

1. Connect to the modem via Wire or Wireless
2. Open a browser (Chrome, Firefox, Safari, etc) and enter 192.168.20.1 in the address bar
3. Enter **admin** as both the username and password
4. Using the left-hand panel, click **Basic Setup**

NetCommWireless
NF18ACV

Device Info

Manufacturer:	NetComm Wireless
Product Class:	NF18ACV
Serial Number:	021018030210
Build Timestamp:	170818_1107
Software Version:	NF18ACV.NC.Vocus-R68016.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:	

5. Select **VDSL** and click **Next**

NetCommWireless
NF18ACV

Basic > Quick Setup > Internet Setup (Select one DSL mode)

This Wizard is designed to walk you through the basic information needed to set up your device
To continue, please select your WAN connection type.

☐ ADSL
☒ **VDSL**
☐ Ethernet WAN

Next

6. Select **PPPoE** and click **Next**

NetCommWireless
NF18ACV

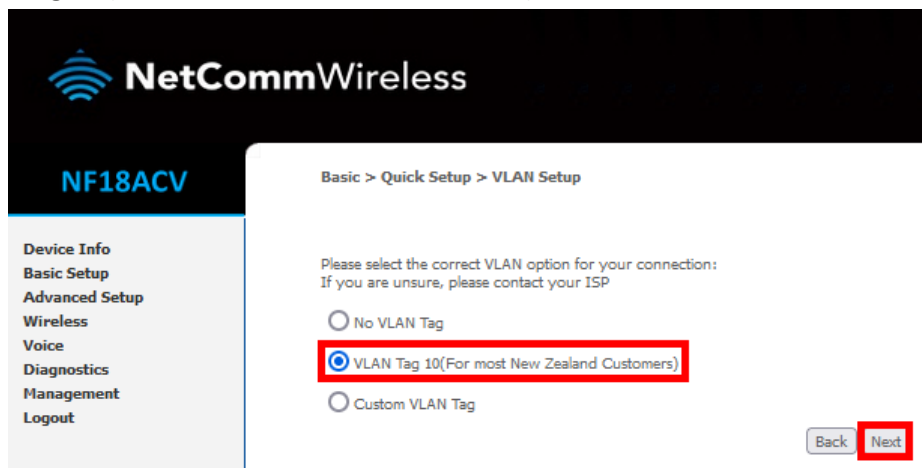
Basic > Quick Setup > WAN Setup (Select one WAN mode)

Select the WAN mode for your internet connection as specified by your Internet Service Provider(ISP).

☒ **PPP Over Ethernet (PPPoE)**
☐ IP over Ethernet (IPoE)
☐ Bridging

Back **Next**

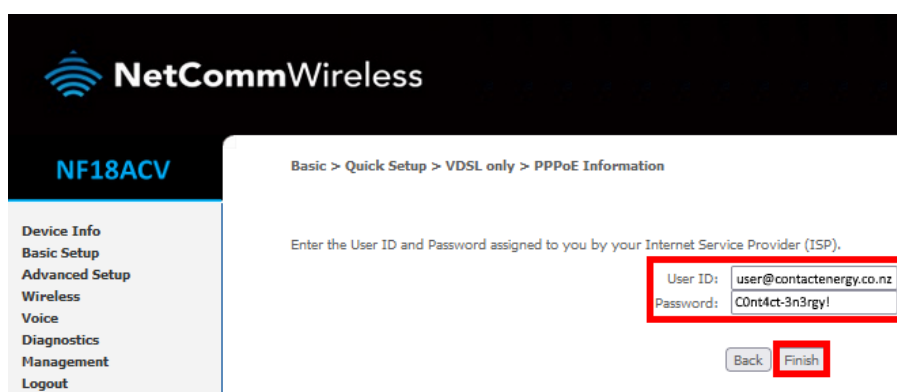
7. Select **VLAN Tag 10 (For most New Zealand Customers)** and click **Next**



The screenshot shows the NetCommWireless NF18ACV web interface. On the left is a navigation menu with options: Device Info, Basic Setup, Advanced Setup, Wireless, Voice, Diagnostics, Management, and Logout. The main content area is titled 'Basic > Quick Setup > VLAN Setup'. It contains the instruction: 'Please select the correct VLAN option for your connection: If you are unsure, please contact your ISP'. There are three radio button options: 'No VLAN Tag', 'VLAN Tag 10(For most New Zealand Customers)' (which is selected and highlighted with a red box), and 'Custom VLAN Tag'. At the bottom right, there are 'Back' and 'Next' buttons, with the 'Next' button highlighted by a red box.

8. Enter the following details:

- User ID: user@contactenergy.co.nz
- Password: **C0nt4ct-3n3rgy!**



The screenshot shows the NetCommWireless NF18ACV web interface at the 'Basic > Quick Setup > VDSL only > PPPoE Information' step. The left navigation menu is the same as in the previous screenshot. The main content area prompts the user to 'Enter the User ID and Password assigned to you by your Internet Service Provider (ISP)'. There are two input fields: 'User ID:' containing 'user@contactenergy.co.nz' and 'Password:' containing 'C0nt4ct-3n3rgy!'. Both input fields are highlighted with a red box. At the bottom right, there are 'Back' and 'Finish' buttons, with the 'Finish' button highlighted by a red box.

9. Click **Finish**