Netcomm NF18acv Fibre Settings & VLAN On.

Log into the router's settings page

1. Connect a device (phone, laptop or tablet etc.) to the router. Either by Ethernet cable or by the Wi-Fi (e.g., might be called 'Netcomm xxx").
2. Once connected, open a web browser on the device (e.g., Google Chrome, Safari or Firefox). Type **192.168.20.1** into the address/search bar, like below:
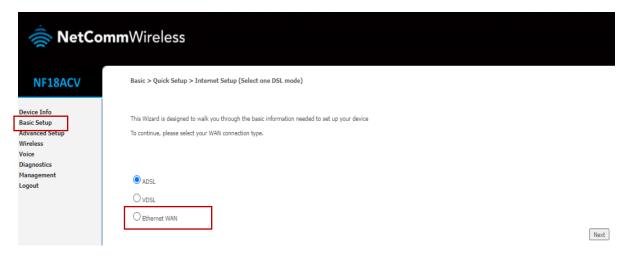
$\leftarrow$ $\rightarrow$ C 🌐 192.168.20.1

3. Once you hit 'Enter' or 'Go', you'll be presented with a login page. By default, the Username is **admin**. The Password is dependent on who the ISP who supplied the router is.
   - Trustpower: **Trustpower** (case sensitive).
   - Slingshot & Orcon: (*instead of 192.168.20.1, you'll need to enter 192.168.1.1*): **last 6 characters of the MAC address (lowercase)**
   - Contact: **admin**
   - If it's a NOW supplied router, you can call us.
4. If none of these combinations allows you access, you may need to factory reset the router and try again. To factory reset the router, press, and hold the reset button on the back of the router for 10-15 secs, release the button.
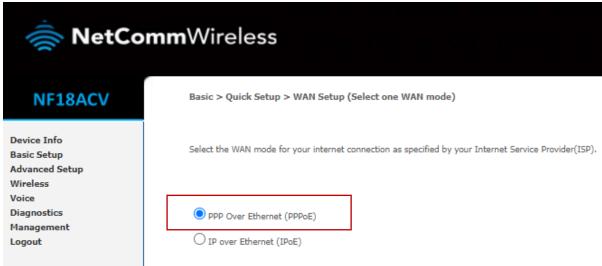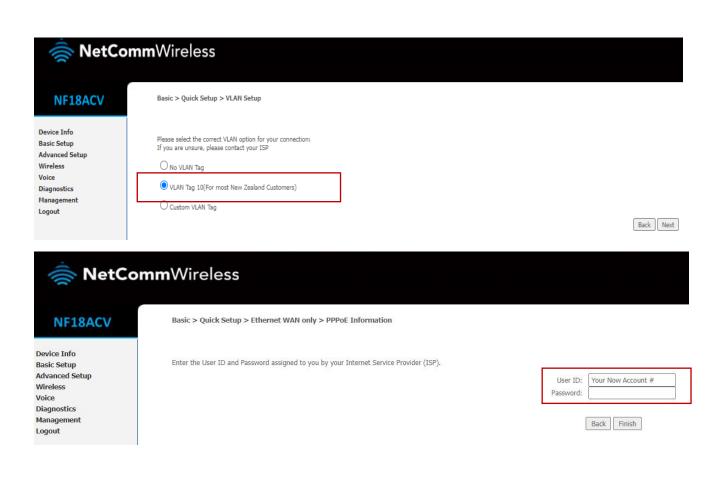
Add the correct connection settings

1. Depending on the firmware on the router, you'll either see a black and white screen with a menu on the left-hand side, that says "**Device Info, Basic Setup etc.**". For the newer firmware, the page will be blue and white with a picture of the router in the middle of the screen. You'll see a menu that has "**Summary, Internet, Wireless etc.**"
2. For older firmware, continue below. For newer firmware, go to step 10.
3. Click into **Basic Setup**
4. Select **Ethernet WAN**
5. Select **PPP over Ethernet**
6. Select **VLAN Tag 10 (for most New Zealand Customers)**
7. User ID: **Your NOW Account Number**
8. Password: **Your NOW Account Number**
9. Click **Finish**

10. For the newer firmware, click **Internet** from the menu.
11. Under **Internet**, you'll see a table labelled '**Current Connections**'. From this table, select the **ETH WAN** option. If you don't see this, click **Create New**.
12. An **Edit Existing** box should appear.
13. For the Description: **Leave Blank** or **Now_NZ**
14. Internet Service Type: **Ethernet WAN**
15. Connection Type: **PPPoE**
16. Username: **Your NOW Account Number**
17. Password: **Your NOW Account Number**
18. 802.1q: **0**
19. VLAN ID: **10**
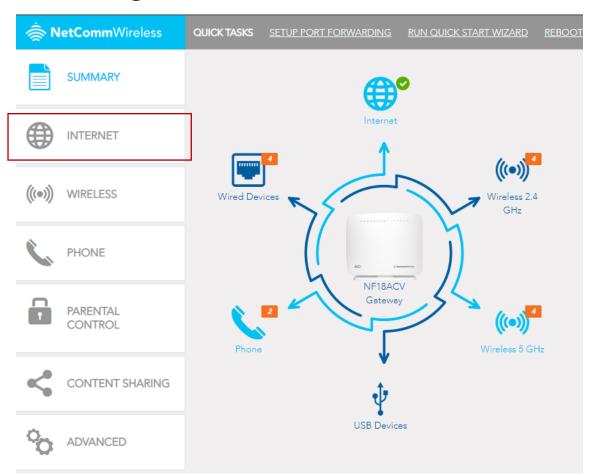20. Click **Update** or **Apply**

WAN Settings (Older firmware)

WAN Settings (Newer firmware)
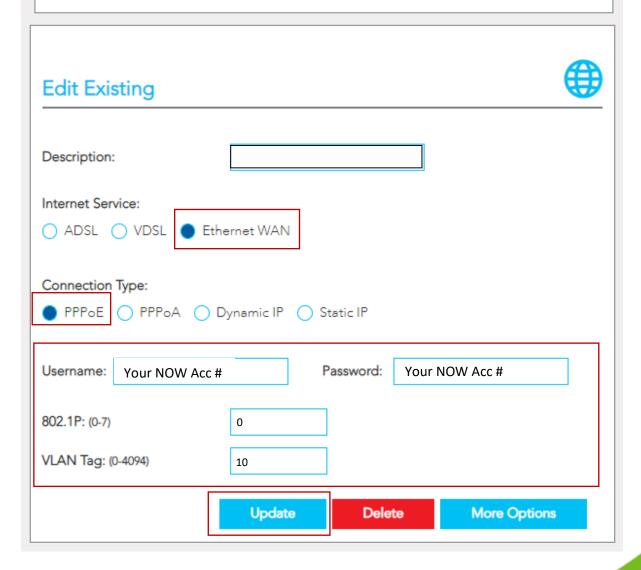
Internet Service Information

Below is a list of the current internet Interfaces on your router, to view, edit or delete these interfaces, click on the **Description** name below. To setup a new internet connect click the **Create New** button below.

Current Connections

Description	Internet Service	Connection Type	VLAN ID
TPG	ADSL	Dynamic IP	-
iiNet	VDSL	Bridge	5
Telstra	Ethernet WAN	PPPoE	2

or → **Create New**

Edit Existing

Description: [ ]

Internet Service:
○ ADSL   ○ VDSL   ● Ethernet WAN

Connection Type:
● PPPoE   ○ PPPoA   ○ Dynamic IP   ○ Static IP

Username: Your NOW Acc #   Password: Your NOW Acc #

802.1P: (0-7)   0

VLAN Tag: (0-4094)   10

Update   **Delete**   **More Options**

If you are still having trouble getting online, please give us a call!
0800 438 669 – Option 2 for Technical Support