

DSL Cable
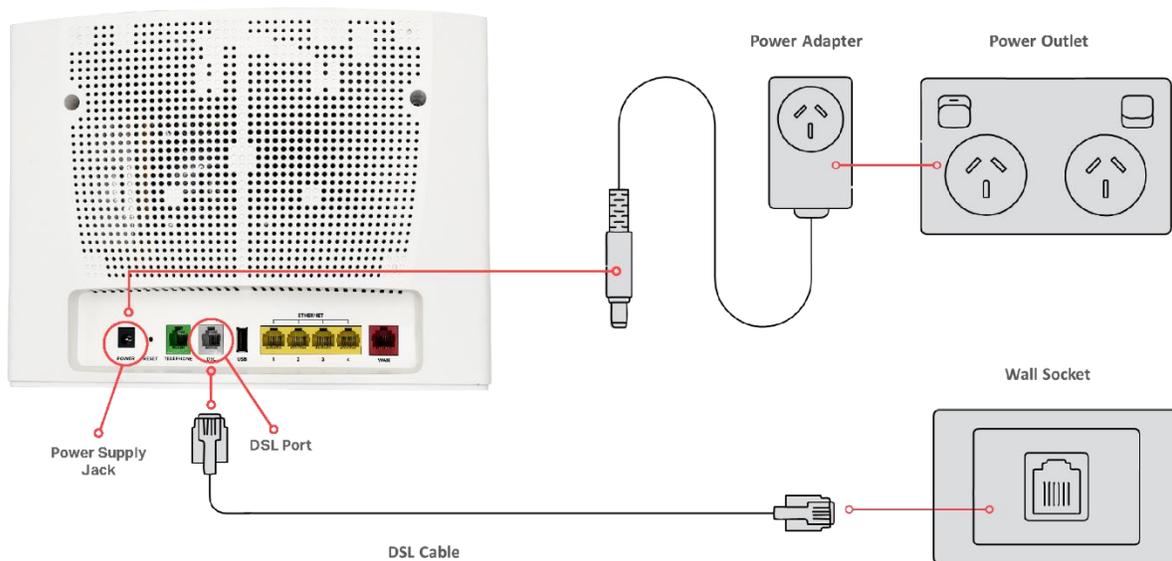
Step 3: Connect your devices to Wi-Fi

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.

WIFI CARD

Connecting a telephone to a NetComm NL20MESH

Connect a regular telephone handset to the NetComm NL20MESH by connecting the cable from the VoIP port to the telephone handset.

Power Adapter   Power Outlet

Telephone Handset

VOIP Port

Power Supply
Jack

VoIP Cable

more •••
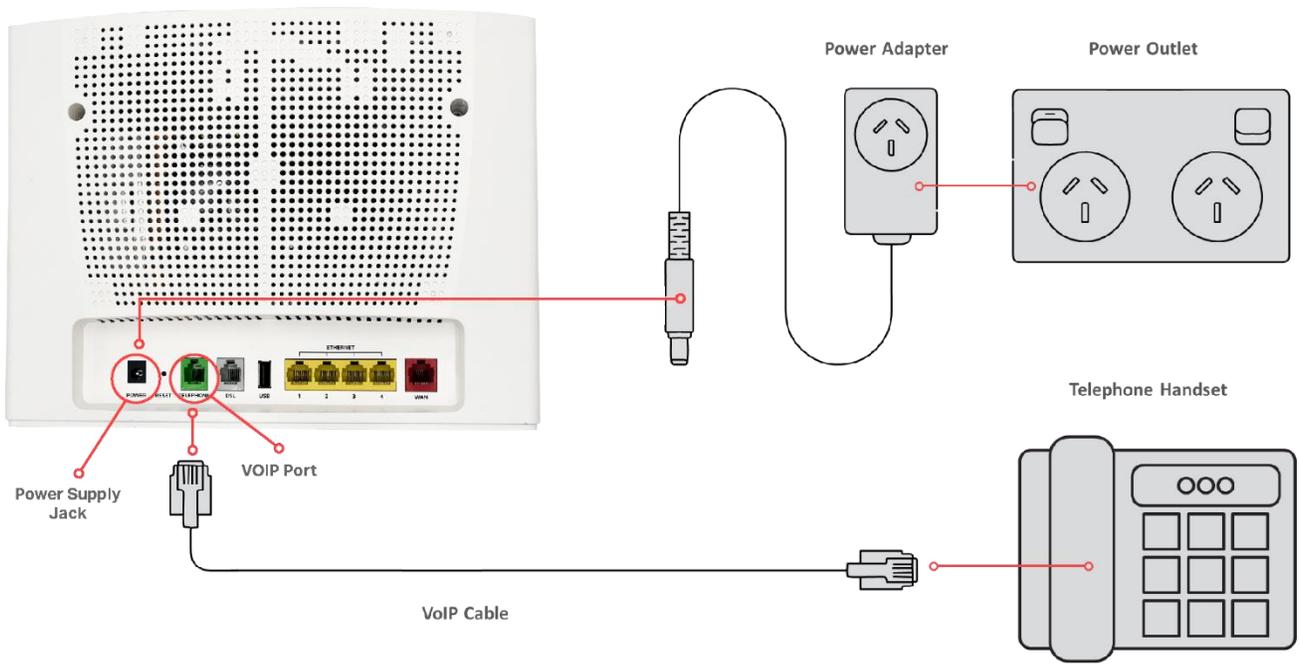
Getting online via 4G mobile network

How 4G backup works:

Automatic failover: If the modem detects a failure or significant disruption, it automatically switches to the 4G LTE connection to maintain internet access^.

Quick transition: The transition to 4G is fast, meaning there's minimal interruption to your internet service. Automatic reversion: Once the primary broadband connection is restored, the router automatically switches back from the 4G connection to the main connection.

Benefits of 4G backup:

- Enhanced connectivity
- Additional peace of mind
- Easy setup

^4G Backup is available for use with eligible business nbn® plans when you purchase a compatible modem from More. Subject to data usage caps. If you go over your included monthly data allowance, 4G Backup will not work. 4G Backup only available in areas with Optus 4G coverage.configuring your NetComm NL20MESH

Note: If you have purchased your NetComm NL20MESH from the More website, it will come pre-configured and all you'll need to do is follow the set-up process outlined above.

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 NL20MESH.

1. Push the power button on the side of the NetComm NL20MESH to turn it on. Wait a few minutes for it to complete start up.
2. Use a device (eg., laptop or PC) and connect to your modem. You will have to do this before you can login to the modem online.
3. Open a web browser and type https://192.168.20.1/ into the address bar, then press Enter.
4. At the login screen, type in the username and password printed on the label on the bottom of the NetComm NL20MESH and login.
5. 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)

1. Select 'Ethernet WAN' as your WAN connection type.
2. Select 'PPPoE' as your WAN mode for your internet connection.
3. Select 'No VLAN Tag' as your VLAN option for your connection.
4. Enter your username and password provided to you in your NBN ordered email.
5. Click the 'Apply/Save' button to complete the setup.

If your NBN connection is:

Fibre to the Node (FTTN), Fibre to the Building (FTTB)

1. Select 'VDSL' as your WAN connection type.
2. Select 'PPPoE' as your WAN mode for your internet connection.
3. If appliable, select 'Custom VLAN Tag' as your VLAN option for your connection and enter 100. Otherwise select 'No VLAN Tag'.
4. Enter your username and password provided to you in your NBN ordered email.
5. Click the 'Apply/Save' button to complete the setup.

configuring your telephone

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 NL20MESH 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.

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**