



# Set up your Netcomm NF20MESH

If you've purchased a Netcomm CloudMesh NF20MESH from AGL, it should arrive pre-configured - which means you can simply plug it in and get connected.

If you've reset your router or are using an NF20MESH from another provider, you may need to update the settings by following the steps below.

You can also access the Netcomm NF20MESH user guide for additional information.

### **Start by identifying your connection type.**

The setup steps differ depending on your connection and whether you're using the Quick Start Wizard or configuring settings manually.

#### **In this guide:**

- **FTTP, FTTC, Fixed Wireless and HFC** connections use an **Ethernet WAN** setup
- **FTTB and FTTN** connections use a **VDSL** setup

For most customers, we recommend using the **Quick Start Wizard**.

Fibre to the Premises (FTTP), Fibre to the Curb (FTTC), Fixed Wireless (FW), and Hybrid Fibre Coaxial (HFC) connections.



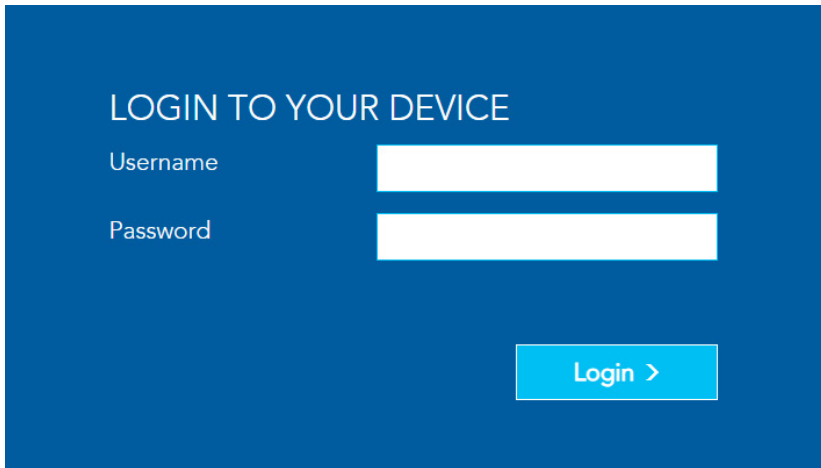
# Using the Quick Start Wizard

(recommended)

1. Connect your device to the Netcomm Wi-Fi network. The **'WiFi Network Name'** and **'WiFi Password'** are listed on the sticker on the base of the Netcomm.

**Note:** When your device is connected to the Wi-Fi network, it may say 'connected, but no internet'. That's normal at this stage.

2. Open a web browser. Type **192.168.20.1** in the address bar and press **Enter**.



LOGIN TO YOUR DEVICE

Username

Password

Login >

3. To login, your **username is 'admin'**. Your password will be listed on the sticker on the base of the Netcomm router.

**Note:** This is different than your Wi-Fi password. You can find it underneath 'Gateway Login Page'.

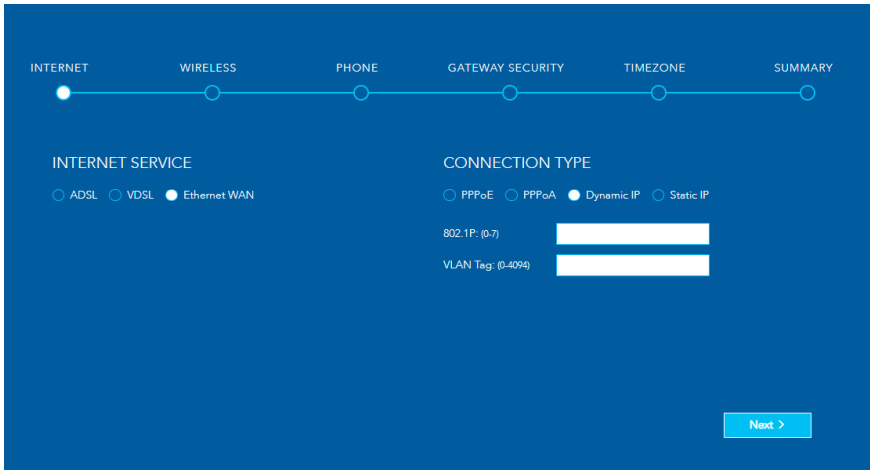
# Using the Quick Start Wizard (recommended)

4. Select **RUN QUICK START WIZARD** from the 'QUICK TASKS' bar.



5. Select the following:

- INTERNET SERVICE: Ethernet WAN
- CONNECTION TYPE: Dynamic IP
- Leave the remaining settings as they are



6. Click **Next**.

# Using the Quick Start Wizard (recommended)

- Optional: update your Wi-Fi name and password, then click **Next**.

The screenshot shows the 'WIRELESS' step of a configuration wizard. At the top, a progress bar indicates the current step is 'WIRELESS', with other steps being 'INTERNET', 'PHONE', 'GATEWAY SECURITY', 'TIMEZONE', and 'SUMMARY'. Below the progress bar, there are two sections: 'WIRELESS 2.4GHz' and 'WIRELESS 5GHz'. Each section has an 'On' radio button selected and an 'Off' radio button. Under each section, there are three input fields: 'Network Name' (containing 'NetComm.XXXX'), 'Security Key Type' (a dropdown menu with 'WPA2-PSK' selected), and 'WiFi Password' (containing 'NetCommPassword'). At the bottom right, there are two buttons: '< Back' and 'Next >'. The background is a dark blue color.

- Optional: Click **Next** until you reach GATEWAY SECURITY. Change your router Login Username and Login Password, then click **Next**.

**Note:** If you reset your router later, these will return to the default settings on the device.

If you use a VoIP service with AGL, you'll need to enter your **VoIP settings** at this stage.

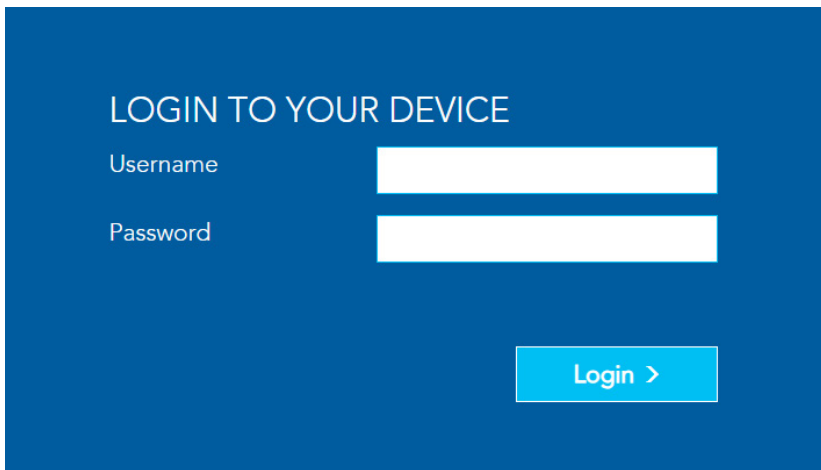
- Select your time zone.
- Click **Finish**

# Using the settings menu

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4. Click **INTERNET** on the left-hand side of the screen.

# Using the settings menu

5. A table will appear. If anything is listed under Current Connections, click the description on each row, then click **Delete** until there are no more current connections.
6. Click **Create New**.
7. Adjust the settings to the following:

- Description: AGL
- Internet Service: Ethernet WAN
- Connection Type: Dynamic IP
- Primary DNS server: 202.142.142.142
- Secondary DNS server: 202.142.142.242
- 802.1P: -1
- VLAN Tag: -1
- NAT: Enabled
- MTU size: 1500
- MSS size: 1460
- IP Protocol: IPv4
- IGMP: Enabled

The screenshot shows a web form titled "Create new Internet Service connection". The form contains the following fields and options:

- Description:** A text input field containing "Aussie Broadband".
- Internet Service:** Radio buttons for ADSL, VDSL, and Ethernet WAN (selected).
- Connection Type:** Radio buttons for PPPoE, PPPoA, Dynamic IP (selected), and Static IP.
- Primary DNS server:** A text input field containing "202.142.142.142".
- Secondary DNS server:** A text input field containing "202.142.142.242".
- 802.1P: (0-7):** A text input field containing "-1".
- VLAN Tag: (0-4094):** A text input field containing "1".
- NAT:** Radio buttons for Enabled (selected) and Disabled.
- MTU Size:** A text input field containing "1500".
- MSS Size:** A text input field containing "1460".
- IP Protocol:** Radio buttons for IPv4 (selected), IPv6, and IPv4/IPv6.
- IGMP:** Radio buttons for Enabled (selected) and Disabled.

At the bottom right of the form are two buttons: "Apply" and "Hide Options".

8. Click **Apply**.

**Note:** If you use a VoIP service with AGL, you'll also need to enter your VoIP settings at this stage.

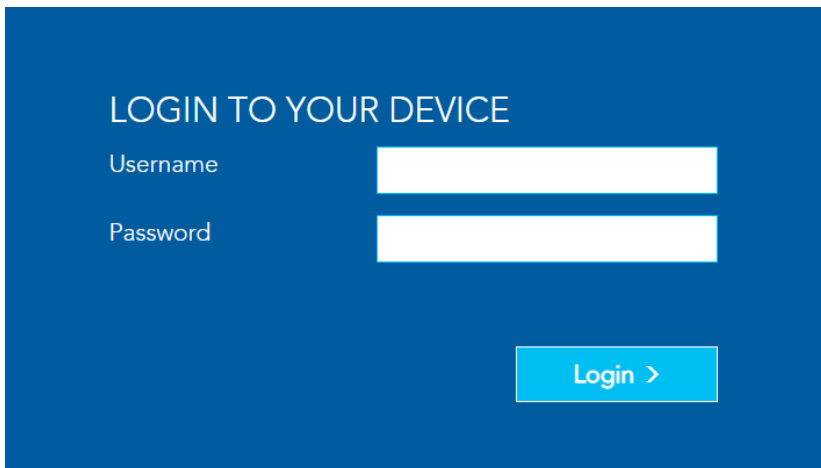
# Using the Quick Start Wizard

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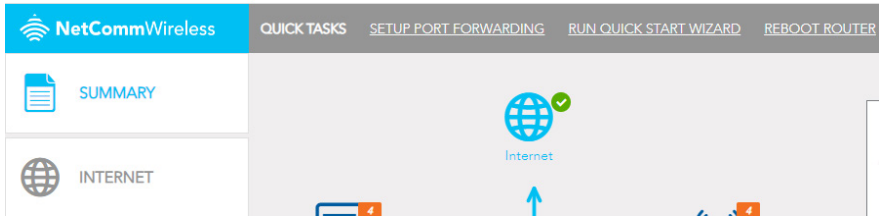
Login >

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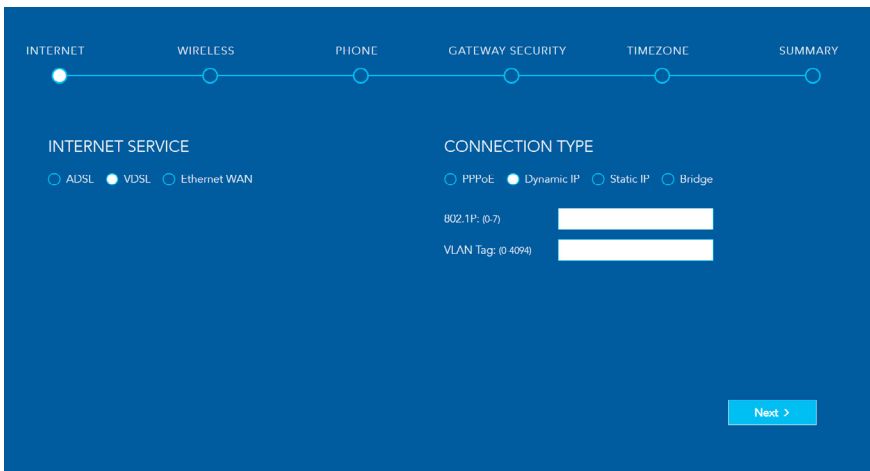
# Using the Quick Start Wizard (recommended)

4. Select **RUN QUICK START WIZARD** from the 'QUICK TASKS' bar.



5. Select the following:

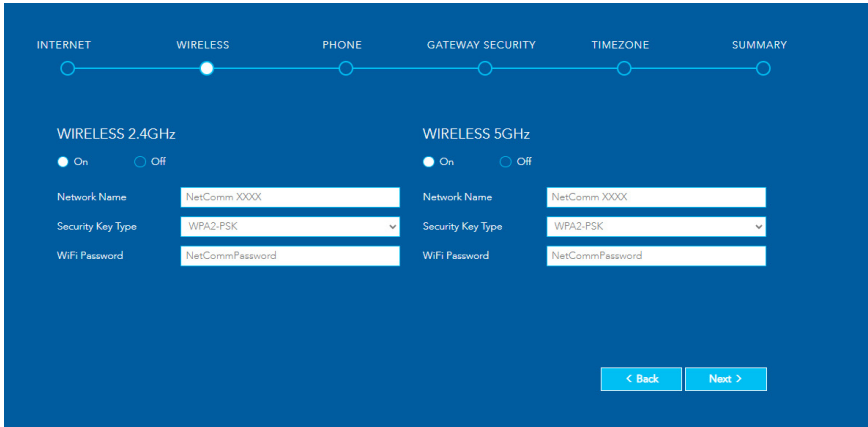
- INTERNET SERVICE: VDSL
- CONNECTION TYPE: Dynamic IP
- Leave the remaining settings as they are



6. Click **Next**.

# Using the Quick Start Wizard (recommended)

7. Optional: update your Wi-Fi name and password, then click **Next**.



The screenshot shows the 'WIRELESS' step of a configuration wizard. At the top, a progress bar indicates the current step is 'WIRELESS', with other steps being 'INTERNET', 'PHONE', 'GATEWAY SECURITY', 'TIMEZONE', and 'SUMMARY'. The 'WIRELESS 2.4GHz' section has 'On' selected. Below it are three input fields: 'Network Name' (NetComm.XXXX), 'Security Key Type' (WPA2-PSK), and 'WiFi Password' (NetCommPassword). The 'WIRELESS 5GHz' section also has 'On' selected and identical input fields. At the bottom right, there are '< Back' and 'Next >' buttons.

8. Optional: Click **Next** until you reach GATEWAY SECURITY. Change your router Login Username and Login 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.

9. Select the appropriate time zone for your region, then click **Next**.

10. Click **Finish**

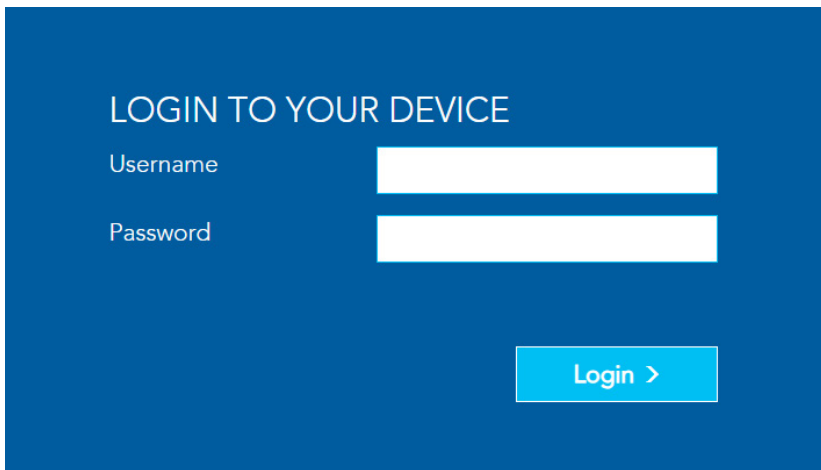
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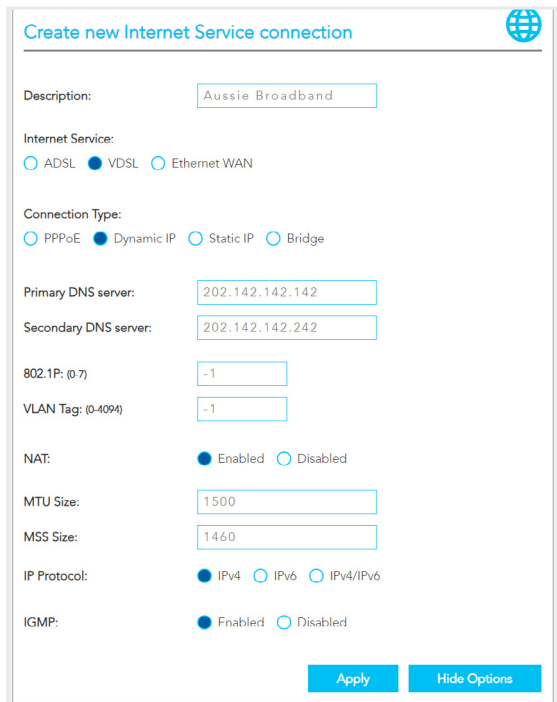
**Note:** This is different than your Wi-Fi password. You can find it underneath 'Gateway Login Page'.

4. Click **INTERNET** on the left-hand side of the screen.

# Using the settings menu

5. A table will appear. If anything is listed under Current Connections, click the description on each row, then click **Delete** until there are no more current connections.
6. Click **Create New**.
7. Adjust the settings to the following:

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- Internet Service: Ethernet WAN
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- 802.1P: -1
- VLAN Tag: -1
- NAT: Enabled
- MTU size: 1500
- MSS size: 1460
- IP Protocol: IPv4
- IGMP: Enabled



The screenshot shows a web form titled "Create new Internet Service connection" with a globe icon in the top right corner. The form contains the following fields and options:

- Description:** A text input field containing "Aussie Broadband".
- Internet Service:** Three radio button options: "ADSL" (unselected), "VDSL" (selected), and "Ethernet WAN" (unselected).
- Connection Type:** Four radio button options: "PPPoE" (unselected), "Dynamic IP" (selected), "Static IP" (unselected), and "Bridge" (unselected).
- Primary DNS server:** A text input field containing "202.142.142.142".
- Secondary DNS server:** A text input field containing "202.142.142.242".
- 802.1P: (0-7):** A text input field containing "-1".
- VLAN Tag: (0-4094):** A text input field containing "-1".
- NAT:** Two radio button options: "Enabled" (selected) and "Disabled" (unselected).
- MTU Size:** A text input field containing "1500".
- MSS Size:** A text input field containing "1460".
- IP Protocol:** Three radio button options: "IPv4" (selected), "IPv6" (unselected), and "IPv4/IPv6" (unselected).
- IGMP:** Two radio button options: "Enabled" (selected) and "Disabled" (unselected).

At the bottom right of the form, there are two buttons: "Apply" and "Hide Options".

8. Click **Apply**.

**Note:** If you use a VoIP service with AGL, you'll also need to enter your VoIP settings after completing this step.

