Welcome

to your flash new modem and set up guide

contact™

Before you start...

We'll send you an email when your connection is ready to go. Once that's confirmed this simple guide will help you set up your new modem.

Wait for the experts

If you are expecting a visit from your local Fibre company to set up your connection, wait for them, as they may need to install a special connection point in your home.

Or do it yourself

It should only take a few minutes to set up and maybe a couple more for the modem to start chatting to our system. 10 minutes max and you'll be on your way to the wonderful world of the internet!

Future proofed for Fibre

You may not have Fibre in your street today but with this modem we want to make sure you are ready when it is. This modem is designed to work for ADSL, VDSL or Fibre (UFB) connection types.

How do I know when I can set up my modem?

Don't plug your Contact modem in until your connection date, and after you've received a confirmation email from us that your connection is now active.

If your connection date has passed, or you haven't had a connection date yet, please contact us at **broadband@contactenergy.co.nz**

Get going

Go fast with ADSL or VDSL

Once you've received an email confirming your broadband connection is ready, you can connect via ADSL or VDSL by following these 3 easy steps:

1. Plug the supplied **Grey Cable** to the **DSL** port on the back of your modem and to the phone port that supplies your DSL service.

2. Plug the supplied **Yellow Ethernet Cable** into one of the **Ethernet** ports on the modem and plug the other end into your PC or laptop's Ethernet port (refer to your computer's user manual if you're unsure which port it is). To connect wirelessly check out the *Go wireless* section.

3. Plug the supplied **Power Adapter** into the **Power** port of the modem and into a wall socket. Turn the power on at the wall socket and press the power **On/Off Button** on the side of the modem. The modem will take a few minutes to power up and communicate with our systems.

PC

MODEM

POWER SOCKET

DSL JACKPOINT

PHONE CABLE

ETHERNET CABLE

POWER CABLE
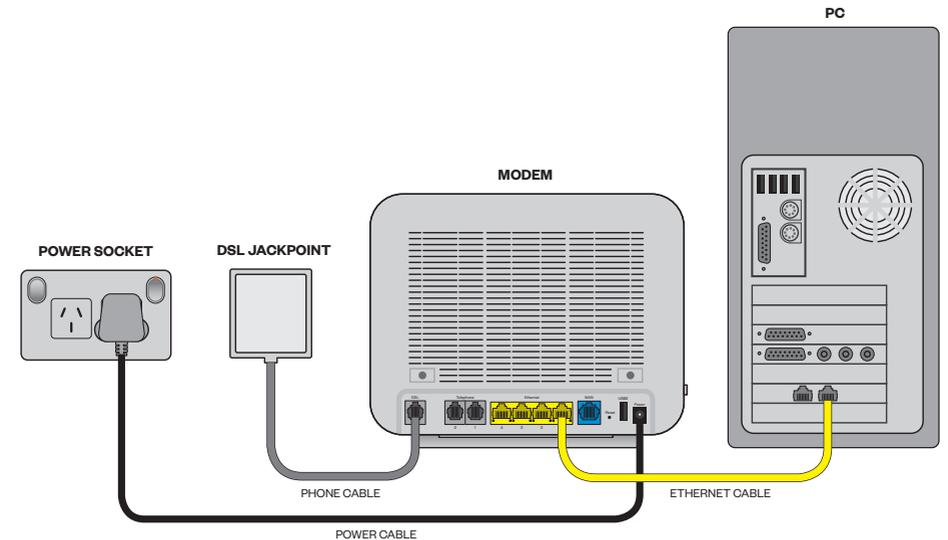
Go faster with Fibre

Once you've received an email confirming your Fibre connection is ready, you can connect by following these 3 easy steps:
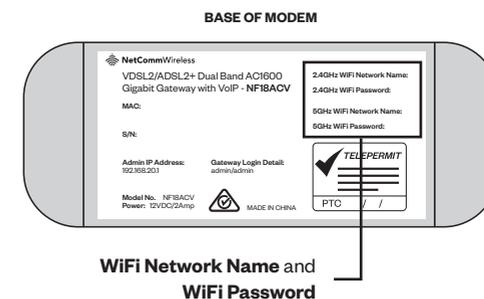
1. Plug one end of the supplied **Yellow Ethernet Cable** into the **WAN Port** located on the back of the modem, and plug the other end of the same cable into the **GE1 port** of the installed **UFB ONT.** ONT stands for Optical Network Terminator. This is the connection point installed by a technician when fibre is installed into your property.

2. Plug the supplied **Yellow Ethernet Cable** into one of the **Ethernet** ports on the modem and plug the other end into your PC or Laptop's Ethernet port (refer to your computer's user manual if you're unsure which port it is). To connect wirelessly check out *Go wireless* section.

3. Plug the supplied **Power Adapter** into the **Power** port of the modem and into a wall socket. Turn the power on at the wall socket and press the power **On/Off Button** on the side of the modem. The modem will take approximately a few minutes to power up and communicate with our systems.

PC

MODEM

ONT

POWER SOCKET

ETHERNET CABLE

POWER CABLE

ETHERNET CABLE
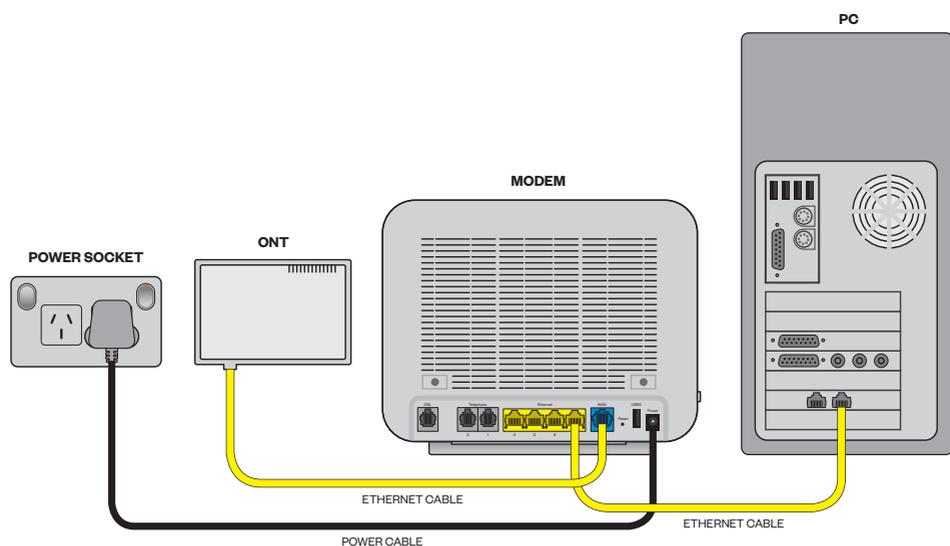
Go wireless

The modem comes shipped with the wireless function enabled so there's no need to configure it. The password to keep your wireless connection secure is printed on the base of the modem, and on the WiFi security card which came in the box with your modem. These are listed as WiFi Network Name (SSID) and WiFi Password (aka Security Key).

Using your wireless capable device (i.e. laptop, smartphone, or tablet device), search for and select the **WiFi Network Name** listed on the WiFi security card or the base of your modem. When prompted enter the **WiFi Password** printed on the card in the box and located on the base of the modem as shown on the images below.

NetCommWireless

Wireless Security Card

Wireless Network Name (SSID)	Wireless Security Key
2.4GHz - NetComm 5464	2.4GHz - Tulovodkgo
5GHz - NetComm 3131	5GHz - Meyiblowzo

BASE OF MODEM

NetCommWireless
VDSL2/ADSL2+ Dual Band AC1600
Gigabit Gateway with VoIP - **NF18ACV**

MAC:

S/N:

Admin IP Address: 192.168.20.1   Gateway Login Detail: admin/admin

Model No.   NF18ACV
Power: 12VDC/2Amp   MADE IN CHINA

2.4GHz WiFi Network Name:
2.4GHz WiFi Password:

5GHz WiFi Network Name:
5GHz WiFi Password:

TELEPERMIT

PTC   /   /

WiFi Network Name and
WiFi Password

Dual Band Setting

If you're a keen gamer or have the latest gadgets, you'll be pleased to know that the NetComm NF18ACV has dual bands. This allows you to maintain separate settings for both 2.4GHz and 5GHz wireless services. Once you've become more familiar with your modem you can separate your WiFi activity to avoid signal traffic which may slow you down. You'll find that the 5GHz wireless network will be a faster connection with a slightly shorter range than the 2.4GHz network.

Not all WiFi devices can support the 5GHz wireless band. In these cases please connect to 2.4GHz and it should work. You can jump online to the Netcomm website for instructions at netcommwireless.com.

NB If you are utilising both bands and want to change the password for your WiFi, you'll need to change both bands. See the section called 'Secure it like Fort Knox'.

Go homeline

This option is only available if you have selected to have a homeline from Contact, as part of your broadband package.

Once you're connected to the internet you can plug your telephone handset's cable into **Telephone** port number 1 located on the back of the modem. Port number 2 is only required if you have a second phone line.

MODEM

POWER SOCKET

DSL JACKPOINT

PHONE CABLE

PHONE CABLE

POWER CABLE
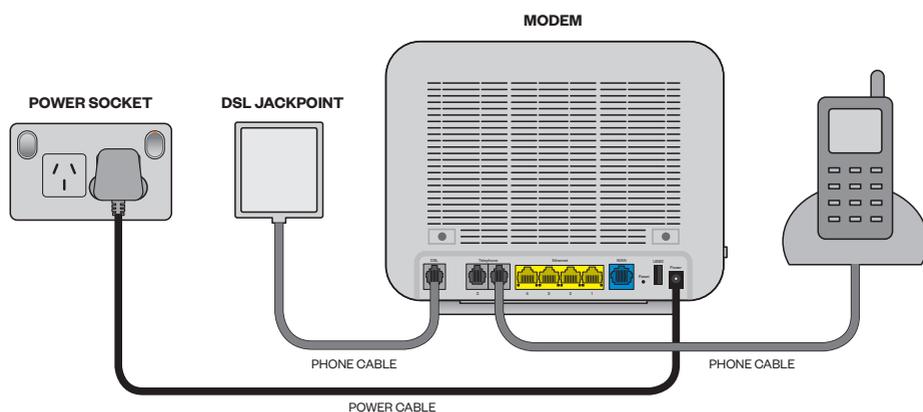
The lights are on - you're on your way!

Once you've completed the set up these are the lights that should be lit up in green on your modem:

ADSL/VDSL

Power   DSL   Internet   WiFi   1   2
Telephone

UFB

Power   Internet   WAN   WiFi   1   2
Telephone

Secure it like Fort Knox

To protect yourself from unauthorised access, use this section to change your WiFi network name, WiFi password and your admin password.

Once you're finished, you'll need to reconnect all your devices that use WiFi to access the internet (eg iPad, smartphone, Apple TV, etc), with the new WiFi network name and password you've just created.

Tip: It's a lot easier to do these changes on your desktop, laptop or tablet, rather than your smartphone.
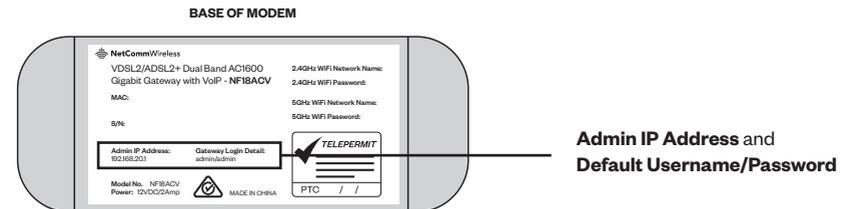
How to change your WiFi password

For security reasons we recommend changing the default password from admin to something else, write this down and keep it somewhere safe. Pick a password that's easy to remember but hard to guess. Also consider if you're likely to share your password with house guests. We recommend using a combination of numbers and upper and lower case letters.

1. Open your preferred browser (eg Safari, Internet Explorer) and log in to your Modem by typing http://192.168.20.1 into the address bar. This is your **Admin IP Address**.

2. Enter your admin username and password into the login window that appears (the default for name and password is admin).

3. From the left hand menu select Wireless, 2.4GHz and then Security.

4. Under the **WPA/WAPI passphrase** field, enter in the new Wireless Password that you would like for your network.

5. Click the **Apply / Save** button at the bottom of the page.

6. To confirm your wireless settings are saved, select the **Click here to display** option and ensure your new password is correct

7. Repeat steps 4-6 above for the 5GHz option. Ensure the passphrase is the same as the one you entered for the 2.4GHz option.

How to change your WiFi network name

We recommend using a desktop to change your WiFi Network Name (SSID) for your wireless network by following these steps:

1. Open your preferred browser (eg Safari, Internet Explorer) and log in to your Modem by typing http://192.168.20.1 into the address bar. This is your **Admin IP Address**.

2. Enter your admin username and password into the login window that appears (the default for name and password is admin).

3. From the menu on the left side of the screen select **Wireless, 2.4GHz** and then **Basic**.

4. Make sure '**Enable Wireless**' and '**Enable Wireless Multicast Forwarding (WMF)**' are both ticked.

5. In the SSID field enter the new name that you would like for your wireless network, for example Smith Family WiFi.

6. Click the **Apply / Save** button at the bottom of the page.

BASE OF MODEM

NetComm Wireless

VDSL2/ADSL2+ Dual Band AC1600
Gigabit Gateway with VoIP - **NF18ACV**

MAC:

S/N:

Admin IP Address: Gateway Login Detail:
192.168.20.1   admin/admin

2.4GHz WiFi Network Name:
2.4GHz WiFi Password:

5GHz WiFi Network Name:
5GHz WiFi Password:

TELEPERMIT

Model No.   NF18ACV
Power: 12VDC/2Amp   MADE IN CHINA   PTC   /   /

**Admin IP Address** and
Default Username/Password

Stay safe and secure

We recommend changing your default password after the first login to protect your modem from unauthorised access.

On the base of your modem there is a section called **Admin IP Address** with a number address, 192.168.20.1, and the default user name and password of admin/admin.

1. Open your preferred browser (eg Safari, Internet Explorer) and log in to your Modem by typing http://192.168.20.1 into the address bar. This is your **Admin IP Address**.

2. Enter your admin username and password into the login window that appears (the default for name and password is admin).

3. Once logged in to your modem, go to **Management** > **Access Control** > **Passwords**.

4. To change the password enter admin under **Old Password** and then enter your new desired password under **New Password** and **Confirm Password**.

5. Once completed click on the **Apply / Save** button.

6. When you update the password, be sure to write down your new admin password and keep this somewhere safe.

BASE OF MODEM

Admin IP Address and
Default Username/Password
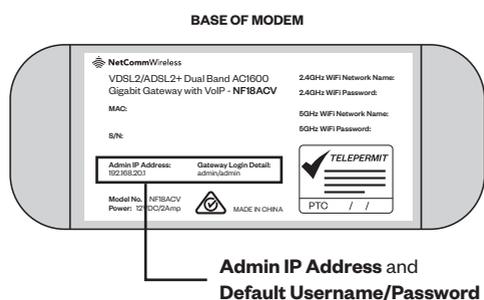
But wait, there's more...

Location, location, location
- Tips to improve your modem's performance

If you're in a multi-level property or you've got a lot of devices to connect to your wireless modem, set up the modem so it's as near as possible to the centre of the house. This should help to improve your connectivity and speed.

Avoid placing your modem near devices that may emit radio "noise," such as microwave ovens or dense objects that can block wireless communication, including refrigerators, washers and/or dryers, metal cabinets, fish tanks etc.

MY SKY subscribers

If you are a MY SKY HDi/+ customer, place your modem close enough to connect to your MY SKY HDi box (approximately 1 metre away), but not directly behind it.

You may require a SKY LINK or cable which you can acquire through SKY at **skyondemand.co.nz** or call **SKY on 0800 759 759.**

My DSL cable doesn't plug into my DSL jackpoint

If your DSL cable doesn't fit your DSL jackpoint, just email **broadband@ contactenegy.co.nz** to let us know and we'll send you a filter/splitter that plugs into your jackpoint, which the cable will fit.

Still not working?
Call us on 0800 401 373 or email broadband@contactenergy.co.nz

0800 401 373

contact.co.nz